FEDERATION OF NATIONAL POSTAL ORGANISATIONS

MEMORANDUM

(PART II)

TO

8TH CENTRAL PAY COMMISSION 2026

BY

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Ref: PF/8th CPC Dated :20.04.2026

To
The Hon'ble Chairperson
8th Central Pay Commission
New Delhi – 110 001

Subject: Submission of Memorandum on behalf of Postal Employees – Federation of National Postal Organizations

Respected Madam/Sir,

On behalf of the Federation of National Postal Organizations (FNPO), the recognized federation in the Department of Posts, I respectfully submit this memorandum concerning the issues and demands of postal employees.

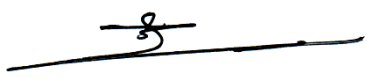
This submission may kindly be treated as **Part II** of the memorandum. As our Federation is a constituent of the Joint Consultative Machinery (JCM), National Council (Staff Side), the memorandum submitted by the Staff Side of the National Council, JCM, may please be treated as **Part I (General)**.

Further, all affiliated Unions/Associations of FNPO will be submitting their respective detailed memoranda, which may be considered as **Part III (Sectional)**.

We sincerely request that the contents of this memorandum be given due consideration by the Hon'ble Commission.

With profound regards,

Yours sincerely,



Sivaji Vasireddy,
Secretary General,

FNPO
FEDERATION OF NATIONAL POSTAL ORGANISATIONS
NEW DELHI

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CHAPTER–I

INDIA POST-ANINTRODUCTION

1.1 India Post – An Introduction

The Department of Posts (DoP), functioning under the Ministry of Communications, Government of India, is one of the most extensive and socially committed public service organizations in the country. It connects individuals, businesses, and government institutions through a vast nationwide network and provides essential communication, financial, and citizen-centric services. With its unparalleled infrastructure, India Post ensures delivery of mail to the doorsteps of citizens across urban, rural, and remote areas, collection and transmission of postal articles, provision of postal stationery, and facilitation of various social welfare and financial inclusion initiatives. Over the years, the Department has evolved far beyond traditional mail services and now performs multifaceted roles encompassing banking, insurance, logistics, e-commerce support, and delivery of government services, thereby transforming itself into a multi-functional public service institution.

1.1.2 Historical Evolution

The Indian postal system has a long and distinguished history, beginning with early organized communication systems and evolving into a structured network during the colonial period. The East India Company introduced postal services in 1766, followed by the enactment of postal legislation in 1837 and the establishment of a formal postal system through the Indian Post Office Act of 1854. Subsequent developments such as the introduction of the Railway Mail Service in 1863 and the Post Office Savings Bank in 1882 expanded the scope of operations significantly. Over time, the Department diversified into parcel services, value payable services, insurance, and financial services. After Independence, India Post emerged as a critical instrument of nation-building, extending services to rural and remote areas. In recent years the Department has undergone major transformation through digital banking integration, e-commerce logistics support, Aadhaar-enabled services, and Direct Benefit Transfer mechanisms, thereby redefining its role in governance and public service delivery.

1.1.3 Legal and Institutional Framework

The Department of Posts operates under the constitutional framework wherein Posts and Communications fall under the Union List, placing them under the exclusive jurisdiction of the Union Government. The traditional legal framework of the Indian Post Office Act, 1898 has been replaced by the Post Office Act, 2023, which came into force in June 2024 and marks a significant shift in regulatory and operational scope. The Department is responsible for policy formulation, operation, maintenance, and expansion of postal services across the country, ensuring accessibility, affordability, and reliability of services.

1.1.4 Core Functions of Postal Operations

Postal operations involve a comprehensive chain of activities including collection, sorting, transmission, and delivery of mail. These activities are carried out through Postal Divisions, Railway Mail Service (RMS), Mail Motor Service (MMS) and an extensive delivery network. The efficiency of this system depends on coordinated functioning across multiple operational units, supported by a dedicated workforce operating under diverse and often challenging conditions.

1.2 Postal Network – The Largest in the World

India Post operates the largest postal network globally, with 1,64,999 post offices as on 31st March 2025, of which more than 90 percent are located in rural areas. Each post office serves on average 8,566 people and covers an area of approximately 19.92 square kilometres. The network is structured into 23 Postal Circles, 54 Regions, 471 Divisions, and 69 RMS Divisions, supported by Mail Motor Service units and a vast number of Branch Post Offices, largely managed by GraminDakSevaks. This extensive structure ensures last-mile connectivity across the country, including in remote and inaccessible regions.

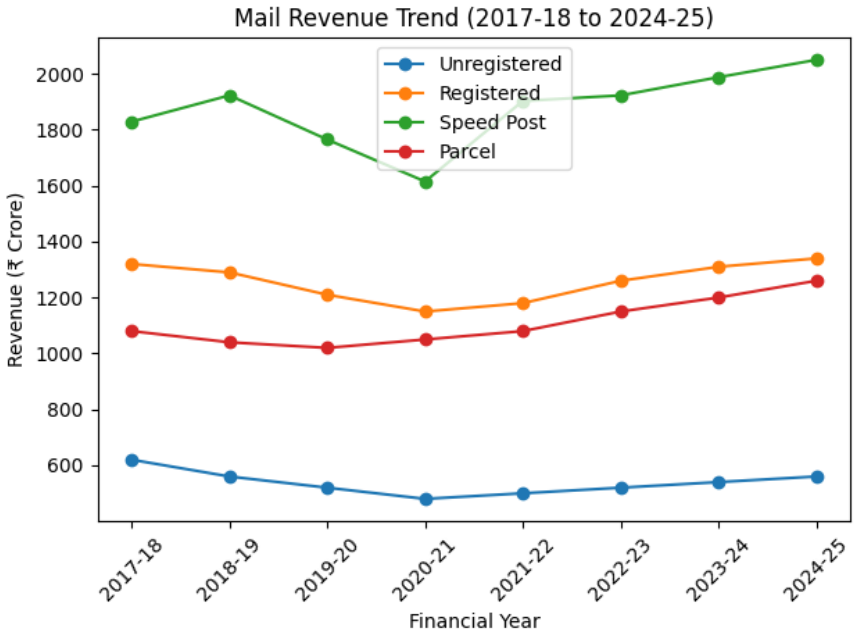
The Department of Posts functions as a primary delivery mechanism for Government services and plays a crucial role in financial inclusion and social security delivery. It facilitates pension payments, Direct Benefit Transfers, Aadhaar-related services, and rural banking operations, thereby acting as a vital link between citizens and the Government.

1.2.1 Mail processing, transmission and delivery continue to constitute the core operational activities of the Department of Posts. Analysis of mail traffic data over the period from 2017–18 to 2024–25 shows a clear shift in the composition of mail volumes. Unregistered mail, which stood at 620 crore articles in 2017–18, declined during the pandemic period and has gradually recovered to about 560 crore articles in 2024–25. Registered mail also witnessed a decline from 1,320 crore articles in 2017–18 to a low during 2020–21, followed by a steady recovery to around 1,340 crore articles in 2024–25. Speed Post has shown sustained growth over the years, increasing from 1,829 crore articles in 2017–18 to about 2,050 crore articles in 2024–25, highlighting the growing demand for time-bound and trackable services. Parcel traffic has also shown a consistent upward trend, rising from 1,080 crore articles in 2017–18 to approximately 1,260 crore articles in 2024–25, driven largely by e-commerce and business logistics. These trends indicate that while traditional letter mail has stabilised after a period of decline, premium, registered and parcel services have expanded significantly, thereby increasing operational workload, particularly in mail processing, sorting, transmission and delivery networks, including RMS and transit systems.

Table 1.2.1: Category-wise Mail Traffic Trend (2017–18 to 2024–25) in Crore.

Category / Year	2017–18	2018–19	2019–20	2020–21	2021–22	2022–23	2023–24	2024–25*
Unregistered	620	560	520	480	500	520	540	560
Registered	1,320	1,290	1,210	1,150	1,180	1,260	1,310	1,340
Speed Post	1,829	1,923	1,765	1,615	1,903	1,923	1,988	2,050
Parcel	1,080	1,040	1,020	1,050	1,080	1,150	1,200	1,260

Figure 1.2.1: Mail Revenue and Volume Trend (2017–18 to 2024–25)



The above figure depicts the category-wise trend in mail revenue and traffic over the period from 2017–18 to 2024–25, clearly indicating the pandemic-related dip during 2020–21 and the subsequent recovery. The sustained upward trajectory in Speed Post and Parcel segments underlines the growing importance of time-bound and logistics-oriented services, resulting in increased workload on mail processing, sorting, transmission and delivery systems, particularly within RMS and transit networks.

1.3 Financial Services – A Parallel Banking System

1.3.1 Post Office Savings Bank (POSB)

The Post Office Savings Bank (POSB), operated on behalf of the Ministry of Finance, represents one of the largest banking networks in the country. As per the avialble statistics with the satff side, POSB services are delivered through more than 1.65 lakh post offices, with over 30 crore accounts operating on a Core Banking Solution platform. The Department offers a wide range of financial products including Savings Accounts, Recurring Deposits, Time Deposits, Public Provident Fund, Senior Citizens Savings Scheme, Sukanya Samriddhi Accounts, National Savings Certificates, and Kisan Vikas Patra.

Postal employees are thus required to perform banking functions comparable to those of commercial banking institutions, especially in rural and semi-urban areas.

1.3.2 Digital Transformation

The Department has implemented Core Banking Solutions, mobile and internet banking, NEFT/RTGS integration, Aadhaar-based e-KYC, and ATM services, thereby transforming itself into a technology-driven financial service provider. This transformation has significantly increased the technical and operational responsibilities of postal employees.

1.3.3 Savings Bank – A Profile as on 31.03.2025

The magnitude of financial operations handled by the Department of Posts is reflected in the following statistical profile:

(A) Savings Bank Schemes

Sl. No.	**Name of the Scheme**	**Number of Accounts**	**Outstanding Balance (₹ in Crore)**
1	Savings Accounts (including MGNREGA)	7,93,87,869	2,12,331.70
2	Recurring Deposit (RD)	13,09,22,127	2,06,307.15
3	Time Deposit (TD)	2,58,36,610	3,38,531.04
4	Monthly Income Scheme (MIS)	91,26,726	2,85,629.52
5	Public Provident Fund (PPF)	50,38,989	1,62,746.82
6	Senior Citizens Savings Scheme (SCSS)	42,97,849	2,00,325.85
7	Sukanya Samriddhi Account (SSA)	3,53,37,939	1,99,001.69
Total		**28,99,48,109**	**16,04,873.77**

(B) Savings Certificates & Other Instruments

Sl. No.	Name of the Scheme	Number of Accounts / Certificates	Outstanding Balance (₹ in Crore)
1	National Savings Certificate (NSC VIII)	3,96,11,831	1,94,798.06
2	Kisan Vikas Patra (KVP)	3,60,75,330	2,32,726.79
3	MahilaSamman Savings Certificate (MSSC)	35,86,383	28,210.93
Total		**7,92,73,544**	**4,55,735.78**

(C) Grand Total (All Savings Schemes)

Particulars	Number of Accounts	Outstanding Balance (₹ in Crore)
Total (A + B)	**36,92,21,653**	**20,60,609.55**

1.3.4 Revenue from Traditional Postal Services

Sl. No.	Particulars	Revenue 2025-2026 (₹ in Crore)
1	Sale of Stamps	127.56
2	Postage Realised in Cash	3968.8
3	Commission on MO & IPO etc.	68.00
4	Remuneration on Savings Bank / Certificates	7234.59
5	Other Receipts	257.92

1.3.5 Analytical Position

The above data clearly establishes that the Department of Posts is handling financial operations of an extraordinary magnitude, with over 36.92 crore accounts and an outstanding balance exceeding ₹20.60 lakh crore, which is comparable to large banking institutions. At the same time, the Department continues to generate substantial revenue from traditional postal services,

thereby maintaining its dual role as a public service provider and a revenue-generating organization.

It is pertinent to emphasize that these extensive financial and operational responsibilities are discharged by postal employees in addition to their traditional duties. The role of postal employees has expanded significantly to include banking, insurance, digital services, and logistics functions requiring higher levels of skill, accountability, and technological competence. However, this transformation has not been accompanied by commensurate improvements in pay structure, incentives, or service conditions, which constitutes a major issue for consideration by the 8th Central Pay Commission.

1.4 Insurance and Financial Inclusion

Postal Life Insurance (PLI) and Rural Postal Life Insurance (RPLI) continue to play a significant role in providing social security and financial protection to Government employees and rural populations. Over the years, these schemes have expanded considerably in terms of policy coverage and premium income, reflecting the trust reposed by the public in postal insurance services.

In addition, the Department has significantly strengthened financial inclusion initiatives through integration with the **India Post Payments Bank (IPPB)**, enabling doorstep banking, Aadhaar-enabled payment services, Direct Benefit Transfers, and digital financial transactions across rural and underserved areas. This has further expanded the role of postal employees in financial service delivery beyond traditional insurance operations.

1.5 Logistics, Premium and Business Services

The Department of Posts has significantly expanded its logistics and premium service portfolio, including Speed Post, Business Post, Express Parcel, and Logistics Post, along with dedicated support for e-commerce operations. The rapid growth of parcel traffic, particularly driven by e-commerce, has transformed India Post into a major logistics service provider operating in a highly competitive environment alongside private courier companies.

The Department has also strengthened its role in last-mile delivery for e-commerce platforms and Government services, thereby increasing operational intensity and workload at all levels, especially in delivery, RMS, and MMS units.

1.6 Transformation into a Multi-Functional Institution

The Department of Posts has undergone a paradigm shift from a traditional mail delivery organization into a multi-functional institution performing diverse roles as a postal operator, banker, insurance provider, logistics service provider, and digital service delivery platform.

This transformation has been driven by the introduction of Core Banking Solutions, India Post Payments Bank, digital services, Aadhaar-enabled systems, and integration with national financial and governance platforms. While the scope of operations has expanded significantly, this transformation has not been accompanied by a corresponding increase in manpower or revision in pay structure, resulting in increased workload and operational pressure on employees.

1.7 Vision, Mission and Strategic Role

The vision of India Post is to make its services the first choice of customers by providing reliable, accessible, and value-driven services across the country. Its mission includes maintaining the largest postal network, ensuring last-mile connectivity, delivering financial and social security services, supporting digital governance initiatives, and acting as a trusted interface between the Government and citizens.

The Department also plays a strategic role in national development by promoting financial inclusion, enabling digital transactions, and supporting rural economic growth.

1.8 Workforce Contribution and Ground Reality

Despite the significant expansion in services and responsibilities, new initiatives continue to be implemented largely with existing manpower. The Department is currently functioning with **1,95,753 departmental employees and 2,78,633 GraminDakSevaks**, reflecting a reduced regular workforce alongside increased dependence on GDS.

Postal employees are required to perform multi-functional roles involving banking operations, digital services, logistics management, insurance, and customer service, often under conditions of staff shortage and increased workload. The absence of adequate incentives, skill-based compensation, and structured training support further adds to operational challenges.

Despite these constraints, the workforce continues to deliver services efficiently, demonstrating exceptional dedication and commitment.

1.9 Core Issue for 8th CPC Consideration

The Department of Posts has evolved into a multi-service, technology-driven institution with expanded responsibilities in banking, logistics, digital governance, and financial inclusion. However, the pay structure, career progression opportunities, and service conditions of its employees have not kept pace with this transformation.

This has resulted in a widening gap between responsibilities and remuneration, creating structural inequity and affecting employee morale. The need for comprehensive revision of pay, allowances, and service conditions is therefore a critical issue for consideration by the 8th Central Pay Commission.

1.10 Conclusion

India Post stands today as the backbone of rural communication, financial inclusion, and governance delivery in the country. Its transformation into a multi-functional service provider has been achieved through the dedication, adaptability, and resilience of its workforce, despite significant constraints in manpower and resources.

The 8th Central Pay Commission has a crucial responsibility to recognize the evolving role of postal employees and to recommend fair and equitable compensation, improved service conditions, and a sustainable workforce framework that aligns with the expanded scope and complexity of postal operations.

CHAPTER – II

POSTAL SETUP, MODERNISATION AND WORKFORCE STRUCTURE

2.1 Postal Setup and Establishment

The Department of Posts has undergone significant transformation over the years, evolving from a traditional mail-based organization into a multi-functional service institution providing communication, financial, logistics, and citizen-centric services. This transformation has been driven by modernization initiatives, expansion of services, and increasing public expectations.

Historically, the Department maintained a large workforce to support its extensive operations. However, due to policy decisions such as abolition of posts arising from retirement and restrictions on recruitment, the manpower has been reduced over time. While some corrective recruitment has taken place in recent years, the increase has not kept pace with the expansion in workload and service diversification.

As per the Annual Report 2025–26, the Department is presently functioning with approximately **1.95 lakh departmental employees and about 2.78 lakh GraminDakSevaks**, indicating a lean departmental workforce managing a significantly expanded operational system. This has resulted in increased workload, operational pressure, and functional complexity across all cadres.

2.2 Workforce Position and Staff Strength Analysis

The trend in staff strength of departmental employees over recent years clearly indicates a decline followed by partial recovery, without proportionate alignment to operational growth.

Table 2.1: Staff Strength of Departmental Employees

Year	Group ‘C’ (including Postman)	Group ‘D’ (Now MTS)	Total
2017–2018	1,44,944	27,414	1,72,358
2018–2019	1,44,944	27,414	1,72,358
2019–2020	1,43,055	25,930	1,68,985
2020–2021	1,37,301	24,017	1,61,318

Year	Group ‘C’ (including Postman)	Group ‘D’ (Now MTS)	Total
2021–2022	1,36,554	23,728	1,60,282
2022–2023	1,34,265	23,280	1,57,545
2023–2024	1,44,342	23,509	1,67,851
2024–2025	1,55,656	24,347	1,80,003
2025–2026	1,58,124	26,018	1,84,142

The above data shows that staff strength declined significantly from 1,72,358 in 2017–18 to 1,57,545 in 2022–23. Although there has been a gradual increase thereafter, reaching 1,84,142 in 2025–26, this increase is largely compensatory and does not adequately offset earlier reductions.

At the same time, operational workload has increased substantially due to expansion in logistics, financial services, and digital operations. This has resulted in a **higher workload per employee**, leading to increased stress, extended duty hours, and operational pressure.

Further, the continued dependence on GraminDakSevaks highlights a structural shift towards a reduced departmental workforce managing expanded responsibilities.

2.3 Organisational Structure of the Department

The Department of Posts is headed by the Secretary (Posts), who also functions as Director General of Postal Services and Chairman of the Postal Services Board. The country is divided into Postal Circles, each headed by a Chief Postmaster General or Principal Chief Postmaster General.

Each Circle is further divided into Regions under Postmasters General, and Regions into Divisions, including Postal Divisions and Railway Mail Service (RMS) Divisions, headed by Superintendents or Senior Superintendents.

Post Offices are categorized as Head Post Offices, Sub Post Offices, and Branch Post Offices. Branch Post Offices, mainly in rural areas, are operated by GraminDakSevaks and function as the primary interface for rural service delivery.

This decentralized administrative structure enables efficient governance and effective service delivery across diverse geographical regions.

2.4 Strength of Postal Network and Outreach

India Post operates one of the largest postal networks in the world, with **1,64,999 post offices as on 31.03.2025**, of which the majority are located in rural areas. This extensive network ensures last-mile connectivity and enables delivery of essential services across the country.

The strength of the postal system lies not only in its infrastructure but also in its workforce, whose local knowledge, dedication, and familiarity with communities contribute significantly to efficient service delivery.

2.5 Modernisation of Postal Services

Modernisation in the Department has been a continuous process involving computerisation, networking of post offices, and introduction of integrated service platforms. These initiatives have improved efficiency, transparency, and customer convenience.

The transition from manual operations to technology-enabled systems has enhanced the Department's capability to handle financial transactions, logistics operations, and communication services. However, this transformation has also increased the complexity of operations and the skill requirements of employees.

2.6 Expansion of Financial Services

The Department of Posts has emerged as a major financial service provider through its savings schemes and banking services. With more than **36 crore accounts and outstanding balances exceeding ₹20 lakh crore**, the Department performs functions comparable to large banking institutions.

Employees are required to handle financial transactions, customer services, and regulatory compliance, particularly in rural and semi-urban areas where India Post acts as a primary financial service provider.

2.7 Logistics and Mail Operations

The Department continues to perform its core function of mail processing and delivery while expanding into logistics and parcel services. The growth of e-commerce has significantly increased parcel volumes, leading to higher operational intensity.

Railway Mail Service (RMS) and Mail Motor Service (MMS) play a critical role in handling bulk mail and parcel transmission under strict time-bound schedules. This has increased workload, particularly in sorting, transmission, and delivery operations.

2.8 Role in Governance and Public Service Delivery

India Post plays a crucial role in delivering government services such as Direct Benefit Transfers, pension payments, Aadhaar services, and social welfare schemes.

Post offices function as service delivery centers, especially in rural areas, ensuring accessibility and inclusion. This has enhanced the Department's role in governance and public administration.

2.9 Impact of Workforce Reduction on Operations

The reduction in manpower, combined with expansion of services, has resulted in increased workload and operational stress. Employees are required to perform multiple roles simultaneously, including postal, financial, logistics, and customer service functions.

This imbalance between manpower and workload has led to increased pressure, affecting efficiency and employee well-being.

2.10 Structural Issues and Emerging Challenges

The Department faces multiple challenges, including competition from private courier services, increasing operational complexity, and rising customer expectations.

While the Department continues to fulfill its universal service obligation, it operates in a competitive environment where high-revenue segments are increasingly contested. At the same time, workload has increased without corresponding improvements in manpower or service conditions.

2.11 Core Issue for Consideration

The Department of Posts has expanded significantly in terms of responsibilities and operational scope. However, the pay structure, manpower availability, and service conditions have not kept pace with this transformation.

This has resulted in a mismatch between workload and compensation, creating structural inequity and affecting morale and efficiency.

2.12 Conclusion

The Department of Posts continues to play a vital role in communication, financial inclusion, logistics, and governance. Its transformation has been achieved through the dedication and adaptability of its workforce.

However, the increasing workload, combined with manpower constraints and evolving operational demands, necessitates urgent attention. It is essential that these factors be duly recognized, and appropriate measures be taken to ensure fair compensation, improved service conditions, and sustainable workforce management under the 8th Central Pay Commission.

CHAPTER – III

POSTAL SETUP, ESTABLISHMENT STRUCTURE AND WORKFORCE POSITION

3.1 Postal Setup and Establishment

The Department of Posts has evolved into a vast and multifaceted public service organization, discharging critical functions in communication, financial services, logistics, and governance delivery across the country. Over the decades, the Department has expanded its operational scope significantly, adapting to changing economic conditions, technological advancements, and public service requirements. However, the underlying establishment structure has not undergone commensurate revision in line with this expansion.

The sanctioned strength of posts in various cadres of the Department of Posts was last circulated by the Directorate on **11 August 2022 vide letter No. Q-25/33/2022-PE.I**, addressed to all Heads of Circles. Since then, no further communication or revision has been issued by the Department regarding the sanctioned strength of cadres. In the absence of updated official data, the details available with the Staff Side are reproduced for reference.

3.2 Workforce Position and Staff Strength Analysis

The workforce of the Department of Posts has undergone a noticeable decline over the years due to policy decisions such as abolition of posts arising from retirement, restrictions on recruitment, and delays in filling vacancies. Although recent years have witnessed some increase in staff strength, this growth is largely compensatory in nature and does not adequately reflect the expanded operational requirements of the Department.

3.3 Organisational Structure of the Department

The Department of Posts functions under a well-defined administrative hierarchy headed by the Secretary (Posts), who also serves as the Director General of Postal Services and Chairman of the Postal Services Board. The country is divided into Postal Circles, each headed by a Chief Postmaster General or Principal Chief Postmaster General.

Each Circle is further subdivided into Regions under Postmasters General, and Regions are divided into Divisions, including Postal Divisions and Railway Mail Service (RMS) Divisions, headed by Superintendents or Senior Superintendents.

Post Offices are categorized as Head Post Offices, Sub Post Offices, and Branch Post Offices. Branch Post Offices, predominantly located in rural areas, are operated by GraminDakSevaks and serve as the primary interface for service delivery at the grassroots level.

This decentralized administrative structure enables efficient governance and ensures effective delivery of services across diverse geographical regions.

3.4 Establishment Structure of Postal Network

The Department operates through an extensive network of post offices, which forms the backbone of its service delivery system. The position of post offices is as follows:

- Head Post Offices – 787
- Sub Post Offices – 24,215
- Branch Post Offices – 1,40,274
- **Total Post Offices – 1,65,276**
- Postal Divisions – 484

This vast network ensures last-mile connectivity and enables the Department to reach even the most remote areas of the country. The strength of the system lies not only in its infrastructure but also in the dedication and local knowledge of its workforce.

3.5 Establishment Structure of Railway Mail Service (RMS)

The Railway Mail Service (RMS) constitutes the core operational backbone of mail processing and transmission within the Department. RMS handles sorting, processing, and dispatch of mail under strict time-bound schedules.

The RMS establishment comprises a large number of functional units, including:

- RMS Divisions – 69
- National Sorting Hubs (NSH) – 94
- Intra-Circle Hubs (ICH) – 152
- Head Record Offices (HRO) – 68
- Sub Record Offices (SRO) – 242
- Transit Mail Offices (TMO) – 298
- Parcel Hubs (L1 & L2) – 187
- Unregistered Sorting Offices – 294
- Business Parcel Centres (BPC) – 52

Total RMS Units – 1417

These units function in a highly dynamic and time-sensitive environment, ensuring continuous processing and transmission of mail across the country.

3.6 Mail Motor Service (MMS) Establishment

The Mail Motor Service is responsible for transportation of mail and maintenance of departmental vehicles. It operates:

- 1293 Mail Motor Vehicles
- 486 Staff Cars / Inspection Vehicles
- 96 operational units
- 17 major workshops

The MMS plays a critical role in ensuring timely movement of mail between post offices and RMS units, forming an essential component of the postal logistics chain.

3.7 Functional Wings Supporting Postal Operations

The Department is supported by various functional wings that contribute to its administrative, financial, and infrastructural operations. These include Administrative Offices, Postal Accounts, Savings Bank Control Organisation, Civil and Electrical Wings, Postal Life Insurance, Training Centres, and Medical Units.

These supporting units ensure smooth functioning of the Department and facilitate efficient service delivery.

CHAPTER – IV

PAY STRUCTURE

PAY SCALES PROPOSED

4.1

The Postal Federations adopt the **Joint Consultative Machinery (JCM) Staff Side Memorandum** in respect of the general principles governing wage revision, including **pay structure, fitment formula, annual increment, Dearness Allowance, House Rent Allowance and other related allowances**. The Federations broadly endorse the methodology suggested by the JCM (Staff Side) for determination of the **minimum pay, fitment factor and the revised pay matrix under the 8th Central Pay Commission**.

However, while adopting the general principles contained in the JCM Memorandum, the Postal Federations request the **8th Central Pay Commission to give due consideration to the special nature of duties performed by employees of the Department of Posts**, including Postal, RMS and Mail Motor Service (MMS) employees. The postal workforce is entrusted with **direct public service, financial transactions, implementation of Government welfare schemes, business development, logistics operations, technology-based services and delivery of essential communications across the country**. These duties involve **high levels of responsibility, operational risk, work pressure, health hazards and challenging working conditions**, particularly in rural and remote areas.

The Department of Posts operates the **largest postal network in the world**, and its employees play a vital role in implementing various **Government social security and financial inclusion programmes**. Therefore, the Federations submit that the **pay structure of Postal/RMS/MMS employees must appropriately reflect their qualifications, responsibilities, workload and service conditions**.

Accordingly, taking into account the **principles adopted in the JCM (Staff Side) Memorandum and the proposed fitment factor of 3.83**, the Postal Federations propose the following **revised pay structure under the 8th Central Pay Commission** for various categories of employees in the Department of Posts.

Proposed 8th CPC Pay Structure for Postal Employees

7th CPC Level	Postal Cadre (Typical)	6 CPC GRADE PAY	7th CPC Basic	Proposed 8th CPC Basic
Level 1	MTS- Scale -1 (existing Level – 1)	1800	₹18,000	**₹69,000**
Level 2	Driver-Scale 2 (after Merger of existing Level 2 & 3)	1900	₹19,900	**₹83,200**
Level 3		2000	₹21,700	
Level 4	Postman / Mail Guard - Scale-3 (after merger of existing Level 4& 5)	2400	₹25,500	**₹1,12,000**
Level 5	Postal Assistant / Sorting Assistant- Scale-4(existing Level 6)	4200	₹35,400	Rs. 1,35,700
Level 6	LSG Scale- 5 (after merger of existing Level 7 & 8)	4600	₹44,900	**₹1,82,500**
Level 7	HSG II/HSG I	4800	₹47,600	
Level 8	NFG	5400	₹53,100	Rs. 2,15,100
Level 9	Existing Level 11 to Level 17 may be renumbered as Pay Scale – 7, Pay Scale – 8, Pay Scale – 9, Pay Scale – 10, Pay Scale – 11 Pay Scale -12, Pay Scale -13		Can be retained by using Fitment Factor 3.833 (As suggested by NJCM in Part I memorandum)	

The **existing pay levels from Level 11 to Level 17 may be renumbered appropriately under the revised Pay Matrix**, and the revised pay may be determined by applying the **fitment factor of 3.83 as suggested in the JCM (Staff Side) Memorandum**.

Annual Increment

The Federations propose that the annual increment rate may be fixed at 6% of basic pay**, as recommended in the** JCM (Staff Side) Memorandum**, so as to ensure reasonable financial progression for employees and to compensate for rising living costs and career stagnation in many cadres.**

Removal of Entry Pay Discrimination

The **6th Central Pay Commission introduced the concept of separate entry pay for direct recruits in certain cadres**, which resulted in a situation where **employees performing identical duties within the same cadre receive different levels of initial pay** depending on the mode of recruitment. This has created an **anomalous situation and violates the fundamental principle of "Equal Pay for Equal Work."**

The Federations therefore request that the **entry pay granted to direct recruits should also be extended to promotees**, thereby eliminating discrimination within the same cadre.

Anomaly Clause

In the event of any anomaly arising in the Pay Matrix due to the implementation of the proposed annual increment or fitment formula**, the** 8th Central Pay Commission may evolve an appropriate mechanism to remove such anomalies and ensure smooth and uniform pay progression within the Pay Matrix.

Representation of Postal Federation

In the Department of Posts, the **Federation of National Postal Organisations (FNPO)** is presently the **recognized federation representing the employees of the Department**. FNPO submits this memorandum on behalf of the employees of the Department of Posts for the kind consideration of the **8th Central Pay Commission**.

The Federation sincerely requests the **8th Central Pay Commission** to examine the proposals submitted herein and recommend a **fair, equitable, and rational pay structure** for the employees of the Department of Posts, taking into account the **nature of duties, responsibilities, working conditions, and**

the vital role played by postal employees in delivering public services across the country.

CHAPTER – V

JOB EVALUATION

5.1 Introduction

5.1.1
This Chapter comprehensively presents the qualifications prescribed for recruitment, the nature and complexity of duties performed, the degree of responsibility and accountability involved, the occupational risks and hazards encountered, and the prevailing working conditions in the Department of Posts.

It is respectfully submitted that the duties discharged by postal employees across all cadres—from Multi-Tasking Staff (MTS) to Higher Selection Grade officials—are not only onerous but also involve a high degree of operational responsibility, financial accountability, and public interface. These duties necessitate continuous personal involvement, multi-functional adaptability, and sustained efficiency under varying and often adverse conditions.

The affiliated unions of the **Federation of National Postal Organisations (FNPO)** have submitted detailed sectional memoranda covering various categories of staff represented by them. The present Chapter is a consolidated representation of those submissions. It is earnestly requested that the Hon'ble Commission may give due and careful consideration to the issues, concerns, and justifications placed by the affiliated unions of FNPO.

5.1.2
The distinctive and unique nature of duties performed by postal employees has consistently been brought to the notice of successive Pay Commissions. While the responsibilities have been acknowledged to some extent, the compensation structure has not kept pace with the increasing complexity, diversification, and expansion of postal services.

FNPO submits that the existing pay structure does not adequately reflect:

- The multifaceted nature of duties
- The level of accountability involved
- The working conditions and associated hardships
- The transformation of the Department into a technology-driven service organization

It is therefore imperative that a fresh and realistic job evaluation be undertaken, keeping in view the present-day functional requirements.

5.1.3
Since the implementation of earlier Pay Commission recommendations, there has been a paradigm shift in the functioning of the Department of Posts. The large-scale induction of Information Technology and modernization initiatives—such as complete computerization of Post Offices and RMS units, implementation of Core Banking Solutions (CBS), digital PLI/RPLI operations, e-commerce logistics handling, and real-time tracking systems—have fundamentally altered the nature of postal work.

The Department has evolved from a conventional mail-handling organization into a **technology-intensive logistics, financial, and citizen service delivery system**. Consequently:

- Skill requirements have significantly increased
- Employees are required to operate advanced IT systems
- Real-time accountability and accuracy have become critical
- Workload and performance expectations have intensified

Despite these developments, the job evaluation framework and pay structure have not been correspondingly revised, resulting in a clear mismatch between duties and remuneration.

5.2 Working Conditions and Responsibilities

5.2.1
Postal and Railway Mail Service (RMS) employees are subjected to highly demanding service conditions. These include:

- Prolonged and irregular duty hours without defined limits
- Limited holidays and frequent duty interruptions
- Strict compliance with complex procedural and financial rules
- Heavy financial responsibility, including personal liability for losses
- Exposure to occupational hazards and health risks
- Mandatory completion of assigned work irrespective of constraints or staff shortages

It is pertinent to note that even historically, postal service has been recognized as involving close public contact, financial accountability, and inconvenient working hours. However, these factors have intensified considerably in the present operational environment.

5.2.2
The Department of Posts operates through an extensive and widely dispersed network covering urban, semi-urban, and rural areas. Employees are subject to a stringent transfer policy involving:

- Periodic transfers between branches and sections
- Transfers across different stations within divisions and circles
- Mandatory rotation in sensitive posts such as Savings Bank, Accounts, and Treasury

Such frequent and compulsory transfers result in:

- Disruption of family life
- Adverse impact on children's education
- Social and financial instability

The severity of transfer liability in the Department is significantly higher compared to many other Central Government departments.

5.2.3
Postal operations function on a continuous basis, particularly in RMS and logistics segments. Duty patterns are characterized by:

- Early morning duties commencing as early as 04:00 hours
- Late-night duties extending beyond midnight
- Split shifts and non-standard working hours
- Absence of fixed duty schedules

This leads to considerable physical strain, mental stress, and disruption of normal biological and social routines.

5.2.4
A substantial number of postal establishments continue to function in rented or substandard buildings lacking basic infrastructure. Common deficiencies include:

- Inadequate workspace and congestion
- Poor ventilation and lighting
- Absence of safe drinking water
- Lack of proper sanitation facilities

Such conditions adversely affect both employee welfare and operational efficiency.

5.2.5
Welfare amenities for postal employees remain grossly inadequate. In a majority of units:

- Canteen facilities are not available
- Rest rooms and recreation facilities are absent
- Basic amenities for women employees are insufficient

- Employees are required to work in isolation, particularly in single-handed offices

With the increasing participation of women employees, the absence of gender-sensitive infrastructure is a matter of serious concern requiring immediate attention.

5.2.6
Postal work is governed by an extensive and complex set of rules and regulations spread across multiple manuals and financial codes. Employees are required to:

- Acquire and maintain comprehensive knowledge of various operational rules
- Perform duties across multiple branches and functions
- Handle financial transactions, customer services, and logistics operations simultaneously

In many instances, employees operate independently without supervisory support, thereby increasing their responsibility and accountability.

5.2.7
The time factors prescribed for various postal and RMS operations are largely theoretical and do not adequately reflect actual working conditions. These time norms:

- Are based on generalized assumptions
- Do not account for field-level variations
- Fail to consider practical difficulties faced by employees

It has been acknowledged even by earlier experts that such time tests can only provide approximate results and must be supplemented by ground-level assessment.

5.2.8
Contrary to the need for realistic revision, there has been a trend of reducing time factors under revised norms. This has resulted in:

- Increased workload without corresponding staff augmentation
- Operational inefficiencies
- Heightened stress and fatigue among employees

The situation is further aggravated by persistent staff shortages in various units.

5.2.9
Postal employees are subjected to stringent accountability provisions. Even in

cases where there is no direct involvement, employees may be held liable under contributory negligence provisions. This leads to:

- Financial recovery from employees
- Disciplinary action
- Psychological stress and fear of punitive measures

Such conditions adversely affect morale and work efficiency.

5.2.10
Postal employees are exposed to unhealthy and hazardous working conditions. Handling of unclean and unsterilized mail bags exposes them to:

- Dust, germs, and contaminants
- Infectious materials
- Long-term occupational health risks

The incidence of health-related issues among postal employees is a matter of serious concern.

5.3 Justification for Revised Job Evaluation

In view of the foregoing, it is evident that:

- The nature of postal work has undergone fundamental transformation
- Responsibilities and accountability have increased significantly
- Working conditions remain challenging and often adverse
- Existing job evaluation and pay structures are outdated

FNPO, therefore, submits that:

1. A **comprehensive and scientific job evaluation** be undertaken based on present-day duties and responsibilities.
2. The **pay structure be revised** to reflect the enhanced role, skill requirements, and accountability of postal employees.
3. **Risk, hardship, and working condition factors** be duly recognized and compensated.
4. **Infrastructure and welfare facilities** be substantially improved.
5. **Staffing norms and time factors** be realistically reassessed based on actual field conditions.

5.4 Conclusion

The Department of Posts has evolved into a critical component of the nation's logistics, financial inclusion, and public service delivery framework. The employees of the Department continue to perform their duties with dedication under increasingly complex and demanding conditions.

It is therefore imperative that their contributions are appropriately recognized through a fair, realistic, and forward-looking job evaluation and compensation system.

CHAPTER – VI

JOB EVALUATION - POSTAL ASSISTANTS

6.1 INTRODUCTION

The cadre of Postal Assistants (PAs) constitutes the fundamental nerve centre of the postal administration and represents the most dynamic operational, financial, and digital interface of the Department of Posts. Serving simultaneously as the Department's first-line public relations officer, counter functionary, financial manager, system operator, and supervisory authority, the Postal Assistant translates high-level policy mandates into ground-level service delivery across a network of 1,64,999 post offices — the largest postal network in the world. Their dedication has rightly earned this cadre the embodiment of the Department's own motto: "Service Before Self."

Over the decades, and with accelerating pace in recent years, this workforce has undergone a fundamental transformation — from a conventional mail-handling role into the primary engine of a multi-functional public service institution that integrates communication, banking, insurance, technology, and high-value logistics within a single operational framework. The enactment of the Post Office Act, 2023 (which received Presidential assent on 24th December 2023 and came into force on 18th June 2024, formally repealing the Indian Post Office Act, 1898 — a statute that had governed India's postal framework for 126 years) marks a paradigm shift in the legal and operational mandate of the Department. The subsequent Post Office Rules, 2024 and Post Office Regulations, 2024, notified under the authority of the new Act, have comprehensively restructured the service delivery obligations of the Department, further expanding the responsibilities of Postal Assistants well beyond any characterization as ordinary clerical work.

Under this modernized regulatory regime, the responsibilities of PAs encompass the management of a sophisticated suite of products and services — including Direct Post, Media Post, Retail Post, e-Payment, e-Post, Speed Post, and Parcel services — all governed by detailed regulatory procedures requiring professional competence and technological proficiency. The modernization of service delivery mandates digital-first operations, including online tracking through the Track and Trace system, OTP-based delivery verification protocols, digital signature capture on handheld devices, and facilitation of web-based booking services such as Click N Book. As the primary operational backbone of the Government Savings Bank, India Post Payments Bank (IPPB, operationalized on 1st September 2018), and Postal Life Insurance (PLI) / Rural Postal Life Insurance (RPLI) schemes, this cadre manages complex financial transactions, savings instruments, and insurance services on a daily basis — functions that demand specialized knowledge, strict procedural compliance, and a high degree of individual accountability.

Despite this fundamental transformation into a technology-driven, multi-dimensional professional workforce, the pay structure for PAs and SAs continues to be anchored in a legacy clerical classification — Group C, Non-Gazetted, Ministerial — a category that fails to reflect the present-day reality of their duties. Whereas a single Postal Assistant today performs the combined roles of Banker, Insurance Executive, System Administrator, Accountant, Auditor, Postmaster, Marketing Executive, and Public Relations Officer, the remuneration structure treats this workforce as if it were engaged in routine sedentary clerical functions. This creates a significant and growing structural anomaly between the level of professional functions actually performed and the remuneration officially granted. In the context of the 8th Central Pay Commission, it is both timely and imperative to conduct a comprehensive re-evaluation of this cadre, with a view to providing a fair, rational, and commensurate pay structure that accurately acknowledges their indispensable

role as the primary executors of digital governance, financial inclusion, and citizen-centric service delivery in modern India.

6.2 UNIQUE AND MULTI-FUNCTIONAL NATURE OF THE CADRE

The cadre of Postal Assistants and Sorting Assistants represents a unique professional category within the Central Government — distinguished by an unparalleled integration of diverse functional responsibilities that are, in any other organizational context, distributed across multiple specialized departments staffed by dedicated experts. Unlike any other clerical cadre in the Central Government, a single Postal Assistant is subject to mandatory rotational transfers and must be prepared, at any moment, to perform the full range of functions across multiple branches — Savings Bank, Treasury, Mails, Business, Marketing, Insurance, and Information Technology — bringing immediate mastery to whichever function is assigned. Following the implementation of the Post Office Act, 2023 and the Post Office Regulations, 2024, this cadre has transitioned from traditional mail handlers to multi-domain executive professionals operating at the frontline of national service delivery.

Under the modernized regulatory framework, a single Postal Assistant is required to simultaneously master and execute roles analogous to several distinct specialized professions, often without dedicated support staff. The principal functional domains are as follows:

(a) Banking and Financial Executive: Postal Assistants operate the Government Savings Bank (Post Office Savings Schemes) encompassing Savings Accounts, Recurring Deposits, Time Deposits, Monthly Income Scheme, Senior Citizens Savings Scheme, Sukanya Samriddhi Accounts, National Savings Certificates, and Kisan Vikas Patras. With the full rollout of Core Banking Solution (CBS), they now manage electronic transfers, ATM operations, debit card issuance, and Aadhaar-enabled payment services. They

additionally handle payment gateway operations for e-Payment of utility bills, taxes, and loan repayments — performing functions directly comparable to a bank branch officer of a scheduled commercial bank.

(b) Insurance Underwriter and Claims Manager: They administer Postal Life Insurance (PLI) and Rural Postal Life Insurance (RPLI), performing duties encompassing marketing, policy enrolment, premium collection, policy servicing, and coordinating settlement of maturity and death claims. The decentralization of PLI and RPLI work to the Divisional and Head Post Office levels — conducted without additional staffing or budgetary allotments — has substantially increased this burden. These functions require specialized knowledge of insurance regulations and claims procedures.

(c) Digital Governance and IT System Operator: With the shift to digital-first operations, PAs are required to operate and manage multiple integrated IT platforms, generate Management Information System (MIS) reports, handle system-level data entry, and ensure accurate digital record-keeping for all accountable articles and financial transactions. In the large majority of offices — particularly in rural and semi-urban areas — they also function as de facto System Administrators at the unit level, maintaining hardware, resolving network issues, and ensuring continuity of APT 2.0 operations, all without additional compensation. The success of APT 2.0 stands as a powerful testament to the technical dedication of this cadre, who serve as both functional architects and frontline performers of the Department's digital transformation.

(d) Logistics and Supply Chain Coordinator: Handling Track and Trace items, managing Speed Post and Parcel operations, executing Click N Book web-service transactions, coordinating Business Parcel and e-commerce logistics, and supervising Postmen, Multi-Tasking Staff (MTS), and GraminDakSevaks (GDS) requires the expertise and orientation of a modern logistics and supply chain professional.

(e) Citizen-Centric Service Provider: Under the provisions of the Post Office Regulations, 2024, PAs act as the Government's primary grassroots interface for a wide range of citizen services including Aadhaar enrolment and updation, Passport application processing and physical verification at Post Office Passport SevaKendras (POPSKs), facilitation of Government welfare scheme disbursements, election commission work including electoral roll verification, and physical verification of PMEGP (Prime Minister's Employment Generation Programme) units — fulfilling roles central to India's digital inclusion and social welfare agenda.

(f) Marketing and Business Solutions Executive: PAs manage sophisticated corporate and institutional postal products such as Media Post, Direct Post, Bulk Mail, and Book Now Pay Later (BNPL) credit facilities for corporate clients. Business targets have been fixed for all postmasters and postal assistants. Those posted in Philatelic Bureaus function with the curatorial responsibility of specialists. These functions require a client-oriented, commercially informed approach to account management and business development — skills typically associated with executive-level marketing roles in the public and private sectors.

(g) Supervisory and Administrative Authority: Approximately 25,000 Postal Assistants serve as Postmasters of single-handed or double-handed Sub Post Offices. Of the approximately 24,281 departmental Sub Post Offices nationwide, nearly 13,000 operate as single-handed units where one official manages all functions — financial, operational, supervisory, and administrative. These officials supervise GDS and MTS staff attached to them, monitor attached Branch Post Offices, and bear full accountability for the service delivery and financial integrity of those offices.

In the vast majority of India's post offices — particularly in rural, semi-urban, and single-handed offices — this extraordinary concentration of responsibilities occurs entirely without the support of specialized IT staff,

dedicated accountants, or separate administrative personnel. A single Postal Assistant routinely functions simultaneously as Postmaster, Accountant, Cashier, System Operator, Marketing Executive, and Customer Service Executive. Furthermore, the mandatory integration of the iGOTKarmayogi digital learning portal has extended professional obligations beyond duty hours, as staff must complete digital certification courses during personal time to meet departmental benchmarks — effectively constituting an unpaid extension of the working day for which no compensation is provided. This level of multi-functional accountability — legally reinforced by the stringent obligations attached to the handling of accountable articles, public funds, and financial instruments — clearly establishes that the cadre has long outgrown its clerical classification and must be recognized as a multi-skilled executive workforce that is indispensable to the success of India's digital and financial infrastructure.

6.3 HISTORICAL RECOGNITION OF SPECIAL STATUS

The special and onerous nature of postal operations has been consistently acknowledged by expert committees and Pay Commissions since the early decades of the twentieth century, establishing a long and unbroken tradition of recognizing the unique demands placed upon postal field staff.

6.3.1 The Haseltine Committee (1920): The first committee to investigate the conditions of postal non-gazetted staff was presided over by Mr. H.H. Haseltine, C.I.E., in 1920. The Committee conducted an elaborate inquiry into the rates of pay, hours of duty, and principles governing staff strength in the postal branch. After extensive examination, the Haseltine Committee reached the unequivocal conclusion that the Postal Clerk performs duties of an exceptionally special nature, fundamentally distinct from those of ordinary clerks in other Government offices. The Committee acknowledged that the hours of work in the postal service are significantly longer and highly irregular — often beginning as early as 5:00 AM and extending to 10:00 PM — a direct

consequence of the operational requirement to align with mail arrival and dispatch timings, imposing physical and mental strain of a kind not encountered in standard desk jobs. Crucially, the Committee acknowledged that the remuneration provided did not commensurate with the intensity and importance of the tasks performed.

6.3.2 TheBewoor Committee (1940s): An expert committee on postal working conditions, headed by Sir GurunathBewoor, provided further authoritative insight into the peculiar pressures of postal work through its findings on the "Time Test." Sir Bewoor observed that while an ordinary administrative office can defer unfinished work to the next day, such deferment is categorically impossible in a post office. The day's mail must be delivered and dispatched within the same business cycle, and all accounts, abstracts, and returns must be adjusted and submitted to audit on their respective due dates. Consequently, postal staff cannot leave their posts until every task is completed, frequently working well beyond fixed hours without compensation. Sir Bewoor further noted the precarious position of the Postal Clerk under extreme workloads: the temptation to shortcut procedural rules to complete work inevitably leads to financial losses, errors, and consequent punishments or personal financial recoveries — creating a high-pressure environment of continuous pecuniary risk that has no equivalent in any other clerical cadre.

6.3.3 Special Relief of 1946: The Government's historical acknowledgment of these hardships culminated in 1946, when the P&T Department sanctioned exclusive relief for Postal Clerks vide letter No. A17-8/46 dated 04.08.1946. Recognizing the unique nature and demanding conditions of their work, the Government enhanced the "Good Conduct Pay" as a special measure of relief — establishing a clear historical precedent in which Postal Clerks were formally treated as a superior category compared to other Government of India employees. This distinction, constituting an explicit admission of the exceptional responsibilities inherent in the cadre, was

subsequently eroded over successive Pay Commission cycles — an erosion which the present memorandum seeks to reverse.

6.3.4 The Retrenchment Committee (Jehangir Committee): A significant and adverse turning point in the professional standing of the Postal Assistant occurred with the recommendations of the Retrenchment Committee, headed by Sir Cowasjee Jehangir. This committee introduced the 'time scale' system for clerical cadres, replacing earlier graded pay structures. While intended to streamline administration, this change became the starting point for the systematic reduction of the status of Postal Clerks. By equating them with ordinary clerks in other Government services, the committee ignored the unique operational demands, irregular hours, and specialized responsibilities that characterize the postal service — a misclassification that persists to this day.

6.3.5 The First Pay Commission (1946): The First Pay Commission explicitly recognized that postal work cannot be judged by the same criteria as other administrative departments. The Commission noted that postal duties — encompassing split duty schedules, constant public contact, and heavy financial responsibilities — are of a significantly more 'onerous character.' Accordingly, the Commission recommended that post office clerks be placed on par with Civil Accounts and Currency Office clerks — whose roles involve similarly high stakes and complexity — rather than being grouped with general administrative clerical staff. This recognition was translated into the grant of special pay to the cadre, a distinction that, regrettably, was gradually eroded through subsequent Pay Commission cycles.

6.3.6 The 6th Central Pay Commission (2008): The 6th CPC reinforced the critical importance of the 'cutting edge' of administration — the field-level functionary who directly interfaces with the citizen. The Commission observed that field offices are the primary determinants of whether Government policies succeed or fail in practice, and emphasized that the assimilation of technology

and the exercise of greater accountability at the delivery point are essential imperatives of modern governance. The Commission further recommended recruitment of multi-skilled personnel at the assistant level, designated as 'Executive Assistants,' to meet modern administrative requirements. Postal Assistants, already performing these identical high-responsibility duties, are perfectly situated for elevation to 'Executive Assistant' status — as argued in this memorandum.

6.3.7 The 7th Central Pay Commission (2016): The 7th CPC revised the pay scales for the PA/SA cadre, placing them at Level 4 of the Pay Matrix (Rs. 25,500–81,100). However, this revision did not constitute a structural reclassification of the cadre, nor did it address the fundamental mismatch between the complexity of duties performed and the pay level granted. The argument presented here is not that successive Pay Commissions made no revisions, but rather that such revisions have been insufficient to bridge the growing gap between the cadre's actual functional profile and its pay and classification — particularly in light of the dramatic technological and regulatory transformation of the Department since 2014 and especially following the Post Office Act, 2023.

6.3.8 Departmental Recognition: Notably, the Department of Posts itself, in its official memorandum to the 6th Central Pay Commission, formally requested a higher pay scale for Postal Assistants. The Department highlighted that the induction of technology and the modernization of postal services took place without any economic package to its employees — in stark contrast to the banking sector, where computerization was accompanied by pension improvements, wage rises, and cash incentives. The Department explicitly noted that there was significant 'force in the demand' made by the staff side and requested sympathetic consideration. Despite this, no commensurate structural revision was effected. The 8th Central Pay Commission is therefore

requested to address this long-standing institutional acknowledgment with appropriate action.

6.3.9 Excellence Committee (1988) and Public Trust: Following a recommendation of the Fourth CPC to achieve 'postal excellence,' the Government established an Expert Committee in 1987. The Committee's 1988 report 'Quest for Postal Excellence' found that 86% of the public was satisfied with post office timings and 92% had a positive orientation regarding the honesty of postal employees. Educational institutions and banks expressed higher satisfaction with the integrity of postal staff than with other Government institutions, and 88% viewed postal employees as deeply sincere. The data from the Committee's consumer survey on personal traits — satisfaction levels on honesty, courtesy, efficiency, helpfulness, sincerity, and hardwork ranging from 52% to 73% fully satisfied — underscore the exceptional professionalism of this cadre.

6.4 DETAILED JOB PROFILE AND RESPONSIBILITIES (INCLUDING KNOWLEDGE OF RULES, MANUALS AND VOLUMES)

The duties performed by Postal Assistants are of a highly complex, multifaceted, and responsible nature, encompassing not only operational and administrative functions but also the custodianship of public funds, valuables, negotiable instruments, and sensitive Government financial records. Postal Assistants shoulder a heavy burden of responsibility in managing cash, postage stamps (which constitute revenue instruments of the Government), and valuable postal articles such as insured letters, registered parcels, Speed Post consignments, and financial instruments like money orders and postal orders. They simultaneously discharge a broad spectrum of public-facing duties requiring accuracy, procedural correctness, and the highest standards of official conduct. The duties are, in the apt phrase of earlier expert committees, 'brain-killing and nerve-eating,' requiring intense and sustained concentration at all times.

The nature of the work demands a high degree of accuracy, accountability, and adherence to a constantly evolving body of rules and regulations. Any error or lapse — whether in financial accounting, handling of accountable articles, or application of savings bank or insurance rules — may result in direct financial loss to the Government, disciplinary action under applicable conduct rules, personal financial recovery under the 'Contributory Negligence' provisions, audit objections, and public inconvenience. The personal accountability extends to losses that may arise even from circumstances that are not entirely within the official's control — creating a high-stakes risk environment with no equivalent in ordinary clerical cadres.

Beyond financial services, the Postal Assistant provides essential support to multiple arms of governance: facilitating the Election Commission (electoral roll verification), assisting the Customs and Excise authorities (checking contraband and collecting customs duty on foreign articles), supporting the Income Tax Department (deducting taxes, filing TDS returns, and now GST compliance), booking railway tickets, accepting passport applications at Post Office Passport SevaKendras (POPSKs), issuing identity documents, and discharging social welfare functions under Direct Benefit Transfer and MGNREGS wage disbursement. In Divisional Offices, they further perform the roles of typist, dispatcher, correspondence clerk, and HR manager — demonstrating a level of administrative versatility found in no other cadre within the Central Government.

The 32 additional items of work now performed by Postal Assistants in Divisional Offices — resulting from progressive decentralization and not covered by the official staffing (SIU) formula of 1986 — include: Postal Assistant recruitment since 1979; triennial revision of GDS allowances; sanction of DCRG and pension commutation; investigation of losses and fraud; processing of SB claims; honorarium sanctions for IVP, MIS, MGNREGS, and Speed Post; MACP scheme and DPC convening; RTI information supply;

handling of CAT/Court/Consumer Forum cases; FRAC proceedings for building shifts; and promotional activities for Rashtra Bhasha — all performed without any special pay, incentive, or reduction in regular workload. The outdated 1986 SIU formula fails to account for these critical workloads, resulting in persistent understaffing and delayed personal claims settlement for the entire workforce.

For the efficient and legally compliant discharge of their duties, Postal Assistants are required to maintain comprehensive and continuously updated knowledge of an extensive body of rules, regulations, and operational manuals — subject to revision sometimes on a monthly or even more frequent basis. The knowledge requirements span a wide spectrum of statutory provisions, departmental manuals, and operational instructions, including but not limited to the following 31 distinct categories of publications:

1. Post Office Guide (Parts I, II, III, and IV): Covering all postal services, rates, rules, and procedures for domestic and international mail;

2. Postal Manuals (Volumes I, II, III, V, and the multi-part Volumes IV and VI, including all Parts and Appendices): Governing operational procedures for all categories of post offices, mail offices, and administrative units;

3. Post Office Act, 2023 and Post Office Rules & Regulations, 2024: The primary legislative and regulatory framework, replacing the Indian Post Office Act, 1898;

4. Branch Post Office Rules and Procedures: Governing the conduct of single-handed and branch offices in rural and semi-urban areas;

5. Financial Handbooks (Volumes I and II): Covering financial management, budget, accounts, and audit requirements;

6. Post Office Savings Bank CBS Manual and SB Orders: Governing all savings schemes administered through post offices, including digital CBS operations;

7. Postal Life Insurance (PLI) and Rural Postal Life Insurance (RPLI) Manuals and Guidelines: Governing policy issuance, premium management, and claims settlement;

8. Post Office Insurance Fund Rules and procedures;

9. Foreign Post Manual: Governing international mail services, customs procedures, and bilateral postal agreements;

10. All India PIN Code Directory and Alphabetical List of Post Offices: Reference tools essential for accurate mail processing and routing;

11. Central Civil Services (CCA) Rules, 1965; CCS (Conduct) Rules, 1964; CCS (Leave) Rules, 1972; GDS (Conduct and Engagement) Rules, 2020; and the Fundamental Rules and Supplementary Rules (FR & SR): Governing service conditions, discipline, and administration; and

12. Various departmental circulars, SB Orders, PLI Orders, APT 2.0 operational instructions, and IT system manuals issued from time to time by the Directorate — with new orders issued on not fewer than five occasions per working day.

This mandatory library of 31 distinct categories of rules — unparalleled in any other Government department — places a massive and continuous intellectual burden on the Postal Assistant, clearly and fundamentally distinguishing their role from that of ordinary clerical staff in the Central Government. The M.G. Ideanani Committee of 2014, in recognizing 'Tacit

Knowledge' — the unwritten, hands-on operational expertise of seasoned postal officials — as the Department's greatest institutional asset, further underscored that the intellectual capital of the Postal Assistant cadre is the true engine of departmental performance and should be formally valued and compensated accordingly.

6.5 TECHNOLOGICAL RESPONSIBILITIES AND KNOWLEDGE REQUIREMENTS

The modernization of postal operations, coupled with the sweeping changes introduced under the Post Office Act, 2023 and the Post Office Rules and Regulations, 2024, has fundamentally and irreversibly transformed the nature of duties performed by Postal Assistants. The role now combines advanced technological competence with an extensive, continuously evolving knowledge base — representing a dual professional burden that is without parallel in the traditional clerical cadres of the Central Government. What is particularly significant is that the Department's comprehensive digital transformation — from Project Arrow to the current APT 2.0 — has been achieved alongside a 30 per cent reduction in staff strength since 2001, meaning the remaining workforce now shoulders a substantially higher technical and physical burden without any corresponding enhancement in pay or compensation.

Postal Assistants are required to operate multiple integrated, mission-critical IT platforms on a daily basis. These include, among others:

(a) Core Banking Solution (CBS): The primary platform for all Post Office Savings Bank operations, enabling real-time transaction processing for savings accounts, recurring deposits, time deposits, ATM and debit card operations, and other savings instruments across the post office network. Finacle-based CBS operations at India Post represent one of the largest banking technology deployments in the country.

(b) Core Insurance Solution (CIS) / McCamish: The dedicated IT platform for management of PLI and RPLI policy transactions, premium accounting, and claims processing. Finacle (CBS) and McCamish (CIS) platforms used at India Post are identical to those deployed in major commercial banks and insurance organizations, where those who train staff on such platforms are Scale II or Scale III officers — underlining the gross undervaluation of Postal Assistants operating these same systems at Level 4.

(c) India Post Payments Bank (IPPB) Platform: Supporting digital payment services, domestic money transfers (IMPS/NEFT/RTGS), Aadhaar-enabled payment services (AePS), and micro-ATM operations.

(d) Integrated Financial Accounting System (IFAS) / SAP (CSI): Governing departmental accounts, daily balance verification, and financial reporting.

(e) Advanced Postal Technology 2.0 (APT 2.0): The current end-to-end digital operations platform — replacing legacy systems — encompassing mail processing, Track and Trace, OTP-based delivery confirmation, and integrated front-end operations across all post office functions. Software updates, patches, and version migrations must be managed by Postal Assistants at the unit level.

(f) Postman Mobile Application, Nanyatha Software (letter box monitoring), and various other IT-enabled service delivery platforms: Supporting field operations, delivery confirmation, GPS-integrated letter box clearance monitoring, and Aadhaar-based citizen services.

Beyond the operation of these platforms, the technological responsibilities of Postal Assistants include: execution of high-value real-time digital financial transactions with absolute accuracy; ensuring data integrity

and system-level security in compliance with cybersecurity protocols; troubleshooting hardware and software issues at the local level; maintaining AMC records and asset registers; and generating required MIS reports for supervisory review and audit compliance. These responsibilities are fundamentally and qualitatively different from traditional clerical functions in the Central Government and warrant appropriate recognition in terms of pay structure, cadre status, and career progression.

6.6 WORKLOAD, WORKING CONDITIONS AND HOURS

Postal Assistants work under significantly more demanding conditions than the majority of Central Government employees, and this disparity has widened substantially with the integration of financial, digital, and citizen-centric services into the post office network. Many post office buildings continue to be in sub-optimal physical conditions — inadequate space, poor ventilation, and cramped working environments — requiring high-precision tasks involving heavy cash, complex IT interfaces, and sensitive documents to be performed under conditions that would be unacceptable in any modern administrative or banking office.

Post offices follow a six-day working week, with Saturdays being full working days — unlike most Central Government offices which observe closed Saturdays. The prescribed weekly working hours accordingly extend to 48 hours per week in postal offices, compared to the standard 42-hour weekly requirement in other Central Government departments. This difference accumulates to a substantial annual excess, as the following comparative analysis demonstrates:

Table 1: Comparison of Working Days — Post Office Operative Staff vs. Administrative Offices

Description	Post Office Operative Staff	Other Govt. Administrative Offices
National & Festival Holidays	17 days	17 days
Casual Leave & Restricted Holidays	10 days	10 days
Closed Saturdays (2nd & 4th)	0 days	26 days
Weekly Off (Sundays)	52 days	52 days
Total Off-Days per Year	**79 days**	**105 days**
Total Working Days per Year	**286 days**	**260 days**

Table 2: Annual Working Hours — Comparative Analysis

Parameter	Post Office Staff	Admin. Offices Staff
Working days per year	286	260
Standard daily hours	8 hours	8.5 hours
Total annual working hours	**2,288 hrs**	**2,210 hrs**
EXCESS annual hours by Postal Assistants	**≈ 78 additional hours per year (equivalent to ~10 additional working days)**	

Note: The above computation is based on prescribed hours only and does not account for the regular requirement to work beyond prescribed hours on account of the non-deferrable character of postal work. When actual overtime — routinely necessitated by high transaction volumes, system downtimes, and staff shortages — is factored in, the true excess approaches approximately 300 hours per year as documented in earlier Pay Commission submissions. This additional labour is performed without overtime compensation in the conventional sense, constituting a structural underpayment that has persisted across Pay Commission cycles.

A defining and non-negotiable feature of postal work is its non-deferrable character. All financial transactions must be posted, all accounts finalized, all mail dispatched, and all day-end system closures completed on the same working day — without any provision for carrying forward pending work to the next day. This structural compulsion to remain at post until the day's obligations are fully discharged — regardless of the volume of work or exigencies arising during duty hours — was acknowledged by Sir GurunathBewoor and continues to apply with even greater force in the digital environment of APT 2.0, where end-of-day reconciliation and system closure are mandatory pre-conditions for operational continuity the following day.

Postal Assistants are additionally subjected to mandatory rotational transfers every three years and to split-duty arrangements that effectively restrict their ability to attend to domestic and social obligations — a unique hardship not encountered by clerical staff in other Central Government departments. The combination of extended working hours, six-day working week, non-deferrable obligations, split duties, multi-functional demands, physical risk, and high personal accountability creates working conditions that are qualitatively and quantitatively more demanding than those applicable to any other clerical cadre in the Central Government.

6.7 FINANCIAL RESPONSIBILITY, ACCOUNTABILITY AND RISK

Postal Assistants bear substantial and legally enforceable financial responsibilities in the daily course of their duties. They are entrusted with the custody and handling of public deposits in the Government Savings Bank (over 47 crore accounts with an outstanding balance exceeding ₹20.60 lakh crore as on 31.03.2025), insurance premium funds under PLI and RPLI, Government payment obligations under various social welfare schemes, disbursement of Aadhaar-linked benefits, and the physical custody of cash, postage stamps (which are Government revenue instruments), and valuable postal articles including insured letters, registered parcels, and money orders.

A single working day at a busy post office may involve hundreds of financial transactions across multiple platforms — each carrying individual accountability consequences if processed incorrectly. The personal accountability of a Postal Assistant in cases of financial discrepancy, fraud, or loss is direct and legally established under the 'Contributory Negligence' provisions: an official found responsible for a financial shortfall is subjected to personal monetary recovery in addition to disciplinary proceedings under the CCS (CCA) Rules, 1965. This personal financial risk — extending beyond employment consequences to individual monetary liability — exists even in cases where the loss arises from circumstances not entirely within the official's control, creating a level of personal exposure that has no equivalent in the majority of clerical cadres at comparable pay levels.

The daily finalization of accounts is non-deferrable: cash balances must be reconciled, system closures completed, and discrepancies identified and addressed before the close of business each day. This eliminates the safety margin available to most administrative staff, who can revisit and correct entries over subsequent working days. The level of financial responsibility, accountability, and personal risk borne by Postal Assistants is directly comparable to that accepted by branch-level banking professionals in

scheduled commercial banks and regional rural banks — and in many respects exceeds that of entry-level banking staff who operate with significantly greater institutional support infrastructure and within pay structures that reflect their financial responsibilities. The existing clerical pay classification fails comprehensively to reflect this reality.

6.8 ROLE IN ADMINISTRATIVE AND DIVISIONAL OFFICES

A substantial number of Postal Assistants serve on deputation or posting in Divisional, Regional, and Circle Administrative Offices of the Department, where they perform complex, high-level administrative functions critical to the management of the Department's vast organizational structure. These responsibilities encompass the following major domains:

(a) Personnel management: maintenance of service records, APARs, and seniority lists; processing of recruitment, confirmation, promotion, and transfer cases including reservation roster management; management of GDS engagement and absorption; and maintenance of gradation lists for all categories.

(b) Financial administration: preparation and monitoring of budgets and financial estimates; examination of proposals for financial sanction; processing of GPF advances, loans, leave salary encashment cases, and CGEGIS matters; and ensuring compliance with audit observations and Public Accounts Committee recommendations.

(c) Pension and retirement: preparation and examination of pension, gratuity, DCRG, and commutation cases including coordination with audit and Accounts Departments.

(d) Legal and disciplinary: processing of RTI applications and replies; management of court cases, CAT and Consumer Forum proceedings, and legal

notices; conduct of disciplinary proceedings including preparation of charge-sheets and examination of representations.

(e) Operational oversight: preparation and review of inspection reports; statistical data compilation for staff augmentation and establishment reviews; monitoring of performance across subordinate offices; and development of proposals for opening, grading, redeployment, or relocation of post offices.

(f) PLI/RPLI decentralized functions: processing of insurance claims, issuance of sanctions for SB/SC transactions, and monitoring of divisional insurance performance metrics — all conducted without additional staffing allotments.

The work performed by Postal Assistants in administrative offices — encompassing decision-support functions, scrutiny of complex service cases, application of multi-layered Government rules, and management of high-stakes legal and disciplinary matters — is, in functional terms, equivalent to that performed by executive-level positions in the Secretariat and other administrative cadres of the Central Government. Officials often avoid Divisional Office postings because they are denied compensatory incentives and must reside in larger towns where the cost of living is significantly higher. This equivalence of function — without equivalence of pay or status — constitutes a clear and demonstrable inequity that the 8th Central Pay Commission is respectfully requested to address.

6.9 EDUCATIONAL AND RECRUITMENT STANDARDS

The Recruitment Rules for the posts of Postal Assistant and Sorting Assistant were comprehensively revised and formally notified on 17th June 2022 [Gazette Notification No. CG-DL-E-18062022-236710, Extraordinary Part

II, Section 3, Sub-section (i)] under the Department of Posts (Postal Assistant and Sorting Assistant) Recruitment Rules, 2022. This revision constitutes the most significant upward revision of entry standards for the cadre in its modern history, and its implications for pay classification and cadre status must be duly recognized by the 8th Central Pay Commission.

The most consequential change introduced by the 2022 Recruitment Rules is the elevation of the minimum educational qualification for direct recruits from the 10+2 (Senior Secondary) standard to a Bachelor's Degree from a recognized University or Institute, combined with mandatory knowledge of computer operation. This change brings the PA/SA cadre into the same qualification bracket as Group B positions and junior executive roles in other Central Government departments. Even prior to this formal change — as noted by the Department in its own submissions to earlier Pay Commissions — more than 95% of recruits in bulk recruitments since 2009 had been Engineering Graduates, Post-Graduates, or Graduates. The reality of the cadre's academic profile thus preceded the formal revision of the rules.

Vacancies for Postal Assistants and Sorting Assistants are now filled through the Staff Selection Commission's Combined Graduate Level Examination (SSC CGL) — one of the most competitive national examinations in the country. It is a stark structural contradiction that a cadre requiring graduate-level qualifications and specialized technical skills, selected through one of India's most competitive examinations, is assigned the lowest basic pay scale within the SSC CGL recruitment framework. This stagnation not only overlooks the professional expertise required but also constitutes a disincentive to high-quality applicants — directly undermining the Department's capacity to attract and retain the talent required to manage its digital and financial operations.

Upon selection, newly recruited Postal Assistants undergo structured induction training covering technological systems, financial procedures, and

the statutory and regulatory provisions governing postal operations. This training investment — and the continuous professional development it implies — reinforces the professional rather than clerical character of the cadre. The continuation of a clerical classification rooted in the pre-2022 era when the minimum qualification was 10+2 is no longer tenable and constitutes a clear inconsistency between recruitment standards and service classification that the 8th Central Pay Commission must rectify.

6.10 NEED FOR RECLASSIFICATION AND PAY REVISION

Despite the substantial and well-documented expansion in duties, responsibilities, qualifications, and technological complexity, the cadre of Postal Assistants continues to be formally classified under the Group C, Non-Gazetted, Ministerial (clerical) framework — a classification originally conceived for a largely paper-based mail-handling function. What is sought here is not merely a routine pay revision but a structural correction that aligns the cadre's classification and pay with the functional reality of its role.

The absence of appropriate reclassification has produced adverse consequences for both the cadre and the Department. In terms of pay, the existing Level 4 classification results in an underpayment relative to the complexity and accountability of duties performed, especially when benchmarked against comparable roles in public sector banks (where comparable functions are performed by Scale I or Scale II officers), the insurance sector, and other Central Government departments that perform single-domain functions with lesser accountability. In terms of career progression, the cadre faces limited promotional avenues and extended periods of pay stagnation, which adversely impact morale and retention. The Administrative Reforms Commission's principle that identical 'job index' demands the same salary makes the case for pay equivalence compelling and administratively grounded.

The 4th Central Pay Commission (Para 7.48) observed that a pay scale should never give rise to a sense of frustration — yet, despite the reports of seven successive commissions, this principle has been persistently overlooked for postal staff. The standard of living of Postal Assistants has been severely impacted by the inflationary spiral, while the denial of a reasonable entry-level scale prevents them from maintaining living standards consistent with the society to which they belong. The 8th Central Pay Commission is the appropriate forum to permanently correct this inequity.

6.11 DEMANDS BEFORE THE 8TH CENTRAL PAY COMMISSION

In view of the multi-functional nature of duties, technological complexity, substantial financial accountability, non-deferrable working conditions, six-day work week, enhanced educational qualifications, and the comprehensive regulatory transformation of the Department under the Post Office Act, 2023, the cadre of Postal Assistants and Sorting Assistants unequivocally qualifies for recognition as a multi-skilled, technology-driven, graduate-level executive workforce. The following demands are respectfully submitted for the consideration and recommendation of the 8th Central Pay Commission:

1. **Reclassification and Redesignation:** The cadre may be reclassified from Group C, Non-Gazetted, Ministerial to an executive category, commensurate with the graduate-level qualification now mandated, the technological nature of the role, and the multi-domain professional responsibilities discharged. The cadre may be formally redesignated as 'Executive Postal Assistant' and 'Executive Sorting Assistant' — consistent with the 6th CPC's own recommendation for 'Executive Assistant' status for multi-skilled assistant-level personnel — reflecting the functional role and status of this cadre.

2. **Revision of Pay Structure to Level 6 or Higher:** A pay structure at Level 6 of the Pay Matrix (or higher, as may be determined by the

Commission) may be granted, commensurate with the level of duties, responsibilities, qualifications, and technological demands of the role, and comparable to equivalent executive positions in banking, insurance, and administrative cadres of the Central Government. This aligns with the minimum entry pay demanded by the Staff Side (JCM). The entry level pay must reflect graduate-level qualification, competitive SSC CGL selection, and the accountability structure of the post.

3. Special Pay for Specialized and High-Accountability Functional Areas: Postal Assistants performing specialized and high-accountability functions — such as treasury and cash chest operations, IT system administration, divisional and administrative office duties, PLI/RPLI operations management, and business development — may be granted Special Pay at not less than 10% of the revised basic pay. This is consistent with the 4th CPC's observation that Special Pay for unique duties acts as a vital motivator and is justified by the arduous nature and heavy pecuniary risks of these specific assignments.

4. Qualification / Skill-Based Allowance: A suitable special allowance may be introduced to recognize the graduate-level educational qualification, mandatory computer proficiency, and the requirement for continuous skill upgradation — including completion of iGOTKarmayogi digital certification courses beyond duty hours — to handle regularly updated IT platforms, new services, and evolving regulatory frameworks. This allowance should reward knowledge intensity and professional development, not merely tenure.

5. Compensation for Extended Working Hours: In view of the six-day working week, non-deferrable nature of postal work, split-duty arrangements, and the regular requirement to work beyond prescribed hours for daily account finalization and operational closure (resulting in approximately 300 additional work hours per year over comparable

administrative cadres), a suitable allowance or compensation mechanism may be recommended to address this demonstrable working hours differential.

6. Improved Career Progression Structure: A revised career progression framework — including enhanced Time-Bound Promotions, Modified Assured Career Progression (MACP) at reduced intervals aligned with functional eligibility norms, and expanded promotion channels — may be recommended to address the problem of pay stagnation and provide meaningful career advancement commensurate with the multi-skilled executive character of the cadre.

6.12 CONCLUSION

The Department of Posts has undergone a profound and irreversible transformation into a multi-functional, technology-driven public service institution — one that today delivers financial, digital, insurance, logistics, and citizen-centric services to every corner of India, including the most remote and underserved communities. This transformation has been formally codified in law through the Post Office Act, 2023, and given operational expression through the Post Office Rules and Regulations, 2024. The Department's network of 1,64,999 post offices — the largest postal network in the world — serves as a critical pillar of the Government of India's agenda for financial inclusion, digital governance, and equitable access to public services.

Postal Assistants and Sorting Assistants constitute the core operational workforce sustaining this vast service network. Over time — and with accelerating pace since the introduction of Core Banking Solution, India Post Payments Bank, and the comprehensive digital integration of PLI/RPLI services — the cadre has evolved into a multi-skilled, technology-operating, and financially accountable professional workforce, performing functions that comprehensively and demonstrably exceed the scope of traditional clerical roles. The cadre today manages over 47 crore savings accounts with an

outstanding balance exceeding ₹20.60 lakh crore, operates mission-critical banking and insurance technology platforms identical to those used in major commercial institutions, and delivers government services on behalf of multiple Ministries across 1.64 lakh post offices. PAs and SAs play an irreplaceable role in advancing the key national priorities of financial inclusion, digital empowerment, and public service delivery at the grassroots level.

The formal classification of this cadre under a legacy clerical framework has not kept pace with this transformation. The resulting structural anomaly — wherein the nature and complexity of duties, the qualification mandated for recruitment, the financial accountability borne, and the technological competence required are all of an executive character, while the pay classification and status remain clerical — adversely impacts the morale, motivation, and retention of a workforce that is central to the Department's service delivery mandate. As a primary principle of national governance, the Central Government must serve as a model employer, ensuring that its employees can take pride in their vocation — and that the Postal Assistant receives a salary that genuinely reflects the extraordinary breadth and complexity of the role they perform.

The 8th Central Pay Commission constitutes a historic opportunity to correct this long-standing anomaly — and to honour the institutional acknowledgment made by successive expert committees since 1920, by the Department of Posts itself in its submission to the 6th CPC, and by the public trust data collected by the Excellence Committee. It is therefore earnestly and respectfully requested that the Commission recommend:

1. Appropriate reclassification of the cadre from a clerical to an executive category, with formal redesignation as 'Executive Postal Assistant' / 'Executive Sorting Assistant';

2. A commensurate pay upgradation to Level 6 or higher of the Pay Matrix, reflecting graduate-level qualification, specialized technical competence, and the accountability structure of the post;

3. Introduction of Special Pay for specialized functional areas, and a Qualification/Skill-Based Allowance reflecting the requirement for continuous professional development;

4. Compensation for the extended working hours and non-deferrable operational obligations arising from the six-day work week and the unique character of postal work; and

5. An improved career progression framework to address stagnation and provide recognition proportionate to the cadre's professional contribution to national governance.

Such measures are essential not only to ensure fairness and dignity for the individuals who constitute this cadre, but also to enhance the motivation, efficiency, and sustainability of the Department of Posts as a national institution — ensuring that it continues to serve the people of India with the excellence and commitment that has always been its hallmark.

CHAPTER – VII

JOB EVALUATION – SORTING ASSISTANT

JUSTIFICATION FOR HIGHER PAY TO SORTING ASSISTANTS

7:1 Accepted Principles

7:1:1 Transformation of RMS into a Technology-Driven Logistics Organisation.

The Department of Posts has undergone a paradigm shift in its operational, technological and organizational framework during the last decade. With the implementation of the Mail Network Optimisation Project (MNOP), Parcel Network Optimisation Project (PNOP), establishment of L1 and L2 National / Intra-Circle Sorting Hubs, Automated Mail Processing Centres (AMPCs), and adoption of end-to-end IT-enabled logistics systems, the Railway Mail Service (RMS) has transformed from a conventional mail handling setup into a technology-driven public logistics organization.

Further the e-commerce industry in India has exploded and efficient logistics and delivery movement services have become vital to deal with the tremendous rise in demand. The India Post has already delivered itself as a key player in this industry therefore there is be increased requirement of manpower with positions as mail handlers, sorters and logistics coordinators.

The Hon'ble Finance Minister, in the Union Budget 2025–26, has explicitly announced the vision of transforming India Post into a "Large Public Logistics Organization". This policy shift has substantially expanded the scale, complexity and accountability of mail processing and transmission functions, placing significantly enhanced responsibility on Sorting Assistants.

7:1:2 Historical Parity with Postal Assistants and Need for Strengthening.

Sorting Assistants have historically been equated with Postal Assistants in matters of pay and allowances based on the principle of equal pay for equal work. Both cadres are governed by identical service rules, disciplinary framework and recruitment standards. However, the actual job content, working conditions, skill intensity, risk exposure and working hours of Sorting Assistants are demonstrably higher.

7.2 ***Though Postal Assistant (PA) and Sorting Assistant (SA) posts have the same rank of clerical cadre but their job profiles, trainings and operational needs are completely different and therefore there is a continuous demand with every Pay Commission to clearly draw a line between the two cadres based on its roles.***

Key differences:

1. Postal Assistant is basically Front Line Workers and usually first point of contact with Customer or performing operational tasks on front lines. Sorting Assistant on the other hand involves less customer interaction and more Strategic planning or decision making in disposal of his work.
2. A Postal Assistant work is more diverse, including working in APT 2.O (POS) & Finacle, maintaining of records, managing cash and assisting with other post office operations while Sorting Assistant roles comes with higher responsibilities requiring advance skills & complex knowledge in respect of geographical location, area, pincode, etc.
3. Sorting Assistant generally have to work round the clock in arduous operational conditions, uncertain work load and are generally prone to various postal items hazardous to the health of a human being. He also lacks basic social life as he has to generally work in night shifts for all backend activities of logistic handling processing and transmission. Whereas Postal Assistant generally works during day hours in a Post Office and generally enjoys a work a more stable work life balance than a Sorting Assistant who works in substantial hours of evening and night.
4. The promotional opportunities for Postal Assistant are more frequent than that of limited promotional opportunities for Sorting Assistant depending on competitiveness.
5. Postal Assistant work pressure can be moderate, involving customer service, handling mail and administrative task. The pace can vary based on location and time of year. On the other hand Sorting Assistant handles a more complex work pressure due to nature of sorting of large volumes of mails and ensuring timely processing, especially during peak seasons.
6. Postal Assistant enjoys all Sundays and Gazetted Holidays

but Sorting Assistant has to work on all Sundays and Gazetted Holidays for ensuring prompt delivery of articles to Postal Customers.

7. The Sorting Assistant handles a variety of Sophisticated Equipment's and Industrial Sortation Systems which requires precise skills and knowledge whereas the Postal Assistant work basically on a Computer and handles limited IT products.
8. The Post Office is located in almost all the Cities and Corners of the Country but an RMS Office is located in limited jurisdiction and therefore the Sorting Assistant has to work in the allotted Division/Unit/Office as per the prerogative of the Department and has very limited chances of getting the desired transfer near to his location. This contributes to his additional expenditure both on living, accommodation and food.
9. In particular, Sorting Assistant job require greater strength, involve higher hazard and risk than a Postal Assistant job.

Undoubtedly the role of Sorting Assistant in a Logistic Organization is of utmost importance and therefore it is emphasized that the pay of a Sorting Assistant should be higher than that of a Postal Assistant as both the cadres have many key differences which are elaborated at above and as the work of Sorting Assistant is more of cumbersome, highly skilled operative cum clerical cadre.

7:3 Applications of Fair Wages Committee Criteria.

7:3:0 Relevance of Fair Wages Committee Criteria.

The Fair Wages Committee, while determining wage differentials among various categories of employees, laid down certain well-defined and universally accepted criteria to assess the relative weight of duties, responsibilities and working conditions attached to a post. These criteria have consistently been relied upon by successive Pay Commissions for evaluating claims for higher pay scales.

The Fair Wages Committee applied the following criteria for higher wage differentials:

a) Degree of skill.
b) The strain of work.
c) The experience involved.
d) The training required.
e) The responsibility undertaken.
f) The mental and physical requirements.
g) The disagreeableness of the work.
h) The hazard attendant to the work.
i) The fatigue involved

An objective and realistic application of the above criteria to the duties performed by Sorting Assistants of the Railway Mail Service, particularly under the present system of SSC–CGL recruitment, Mail and Parcel Network Optimisation, Hub-and-Spoke logistics, Automation and IT 2.0–based operations, clearly establishes that Sorting Assistants satisfy each of these parameters to a far greater extent than other clerical categories in the Central Government. The details under each criterion are discussed below.

7:3.1 Detailed analysis with Contemporary Comparison

7:3.1(a) Degree of Skill – Advanced Logistics and IT Competency

Sorting Assistants are now recruited through the SSC–CGL (Graduate Level) examination, placing them at par with other executive and professional cadres of the Government of India. The job demands a rare combination of clerical competence and advanced operational skill. A Sorting Assistant must possess in depth geographical knowledge of the entire country, mastery over PIN code, district and hub based sorting patterns, and the ability to take real time routing decisions to ensure adherence to strict transit schedules. With the introduction of IT 2.0 architecture, automated sortation systems, volumetric scanners, RFID barcode, QR based tracking, and centralized dashboards, Sorting Assistants are required to work seamlessly with multiple software platforms and hardware interfaces. In contrast, other clerks largely perform desk based, procedure driven tasks with limited scope of operational decision making and restricted exposure to complex logistics software.

7:3.1(b) Strain of Work – Combined Physical and Mental Pressure

The strain involved in RMS duties is both physical and mental. Sorting Assistants work continuously for eight to twelve hours, largely standing, walking, lifting heavy mail bags and handling high volumes of articles under severe time pressure. Unlike other clerical posts where workload fluctuations are predictable and largely sedentary, RMS hubs function in a production unit

environment with daily peak workloads driven by e commerce traffic. Even with automation, the human interface has intensified, as Sorting Assistants must monitor systems, resolve exceptions, handle odd shaped parcels and ensure zero error processing. The strain is continuous and cumulative, leaving little scope for rest or recovery during duty hours.

7:3.1(c) Experience Involved – Impact on National Mail Flow

Experience in the RMS is not merely additive but decisively impacts operational efficiency and national mail flow. A seasoned Sorting Assistant develops speed, accuracy and judgment through years of hands on exposure to changing sorting patterns, network realignments under MNOP/PNOP, and dynamic traffic conditions. Errors at this level have nationwide repercussions. In other clerical posts, experience improves efficiency but mistakes are largely reversible through procedural checks without systemic impact.

7:3.1(d) Training Required – Continuous and Technology-Driven.

Sorting Assistants undergo rigorous institutional, induction and practical training before being entrusted with independent duties. Training encompasses postal manuals, operational rules, IT applications, hub logistics, air/rail/road connectivity and now IT 2.0 based systems. Unlike other clerks whose training stabilizes after initial years, Sorting Assistants require continuous retraining due to frequent software upgrades, introduction of new modules, automation tools and upcoming initiatives such as DIGIPIN, which will further enhance geo coded sorting complexity. Thus, training for a Sorting Assistant is career long and not a one time requirement.

7:3.1(e) Responsibility Undertaken – Custody and Financial Accountability.

Sorting Assistants are custodians of insured articles, high value parcels, Speed Post consignments and sensitive documents. Under contributory negligence rules, they are personally liable for losses arising from tampering, misrouting, seal defects or weight discrepancies, often resulting in direct monetary recoveries. In hub operations, they coordinate receipt, processing and dispatch under tight timelines, where accountability is absolute. Other clerical cadres generally operate under institutional responsibility frameworks, with minimal personal financial liability.

7:3.1(f) Mental and Physical Requirements – High Endurance and Alertness.

The RMS job requires sustained alertness, rapid visual recognition, hand eye coordination and physical endurance. Night shifts, rotating duties and continuous screen based monitoring under IT 2.0 systems impose severe cognitive load while physical exertion continues simultaneously. Other clerical posts predominantly involve mental work in fixed day schedules with negligible physical demands.

7:3.1(g) Disagreeableness of Work – Adverse Working Environment.

Sorting Assistants work in environments characterized by dust, dirt, poor ventilation, extreme temperatures and constant noise from mechanised systems. Duties extend to nights, Sundays and Gazetted Holidays, resulting in social isolation and disruption of family life. In contrast, other clerks generally work in clean office environments with predictable hours and regular holidays.

7:3.1(h) Hazard Attendant to Work – Occupational Risks.

RMS duties expose Sorting Assistants to occupational hazards including biological contaminants from mail articles, heat stress in hubs and mail vans, and risks associated with railway platforms and moving logistics operations. Incidence of musculoskeletal disorders, sleep disorders and repetitive strain injuries is significantly higher. Such hazards are virtually absent in other clerical cadres.

7:3.1(i) Fatigue Involved – Continuous and Cumulative Fatigue.

The cumulative effect of extended working hours, night shifts, physical exertion and mental pressure results in chronic fatigue among Sorting Assistants. This fatigue directly affects operational accuracy, yet relief mechanisms are limited due to rigid transit schedules. Fatigue in other clerical posts is largely mental and recoverable without systemic consequences.

7:4 Conversions of Working Hours – Comparative Analysis

7:4:1 Excess Annual Working Hours

Due to continuous operations, Sorting Assistants work substantially more days and hours in a year compared to other clerical employees. Sorting Assistants work on Sundays and Gazetted Holidays with weekly offs granted only in lieu, while other clerks enjoy closed Saturdays and holidays. On an annual basis, a

Sorting Assistant works approximately 285 days, whereas clerks in administrative offices work about 233 days.

When converted into hours:

- Sorting Assistant: 285 days × 8 hours = 2280 hours per year
- Other clerks: 233 days × 8.5 hours = 1980.5 hours per year

This results in an excess workload of nearly 300 hours annually, equivalent to about 52 additional working days, without commensurate compensation.

7:5 Justifications of Higher Pay Scales – Staff Side Demand

7:5:1 Justification Based on Job Evaluation

The foregoing analysis conclusively establishes that Sorting Assistants, recruited through SSC CGL and functioning in a technology intensive logistics environment under IT 2.0 and network optimisation regimes, perform duties involving higher skill, strain, responsibility, risk and fatigue than other clerical cadres.

The Staff Side, therefore, demands that Sorting Assistants be granted Grade Pay ₹4200 (pre revised) with corresponding Basic Pay of ₹1,08,000, along with appropriate recognition of higher qualifications and extended working hours, while maintaining full parity with Postal Assistants. All factors of arduousness, night duty, denial of holidays, technological adaptation and personal liability must find due reflection in the pay structure of the Sorting Assistant.

7:6 Workload and Operational Intensity of Sorting Assistants

7:6:1 High-Speed Multi-Tasking in Parcel Operations

The operational intensity is particularly evident in Parcel Hubs and high-volume RMS units. A Sorting Assistant is required to handle multiple operational points such as bag opening, scanning, segregation, closing, and dispatch. In a typical shift, a Sorting Assistant processes around 400 parcels, with each parcel requiring handling within 5–10 seconds.

Within this limited time, the official must perform multiple concurrent tasks including physical handling, barcode scanning, system validation, preliminary sorting into multiple destinations, identification of insured articles requiring approval, and verification of weight and routing. At the time of closing, the Sorting Assistant must again scan each article, correctly identify destination

PIN codes, and ensure accurate bagging within similarly constrained time frames.

In addition, Sorting Assistants work in branches such as Mail Agent sections dealing with closed bags, where responsibility is even higher. They must verify bag condition, seals, and documentation while ensuring accurate scanning and dispatch under strict timelines. This level of operational intensity requires high coordination of physical effort and cognitive processing, comparable to industrial logistics environments.

7:7 Responsibilities in Parcel Hubs

7:7:1 End-to-End Processing and System Accountability

In Parcel Hubs, Sorting Assistants perform critical functions in the end-to-end processing of parcels within a fully digital environment. Their responsibilities begin with the receipt of mail bags, followed by systematic opening, verification of contents, and scanning of each parcel using APT 2.0-enabled devices. Every article must be accurately captured in the system, ensuring real-time data recording and traceability.

They carry out both primary and secondary sorting operations based on destination mapping and hub-based logistics patterns. This requires high levels of speed and precision, as each parcel must be processed within a few seconds while ensuring complete accuracy. They are also responsible for identifying exceptions such as misrouted articles, insured items requiring special handling, and discrepancies in weight or routing, and must take immediate corrective action within the system.

During the closing stage, Sorting Assistants must ensure 100% scanning compliance, accurate bag mapping, and proper system validation before dispatch. They also handle Mail Agent functions involving closed bags, where verification of seal integrity, bag condition, and documentation is essential. These responsibilities involve a high degree of accountability and demand continuous coordination between physical operations and system-based validation.

7:8 Responsibilities in Speed Post Centres

7:8:1 Handling of Time-Sensitive Premium Articles

In Speed Post Centres, Sorting Assistants are responsible for handling time-sensitive premium mail under strict delivery standards and full postage refund

policies. With APT 2.0, every Speed Post article is processed through real-time tracking systems, requiring immediate scanning, validation, and routing.

They must ensure accurate system entry and continuous updating of article status, as any delay or discrepancy becomes instantly visible in the system and directly affects service performance. Sorting Assistants are required to adhere strictly to dispatch schedules linked to various modes of transport, including air, rail, and surface connectivity.

They are also responsible for handling system-generated alerts such as delayed articles, incorrect routing, or pending scans. These issues must be resolved promptly to maintain delivery commitments. The role demands a high degree of concentration, speed, and precision, as even minor errors can have a direct impact on service quality.

7:9 Responsibilities in Transit Mail Offices (TMO Points)

7:9:1 Real-Time Transit Operations and Risk Management

At Transit Mail Offices, Sorting Assistants perform critical transit and exchange operations under APT 2.0 monitoring systems. Their responsibilities include scanning inward and outward bags, verifying bag labels, ensuring seal integrity, and maintaining accurate system records for each transaction.

They are responsible for ensuring that all bag movements are recorded in real time, maintaining complete digital traceability of transit operations. They must ensure correct exchange of bags between units and prevent any misrouting or delay in transit.

In cases of discrepancies such as missing bags, damaged seals, or incorrect routing, Sorting Assistants are required to immediately update the system and initiate corrective measures. These duties are often performed in dynamic environments such as railway platforms and transit points, involving both time pressure and physical risk.

7:10 Responsibilities in HRO Units

7:10:1 Administrative and System-Based Workforce Support

In HRO units, Sorting Assistants perform system-based administrative and operational support functions within the APT 2.0 framework. Their responsibilities include maintaining staff-related data, assisting in duty allocation, recording attendance, and supporting manpower planning in a 24×7 operational environment.

They handle user login management, role-based access control, and system data entry related to staff deployment. They also support supervisors in monitoring workforce utilisation, maintaining duty rosters, and ensuring compliance with service rules.

Additionally, they are responsible for ensuring data accuracy, resolving discrepancies in staff records, and supporting digital audit requirements. Their role in HRO units requires a combination of operational knowledge, administrative capability, and technical proficiency.

Additional Responsibility – Performance of Counter Operations

In addition to the core operational duties performed within the Railway Mail Service, Sorting Assistants are also required to undertake counter operations whenever deployed in combined offices, mail offices, and other functional units. In such roles, they perform booking of mail and parcels, handling of customer transactions, acceptance of accountable articles, operation of IT-enabled counter systems, and management of financial transactions. These duties involve direct public interaction, adherence to strict procedural and financial rules, and real-time system updates under IT 2.0 platforms.

The performance of counter duties further expands the functional scope of Sorting Assistants beyond backend logistics operations to frontline customer service responsibilities, thereby increasing their overall workload, accountability, and skill requirements. This additional role clearly establishes that Sorting Assistants are not confined to a single operational domain but are multi-functional employees handling both logistics operations and public interface duties, which must be duly recognized in their pay structure and service conditions.

7:11 Day-to-Day Difficulties Faced

7:11:1 Operational, Technical and Infrastructure Challenges

Despite their critical role, Sorting Assistants face numerous operational challenges on a daily basis, particularly under the APT 2.0 system environment.

They frequently encounter technical issues, including scanner malfunctions, network connectivity problems, system slowdowns, and data mismatches. Since all operations are system-dependent, any disruption can directly affect workflow and requires immediate attention.

Sorting Assistants operate under extreme time pressure, particularly in Parcel Hubs and Speed Hub Centres, where large volumes of mail must be processed within strict timelines. Peak periods, especially driven by e-commerce traffic, significantly increase workload and operational stress.

Staff shortages are a persistent challenge, requiring Sorting Assistants to handle multiple operational points simultaneously, thereby increasing both physical and mental strain.

They also work under infrastructure constraints, including limited space, congestion, inadequate equipment, and suboptimal working conditions. These factors further complicate operational efficiency.

Handling misrouted articles, incorrect bagging, and system discrepancies adds to the complexity of their work, as these issues must be resolved immediately to avoid delays in dispatch and delivery.

Moreover, Sorting Assistants function under continuous accountability and audit pressure, as every action is recorded within APT 2.0, and any discrepancy may lead to financial liability or disciplinary action.

7:12 How Sorting Assistants Overcome These Challenges

7:12:1 Adaptability, Technical Competence and Operational Resilience

Sorting Assistants overcome these challenges through high levels of operational adaptability, technical competence, and sustained effort.

In the event of system failures, they adopt alternate working methods, coordinate with technical support teams, and ensure continuity of operations without disruption. They are capable of quickly identifying and rectifying system discrepancies, thereby maintaining data integrity and workflow consistency.

They manage high workloads by prioritising tasks, optimising workflow, and maintaining speed and accuracy even under pressure. During staff shortages, they take on additional responsibilities and ensure that all operational stages are completed within prescribed timelines.

Misrouted articles and operational errors are addressed through immediate corrective action, including re-routing, re-scanning, and system updates, ensuring that service standards are not compromised.

Despite infrastructure limitations, they maintain efficiency through effective coordination and optimal utilisation of available resources. Their ability to work continuously during night shifts, extended hours, and high-pressure conditions reflects their resilience and professional competence.

7:13 Justification of Higher Pay Scales – Staff Side Demand

The foregoing analysis conclusively establishes that Nevertheless, and according to the evidence gathered all through the research, arduous work could be horizontally defined as ***"Occupations involving the exposure of the worker over a period of time to one or several factors leading to professional situations susceptible to leave long-lasting and irreversible effects on his/her health; these factors are related to physical constraints, psychosocial risks, an aggressive physical environment, working organization and working rhythms, including shift work".***

The facts enumerated above will conclusively indicate that the sorting assistants in the Railway Mail Service have to undertake comparatively more skilled and physical job with strains, risks, responsibility and disagreeableness than a Postal Assistant, a clerk in Bank, Insurance or for that matter, any sedentary worker in other departments. The Department is also continuously referring this to CPCs that the Sorting Assistant cannot be equated with the Postal Assistants based on their skills, trainings, nature and hours of work, etc and hence they needs to be paid an extra pay equal to the extent of 10% of the Pay and the Grade Pay than the Postal Assistants.

We plead that this process should be considered on each factor of arduousness, fatigue, risk, responsibility, strain, day and night duty; denial of holidays, being away from hearth and home, coupled with skill and training, all these factors should find reflection in his pay.

The Staff Side, therefore, demands that Sorting Assistants be granted **Grade Pay ₹4200 (pre-revised)** with corresponding **Level 6**, along with appropriate recognition of higher qualifications and extended working hours, while maintaining full parity with Postal Assistants. All factors of arduousness, night duty, denial of holidays, technological adaptation and personal liability must find due reflection in the pay structure of the Sorting Assistant cadre.

CHAPTER – VIII

JOB EVALUATION -Lower Selection Grade& Higher Selection Grade - POSTAL

8.1 INTRODUCTION

The Lower Selection Grade (LSG), Higher Selection Grade–II (HSG–II), Higher Selection Grade–I (HSG–I), and HSG–I (Non-Functional Grade) constitute the supervisory and managerial backbone of the Department of Posts. These cadres are filled through structured norm-based promotions from the graduate-level Postal Assistant / Sorting Assistant (PA/SA) cadre and are entrusted with critical responsibilities relating to financial control, administrative supervision, and operational management at various levels of the field organization. Incumbents in these grades serve as Postmasters, Sub-Postmasters, and Supervisors who provide the primary layer of leadership for the entire spectrum of postal operations at the ground level.

With the transformation of the Department into a multi-functional, technology-driven service institution, the role of these supervisory cadres has expanded significantly. The Post Office Act, 2023 (which received Presidential assent on 24th December 2023 and came into force on 18th June 2024), along with the Post Office Rules and Regulations, 2024, has conferred enhanced statutory authority upon these officials, designating them as authorized supervisory officers responsible for ensuring operational integrity, regulatory compliance, and service delivery accountability across the postal network. The convergence of financial services, digital platforms, logistics, insurance, and government delivery functions has transformed these roles into that of multi-dimensional executive managers.

The success of the Department's modern initiatives—including Postal Life Insurance (PLI), Rural PLI (RPLI), Savings Bank and Certificate services, Speed Post, Registered Mail, India Post Payments Bank (IPPB), Express Parcel, e-Money Orders, and Corporate Business—is directly attributable to the leadership and operational supervision provided by these cadres. By continuously upgrading their own skills and expertise, these officials have guided the Department's transition from a traditional mail carrier to a multi-functional public service institution.

However, over successive Pay Commissions, particularly from the 5th Central Pay Commission onwards, the pay structure of these cadres has been subjected to progressive

distortion. The introduction of the Assured Career Progression (ACP) and subsequently the Modified Assured Career Progression (MACP) schemes, without adequate safeguards to preserve functional hierarchy, has resulted in a situation where promotional posts no longer carry adequate financial or status advantage over the feeder cadre. This has led to hierarchical inversion, erosion of promotional incentive, and adverse impact on morale and administrative efficiency across the Department.

In the context of the 8th Central Pay Commission, constituted vide Government of India Gazette Notification dated 3rd November 2025 under the Chairpersonship of Justice Ranjana Prakash Desai (Retd.), former Judge of the Supreme Court of India, there is a compelling and urgent need for comprehensive review and rationalization of the pay structure of LSG, HSG–II, HSG–I, and HSG–I (Non-Functional Grade), in order to restore functional hierarchy, eliminate anomalies, and strengthen the supervisory framework essential for the efficient functioning of a modernized Department of Posts.

8.2 NATURE AND MAGNITUDE OF RESPONSIBILITIES

8.2.1 Statutory and Regulatory Framework

Under the Post Office Act, 2023 and the Post Office Rules and Regulations, 2024, LSG, HSG–II, and HSG–I officials function as Postmasters and authorized supervisory authorities responsible for ensuring operational integrity, regulatory compliance, and accountability. They exercise statutory responsibilities, including handling sensitive and accountable postal articles, maintaining prescribed records, and adhering to legal and security protocols. They are legally accountable for any financial discrepancy under contributory negligence provisions applicable to public account management.

8.2.2 Financial and Treasury Functions

A Head Post Office serves as the primary accounting unit, regulating the accounts of all subordinate sub-offices within its jurisdiction. The HSG–I or HSG–II Postmaster in charge functions effectively as a Local Treasury Officer, as defined under the Posts and Telecommunications Financial Handbook, Volume I. Their financial responsibilities include:

- Drawing funds from and remitting surplus cash to banks, involving substantial financial liability.

- Acting as the Drawing and Disbursing Officer (DDO) for the pay and allowances of all staff within their jurisdiction.

- Maintaining service books, consolidated accounts for the General Manager (Postal Accounts), and monitoring the supply of funds and postage stamps to sub-offices.

- Checking daily accounts and summaries for both sub-offices (SO) and branch offices (BO), verifying payment vouchers, and maintaining the Postmaster's Balance Sheet with daily physical verification of cash and stamps.

- Assisting in audits and internal checks (SBCO) and ensuring all returns are submitted to audit offices on time.

- Acting as the appointing and disciplinary authority for Postmen, Mail Guards, Multi-Tasking Staff (MTS), and GraminDakSevaks (GDS).

These officials exercise direct supervision over a staff of 40 to 200 officials across various categories, and bear personal accountability for financial discrepancies in a manner rarely found in comparable Government cadres.

8.2.3 Digital, IT, and Modern Service Responsibilities

With the total computerization of the Department and the transition from Project Arrow to the Advanced Postal Technology (APT 2.0) framework, the responsibilities of supervisors have expanded to include:

- Monitoring the Unified Dashboard for integrated communication, grievance redressal, and real-time operational alerts through the Centralized Operations Centre (COC).

- Verifying the interface synchronization ("handshake") between the Point of Sale (PoS) system and the SAP-ERP backend, and monitoring the Real-time Reconciliation Dashboard for Day Begin and Day End protocols vis-à-vis the Circle Data Centre.

- Clearing Supervisor-level queues in Finacle (Core Banking Solution – CBS) and McCamish (PLI/RPLI Insurance platform) at fixed intervals to prevent counter bottlenecks, and overseeing the CBSMON dashboard for high-value transaction monitoring.

- Supervising tracking systems including the Parcel Management System (PMS) and Speed Net dashboards to identify articles not out for delivery (NOD) in real time.

- Electronically signing and uploading the Daily Transaction Report (DTR), and ensuring cross-platform validation between counter totals and SAP ledger postings before the day's close.

- Managing the complete PLI/RPLI proposal and claim processing cycle as manager of the Central Processing Centre, and overseeing all IT activities as per the Standard Operating Procedure under APT 2.0.

In essence, a supervisor today functions simultaneously as a Manager, Public Relations Officer, Bank Officer, Treasury Officer, Welfare Officer, Central Processing Centre Manager, and Administrator, combining functions that are discharged by separate officers in other comparable organizations.

8.2.4 Periodic Reporting and Business Development Obligations

Supervisory officials are additionally tasked with a substantial schedule of periodic reporting obligations to ensure business development and operational efficiency. These include monthly submission of Annexure–II (Business Development) supported by verified screenshots, the Sub-Postmaster's monthly report, and the MNOP Speed Post delivery report. They are also required to manage consolidated reports for Speed Post missent articles, extension counter performance, and retail product sales. A critical technical duty includes regular updation of the DB Analyzer and clearance of identified discrepancies, the scope of which varies across Regions and Circles.

8.2.5 Supervisory Breadth and Operational Risk

Supervision in a post office is far from nominal; it requires the actual examination and countersigning of nearly every financial transaction to detect errors before the close of daily accounts. The scope of supervisory oversight extends to opening and closing of mail, registered, and parcel bags; supervising sorting and delivery operations; monitoring Savings

Bank, Recurring Deposit, and Monthly Income Scheme transactions; supervising the issue and discharge of all savings certificates and money orders; overseeing premature closure of accounts and settlement of deceased claim cases; resetting franking machines; and ensuring compliance with Government of India schemes such as KVP, SCSS, and MahilaSamman Yojana (MSY).

The calibre of leadership required of HSG–II officials is in many respects more demanding than that of Inspectors of Posts (IPOs) or Inspecting Railway Mail Service officers (IRMs), inasmuch as these supervisors must simultaneously perform administrative duties and manage the active operations of their offices. Similarly, HSG–I officials discharge responsibilities comparable to those of Postal Service Group B officers. Under the Posts and Telecommunications Manual rules, supervisors are held personally and financially responsible for every transaction occurring under their charge—a level of statutory liability that underlines the managerial character of these posts.

8.3 HISTORICAL PAY RELATIVITY AND THE JUSTIFICATION FOR HIGHER PAY

8.3.1 Principle Established by the 3rd Central Pay Commission

The 3rd Central Pay Commission established that an employee's responsibility depends on the degree of supervision exercised and the consequences of their actions. LSG, HSG–II, and HSG–I officials provide critical oversight as group leaders for a diverse workforce comprising Postal and Sorting Assistants, Postmen, MTS, and GDS staff. The National Labour Commission has further established that promotion signifies the movement of a worker to a position of higher responsibility with a consequential improvement in emoluments—serving as a reward for hard work and an incentive for employees to contribute their best to the organization. The 2nd Central Pay Commission observed that a legitimate aspiration of every employee is to expect promotion to a higher grade at reasonable intervals; the absence of such avenues leads to systemic frustration and loss of institutional effectiveness.

8.3.2 Pre-5th CPC Pay Hierarchy – A Rational and Well-Established Structure

Prior to the 5th Central Pay Commission, a well-defined and rational pay hierarchy existed between Postal Assistants and supervisory cadres, with each promotional level carrying a substantial financial advantage. This structure ensured clear vertical relativity, meaningful

career progression, and appropriate recognition of higher responsibility. The 1st and 4th Central Pay Commissions recommended identical pay scales for LSG officials and Inspectors of Posts/IRMs, and the Varadhachariar Commission specifically recommended that IPOs/IRMs be graded with LSG, a recommendation accepted by the Government.

Table 1: Pre-5th CPC Pay Relativity (Representative)

Cadre	Pay Scale	Relativity over PA/SA
PA/SA (Entry)	₹975–1660	Base (100%)
LSG	₹1400–2300	~144% at minimum (+44%)
HSG–II	₹1600–2660	~164% at minimum (+64%)

The above table illustrates that the LSG minimum was higher than the PA minimum by approximately 44%, and HSG–II by approximately 64%. This structure ensured that promotion carried real and meaningful financial recognition of the supervisory role.

8.3.3 Historical Pay Increase Relativities (1st to 4th CPC)

Table 2: Historical Relativities – 1st to 4th Central Pay Commission

Metric	Percentage Increase Over Base			
	1st CPC	2nd CPC	3rd CPC	4th CPC
LSG over PA/SA	166.66%	90.90%	63.46%	43.58%
IPO/IRM over PA/SA	166.66%	90.90%	63.46%	43.58%
HSG over LSG	56.00%	—	59.52%	59.52%
HSG over IPOs/IRMs	56.00%	—	59.52%	—
ASPOs/ASRMs over HSG	Same Scale	Same Scale	—	—

Table 3: Relativities Created by the 3rd and 4th Central Pay Commission

Description	3rd CPC	4th CPC
HSG–II over LSG / IPOs / IRMs	Created	14.28%
ASPOs/ASRM over HSG–II	—	Same Minimum (+2.5%)
HSG–I over HSG–II	27.27%	25%
HSG–I over ASPOs/ASRMs	27. 27%	22%

These tables demonstrate the long-standing principle, upheld across successive Pay Commissions, that supervisory cadres must maintain a clear and consistent financial advantage over both the entry cadre and any functionally lower administrative posts. This relativity was not arbitrary but was grounded in the principle that supervision, financial accountability, and risk-bearing must be adequately compensated.

8.4 PROGRESSIVE PAY DISTORTION FROM THE 5th CPC ONWARDS

8.4.1 The 5th CPC Anomaly and the Dutta Committee

The 5th Central Pay Commission marked a turning point in the pay structure of postal supervisory cadres. Instead of preserving the established hierarchical relativity, the Commission aligned promotional cadres with the ACP scales, thereby reducing the financial distinction between entry-level and supervisory posts from a ratio of 1:1.43:1.64 (entry:LSG:HSG–II) to a mere 1:1.125:1.25. The Commission also failed to provide specific recommendations for hierarchical promotions, instead equating TBOP (Time Bound One Promotion at 16 years) and BCR (Biennial Cadre Review at 26 years) with ACP–I and ACP–II respectively—effectively converting functional supervisory milestones into financial upgradations.

Table 4: Post-5th CPC Distortion (with Dutta Committee Recommendations)

Level	Pay Scale	Increase over Entry
Entry (PA/SA)	₹4000–6000	Base
ACP–I / LSG	₹4500–7000	~12.5% at minimum
ACP–II / HSG–II	₹5000–8000	~25% at minimum
Dutta Committee Recommended – LSG (TBOP)	₹5500–8650	Ratio 1:1.43 (not implemented)
Dutta Committee Recommended – HSG–II (BCR)	₹6500–10500	Ratio 1:1.64 (not implemented)

This compression clearly illustrates the sharp decline from pre-5th CPC relativity. A formal definition of anomaly was reached in September 1997, and per Department of Personnel and Training (DoPT) OM dated 06.02.1998, an Anomaly Committee should have been constituted. However, a Departmental Anomaly Committee was never effectively set up in the Department of Posts to rectify these specific disturbances.

The Committee headed by Shri S.C. Dutta recognized the merit in the Staff Side's argument, noting that with modernization, the supervisory responsibilities of LSG/TBOP and HSG–II/BCR had enhanced proportionately, and that supervisors discharge real managerial duties at the grassroots level—combining public relations management with financial and treasury functions not required of IPOs or ASPOs. Based on the pre-5th CPC ratio of 1:1.43:1.64, the Committee viewed the following scales as having merit: LSG (TBOP): Rs. 5500–8650 and HSG–II (BCR): Rs. 6500–10500. Despite these findings, and despite subsequent agreements signed with the Staff Side, the Committee's recommendations were never implemented, as the proposals sent by the Department of Posts were repeatedly rejected by the Ministry of Finance. The 6th Central Pay Commission similarly failed to address this issue despite extensive pleas and oral evidence from the Staff Side.

8.4.2 TBOP and BCR – Structural Misclassification

The TBOP (16 years) and BCR (26 years) schemes were originally introduced as cadre restructuring measures funded through matching savings achieved by cutting 20% of

supervisory and 6% of operative posts. While the Department initially equated TBOP with LSG and BCR with HSG–II, these were later unilaterally declared as mere financial upgradations. The subsequent subsuming of TBOP and BCR under the MACP framework has led to structural misclassification, converting functional milestones into purely financial upgradations and weakening the linkage between pay, designation, and responsibility. Under the Department of Posts Recruitment Rules, 2022, promotions are based on the post held substantively and not on financial upgradations under TBOP/BCR/MACP, creating a persistent disconnect between pay level and functional authority.

It is further noted that at the time of introducing the TBOP and BCR schemes, the graded Supervisory Allowance (Charge Allowance) was withdrawn. Given the substantially more arduous nature of modern postal supervisory duties, the reintroduction of this allowance is now warranted. Reference may be drawn to the 6th CPC (Para 3.8.08), which recommended a 10% special allowance for Caretakers—a similar quantum of Supervisory Allowance should be extended to all LSG, HSG–II, and HSG–I supervisors in recognition of their unique operational and financial responsibilities.

8.4.3 The 6th CPC – Collapse of Hierarchy through Grade Pay Equalization

The 6th Central Pay Commission introduced the Pay Band and Grade Pay system. However, in the case of postal supervisory cadres, this resulted in further distortion by equating promotional posts with MACP upgradations, effectively removing the distinction between the supervisor and the supervised. The placement of LSG and MACP–I in the same Grade Pay, and similarly HSG–II with MACP–II, eliminated the financial distinction between functional promotion and time-based career progression. The 6th CPC also failed to preserve the horizontal and vertical relativities that had historically existed between general line supervisors and administrative cadres like IPOs/ASPOs, and ignored the precedent set in the Department of Telecom where TBOP officials were granted a higher scale of Rs. 5000–8000.

Table 5: 6th CPC Anomaly – Equalization of Supervisory and MACP Levels

Cadre	Grade Pay (6th CPC)	Anomaly
PA/SA	₹2400	Entry cadre
LSG	₹2800	Equated with MACP–I financial upgradation
HSG–II	₹4200	Equated with MACP–II financial upgradation

8.4.4 The 7th CPC – Continuation of Structural Anomaly

The 7th Central Pay Commission, whose recommendations took effect from 1st January 2016, replaced Grade Pay with the Pay Matrix but did not address the underlying anomaly. The placement of LSG and HSG cadres in overlapping levels with entry and MACP positions continued the distortion, demonstrating that the anomaly became institutionalized rather than corrected.

Table 6: 7th CPC Pay Matrix – Persistent Overlap

Cadre	Pay Level (7th CPC)	Issue
PA/SA	Level 4 / 5	Entry cadre
LSG	Level 5 / 6	Overlap with MACP progression
HSG–II	Level 6 / 7	Overlap with higher MACP levels

8.5 MACP IMPACT – HIERARCHICAL INVERSION AND PROMOTIONAL DISINCENTIVE

The Modified Assured Career Progression (MACP) Scheme, introduced with effect from 1st September 2008 pursuant to the 6th Central Pay Commission recommendations (DoPT OM No. 35034/3/2008-Estt(D) dated 19th May 2009), provides for three financial upgradations at 10, 20, and 30 years of service. Under the present structure, officials in the feeder cadre (PA/SA) receiving MACP upgradations frequently draw pay equal to or higher than that of their supervisors, resulting in a clear and untenable hierarchical inversion.

Table 7: Promotion vs. MACP Anomaly – Illustrative Comparison (7th CPC)

Scenario	Pay Level (7th CPC)
PA with 3rd MACP (after 30 years)	Level 7
Supervisor promoted to LSG	Level 5
Supervisor promoted to HSG–II	Level 6

This situation violates the fundamental principle, consistently upheld by all Central Pay Commissions, that higher responsibility must be accompanied by higher remuneration. Supervisory officials in LSG and HSG–II not only manage staff and financial operations, but also discharge enhanced statutory, financial, and technological responsibilities under the Post Office Act, 2023. As a result, promotion to supervisory posts has become financially disadvantageous, thereby weakening the chain of command and adversely impacting administrative efficiency.

8.6 DISTURBED VERTICAL AND HORIZONTAL RELATIVITIES

8.6.1 Inversion vis-à-vis Inspectorate Cadre

A critical anomaly has arisen due to the disturbance of long-standing vertical and horizontal relativities between the general line supervisory cadres and administrative cadres. Following the 7th Central Pay Commission, selective upgradation of the Inspectorate (Inspector of Posts and Assistant Superintendent of Post Offices) to higher pay levels has created a situation where field-level supervisors—who perform core operational and managerial functions and bear direct financial liability—are placed at lower pay levels than their administrative counterparts. Historically, from the 1st to the 4th Central Pay Commission, LSG officials and Inspectors of Posts were recommended identical pay scales, and HSG officials were consistently placed above IPOs. This parity has been fundamentally disrupted.

Table 8: Post-5th CPC Disturbances in Relativity

Metric	Relativity Change	Observation
LSG vs. PA/SA	(+) 12.5%	Severe compression of gap
IPOs/AIRs vs. PA/SA	(+) 37.5%	Disproportionate increase for Inspectorate
LSG/IRMs vs. PA/SA (relative)	(-) 22.00%	Severe negative disturbance
HSG–II vs. LSG	(+) 11.11%	Narrowed promotional benefit
HSG–II vs. IPO/IRMs	(-) 10.00%	HSG historically always above IPO
ASPOs vs. HSG–II	(+) 30.00%	Widened administrative advantage
HSG–I vs. ASPOs/ASRMs	Same Scale	HSG–I is promotional cadre for ASPOs

8.6.2 Administrative Untenable Nature of Current Structure

In many 'A' and 'B' class offices, a Postal Assistant is required to function as supervisor over another official of the same category without any additional monetary benefit. Under Post and Telecommunications Manual rules, these supervisors are held personally and financially responsible for every transaction occurring under their watch. This level of liability, without commensurate financial recognition, is administratively untenable and structurally indefensible. It has directly contributed to the erosion of the hierarchical structure and blurred the promotional pathway, adversely affecting morale and institutional effectiveness.

8.7 INCREASED RESPONSIBILITIES IN THE MODERN ERA

With the transition of the Department into a technology-driven, multi-service institution, the responsibilities of supervisory cadres have expanded manifold without commensurate revision in pay. The following modern functions are now integral to the supervisory role:

- Banking operations under Core Banking Solution (CBS) and the IPPB digital platform, involving real-time transaction monitoring and exception management.

- Insurance services under PLI/RPLI through the McCamish platform, including proposal processing and claims settlement management.

- E-commerce and logistics management through the Parcel Management System and Speed Net, requiring real-time tracking and delivery outcome management.

- Centralized accounting and financial reconciliation under SAP-ERP, replacing manual processes with automated exception-based oversight.

- End-to-end compliance monitoring for all Government of India savings and financial schemes delivered through the post office network.

Despite this substantial increase in workload, complexity, and accountability, the pay structure of these cadres has not been revised to reflect the enhanced functional burden, resulting in a persistent and deepening mismatch between responsibility and remuneration.

8.8 NEED FOR STRUCTURAL CORRECTION BY THE 8th CENTRAL PAY COMMISSION

In view of the cumulative distortions arising from successive Pay Commissions—the compression of the promotion ratio from 1:1.43:1.64 to virtual parity, the hierarchical inversion caused by MACP, the structural misclassification of TBOP/BCR, the disruption of horizontal relativities with the Inspectorate, and the non-implementation of the Dutta Committee's findings—there is an urgent and compelling need to restore the foundational principles of pay hierarchy. The 8th Central Pay Commission is respectfully requested to:

- Restore the vertical relativity between the PA/SA entry cadre and the LSG/HSG–II/HSG–I supervisory cadres, ensuring that the promotional pay advantage is meaningful and reflects the increased responsibility, accountability, and risk borne by supervisors.

- Eliminate the MACP-induced hierarchical inversion, such that no official in the feeder cadre can draw pay equal to or higher than their supervisor.

- Restore the horizontal relativity between the general line supervisors and the Inspectorate cadre, in consonance with the long-standing recommendations of the 1st to 4th Central Pay Commissions.

• Restore the functional and status-linked character of the TBOP and BCR schemes, or recognize their supervisory nature within the new pay structure.

• Reintroduce a Supervisory Allowance (equivalent to 10% of basic pay) for all officials in LSG, HSG–II, and HSG–I grades, on the lines of the 6th CPC's recommendation for Caretaker Allowance, to compensate for the unique operational and financial burden of supervisory duties.

8.9 PROPOSED PAY STRUCTURE AND MODERNIZATION OF NOMENCLATURE

8.9.1 Proposed Pay Levels (8th CPC)

In order to restore functional hierarchy, eliminate anomalies arising from MACP, and align pay with the enhanced legal, financial, and technological responsibilities conferred by the Post Office Act, 2023, the following revised pay structure and nomenclature are proposed:

Table 9: Proposed Pay Structure – 8th Central Pay Commission

Cadre / Proposed Designation	Proposed Level (8th CPC)	Justification
LSG – Supervisor / Manager	Level 7	Restores hierarchy; eliminates MACP-III inversion; ensures clear financial advantage above feeder cadre
HSG–II – Senior Supervisor / Deputy Postmaster	Level 8	Reflects senior supervisory and managerial role; restores parity with Inspectorate cadre
HSG–I – Head Postmaster / Senior Manager	Level 9	Recognizes Head of Office, DDO, and statutory functions under Post Office Act, 2023
HSG–I (NFG)	Level 9 (Non-Functional)	Maintains parity with substantive HSG–I; preserves administrative equity

This structure ensures clear vertical relativity, meaningful financial progression at each promotional level, and appropriate recognition of supervisory responsibilities. It also eliminates

the existing anomaly where supervisors draw lower pay than their subordinates under MACP, thereby restoring the incentive for promotion and strengthening administrative efficiency.

8.9.2 Modernization of Nomenclature

The current archaic designations, which are a legacy of the pre-computerization era, no longer reflect the actual nature of supervisory work performed by these officials. In consonance with modern administrative parlance and to project the Department's evolved institutional character, the following redesignation is proposed:

- LSG officials: Redesignated as Supervisor or Manager.

- HSG–II officials: Redesignated as Senior Supervisor, Senior Manager, or Deputy Postmaster (where functioning under a Head Postmaster).

- HSG–I officials: Redesignated as Head Postmaster or Senior Manager, commensurate with their authority as Drawing and Disbursing Officers and statutory Head of Office.

8.10 CONCLUSION

The supervisory cadres from LSG to HSG–I (Non-Functional Grade) constitute the functional backbone of the Department of Posts. They perform indispensable roles encompassing financial control, administrative supervision, IT-enabled service delivery, and operational management under the enhanced statutory framework of the Post Office Act, 2023. The 3rd Central Pay Commission's principle—that responsibility must be defined by the degree of supervision exercised and the consequences of the officer's actions—finds its fullest expression in these cadres, whose members bear direct, personal, and statutory accountability for the transactions under their charge.

Successive Pay Commissions, particularly from the 5th CPC onwards, have progressively eroded the pay hierarchy of these cadres through Grade Pay equalization, MACP-induced inversion, structural misclassification of TBOP/BCR, and disruption of horizontal relativities with the Inspectorate. The recommendations of the Dutta Committee, which recognized the merit of the Staff Side's demands and proposed pay scales reflecting the historic

1:1.43:1.64 ratio, were never implemented despite agreements with the Staff Side—an injustice that has persisted across three Pay Commissions.

It is therefore earnestly requested that the 8th Central Pay Commission undertake a comprehensive review of the pay and allowances of these supervisory cadres, restore the principles of vertical relativity and horizontal parity, grant appropriate pay levels as proposed, reintroduce a Supervisory Allowance, and ensure that these vitally important roles are adequately recognized in the interest of administrative efficiency, institutional morale, and the continued modernization of the Department of Posts.

CHAPTER –IX

JOB EVALUATION -LOWER SELECTION GRADE& HIGHER SELECTION GRADE - POSTAL

9.1 – Nature of the Cadre and Structural Importance

The cadres of Lower Selection Grade (LSG) and Higher Selection Grade–II (HSG–II) constitute the first and second levels of the supervisory hierarchy in the Department of Posts, particularly within **RMS Units**. These posts represent the critical transition from execution-level work to frontline supervisory and managerial responsibility in high-intensity logistics environments.

However, over successive pay revisions, including the Seventh Central Pay Commission, these cadres have lost both financial and functional distinctiveness, resulting in a situation where promotion does not carry commensurate monetary benefit or status recognition. This has led to stagnation in careers, erosion of supervisory authority, and dilution of accountability, necessitating urgent correction in the forthcoming pay revision.

9.2 – Skill and Supervisory Competence Required

LSG and HSG–II officials are required to possess advanced supervisory, operational, and technical skills far exceeding those required at the clerical level. Their role demands comprehensive expertise in mail processing, parcel logistics, hub-based operations, and routing systems within **RMS Units**, where operations are time-bound and volume-intensive.

They must demonstrate advanced IT proficiency in handling IT 2.0 platforms, APT 2.0 dashboards, automated sortation systems, scanners, and real-time monitoring tools. They are required to take instant operational decisions to ensure adherence to strict dispatch schedules linked to air, rail, and surface connectivity.

They simultaneously manage manpower, monitor system outputs, and coordinate workflow across multiple operational points. Their analytical ability enables them to identify bottlenecks, resolve operational discrepancies, and maintain throughput efficiency. They function as real-time operational controllers and system supervisors, ensuring uninterrupted logistics flow.

9.3 – Nature of Duties and Day-to-Day Operational Responsibility in RMS Units

The duties performed by LSG and HSG–II supervisors in **RMS Units** are continuous, time-bound, and directly linked to daily operational output.

Their day-to-day work involves supervision of bag opening, article scanning, segregation, sorting, bagging, and dispatch under compressed timelines. They ensure that each article is properly scanned, validated in the system, and sorted according to destination within limited processing time. They continuously monitor workflow to prevent accumulation of pendency and ensure that all mail and parcels are processed within cut-off schedules.

During closing operations, they ensure that every article is correctly scanned, mapped to the appropriate destination bag, and dispatched in accordance with routing plans. They also supervise Mail Agent sections handling closed bags, verifying seal integrity, bag condition, and dispatch accuracy, which involves higher levels of accountability.

They handle time-sensitive articles governed by strict delivery standards, ensuring real-time scanning, accurate routing, and timely dispatch linked to transport connectivity. They continuously monitor IT dashboards, verify system data, coordinate between sections and shifts, and ensure uninterrupted operations across all stages of processing.

9.4 – Problems Faced and Operational Challenges in RMS Units

LSG and HSG–II supervisors in **RMS Units** face multiple operational challenges on a daily basis, requiring immediate resolution to maintain workflow continuity.

They handle system-related issues such as scanner malfunctions, network failures, data mismatches, and software errors, ensuring that operations continue without disruption. They rectify misrouted and missent articles, manage sorting errors, and ensure correct re-routing within strict timelines.

They manage operations under acute staff shortages, dynamically reallocating manpower across sections such as opening, sorting, and dispatch to maintain workflow. During peak periods, particularly due to e-commerce traffic, they handle sudden surges in volume while ensuring adherence to dispatch schedules.

They also address infrastructure constraints, including limited workspace, congestion, and equipment shortages within RMS Units. In addition, they ensure compliance with security and vigilance requirements, prevent losses, and maintain accountability in handling insured and high-value articles.

They act as the first point of resolution for all operational disruptions, ensuring that pendency is cleared, workflow is restored, and service standards are maintained without delay.

9.5 – Workload and Operational Intensity

The workload handled by LSG and HSG–II supervisors is exceptionally high, particularly in **RMS Units** where operations are continuous and time-bound. They supervise processing of large volumes of mail and parcels per shift, monitor high-speed operations where each article is processed within seconds, and ensure strict adherence to dispatch schedules.

They must continuously monitor operations, prevent delays, and ensure seamless workflow under severe time pressure. The supervisory role is therefore performed under continuous operational stress, high workload, and zero-error tolerance, comparable to industrial production systems.

9.6 – Leadership, Personnel Management and Training

LSG and HSG–II officials function as team leaders and mentors in **RMS Units**. They guide staff, provide on-the-job training in advanced systems, maintain

discipline, and ensure productivity under demanding conditions. They also handle staff grievances and maintain industrial harmony.

9.7 – Functional, Financial and Public Accountability

These supervisors carry significant accountability in managing operational output, financial transactions, and public service delivery within **RMS Units**. They ensure proper handling of accountable articles, prevent revenue loss, and address customer complaints. They are also held accountable under contributory negligence provisions, bearing personal responsibility for lapses.

9.8 – Disturbed Relativities and Structural Anomalies

The current pay structure has resulted in serious anomalies, where promotion to LSG does not provide financial benefit due to MACP overlap, and supervisory roles are equated with non-supervisory positions. This undermines the very purpose of promotion.

9.9 – Impact of Modernisation and Technology

With IT 2.0, APT 2.0, MNOP, PNOP, and hub-based logistics systems, supervisory roles in **RMS Units** have become highly technology-intensive. Real-time monitoring, system control, and decision-making have become essential, while compensation has not kept pace with these increased responsibilities.

9***:10 – Justification for Higher Pay under 8th CPC***

In view of the above, it is clearly established that LSG and HSG–II supervisors in RMS offices perform highly demanding supervisory, operational, and technical roles involving continuous decision-making, problem-solving, and accountability under high-pressure conditions.

Therefore, a substantial upward revision of pay under the 8th CPC is fully justified, to ensure fair compensation, restore the value of supervisory roles, and sustain efficiency in postal logistics operations.

9:11 WE DEMAND

9**:11:1** In view of the facts placed above, the Staff Side reiterates that LSG and HSG II are not mere clerical promotions but constitute the **core supervisory and managerial cadres** at the grassroots level in the Department of Posts, particularly in RMS operations sustained through IT 2.0 and APT 2.0 platforms.

9**:11:2** Promotion to LSG and HSG II must carry **distinct financial and status differentiation**, failing which promotion loses its meaning and becomes counterproductive to efficiency, morale and accountability.

9**:11:3 Notwithstanding the Staff Side's consistent demand for abolition of the Grade Pay system**, and its replacement with a rational minimum pay structure, the Staff Side places the following proposal as an interim and pragmatic measure for immediate redressal of long-pending injustice to supervisory cadres:

(a) The pay of **LSG (Supervisor / Manager)** shall be fixed at the level corresponding to the **existing Grade Pay of ₹4600**, with corresponding **Level 7** under the revised pay structure.

(b) The pay of **HSG II (Senior Supervisor / Senior Manager)** shall be fixed at the level corresponding to the **existing Grade Pay of ₹4800**,with corresponding **Level 8** which is equivalent to the **proposed Staff Side,** Can be retained by using Fitment Factor 3.833 (As suggested by NJCM in Part I memorandum)

9**:11:4** This proposal is fully justified considering that LSG and HSG II supervisors today perform **managerial, technical and administrative functions**, supervise large operational units under APT 2.0–based workflows, ensure compliance with SOPs under MNOP/PNOP, and bear personal accountability for personnel, finance and service delivery.

9**:11:5** The above fixation will also restore **vertical and horizontal relativities** that existed prior to the Fifth Central Pay Commission and were subsequently distorted due to the introduction of ACP/MACP schemes and the Pay Band/Pay Matrix system.

9**:11:6** In addition, the Staff Side reiterates its demand for introduction of a **Supervisory Allowance**, at a rate not less than **10% of Basic Pay**, for LSG and HSG II supervisors, in recognition of their enhanced workload, technological adaptation, extended hours of duty and heightened responsibility.

In the transformed scenario where the Department of Posts is functioning as a **technology-driven public logistics organisation**, the success of operations critically depends on the efficiency, leadership and accountability of LSG and HSG II supervisors. Denial of commensurate pay and recognition to these cadres undermines not only employee morale but also organisational performance.

The Staff Side, therefore, submits that the above demands are **reasonable, justified and administratively necessary**, and prays that the same may be favourably considered in the interest of justice, efficiency and long-term sustainability of postal and RMS operations.

CHAPTER – X

JOB EVALUATION-HIGHER SELECTION GRADE – I (HSG–I) & HSG–I (NFG) - POSTAL

10.1 INTRODUCTION

The Higher Selection Grade–I (HSG–I) and HSG–I (Non-Functional Grade) constitute the highest level of non-gazetted supervisory and operational leadership in the Department of Posts. These officials function as Head Postmasters of major Head Post Offices, Deputy Postmasters in large establishments, and heads of major Sub Post Offices, exercising comprehensive control over financial, administrative, and operational functions. With the implementation of the Post Office Act, 2023, their role has evolved into that of executive managers responsible for digital postal operations, financial services, and citizen-centric service delivery, along with statutory authority comparable to Group 'B' officers.

They supervise high-value financial portfolios, ensure integrity of accountable postal operations, and lead a graduate-level workforce in a technology-driven environment. However, despite discharging executive functions, the cadre continues to remain non-gazetted and faces pay anomalies, including MACP-related parity with subordinates, resulting in a mismatch between responsibility, authority, and status.

10.2 SCALE, SPAN AND MAGNITUDE OF RESPONSIBILITIES

The HSG–I Postmaster functions as Head of Office of major establishments, exercising wide administrative, financial, and operational control over a large workforce comprising Postal Assistants, supervisory cadres, Postmen, MTS, GraminDakSevaks, and outsourced staff—often

exceeding 70 personnel. Under the Post Office Act, 2023, the Postmaster acts as an "Authorised Officer," responsible for operational integrity, regulatory compliance, and secure handling of postal articles. The magnitude of responsibility, including financial accountability, legal obligations, and non-deferrable service delivery, is clearly comparable to executive-level management roles.

10.3 FINANCIAL, TREASURY AND ACCOUNTING RESPONSIBILITIES

The HSG–I Postmaster functions as Head of Office and Drawing and Disbursing Officer (DDO), bearing statutory responsibility for receipt, custody, disbursement, and accounting of public funds. The role includes treasury management, drawal of funds, maintenance of balances, voucher verification, and timely submission of accounts. Digital financial operations through CBS/CSI, ATM management, Daily Transaction Report (DTR), and reconciliation of transactions form a core component of responsibilities. The Postmaster maintains joint custody of cash, stamps, IPOs, and valuables, with personal liability for losses under contributory negligence provisions.

The Postmaster also acts as sanctioning authority for Savings Bank and certificate claims, including complex cases, and ensures compliance with statutory requirements such as TDS and GST. With integration of PLI/RPLI under digital platforms, the role extends to insurance supervision and fund integrity. Overall, the HSG–I Postmaster functions as a Unit-Level Financial Controller responsible for financial accuracy, accountability, and system integrity.

10.4 ADMINISTRATIVE, STATUTORY AND LEGAL RESPONSIBILITIES

The HSG–I Postmaster exercises full administrative control over staff, including supervision, discipline, performance monitoring, leave sanction, service records, and handling of vigilance, audit, and grievance matters. Under the Post Office Act, 2023 and Post Office Rules, 2024, the Postmaster functions as a statutory authority with responsibility for secure mail handling and regulatory compliance. The role includes quasi-judicial powers such as interception, detention, or examination of postal articles under Section 9 of the Post Office Act, 2023, requiring strict documentation and coordination with authorities. Non-compliance may attract financial, legal, and disciplinary consequences, including personal liability.

10.5 TECHNOLOGICAL AND DIGITAL RESPONSIBILITIES

The HSG–I Postmaster functions as an IT-enabled operational manager overseeing integrated platforms such as CBS, CSI, IPPB, CIS, and DBT systems. Responsibilities include supervision of digital transactions, ensuring End-of-Day accuracy, real-time reconciliation, and system-based verification. The role involves control over digital workflows in banking, insurance, and logistics, monitoring Track & Trace systems, and ensuring seamless integration across platforms. The Postmaster is accountable for data integrity, cybersecurity compliance, and prevention of unauthorized access, requiring continuous technical competence and oversight.

10.6 HISTORICAL PAY RELATIVITY – EROSION AND PRESENTIMBALANCE

Historically, a clear pay relativity existed between Postal Assistants and HSG–I, ensuring financial and status advantage for higher responsibilities. However, successive Pay Commissions have progressively reduced this gap:

CPC	PA Basic Pay	HSG–I Basic Pay	Ratio (Approx.)
1st CPC	₹60	₹250	1 : 4.2
2nd CPC	₹110	₹335	1 : 3.0
3rd CPC	₹260	₹700	1 : 2.7
4th CPC	₹975	₹2000	1 : 2.1
5th CPC	₹4000	₹6500	1 : 1.6
6th CPC	₹9,910 (GP 2400)	₹17,140(GP 4600)	1 : 1.7

In the current 7th CPC system, MACP progression allows subordinates to reach Level 7 (after 30 years of service), resulting in hierarchical inversion and violating the principle that higher responsibility must attract higher pay.

10.7 6th AND 7th CPC – COLLAPSE OF HIERARCHY

The 6th and 7th CPC further compressed pay differences by equating promotional posts with MACP upgradations, making promotion to HSG–I financially unattractive. Many officials reach higher levels through MACP before promotion, resulting in negligible financial benefit and collapse of promotional hierarchy. Promotion to HSG–I also involves transfer liability without

adequate compensatory benefit, leading to reluctance among officials and shortage of experienced leadership.

10.8 FUNCTIONAL PARITY AND STATUTORY REQUIREMENT

Under the Post Office Act, 2023 and Post Office Rules, 2024, HSG–I officials perform statutory, financial, and operational roles comparable to Group 'B' officers. However, they continue to remain non-gazetted and at lower pay levels, resulting in disturbed parity. This mismatch necessitates restoration of appropriate status and pay to ensure effective functioning.

10.9 PROPOSED PAY STRUCTURE (8th CPC)

Cadre	Proposed Level	Justification
HSG–I	Level 9	Reflects Head of Office/DDO role and statutory authority
HSG–I (NFG)	Level 10 and above	Recognizes senior managerial responsibility and executive-level parity

10.10 ADDITIONAL REQUIREMENTS

- Upgradation to Group 'B' Gazetted status in recognition of executive-level functions
- Appropriate re-designation reflecting executive role (e.g., Senior Postmaster/Head Postmaster)
- Postmaster Responsibility Allowance at minimum 10% of basic pay
- Restoration of 2:1 vertical relativity (PA : HSG–I) to maintain meaningful hierarchy
- 100% earmarking of HSG–I posts for General Line officials

10.11 CONCLUSION

HSG–I and HSG–I (NFG) cadres represent the highest field-level leadership managing finance, administration, technology, and public services. However, their current pay and status do not reflect their responsibilities. The 8th Central Pay Commission is requested to grant appropriate status, pay structure, and allowances to restore hierarchy, motivation, and administrative efficiency in the modern postal system.

CHAPTER – XI

JOB EVALUATION-HIGHER SELECTION GRADE – I (HSG–I)-RMS

11:01 – Position and Span of Control

Higher Selection Grade–I officials function as Heads of Mail Offices, RMS Units, exercising administrative and operational control over a large workforce comprising up to 70–75 Sorting Assistants, around 10 LSG/HSG–II Supervisors, and a considerable number of Multi-Tasking Staff, GraminDakSevaks, and contingent employees. The span of control is extensive, multi-layered, and dynamic, requiring continuous supervision, coordination, and decision-making to ensure uninterrupted mail and parcel operations across all functional points.

11:02 – Day-to-Day Work and Operational Responsibilities in RMS units.

The day-to-day functioning of HSG–I officials is highly intensive and directly linked to operational output. They are responsible for overall planning, supervision, and execution of all activities within **RMS Units**.

Their daily work begins with deployment of manpower across operational points such as bag receipt, opening, scanning, sorting, segregation, bagging, and dispatch. They ensure that all operations are carried out within strict timelines and that dispatch schedules linked to air, rail, and surface connectivity are adhered to without delay.

Within RMS Units, they supervise high-volume mail and parcel processing, ensuring smooth workflow across multiple sorting points and preventing accumulation of pendency. They ensure that time-sensitive articles are

processed, routed, and dispatched in accordance with prescribed delivery standards.

They continuously monitor operational performance through IT 2.0 and APT 2.0 dashboards, verify throughput, and ensure system accuracy. They coordinate between shifts and sections to maintain continuity of operations and personally supervise critical activities such as closing of bags, verification of accountable articles, and clearance of pending mail, often extending beyond normal working hours.

11:03 – Control over Staff and Administration

As Heads of Office, HSG–I officials exercise full administrative, supervisory, and disciplinary control over staff. They are responsible for manpower deployment, maintaining discipline, resolving grievances, and ensuring compliance with rules and procedures.

They guide subordinate supervisors, monitor their performance, and ensure proper execution of duties. They also attend to public complaints, VIP references, audit objections, vigilance matters, and court cases. The responsibility for safe custody of insured and valuable mail rests personally with them, increasing their level of accountability.

11:04 – Problems Faced and Operational Challenges

HSG–I officials face continuous operational challenges in **RMS Units**. These include handling system failures such as network issues, scanner breakdowns, and software errors, which must be resolved immediately to avoid disruption.

They manage high workload conditions, including sudden surges in mail and parcel volume due to e-commerce traffic, and ensure smooth functioning despite staff shortages by dynamically reallocating manpower. They also operate under infrastructure constraints such as congestion and limited resources.

They handle operational discrepancies such as misrouted articles, incorrect bagging, and data mismatches, ensuring immediate

correction. They also ensure strict vigilance and accountability for valuable articles.

These challenges are overcome through real-time decision-making, continuous monitoring, coordination across sections, and effective supervisory control, ensuring uninterrupted operations.

11:05 – Role under IT Modernisation – IT 2.0 / APT 2.0

With IT 2.0 and APT 2.0, the role of HSG–I officials has become highly technology-driven. They act as the principal authority at the unit level for system administration, operational accuracy, and data security.

They manage user roles, monitor dashboards, handle system exceptions, authorise overrides, and ensure compliance with digital audit requirements. Any system failure or discrepancy is directly attributable to them, increasing accountability and stress levels.

4.06 Role in Accounts and HRO (Head Record Officer) under APT 2.0

In the APT 2.0 (IT 2.0) system utilized by India Post, the Drawing and Disbursing Officer (DDO) serves as the primary authority for financial management, operating within a fully digital environment covering payroll, procurement, and accounting functions.

Under this system, **HSG–I officials effectively perform the duties of the DDO**, in addition to their supervisory and operational responsibilities, thereby functioning as integrated managers handling accounts, administration, and human resources simultaneously. This has resulted in a substantial increase in workload, responsibility, and accountability.

11:06 DDO Duties & Responsibilities under APT 2.0

A. Treasury Module Management

• Execution of mandatory “Day Begin” and “Day End” operations for daily system functioning
• Handling of cash remittances without manual cash indent procedures

• Verification of daily cash balances within the system
• Management of digital COD payments and real-time updating of delivery data
• Ensuring prompt credit of government receipts to the appropriate account

B. Disbursement and Accountability

• Personal responsibility for funds drawn until disbursement to the entitled individual
• Maintenance of Undisbursed Pay Register (GAR-25) and ensuring timely refund after prescribed period
• Preparation, authorization, and submission of all bills including salary, allowances, and contingent expenditure
• Payroll management through IT 2.0, including:

- Verification of Last Pay Certificates (LPC)
- Ensuring statutory deductions such as NPS and Income Tax
- Handling arrears and leave salary adjustments

C. Budgetary and Financial Control

• Ensuring expenditure remains within sanctioned budget limits
• Proper booking under correct Head of Account

D. Accounts and Record Maintenance

• Maintenance of Cash Book in digital and prescribed formats
• Maintenance of statutory registers including:

- Bill Register (GAR-9) and Bill Transit Register
- Allotment Register
- Contingent Register
  • Monthly reconciliation with Treasury/Accounts Office

E. Procurement and GeM Responsibilities

• Acting as Paying Authority on Government e-Marketplace (GeM)
• Ensuring timely generation of CRAC within prescribed timelines
• Compliance with GST provisions including TDS deduction and tax classification

F. NPS and Statutory Compliance

• Management of NPS activities including registration, updates, and forwarding claims
• Handling audit matters and replying to audit observations raised by CAG/Internal Audit

Additional Responsibilities Performed by HSG–I Officials

In addition to the above DDO functions, HSG–I officials also perform the following critical roles:

• Acting as **Joint Custodian of Cash**
• Responsible for **salary disbursement and contingent payments**
• Handling **GST-related work including filing compliance**
• Disbursement of **wages to outsourced/contingent staff**
• Maintenance of **PF accounts of MTS and GDS**
• Opening and maintenance of **Service Books of MTS**
• Writing and reviewing of **APARs for MTS**
• Supply and distribution of **stock and stationery** to all units of the division
• Maintenance of **work papers and weeding out of old records**
• Handling of **pension cases and regrant matters**
• Monitoring **daily staff arrangements across all units of the division**

11:07 – Career Stage and Disincentives

The post of HSG–I is generally held in the final stage of service and carries all-India transfer liability. The existing pay does not compensate for financial and personal burdens arising from transfers.

Due to inadequate financial benefit and high responsibility, many officials are reluctant to accept promotion, leading to stagnation and demotivation.

11:08 – Disturbing Relativity

Historically, HSG–I maintained strong pay relativity with lower cadres. However, from the Fifth Pay Commission onwards, this relativity has eroded, and under the Seventh Central Pay Commission, pay compression has further reduced the distinction between supervisory and clerical roles.

This has undermined the hierarchical structure and reduced incentives for promotion.

11:09 – Functional Parity with Group 'B' Posts

HSG–I officials perform duties comparable to Group 'B' officers, including administration, finance, vigilance, and operational control. In many cases, their responsibilities exceed those of entry-level Group 'B' officers, yet without corresponding pay or status.

11:10 – Justification for Higher Pay under 8th CPC

The above analysis clearly establishes that HSG–I officials perform high-level managerial, supervisory, and technical functions involving control over large workforce, end-to-end operational responsibility, real-time decision-making, and accountability in high-pressure logistics environments.

The existing pay structure does not reflect the magnitude of responsibility, workload, and accountability. Therefore, **a substantial upward revision of pay under the 8th CPC is fully justified**.

11:11 – We Demand

In view of the foregoing, and in order to restore historical relativity, recognise the functional responsibilities and align with the principles adopted by the 7th Central Pay Commission, it is strongly demanded that the post of Higher Selection Grade–I be placed in Gazetted Group 'B'. The post should be granted a pay level corresponding to Grade Pay ₹5,400 (Gazetted) with corresponding **Level 9**, as demanded by the Staff Side (JCM), commensurate with the level of responsibility, accountability and supervisory span. The incumbents may be redesignated as Chief Postmaster while holding Postmaster posts, or as Chief Supervisor / Manager while holding supervisory posts in RMS units. Such upgradation alone would ensure administrative efficiency, cadre motivation and a just and equitable pay structure.

Conclusion

HSG–I officials function as the operational heads and managerial backbone of RMS units managing complex logistics operations and ensuring uninterrupted service delivery.

The denial of commensurate pay undermines morale and efficiency. The demand for higher pay under the 8th CPC is therefore fully justified, necessary, and essential.

CHAPTER – XII

NON-FUNCTIONAL GRADE (NFG) FOR HSG–I OFFICIALS

JUSTIFICATION FOR NFG SCALE-RMS

12.01 Removal of Pay Anomaly – Fast Track Promotion (FTP) Officials of RMS Wing

12.01.1 Background

In the year 2000, the Department of Posts (India) introduced the Fast Track Promotion (FTP) Scheme with the objective of identifying talented, efficient, and meritorious young officials and providing them accelerated promotion to the Supervisory Cadre. The scheme aimed at strengthening the supervisory structure of the Department and motivating capable employees through a merit-based promotional avenue.

Under this scheme, two departmental competitive examinations were conducted, and several officials were promoted to supervisory posts through this channel. The scheme played an important role in recognizing merit and improving administrative efficiency.

However, the Department subsequently withdrew the Fast Track Promotion Scheme without ensuring adequate career progression and pay parity for the officials who had already been promoted under the scheme.

12.01.2 Cadre Review and Resultant Disparity

During the Cadre Review implemented in the Postal Wing in 2017, supervisory officials in the Postal Wing were granted placement in the Non-Functional Grade (NFG) with Grade Pay ₹4800 (Level-8 in the Pay Matrix).

However, the officials who were promoted through the Fast Track Promotion Scheme in the Railway Mail Service (RMS) Wing were placed only in Grade Pay ₹4600 (Level-7 in the Pay Matrix), despite performing similar supervisory duties and responsibilities.

This has resulted in a clear anomaly and discrimination between similarly placed officials working in two wings of the same Department.

12.01.3 Violation of the Principle of Equality

The disparity between the Postal Wing and RMS Wing is unjust and contrary to the established principle of "Equal Pay for Equal Work."

The Hon'ble Supreme Court of India has consistently upheld this principle as part of the constitutional guarantee of equality under Articles 14 and 16 of the Constitution. In the landmark case of *Randhir Singh vs Union of India*, the Court held that employees performing the same duties and responsibilities cannot be discriminated against in matters of pay. Similarly, in *D.S. Nakara vs Union of India*, pension and service benefits were recognized as legitimate rights arising out of long years of service.

The present disparity therefore creates an avoidable injustice among employees who are performing comparable supervisory functions within the same Department.

12.01.4 Justification for Rectification

Both the Postal Wing and the RMS Wing are integral operational arms of the Department of Posts (India). Supervisory officials in both wings perform comparable administrative, operational, and managerial responsibilities essential for the functioning of the national postal network.

The lower placement of FTP officials of the RMS Wing in Level-7 (Grade Pay ₹4600) has resulted in a long-standing anomaly affecting pay parity, promotional hierarchy, and employee morale. Rectification of this anomaly will ensure uniformity, fairness, and administrative justice within the Department.

12.01.5 Proposal

The NURC therefore strongly recommends that:

Officials promoted through the Fast Track Promotion Scheme in the RMS Wing should be granted Non-Functional Grade with Grade Pay ₹5400 (Level-10 in the Pay Matrix), on par with their counterparts in the Postal Wing.

Necessary amendments may be made in the pay structure to remove this long-standing anomaly.

The benefit may be extended with appropriate notional effect so that parity between the two wings of the Department is restored.

12.01.6 Conclusion

The NURC respectfully urges the Eighth Central Pay Commission to examine this long-pending issue sympathetically and recommend suitable measures to remove the anomaly. Granting parity will uphold the constitutional principle of equality, strengthen administrative fairness, and improve the morale of supervisory officials serving in the Railway Mail Service Wing.

12.02 THEREFORE, WE DEMAND

In order to restore historical relativity, recognise the functional responsibilities, and align with the principles adopted by the 7th Central Pay Commission, it is strongly demanded that the post of Non-Functional Grade (NFG), with the next higher level from HSG–I as demanded by the Staff Side (JCM), be granted commensurate with the level of responsibility, accountability, and supervisory span.

Such upgradation alone would ensure administrative efficiency, cadre motivation, and a just and equitable pay structure

CHAPTER –XIII

JOB EVALUATION-PO & RMS ACCOUNTANTS

13.1 The Accounts Branch in a Head Post Office (HPO) functions as the central financial nerve centre of the Department, responsible for consolidation, scrutiny, and control of all financial transactions arising not only within the HPO itself but also across all Sub Offices (SOs), Branch Offices (BOs), and **Railway Mail Service (RMS) units** placed in account with it. The HPO serves as the controlling, administrative, and supervisory authority for ensuring the financial discipline and integrity of the entire postal division, including RMS establishments.

The Accounts Branch is entrusted with the preparation and consolidation of accounts relating to all subordinate offices and RMS units under its jurisdiction, and for ensuring the timely submission of prescribed periodical returns to the Postal Accounts Offices and Audit authorities. In operational terms, the Accounts Branch performs the function of an **"initial audit"**, which is as critical and indispensable as the statutory audit conducted by specialized audit organizations.

13.2 DUTIES AND STANDARDS OF PO & RMS ACCOUNTANTS

Recruitment, Nature of Appointment, and Service Conditions

PO & RMS Accountants are appointed exclusively from Postal Assistants/Sorting Assistants who qualify in a highly competitive and specialised departmental examination

specifically designed to test knowledge of accounting duties and functions. The examination is widely regarded as one of the most intellectually demanding assessments within the Department of Posts, often exceeding the complexity of the Inspector of Posts (IP) and other departmental examinations. Despite the high-order nature of their duties and the specialised skill set required to qualify, these officials have historically been denied commensurate pay, status, and career progression.

Examination Syllabus and Professional Knowledge Base

The PO & RMS Accountant examination requires comprehensive mastery of the following subjects:

1. Fundamental Rules (FR), Supplementary Rules (SR), Leave Rules, and Pension Rules.
2. Rules relating to Pay and Allowances, and Budget Estimates and Control (P&T Manual Vol. II).
3. P&T Manual Vol. IV, and Sub-Accounts/Accounts in Sub Post Offices (P&T Manual Vol. VI, Part III).
4. P&T Financial Handbook Vol. I and Vol. II.
5. All supplementary accounting rules, GST provisions, NPS guidelines, and executive instructions issued periodically by the Government and the Department.

This extensive syllabus reflects the advanced financial, statutory, and regulatory proficiency demanded of this cadre. With total computerisation of postal operations, Accountants have continuously upgraded their technical skills to navigate complex accounting requirements, digital systems, and modern statutory obligations — serving as the primary technical leaders and guides to Postal Assistants working within the Accounts Branch.

Evolution of Role under Digitisation and Modernisation

With the introduction of computerisation, digitisation, the Goods and Services Tax (GST) regime, the National Pension System (NPS), and electronic accounting systems including APT 2.0, PO & RMS Accountants have continuously evolved their functional role. They now operate as technical experts in accounting systems, compliance managers for statutory and financial rules, and proficient users of digital platforms including the GST portal. With the implementation of IT modernisation initiatives (IT 2.0), responsibilities have further expanded, demanding

higher-level technical proficiency, advanced financial expertise, and continuous adaptation to changing fiscal laws and digital platforms.

13.3 COMPREHENSIVE LIST OF WORKS PERFORMED BY PO & RMS ACCOUNTANTS

The following is a comprehensive, though not exhaustive, enumeration of duties and functions performed by PO & RMS Accountants in the discharge of their official responsibilities. These tasks are identical in nature and complexity to those performed by Junior/Senior Accountants in other organised Accounts departments, including Postal Accounts and Audit:

Core Accounting and Establishment Duties

1. Maintenance of Service Books and service rolls.
2. Maintenance of Leave Accounts.
3. Preparation of Increment Certificates and Absentee Statements.
4. Maintenance of cash books and cash abstracts, including compilation of Daily Cash Accounts.
5. Issuance of Last Pay Certificates (LPC).
6. Maintenance of Security Bond Register and Establishment Registers.
7. Processing of pension cases in respect of Group 'C' officials, including DCRG, Commutation, Leave Encashment, CGEGIS, and forwarding pension papers to Audit for authorisation.
8. Maintenance of GPF ledger, calculation of interest, and final settlement of GPF accounts.
9. Scrutiny of NPC bills, acquittance rolls, and memoranda of pay and allowances.
10. Drawal of pension for officials who have opted for payment at Head Office and subordinate offices.
11. Processing of all personal claims (TA, LTC, Medical) for submission to Divisional Superintendents.
12. Verification of service history against pay bills.
13. Management of GDS SDBS Scheme, Group Insurance, Severance Amount, and Gratuity.
14. Maintenance of registers for bank drawings and remittances, and monitoring of bank scrolls.

15. Preparation of Budget Estimates, Revised Estimates, and control over expenditure; preparation of quarterly statements.
16. Attending ICIR/audit paras and dealing with audit objections raised by Internal, Statutory, and CAG authorities; submission of replies to DA(P)/OTDA(P).
17. Processing of RTF claims, Leave Encashment cases, CGEGIS, ex-gratia, and GDS severance payments.
18. Fixation of pay on promotion under TBOP/BCR/LSG/HSG-II and HSG-I; preparation of pay fixation memos for Pay Commission reports and drawal of arrears.
19. Transfer of Pension Payment Orders (PPO) within Circle and outside Circle.
20. Preparation of cash accounts and submission of audit returns.
21. Preparation of compliance reports, monthly statements, and quarterly statements to GM (Finance).
22. Processing of UCR, UCP, OHO, PLI payments, CD, PL, CDL, Post Box, and Bulk Bag schedules.
23. Handling Franking Machines, Earnest Money Deposits (EMD), and refunds.
24. Accounting for casual labour, part-time staff, and canteen personnel.
25. Processing SAS and Authorised Agents' Commission.
26. Management of court attachment cases, including recovery, remittance, and related correspondence.
27. Preparation of statements for P&T, Railway, and Telecom pension payments.
28. Handling court cases involving financial implications, including calculation of back-wages, interest, or arrears as directed by judicial orders.
29. Calculation of interest on House Building Advances (HBA) and Motor Vehicle/Scooter Advances.
30. Maintaining Service Books of HSG-I Postmasters at the Divisional level.
31. Verifying NPC bills and memoranda of pay and allowances at Divisional Office.
32. Sanctioning GDSGIS, ex-gratia, SDBS, and arrears for deceased pensioners.
33. Issuing Income Certificates as requested by staff for personal/legal purposes.
34. Service on Local Purchase Committees for procurement of computers, peripherals, furniture, stationery, and for conducting auctions of obsolete departmental items.
35. Checking of Business Post transactions.
36. Submission of comprehensive account returns on the 1st and 16th of every month, including 'A' Statements, BD/Non-BD, and related returns.

Income Tax Administration (TDS/TCS Compliance)

The introduction of Tax Deducted at Source (TDS) has transferred significant statutory compliance obligations to PO & RMS Accountants. The following multi-step annual and quarterly process is managed exclusively by the Accountants:

1. Calculating estimated income for all employees in February to ensure accurate monthly deductions for the following financial year.
2. Maintaining meticulous records of monthly tax recoveries for every official under the accounting jurisdiction.
3. Obtaining and verifying Permanent Account Numbers (PAN) for all employees to ensure error-free electronic filing.
4. Managing the e-filing of quarterly returns (Form 24Q) through authorised agencies or Chartered Accountants (CA).
5. Obtaining Form 27A from the CA, securing the Senior Postmaster's signature, and ensuring timely submission.
6. Sanctioning and effecting payments for e-filing service charges.
7. Performing final tax calculations in the last quarter; ensuring that tax is deducted from supplementary bills to avoid shortfalls.
8. Gathering all deduction data across various bills for each employee, supplying data to agents, and downloading the final Form 16 from the Income Tax Department's portal.
9. Sorting and distributing Form 16 to all offices under proper acknowledgement.
10. Filing revised returns when errors are detected and responding to notices issued by the Income Tax Department.
11. Submitting monthly 24G statements to the DA(P) and obtaining Book Identification Number (BIN) details quarterly before e-filing.

GST Compliance and Indirect Taxation

With effect from 01.07.2017, Service Tax was subsumed under the Goods and Services Tax (GST) regime under the Constitution (101st Amendment) Act, 2016. Prior to this, Service Tax was governed by the Finance Act, 1994 (Chapter V) and Service Tax Rules, 1994, under which the Department was required to levy, collect, and remit service tax. All Head Post Offices were registered with local Service Tax authorities as per Directorate instructions (No. PA/BOOK-I/SERVICE TAX/2006-07/73 to 174), and the Accountants were solely responsible for

quarterly and half-yearly e-returns. Legacy compliance for the pre-GST period continues to be managed by the Accountants.

Under the GST regime, PO & RMS Accountants are responsible for the following:

1. Filing of GSTR-1, GSTR-3B, and other statutory GST returns within prescribed timelines.
2. Ensuring that GST figures tally with Circle book adjustments furnished by the PAO.
3. Monitoring and processing GST for the full range of taxable services, including Speed Post transactions, Postal Life Insurance (PLI) and Rural PLI, remittance services, services rendered to corporate/third-party clients, and sale of advertising space on postal property.
4. Monitoring adherence to mandatory filing deadlines; statutory late fees of Rs. 200/- per day as levied by the tax authority cannot be waived and carry legal penalties.

CENVAT Credit and Statutory Accounting

The principles of the Central Value Added Tax (CENVAT), as per Rule 6(1) of the CENVAT Credit Rules, introduced a specialised accounting layer. As per OM No. 56-4/2007-08-PA [TECH-I] dated 15.11.2010, Accountants are responsible for accurately accounting for and utilising CENVAT credit in respect of purchase of capital goods, office telephone bills, Annual Maintenance Charges (AMC) for computers, peripherals, printers, and other electronic equipment, and purchase of stationery. The preparation and e-filing of CENVAT returns — a function typically performed by Gazetted Accounts Officers or outsourced to Chartered Accountants in other Central Government departments — is managed exclusively by PO & RMS Accountants without any corresponding financial recognition.

Professional Tax Management

Additional statutory responsibilities mandated for the Accounts Branch include Professional Tax (PT) compliance, encompassing correct monthly deductions from staff salaries based on applicable slabs, remittance of PT amounts to the bank through prescribed challans, managing the monthly e-filing of Professional Tax through CAs including verification of data and challans, and processing necessary sanctions and ensuring timely payments to state authorities.

NPS Administration

Since implementation of the National Pension System (NPS) on 01.01.2004, which replaced the 1972 Pension Rules for all subsequent appointees, PO & RMS Accountants have been the central authority for managing the entire NPS lifecycle. This includes: facilitating registration of officials via S1 forms and obtaining PRAN for new appointees; ensuring accurate monthly recovery of official contributions and preparation of corresponding Government contributions; submitting monthly statements to Audit and maintaining rigorous internal accounting records; and collecting, processing, and submitting discharge benefit claims for subscribers leaving service. Preparation of advance schedules for NPS/SDBS before the 15th of each month, and meticulous tallying of recoveries from bills against these schedules, is also an exclusive responsibility of the Accountant.

13.4 JUSTIFICATION FOR HIGHER PAY

Historical Evolution and Systematic Erosion of Financial Recognition

The historical trajectory of financial recognition for PO & RMS Accountants reflects a gradual and systematic erosion of benefits over successive Pay Commissions. The 3rd Central Pay Commission (Chapter 23, Para 101) recognised the higher skills and responsibilities of this cadre, but granted only a nominal Special Pay of Rs. 45/- to Accountants and Rs. 35/- to Assistant Accountants, and stopped short of recommending a higher pay scale. It noted practical difficulties in forming a separate cadre and viewed structural changes as "inopportune" at that stage — effectively freezing the cadre's progress for decades.

The Department did subsequently grant an upgraded pay scale of Rs. 380-620 with effect from 01.11.1978, following discussions with the Staff Side. However, this scale became defunct following the introduction of the Time Bound One Promotion (TBOP/LSG) scheme in 1983, under which most Accountants were forced to opt for the time scale simply to avail themselves of TBOP, equated with LSG promotion after sixteen years of service. Thereafter, an Accountant Allowance was introduced as compensation for the specialised nature of duties. This too was abolished after the 7th Central Pay Commission (7th CPC), leaving the cadre without any form of financial compensation for the highly technical and sensitive responsibilities they continue to discharge.

A significant paradox persists: other cadres that upgrade their skills through qualifying examinations — such as Inspectors of Posts (IPO) or Junior Accounts Officers (JAO) — are elevated to higher pay scales. The PO & RMS Accountants, despite passing a more demanding examination, receive no enhanced pay and not even a Special Allowance since the 7th CPC. The DPS Headquarters, Rajasthan Circle, in his report, acknowledged this disparity and recommended the grant of Special Allowance, noting that the responsibilities of PO & RMS Accountants are comparable to those of Assistant Accounts Officers (AAO) working in GM offices.

Withdrawal of Special Pay — A Case of Administrative Injustice

Historically, PO & RMS Accountants were granted Special Pay in recognition of the arduous and specialised nature of their duties. The Government subsequently issued orders designating Special Pay as Special Allowance, as recommended by the 5th CPC in Para 109.5 of its report, and stipulated that it would be granted subject to the same conditions as stipulated in Fundamental Rule 9(25), which defines Special Pay as an addition to emoluments in consideration of the specially arduous nature of duties or a separate addition to work or responsibilities. The withdrawal of this allowance after the 7th CPC — without any compensatory mechanism — is contrary to the spirit of FR 9(25), against natural justice, and constitutes a clear case of removal of compensation for arduous duty without replacement.

Comparative Pay Structure — Multi-CPC Analysis

The following table illustrates the disparity between the pay scales of Accountants in the Department of Posts and those in other departments/organisations across successive Pay Commissions:

Department / Organisation	Designation	5th CPC Scale	6th CPC (PB + GP)	7th CPC Level (Min. Pay)
Indian Audit & Accounts	Auditor/ Accountant	5000–8000	PB-2 + GP 4200	Level 6 (₹35,400)

Department / Organisation	Designation	5th CPC Scale	6th CPC (PB + GP)	7th CPC Level (Min. Pay)
Indian Audit & Accounts	Sr. Auditor/Accountant	5500–9000	PB-2 + GP 4200	Level 6 (₹35,400)
Indian Audit & Accounts	Section Officer (AAO)	6500–10500	PB-2 + GP 4800	Level 8 (₹47,600)
Railways	Accounts Assistant	5000–8000	PB-2 + GP 4200	Level 6 (₹35,400)
Railways	Divisional Accountant	5500–9000	PB-2 + GP 4200	Level 6 (₹35,400)
Ministry of Consumer Affairs	Accountant-cum-Cashier	5000–8000	PB-2 + GP 4200	Level 6 (₹35,400)
Ministry of Consumer Affairs	On Promotion (I)	5500–9000	PB-2 + GP 4200	Level 6 (₹35,400)
Ministry of Consumer Affairs	On Promotion (II)	6500–10500	PB-2 + GP 4600	Level 7 (₹44,900)
Survey of India	Accountant	5000–8000	PB-2 + GP 4200	Level 6 (₹35,400)
Survey of India	On Promotion (II)	6500–10500	PB-2 + GP 4600	Level 7 (₹44,900)
Postal Accounts & Finance	Auditor/ Accountant	5000–8000	PB-2 + GP 4200	Level 6 (₹35,400)
Postal Accounts & Finance	Section Officer (AAO)	6500–10500	PB-2 + GP 4800	Level 8 (₹47,600)
PO & RMS Accountant (DoP)	***Accountant (present)***	***4000–6000****	***PB-1 + GP 2400***	***Level 4 (₹25,500)***

*Note: Higher scales of pay were granted to Accountants in the Railways, Audit & Accounts, and Postal Accounts with effect from 01.01.1996 vide Ministry of Finance & Company Affairs OM No. F.NO. 6/82/E.III(B)/91 dated 28.02.2003. This order was, however, never implemented for Accountants working in Head Post Offices and Divisional Offices within the Department of Posts, despite their identical functional roles.

Pay Parity Distortion and Functional Discrimination

PO & RMS Accountants perform duties identical in nature and responsibility to those in organised Accounts Services, yet are denied parity in pay and career progression. Despite their critical role, they are placed in Pay Matrix Level 4 — the same as ordinary Postal Assistants/Sorting Assistants — and face career stagnation despite qualifying through a rigorous Circle-level examination. The following comparative analysis further illustrates the injustice:

Category	PO/RMS Accountant	AAO(GM Office) / Equivalent
Nature of Work	Technical & Financial	Technical & Financial
GST / Tax Compliance	Yes (sole responsibility)	Yes
Audit Handling	Yes (full charge)	Yes
TDS / TCS Compliance	Yes	Yes
NPS Administration	Yes (end-to-end)	Yes
Financial Accountability	High (sole charge)	High (with supervisory support)
Pay Level (7th CPC)	Level 4 (₹25,500)	Level 8 (₹47,600) and above
Special Allowance	Nil (abolished after 7th CPC)	Available in various forms
Supervisory Support	None — sole in-charge	Multiple layers of supervision

In other Central Government departments, Accounts personnel are granted risk/functional allowances or placed in organised Accounts cadres with better pay progression. Even in analogous roles, financial responsibility is compensated either through a higher pay level or a specific allowance — both of which are entirely absent in the Department of Posts.

Lower Division Clerks (LDC) in Postal Accounts and Audit departments with Grade Pay of Rs. 1,900 (now Level 3), upon passing a qualifying examination similar in character to the Accountant examination, are placed in Grade Pay of Rs. 2800/- (now Level 5) as Junior Accountants. In stark contrast, a Postal Assistant at Grade Pay of Rs. 2400/- (Level 4), on passing the more demanding Accountant examination, receives only Rs. 360/- as Special Allowance with no enhanced pay — an allowance that was itself discontinued after the 6th CPC, leaving the official with no benefit whatsoever from qualifying in the examination.

A significant administrative anomaly also exists in respect of the Divisional Office Accountant, who functions as a Financial Advisor to a Gazetted Officer (SPOs), and the APM Accounts (an LSG post), who is equated to an ASP within purchase committees. It is administratively unjustifiable that officials ranked in the clerical or LSG cadre are expected to carry the responsibilities of a Financial Advisor or an ASP without receiving commensurate Grade Pay or Gazetted status.

13.5 DENIAL OF JUSTICE SINCE THE FOURTH CENTRAL PAY COMMISSION

The DG, P&T vide letter No. 9/4/80-SPB.II dated 21.01.1980 had categorically stipulated that since the examination for appointment of PO & RMS Accountants is competitive, merit lists should be prepared only against actual vacancies notified in each division. This direction has been consistently sidelined and ignored. The 5th Central Pay Commission dealt a significant blow to the cadre by merely redesignating Special Pay as Special Allowance of Rs. 180/-, viewing PO & RMS Accountants merely as slightly elevated Postal Assistants and failing to recognise their services as being at par with Accountants in other departments and in Postal Accounts.

One of the direct and adverse consequences of these negative recommendations was that many officials deserted the Accounts line and opted for the General Line at the time of TBOP/LSG promotion. Fresh candidates ceased appearing in the PO & RMS Accountants examination, as the cadre had lost its professional identity and offered no tangible financial benefit. The Department has since been compelled to recall officials who had opted out and deploy them compulsorily as Accountants — resulting in widespread demoralisation and a measurable decline in the quality of accounting work. This cycle is both administratively untenable and operationally unsustainable.

LDCs working in Postal Accounts and Audit departments with Grade Pay of Rs. 1,900 (Pay Band PB-1 under the 6th CPC; now Level 3), upon passing the qualifying examination and being posted as Junior Accountants, are placed in Grade Pay of Rs. 2800/- (equivalent to the LSG scale; now Level 5). In stark contrast, a Postal Assistant at Grade Pay of Rs. 2400/- (Level 4), after passing the more rigorous Accountant examination, was granted only Rs. 360/- as Special Allowance — an allowance that was not even counted for pay fixation and was subsequently abolished, providing virtually no benefit from qualifying in the tough examination. This documented injustice is both irrefutable and requires urgent rectification.

Omission of Norms and Workload Assessment

A significant and persisting grievance of the Accounts Branch is that several core functions have never been brought within the official workload norms by the Madan Kishore Committee or subsequent S.I.U. revisions (DG (P) No. 31-25/84-PE.I dated 06.07.1993). Consequently, officials perform the following routine tasks without any recognised time factor for workload assessment:

1. Compilation of Daily Cash Accounts and work relating to drawal, remittance, and allied treasury functions.
2. Processing UCR, UCP, OHO, PLI payments, CD, PL, CDL, Post Box, and Bulk Bag schedules.
3. Managing non-payable contingent bills, FHR, and electricity charges.
4. Processing all types of pensions including GF, GR, QF, and Railway EPF.
5. Preparation of Budget and Revised Estimates and statements for fixed/fluctuating charges.
6. Handling Franking Machines, Earnest Money Deposits (EMD), and refunds.
7. Accounting for casual labour, part-time staff, and canteen personnel.
8. Processing SAS and Authorised Agents' Commission.
9. For APM Accounts (LSG), the vital work of Cash Book posting has been entirely omitted from workload assessments.
10. Managing court attachment cases, including recovery, remittance, and related correspondence.
11. Obtaining S1 forms and coordinating PRAN generation for new appointees.

The 8th Central Pay Commission is requested to direct that all omitted items of work — including NPS administration, court attachments, e-filing responsibilities, and CENVAT compliance — be scientifically measured and included in the establishment norms for the Accounts Branch.

13.6 DENIAL OF FIXATION BENEFITS FOR SPECIAL ALLOWANCE ON PROMOTION

When the 5th Central Pay Commission enhanced the Special Allowance, the Government issued orders stating that Special Pay would henceforth be termed Special Allowance, as recommended in Para 109.5 of the report, and would be granted subject to the same conditions as stipulated in Fundamental Rule 9(25). FR 9(25) defines Special Pay as an addition to the emoluments of a post or a Government servant in consideration of the specially arduous nature of duties or a separate addition to work or responsibilities. Crucially, while the nomenclature changed, the legal character of the payment remained intact. The Directorate's order dated 04.05.1998 also reiterated that Special Allowance enjoys the same position as Special Pay had prior to the nomenclature change.

Historically, Special Pay granted to PO & RMS Accountants was consistently taken into account for pay fixation on promotion, protected under FR 22(c) [now FR 22(I)(a)(1)], as per Government of India, Ministry of Finance OM No. 6(1)-EII/B dated 08.01.1968. Neither FR 9(25) nor the associated Government decisions have been deleted from the Fundamental Rules. There is, therefore, no legal basis for excluding Special Allowance from pay fixation upon promotion.

A significant administrative disparity exists in this regard. The Special Allowance granted to JAO-qualified officials has been taken into account for pay fixation on promotion, vide Department of Posts letter No. 8(1)2004/PA-Admn/501 to 544 dated 29.10.2006, issued after concurrence of DoPT. Despite performing similar duties and passing equally rigorous examinations, the case for PO & RMS Accountants remained unresolved for a prolonged period, resulting in direct loss of emoluments upon promotion.

The Department of Posts itself recognised this anomaly in its D.O. Letter No. 4-3/2006-PCC dated 27.04.2007 to the 6th CPC, wherein it stated that PO & RMS Accountants were entitled to Special Pay in lieu of higher pay scales; that from 01.08.1997 Special Pay was termed as Special Allowance, due to which it was not being taken into account for fixation of

pay; and that it recommended that this Special Allowance be taken into account on regular promotion to a higher grade as well as on placement in higher pay scales under Departmental Time Bound Promotions. Despite this departmental acknowledgement, the anomaly has remained unresolved.

13.7 JUDICIAL SUPPORT, CADRE STATUS, AND RECRUITMENT RULES

Judicial Support and Legal Recognition

The claims of PO & RMS Accountants have received consistent affirmation from the higher judiciary, lending legal authority to the administrative demands of the cadre:

i. The Hon'ble CAT, Bangalore in OA No. 296/2002 held that pay fixation must take Special Allowance into account as per GIO 28(a)(ii) of Appendix 8 of the Fundamental Rules. The Tribunal ruled that if Special Pay/Allowance was drawn continuously for a minimum of three years on the date of promotion, it must be treated as part of Basic Pay for fixation purposes. The order also directed cessation of any overpayment recoveries.
ii. The Writ Petition (WP No. 7593/2003) filed by the Department of Posts was dismissed on merit by the Hon'ble High Court of Karnataka, upholding the CAT judgment.
iii. Although the Central Government Standing Counsel advised against further appeal, the Department filed SLP No. CC 10080/2012 before the Hon'ble Supreme Court of India. The SLP was dismissed, thereby attaining finality in law on the principle that Special Allowance constitutes pay for fixation purposes.
iv. Pursuant to the Supreme Court's dismissal, the Directorate issued Office Memorandum dated 10.01.2013 in compliance. However, the Department arbitrarily restricted the benefit to cases where the allowance was drawn for three years prior to 22.04.1998. Since the allowance is categorised under FR 9(25), this arbitrary restriction has no legal basis and must be removed; the benefit must be extended to all similarly placed cases from 23.04.1998 onwards.

Justification for a Separate Organised Cadre

There exists a distinct post of "Accountant" within the departmental establishment structure of the Department of Posts. Appointment is made only after qualifying in a specialised departmental examination; duties are exclusive, technical, financial, and statutory in nature; and the role involves specialised accounting functions entirely distinct from general postal duties.

The PO & RMS Accountants perform a hybrid role that blends the functions of a traditional Accountant, a Tax Consultant, and a Financial Auditor — managing statutory e-filing that requires professional-grade accounting skills without any specialised cadre status or Gazetted rank. With approximately 6,000 such posts nationwide, there exists a strong, rational, and legally tenable justification for the formal creation and recognition of a separate Accounts Cadre, distinct from the Postal Assistant/Sorting Assistant general line.

Recruitment Rules (RR) Position

HSG-II (Accounts) continues to be governed by the Recruitment Rules of 1976; LSG (Accounts) Recruitment Rules were amended in 2011. No separate updated Recruitment Rules exist for HSG-I and HSG-II (Accounts). HSG-I is treated as a common cadre, open to officials of both streams after completion of three years in HSG-II. This outdated Recruitment Rule structure has resulted in career stagnation, ambiguity in promotional hierarchy, and inequity between the Accounts and General Line streams — anomalies that require urgent administrative rectification. The existing requirement of graduation for Postal/Sorting Assistants already meets the basic educational criteria for Recruitment Rules of organised Accounts cadres, providing a clear and ready justification for pay parity.

13.8 DEMANDS, CADRE RESTRUCTURING PROPOSALS, AND RECOMMENDATIONS TO THE 8TH CENTRAL PAY COMMISSION

Pay Structure and Financial Demands

In view of the complete withdrawal of Accountant Allowance after the 7th Central Pay Commission without any compensatory mechanism, and the resulting stark disparity between the level of responsibility and the remuneration provided, the following financial demands are placed before the 8th Central Pay Commission:

1. A Special Allowance of Rs. 2,000 to Rs. 4,000 per month be sanctioned to all PO & RMS Accountants, in recognition of the specialised, technical, and fiduciary nature of the duties discharged. Alternatively, the Accountant Allowance abolished after the 7th CPC be restored with suitable enhancement.
2. The Special Allowance be officially treated as Special Pay for the purpose of pay fixation on promotion/MACP, with retrospective effect from 01.01.1996, thereby ending the current practice of reducing an official's emoluments upon promotion.

3. The arbitrary restriction limiting fixation benefits to cases of continuous drawl of Special Pay of Rs. 90/- for three years before 22.04.1998 be removed; the benefit be extended to all similarly placed cases from 23.04.1998 onwards.
4. The long-overdue Ministry of Finance OM No. F.NO. 6/82/E.III(B)/91 dated 28.02.2003 granting higher scales to Accountants in Railways, Audit & Accounts, and Postal Accounts with effect from 01.01.1996 be implemented for Accountants in Head Post Offices and Divisional Offices within the Department of Posts.

Cadre Restructuring and Pay Matrix Revision

The Federation recommends the following cadre restructuring measures for consideration by the 8th Central Pay Commission:

1. PO & RMS Accountants be placed in Pay Matrix Level 6 (corresponding to the previous Grade Pay of Rs. 4,200/-), in recognition of their specialised skills and at par with organised Accounts cadres, with a clearly defined promotional hierarchy of Level 7 (HSG-II equivalent) → Level 8 (HSG-I equivalent) → Level 9 (Non-Functional Grade) after four years at Level 8. Further advancement should be structured in a 50:30:20 ratio across three promotional grades.
2. A separate organised Accountant Cadre of approximately 6,000 posts nationally be created, formally aligned with the Junior Accountant/Senior Accountant/Accounts Manager/AAO hierarchy prevalent in other organised Accounts organisations. PO & RMS Accountants should be redesignated as "Accountant/Senior Accountant" and APM Accounts as "Accounts Manager," reflecting their true functional status.
3. PO & RMS Accountants be placed at pay parity with Junior/Senior Accountants in the Postal Accounts and Audit & Accounts organisations; APM Accounts be treated at par with Section Officers.
4. The Accounts line in the Department of Posts be declared a separate specialised cadre with a dedicated promotional channel, preventing the current trend of officials deserting the cadre for the General Line.
5. Outdated Recruitment Rules of 1976 be updated with clearly defined career progression milestones, eligibility norms, and formal cadre distinction from the general Postal line.
6. The DG (P&T) letter No. 9/4/80-SPB.II dated 21.01.1980 directing that merit lists be prepared only against actual vacancies notified in each division be strictly implemented.

Constitutional and Legal Basis

The present disparity in pay and status between PO & RMS Accountants and their counterparts in analogous organised Accounts cadres violates Article 14 of the Constitution of India (Right to Equality) and the judicially recognised principle of Equal Pay for Equal Work. The financial implication of granting appropriate allowances and restructuring this cadre would be minimal, given the limited number of approximately 6,000 officials nationally, but the positive impact in terms of improved efficiency, statutory compliance, administrative morale, and mitigation of financial and audit-related risks would be substantial. The 8th Central Pay Commission is earnestly requested to rectify this long-standing anomaly, which has persisted through successive Pay Commissions to the continued detriment of the cadre and the administrative efficiency of the Department.

13.9 CONCLUSION

PO & RMS Accountants constitute a highly skilled, technically proficient, and indispensable financial backbone of the Department of Posts. Their role encompasses statutory tax compliance (including GST, TDS/TCS, NPS, and Professional Tax), financial control, initial audit functions, budget management, and critical accounting duties that are essential for the fiscal integrity and administrative soundness of the Department. The evolution of the accounting cadre — from basic bookkeeping to complex financial management encompassing GST filing, Income Tax processing, CENVAT administration, and rigorous financial compliance reporting — has necessitated constant adaptation to changing fiscal laws and digital platforms, carrying substantial professional risk and legal accountability.

These officials discharge duties of a technical, fiduciary, and legal character that are identical in substance and responsibility to those performed by Accountants in organised Accounts Services under other Central Government departments, yet continue to be denied parity in pay, allowances, cadre recognition, and career progression. The denial of appropriate pay structure, cadre recognition, and assured career progression to PO & RMS Accountants is administratively unsound, legally questionable, and morally unjust.

The 8th Central Pay Commission is most earnestly and respectfully requested to: undertake a fair and objective job evaluation of this cadre; revise the Pay Matrix level to Level 6 commensurate with the nature of duties performed; accord formal recognition to a separate Accounts Cadre with a dedicated promotional channel; restore and enhance the Special

Allowance; ensure that Special Allowance is treated as Special Pay for pay fixation purposes; update the outdated Recruitment Rules; and guarantee dignified, structured, and assured career progression for all PO & RMS Accountants in the Department of Posts. A dedicated and motivated Accounts cadre is essential for the financial health of the Department — providing a fair deal to this cadre will ensure administrative efficiency, encourage fresh talent, and restore integrity to the Postal Accounting System.

CHAPTER – XIV

JOB EVALUATION-SYSTEMS ADMINISTRATORS IN POSTAL & RMS

14.1 TRANSFORMATION OF POSTAL OPERATIONS AND ABSENCE OF STRUCTURED CADRE

In the Department of Posts, the role of System Administrator (SA) is not a separate sanctioned cadre but a functional assignment entrusted to officials drawn from the Postal Assistant/Sorting Assistant (PA/SA) cadre. These officials function as technical operators and system managers across core digital platforms such as Finacle (Core Banking), McCamish (Core Insurance), and mail processing systems including CRC/TMO. Despite large-scale computerisation since 2000 and the ongoing rollout of APT 2.0, no dedicated sanctioned posts have been created for system administration. Instead, existing PA/SA officials with practical system knowledge are informally designated as System Administrators and entrusted with extensive technical responsibilities without corresponding cadre structure, recruitment rules, or compensation.

14.2 EXPANDING NATURE OF DUTIES AND APT 2.0 RESPONSIBILITIES

The duties of System Administrators have expanded continuously in line with increasing digitisation. Their responsibilities include: maintenance and troubleshooting of hardware and software (computers, printers, UPS, scanners, CCTV, routers, switches); maintenance of AMC records and asset registers; system troubleshooting and OS-level issue resolution; network configuration and connectivity support; system security and antivirus management; and training and technical support to departmental staff.

With the implementation of APT 2.0 (Advanced Postal Technology), their role has shifted to end-to-end digital operations management, including: ensuring seamless functioning of APT 2.0, Finacle, and McCamish; implementing software updates, patches, and version migrations;

managing user access control and system permissions; providing immediate technical assistance; and coordinating with higher technical support for server and application issues. APT 2.0 functions in a fully integrated real-time environment where even minor delays directly affect financial transactions and citizen services.

14.3 SYSTEM ADMINISTRATOR AS A HIGHLY SENSITIVE POST

The role has evolved into one of the most sensitive and mission-critical functions in the Department. Any system failure, cyber incident, data breach, or technical disruption can result in financial loss, data integrity issues, service interruptions, and reputational damage. System Administrators are required to work 10–12 hours or more daily including holidays, with no fixed working hours, frequent travel, and no dedicated conveyance support.

14.4 JUSTIFIED DEMANDS FOR CADRE CREATION AND RECOGNITION

In view of the above, it is strongly recommended that:

- A dedicated IT cadre such as Systems Assistant/Systems Manager be created with formally sanctioned posts
- System Administrator posts be formally recognized as technical and highly sensitive positions
- Appropriate Pay Level (Level 7 or above) be granted commensurate with responsibilities
- Recruitment be structured through promotion from qualified PA/SA officials
- Existing System Administrators be absorbed based on experience and expertise
- Structured career progression and formal training mechanisms be established
- All other Government departments with structured IT cadres be treated as benchmarks for this purpose

It is essential to recognize System Administrators as a specialized technical cadre performing highly sensitive duties and to align their service conditions with the critical nature of their responsibilities, ensuring efficiency, security, and sustainability of postal operations in the digital era.

CHAPTER – XV

BUSINESS DEVELOPMENT & MARKETING AND ROLE OF MARKETING EXECUTIVES- POSTAL & RMS

15.1 BACKGROUND AND EVOLUTION

The Business Development and Marketing Directorate of the Department of Posts was reorganized during 2004–2005 with the primary objective of bringing a sharper and more focused approach towards marketing and revenue generation. Similar Business Development (BD) units have been established at the Circle, Regional, and Divisional levels. Over the years, the Department has transformed from a traditional mail delivery organization into a diversified, multi-service, and business-oriented institution.

The financial performance reflects this transformation significantly. Revenue generated from business and premium services grew from ₹1,849.05 crore in 2010–11 to ₹2,642.82 crore in 2013–14, and has further grown to approximately **₹13,240 crore in 2024–25**, with a target of **₹17,546 crore for 2025–26**. Around ₹10,155 crore had already been realized in the first three quarters of 2024–25, indicating a strong upward trend. This clearly establishes that business development has emerged as a core functional area and a critical driver of the Department's sustainability and growth.

To support these expanding activities, a number of posts at Group 'A' and Group 'B' levels have been created at higher administrative levels. However, no dedicated posts have been created at the grassroots level. Instead, officials from the Postal Assistant and Sorting Assistant cadre are assigned marketing responsibilities and designated as Marketing Executives without any formal cadre structure, financial incentive, or recognition commensurate with the nature of their duties.

15.2 ROLE AND CONTRIBUTION OF MARKETING EXECUTIVES

The remarkable growth in business revenue is largely attributable to the dedicated efforts of Marketing Executives, who function as the primary field-level agents of business development. Their duties are field-oriented and demand high commitment: extensive field visits to business establishments, government offices, PSUs, and private organizations; achieving specific targets fixed by the administration; working beyond normal office hours including

Sundays and holidays; and procuring business for Speed Post, Business Parcel, Logistics Post, PLI/RPLI, and IPPB services.

15.3 PRESENT STATUS AND ANOMALIES

Despite their critical contribution, Marketing Executives continue to be placed in Pay Matrix Level 4, the same as Postal Assistants and Sorting Assistants. They have no separate cadre identity, no structured promotional hierarchy, and no provision for performance-based incentives or allowances. This results in a significant mismatch between responsibilities assigned and compensation provided. The 7th Central Pay Commission did not recommend creation of a separate cadre, considering the role as a tenure-based functional assignment. However, ground realities have changed significantly since then.

15.4 DEMANDS AND RECOMMENDATIONS

A dedicated Marketing Cadre may be created with the following structured hierarchy:

Designation	Proposed Level	Status
Marketing Executive	Level 7	Non-Gazetted Group B
Senior Marketing Executive	Level 8	Non-Gazetted Group B
Marketing Manager	Level 9	Group B
Business Development Manager	Level 10	Gazetted Group B

- Performance-linked incentive system based on revenue generation and target achievement
- Travel allowance enhancement, mobile reimbursement, and road mileage allowance to compensate for extensive field work
- Clear career progression mechanism with time-bound promotions and lateral movement opportunities
- Regular training programs in marketing, digital strategies, and customer management
- Incentives or honorarium for counter staff involved in promoting Retail Post and financial products

15.5 CONCLUSION

Marketing Executives constitute the backbone of the Department's business development efforts and serve as primary drivers of revenue growth in a competitive environment. Their current pay structure, lack of career progression, and absence of recognition do not reflect the importance and complexity of their role. The 8th Central Pay Commission is earnestly requested to undertake a comprehensive review and grant appropriate pay scales, incentives, and structured career progression.

CHAPTER – XVI

JOB EVALUATIOB-PUBLIC RELATION INSPECTORS

16.1 INTRODUCTION

Attachment and Tenure

The posts of Public Relation Inspectors (Postal) (PRI–P) are attached to Head Post Offices and major Higher Selection Grade (HSG-II) and Lower Selection Grade (LSG) offices in major cities and urban clusters.

Functional Division of Supervision

A clear separation of supervisory responsibilities exists in field operations: in-office supervision of delivery staff (sorting, beat allocation within office premises, return handling) is performed by the Postmaster/Assistant Postmaster, while field supervision of delivery staff (Postmen, Mail Peons, and other outdoor staff on beats) is entrusted to the PRI–P, who monitors performance, movement, punctuality, and adherence to prescribed delivery standards.

16.2 JOB PROFILE AND OPERATIONAL RESPONSIBILITIES

The PRI–P functions as a mobile field executive and carries out extensive operational, financial, inspectional, and citizen-service responsibilities, which have further expanded under digitalisation and modern postal reforms. These include:

- Letter Box Monitoring and Verification – monitors punctual clearance using digital systems such as Nanyatha software; verifies clearance accuracy through GPS/system integration
- Schedule Maintenance and Field Supervision – maintains digital schedule of letter box clearance; uses MIS reports for cross-verification
- Franking Machine and Mailing Compliance – supervises licensed use of Remotely Managed Franking Machines (RMFM), ensuring compliance with electronic Statement of Mailing (SOM) submission
- Public Grievance Redressal – conducts field inquiries into public complaints using departmental complaint systems, ensuring time-bound resolution
- Cash and Stamp Verification in SOs/BOs – verifies cash and stamp balances in 'C' Class Sub Offices and Branch Offices
- Money Order / e-Money Order Verification – verifies payment of at least 100 money orders/e-money orders monthly
- Business Development – interacts with commercial establishments for procurement of Speed Post, BNPL, Business Post, and bulk mail services; promotes PLI/RPLI and IPPB services
- High-Value Transaction Verification – verifies high-value withdrawals in Savings Accounts
- Citizen Service Verification – verifies authenticity of Aadhaar services, Passport Seva (POPSK), and other citizen-centric services
- Legal and Court Representation Support – provides field verification reports for Court cases and Consumer Forums

16.3 MOBILE EXECUTIVE CHARACTER AND WORK CONDITIONS

The PRI–P functions as a Mobile Executive linking Postal Administration with the public at field level. The role requires continuous field movement, inspection duties, and unpredictable working hours. They must maintain strong awareness of delivery staff conduct and ensure

discipline in outdoor operations. Despite the arduous and time-intensive nature of duties, no corresponding overtime compensation is provided.

16.4 DEMANDS: STATUS, PARITY AND COMPENSATION

Parity with Public Relation Officers (PRO)

The PRI–P cadre should be equated with Public Relation Officers in other Central/State Government organisations. The role is comparable in field representation, public interface, and operational responsibility.

Restoration of Special Pay

Historically, Special Pay was granted due to the arduous nature of duties but was withdrawn after the Third Pay Commission and subsumed under LSG. It is demanded that Special Pay/Allowance be restored at not less than 10% of Basic Pay, or a suitable compensatory allowance be granted recognizing field risk, mobility, and extended duty hours. Restoration of status parity, appropriate reclassification, and grant of compensatory allowance are essential for maintaining operational efficiency and motivation within the Department.

CHAPTER – XVII

JOB EVALUATION-WCTC INSTRUCTORS

17.1 Introduction

The Workplace Computer Training Centres (WCTCs) serve as the decentralized educational backbone of the Department of Posts. In an era of rapid digital transformation under **IT Modernization 2.0**, the role of the **WCTC Instructor** has shifted from a mere software guide to a high-level technical educator. These instructors are responsible for ensuring that the grassroots workforce—comprising thousands of Postal Assistants and GraminDakSevaks—is proficient in the complex, mission-critical systems that power India Post today.

17.2 Profile of the WCTC Instructor

WCTC Instructors are not direct recruits; they are selected through a rigorous process from the cadre of Postal Assistants/Sorting Assistants. The current selection criteria highlight the high standards required for this post:

- **Experience:** A minimum of **8 years** of regular service in the PA/SA cadre.
- **Educational Benchmark:** Ideally a Graduate with specialized technical aptitude.
- **Technical Domain:** Mastery over the **Finacle (CBS)**, **McCamish (CIS)**, **SAP (CSI)**, and **Point of Sale (POS)** platforms.
- **Pedagogical Skill:** Demonstrated ability to impart training, often verified through a screening test and presentations.

17.3 Multifaceted Roles and Responsibilities

The Instructor functions at the intersection of IT Administration and Academic Instruction. Their daily duties involve:

- **Instructional Leadership:** Conducting intensive hands-on training for staff on all new modules.
- **Content Creation:** Developing localized training manuals, "How-to" guides, and troubleshooting FAQs to simplify complex software updates for field staff.
- **Lab Management:** Maintaining the WCTC infrastructure, including Local Area Networks (LAN), hardware troubleshooting, and ensuring 100% uptime for training environments.
- **Post-Training Support:** Acting as a "Help Desk" for trainees even after they return to their offices, often resolving real-time operational errors that would otherwise stall public services.

17.4 Strategic Comparison: The "Instructional Disparity"

A comparison with other Central Government training frameworks reveals a significant disparity in the treatment of those who train the workforce.

Feature	WCTC Instructor (DoP)	Training Instructor (Railways)	IT Trainer (NIC/MeitY)
Source Cadre	Level 4 (PA)	Senior Section Engineer / Staff	Dedicated Technical Cadre
Base Pay Level	**Level 4**	**Level 7 / 8**	**Level 10 / 11**
Allowance	12% Training Allowance	12% - 15% Training Allowance	Project / Special Pay

Impact	Trains for Largest Bank/Insurance	Trains for Safety/Engineering	Trains for Digital India

17.5 The Strategic Core: Why Level 4 is Inadequate

The current pay structure for WCTC Instructors is based on their parent cadre (Postal Assistant). This is strategically flawed for the following reasons:

1. **Complexity of Subject Matter:** The software handled—Finacle and McCamish—is identical to that used in commercial banks and insurance giants. In the banking sector, those who train staff on these platforms are **Scale II or Scale III Officers**. Paying a WCTC Instructor at Level 4 for identical work is a gross undervaluation of technical skill.
2. **The Multiplier Effect:** A single WCTC Instructor trains hundreds of staff. If the instructor's quality is not maintained through fair remuneration, the operational efficiency of the entire Division suffers.
3. **Functional Deputation vs. Career Progression:** Currently, being an instructor is a "temporary" duty. There is no incentive for a highly skilled PA to leave their home station and take on the high-pressure role of an instructor without a permanent pay upgrade.

17.6 Demands for the 8th Central Pay Commission

In light of the above, the following demands are placed before the Commission to professionalize the training wing of the Department:

- **Upgradation to Level 7:** Recognizing the 8 years of service and specialized technical expertise, the post of WCTC Instructor should be upgraded to a minimum of **Level 7**.
- **Creation of a Permanent Training Cadre:** To ensure continuity, a permanent cadre of "Technical Trainers" should be formed, allowing for career progression within the training wing.
- **Enhanced Training Allowance:** The 12% allowance should be calculated on the upgraded pay scale to reflect the high-stress nature of instructional work in a digital-first environment.
- **Certification Incentives:** Provision for reimbursement of national-level IT certifications (like Microsoft, Cisco, or Finacle) to keep instructors at the cutting edge of technology.

17.7 Conclusion

WCTC Instructors are the architects of the Department's digital competence. They transform traditional clerks into modern banking and insurance professionals. To continue this transformation, the Department must move away from the "stop-gap" arrangement of using PAs at lower pay scales. Granting executive status and commensurate pay at Level 7 is not just a matter of fairness—it is a strategic necessity for the digital future of India Post.

CHAPTER – XVIII

DEVELOPMENT OFFICER (PLI)

18.1 Introduction

The post of Development Officer (PLI), formerly designated as “Group Leader,” constitutes the principal marketing and business development function of the Department of Posts in respect of Postal Life Insurance (PLI) and Rural Postal Life Insurance (RPLI). The role has evolved into a field-oriented, target-driven, and revenue-centric assignment, operating in an increasingly competitive insurance market alongside public and private sector insurers. The Development Officer functions as the primary interface between the Department and its agency network, ensuring business growth, market expansion, and policy servicing across the Postal Division.

While recent policy initiatives, including the Promotional Incentive framework (2025–2026), have recognized the exclusive marketing nature of this role, the post continues to remain financially aligned with the general clerical structure, resulting in a significant mismatch between responsibilities and remuneration.

18.2 Recruitment, Eligibility and Status

The Development Officer is not a separate recruitment cadre but a functional selection from the existing operative line to ensure domain expertise in postal and insurance operations.

(a) **Source Cadre:** Selection is made from officials in the Postal Assistant cadre, including those in Lower Selection Grade or drawing higher pay under MACP.

(b) **Service Requirement:** Minimum of five years of regular service in the cadre.

(c) **Age Profile:** Generally drawn from the mid-career group (approximately 25–45 years), representing the most productive service period.

(d) **Selection Process:** Based on call for willingness, followed by written examination and/or assessment of marketing aptitude, business performance, and interview as prescribed by the competent authority.

(e) **Professional Certification:** The selected official is required to pass the prescribed licentiate examination within the stipulated period, failing which the assignment is liable to termination. This requirement places the Development Officer within a regulated professional framework comparable to the insurance sector.

(f) **Tenure:** The post is tenure-based, ordinarily for three years, extendable up to five years based on performance and administrative requirements.

(g) **Administrative Control:** The Development Officer is attached to the Divisional Office and functions under the direct supervision of the Divisional Head (SSPOs/SPOs).

18.3 Roles and Responsibilities

The Development Officer performs a composite role integrating marketing, supervision, compliance, and service delivery functions, as defined in departmental guidelines including Functional Role and Activity Chart (FRAC) and PLI operational instructions.

Sales Force Management and Training

The Development Officer is responsible for the recruitment, development, and effective management of Direct Agents and Field Officers within the Division. In this capacity, the officer provides continuous training, mentorship, and professional guidance to the agents to enhance their capability in business procurement and to support them in obtaining the required professional certifications. Further, the Development Officer closely monitors the performance and target achievement of the agents and maintains comprehensive and up-to-date records of their engagement and productivity for effective supervision and reporting.

Business Procurement and Marketing

The Development Officer is responsible for identifying prospective individual and institutional clients with a view to expanding the PLI/RPLI business. The officer organizes and participates in marketing campaigns, melas, and various outreach programmes to enhance visibility and business generation. Further, the Development Officer establishes and maintains institutional tie-ups with Government departments, Public Sector Undertakings, and other organizations for bulk business procurement. In addition, the officer maintains systematic lead databases and formulates localized marketing strategies based on field conditions and business potential to ensure sustained growth.

Quality Control and Compliance

The Development Officer is responsible for the scrutiny of proposal forms to ensure their completeness, accuracy, and adherence to prescribed rules and procedures prior to submission to the processing centres. The officer also coordinates the conduct of medical examinations in cases where such requirements are stipulated. Further, the Development Officer undertakes field verification in respect of death claims and high-value cases to ensure due diligence, prevent fraudulent practices, and maintain accountability. In addition, the officer is required to adhere to prescribed professional standards, including ensuring full and transparent disclosure of policy conditions, benefits, and other material information to prospective policyholders.

Post-Sales Service and Monitoring

The Development Officer assists in policy servicing and grievance redressal, while also taking necessary measures to ensure policy persistence and prevent lapsation. The officer supports the Divisional Head in achieving the prescribed insurance performance targets of the Division and functions as the nodal point for monitoring, consolidating, and reporting all divisional insurance performance metrics in a timely and accurate manner.

18.4 Compensation and Incentive Structure

(a) **Pay Structure:** The Development Officer continues to draw pay in the same level held prior to selection, typically in Pay Levels 4 to 7, without any structural upgradation.

(b) **Incentive:** A procurement incentive linked to new business premium mobilized through attached agents is admissible as per departmental norms.

(c) **Exclusions:** No renewal incentive is admissible, unlike in comparable insurance sector roles.

(d) **Observation:** The existing compensation framework does not adequately reflect the enhanced responsibilities, field intensity, and professional requirements of the post.

18.5 Comparative Analysis with Insurance Sector

Aspect	Development Officer (PLI)	Development Officer – Life Insurance Corporation of India / Private Insurers
Cadre Status	Functional assignment	Dedicated professional cadre
Pay Structure	Clerical pay levels	Executive pay scales
Role Nature	Marketing + compliance + supervision	Full-time marketing executive
Incentives	Limited (NBP-based)	Comprehensive (including renewal commission)
Career Progression	No distinct channel	Structured promotional hierarchy
Field Support	Limited	Institutional support (vehicles, allowances)

The above comparison highlights a significant disparity despite functional parity in duties such as agent management, business procurement, and client servicing.

18.6 Strategic Justification for Pay Upgradation

Fiduciary and Professional Responsibility

The Development Officer handles proposals involving long-term Government liabilities and is responsible for ensuring accuracy, compliance, and integrity in insurance transactions. The requirement of licentiate certification further establishes the role as professional and regulatory in nature.

Managerial and Supervisory Complexity

The role involves management of a decentralized workforce of agents, including diverse categories such as retired personnel and professionals, requiring leadership, coordination, and performance monitoring skills beyond clerical functions.

Revenue Generation Function

The Development Officer operates as a revenue-generating unit directly contributing to the PLI/RPLI Fund. The role aligns with positions identified in earlier Pay Commissions where higher pay scales were justified for posts with direct impact on revenue generation.

Operational Intensity and Field Requirements

The post is field-intensive, requiring extensive travel, client interaction, and marketing activities, often involving personal expenditure not fully compensated under existing provisions.

Structural Limitations

The continuation of the "multifunctional" staffing model fails to recognize the specialized skills required in modern insurance marketing, including digital outreach, financial analysis, and regulatory compliance. The absence of financial and career incentives acts as a deterrent for capable officials to opt for this assignment.

18.7 Recommendations for the 8th Central Pay Commission

In view of the above, the following measures are submitted for consideration:

a) **Reclassification of Post:** The Development Officer (PLI) may be recognized as a Group 'B' Executive/Marketing post.
b) **Pay Upgradation:** Placement in Pay Level 7 or above, commensurate with responsibilities and comparable roles in the financial sector.
c) **Introduction of Insurance Marketing Allowance:** To compensate for field-related expenses and incentivize performance.
d) **Enhanced Incentive Structure:** Inclusion of renewal-based incentives and performance-linked benefits.
e) **Logistical Support:** Provision of facilities such as subsidized vehicle advances and improved TA/DA norms for field duties.

18.8 Conclusion

The Development Officer (PLI) represents the frontline of the Department's engagement with the insurance market and plays a pivotal role in sustaining and expanding PLI/RPLI business. The continued alignment of this post with clerical pay structures, despite its executive, professional, and revenue-generating nature, is incongruent with its functional realities.

A structured upgradation in status, pay, and incentives is essential not only for ensuring parity with comparable roles in the insurance sector but also for strengthening the Department's competitive position and long-term financial sustainability. The matter is therefore submitted for favourable consideration by the 8th Central Pay Commission.

CHAPTER – XIX

FOREIGN POST ADMINISTRATION

19.1 ADMINISTRATIVE FRAMEWORK AND ORGANIZATIONAL STRUCTURE

Foreign Post Administration in the Department of Posts functions as a specialized and sensitive wing dealing with international mail exchange, governed by the provisions of the Universal Postal Union (UPU), bilateral agreements, and national regulatory frameworks. The administration operates under the overall control of the Director General of Posts, with supervision at Circle level by the Chief Postmaster General.

Unit	Function
Offices of Exchange (OE)	Exchange of international mails
Foreign Post Offices (FPO)	Exchange + Customs examination and duty assessment
Sub-Foreign Post Offices (SFPO)	Customs processing without bag closure/opening

Major Foreign Post Offices are located at Delhi, Mumbai, Kolkata, Chennai, Bengaluru, and Kochi, handling all inbound and outbound international mail including letters, parcels, EMS articles, and accountable items. These offices function as authorized agents of the Customs Department, playing a critical role in enforcement of import/export regulations and revenue realization.

19.2 NATURE OF DUTIES AND SPECIAL CHALLENGES

All inbound foreign parcels and letter mail are subject to customs examination. Postal staff assist customs authorities in presentation and handling of articles; preparation of inventories; ensuring compliance with CN 22/CN 23 declarations; and recording assessments

through prescribed documentation. The process involves handling high-value and sensitive items such as gold ornaments, diamonds, currency instruments, and regulated goods, requiring high integrity, vigilance, and technical understanding. The work environment also involves risk and health hazards, including handling damaged parcels, inflammable or hazardous substances, and contaminated materials.

With the introduction of IPS (International Postal System) and electronic data exchange, all accountable articles are tracked digitally at multiple stages. Foreign Post Offices handle articles of very high monetary value stored in strong rooms under double-lock security arrangements. Administrative staff handle settlement of foreign claims, maintenance of accounts with foreign postal administrations, and compliance with UPU regulations and bilateral agreements.

19.3 TECHNOLOGY INTEGRATION AND STAFFING INADEQUACY

The workload in Foreign Post Offices has increased substantially without corresponding revision of work norms. Additional responsibilities include processing through IPS, barcode-based tracking, digital customs data entry and reconciliation, and web-based complaints handling. The existing staff strength and coefficient norms are inadequate and do not reflect the complexity and volume of present-day operations, resulting in operational strain.

19.4 NEED FOR RECOGNITION AND RECOMMENDATIONS

It is submitted that the staff deployed in Foreign Post and other sensitive branches such as Customs, Strong Rooms, and accountable sections discharge duties of a highly sensitive, risk-prone, and responsibility-intensive nature, involving handling of international mail, regulatory compliance, and safeguarding of valuable consignments. In view of the complexity and criticality of these functions, it is proposed that a Special Allowance/Special Pay, not less than 10% of basic pay, may be granted to such staff in recognition of the onerous duties performed.

Further, the existing pay structure requires appropriate upgradation so as to bring it in line with the level of responsibility, accountability, and technical expertise involved in these assignments. The Foreign Post organisation may also be formally recognised as a specialised functional domain within the Department of Posts, necessitating dedicated and trained manpower with domain-specific competencies.

It is also essential that staffing norms for Foreign Post offices be revised based on actual workload, volume of international mail, and operational complexities, rather than continuing with outdated norms. Finally, a comprehensive and scientific job evaluation of Foreign Post staff may be undertaken by the 8th Central Pay Commission, with a view to ensuring appropriate pay structure, allowances, and career progression commensurate with the nature and scope of duties performed.

CHAPTER – XX

JOB EVALUATION OF POSTMAN CADRE

20.1 Preamble

The Postman cadre constitutes the most vital and indispensable operational arm of the Department of Posts, serving as the direct interface between the Government and the general public. As brought out in the Memorandum submitted to the VIII Central Pay Commission , the Postman is not merely a delivery agent but a multifaceted functionary entrusted with a wide spectrum of duties encompassing postal, financial, and digital services. The importance of this cadre assumes greater significance in a country like India, where postal services reach even the remotest corners, ensuring last-mile connectivity for Government services. In this context, a comprehensive and realistic job evaluation of the Postman cadre becomes essential to assess the true nature of duties, level of responsibilities, working conditions, and the need for appropriate pay structure and career progression.

20.2 Evolution of Duties

Historically, the duties of the Postman were confined to the delivery of letters, postcards, registered articles, and money orders. However, over the years, particularly with the advent of digital communication, expansion of e-commerce, and diversification of postal services, the role of the Postman has undergone a significant transformation. As detailed in the memorandum , the Postman has evolved into a multi-skilled service provider performing a combination of delivery, technical, financial, and customer service functions. The decline in traditional mail has been offset by a substantial increase in parcel traffic, financial services, and digital operations, thereby expanding both the scope and complexity of the job.

20.3 Nature and Scope of Duties

The present-day Postman is entrusted with a wide range of duties which extend far beyond conventional delivery functions. The core responsibility continues to be the delivery of ordinary, registered, insured, and Speed Post articles, along with parcels, including those generated through e-commerce platforms. In addition to these, the Postman is required to handle delivery of Government communications, statutory notices, and various official documents, thereby playing a crucial role in administrative governance.

Further, the Postman is now required to perform several technical functions, including operation of handheld devices, scanners, and mobile-based applications such as the Postman Mobile Application (PMA App). The Postman is responsible for real-time data entry, updating delivery status in Core System Integration (CSI) and SAP systems, and ensuring accurate digital reporting. These responsibilities demand a sound understanding of technology and the ability to handle electronic systems efficiently.

In addition to delivery and technical functions, the Postman is also entrusted with significant financial responsibilities. With the introduction of India Post Payments Bank (IPPB), the Postman performs doorstep banking services, including cash deposits, withdrawals, Aadhaar Enabled Payment System (AEPS) transactions, and delivery of digital money orders. The Postman also handles accountable articles and financial instruments, thereby requiring a high degree of integrity, accuracy, and financial discipline.

The Postman also acts as a public interface for multiple Government services. He interacts directly with customers, provides information regarding postal, banking, and insurance services, facilitates Aadhaar-related updates, and supports implementation of various Government schemes. This role requires not only technical competence but also effective communication skills and a high degree of public dealing capability.

20.4 Physical and Working Conditions

The work of a Postman is physically demanding and involves continuous outdoor activity. The Postman is required to cover extensive delivery beats, often ranging from 10 to 20 kilometers per day, carrying heavy mail bags, parcels, and electronic devices. The duties are performed under all weather conditions, including extreme heat, rain, and adverse environmental situations. In urban areas, the Postman has to navigate congested localities, multi-storey buildings, and complex delivery points, while in rural and remote areas, he has to traverse difficult terrains with limited infrastructure.

The job also involves significant risk factors. The Postman is exposed to road accidents, potential theft or loss of cash and articles, and health hazards arising from prolonged physical exertion. Despite these challenges, the Postman is expected to maintain efficiency, punctuality, and accuracy in service delivery.

20.5 Skill, Responsibility, and Accountability

A careful assessment of the Postman cadre clearly indicates that the job requires a high level of skill, responsibility, and accountability. The Postman is required to possess digital literacy, technical competence in handling devices and applications, and the ability to carry out financial transactions with precision. The responsibility of handling public money and accountable articles further elevates the level of accountability associated with the post.

The nature of duties performed by the Postman cannot be categorized as semi-skilled. On the contrary, the combination of technical, financial, and operational responsibilities justifies classification of the Postman as a **Skilled Technical Operational Cadre**. The level of

responsibility borne by the Postman is comparable to, and in certain aspects exceeds, that of other cadres placed at higher pay levels.

20.6 Comparative Position

In comparison with the Multi-Tasking Staff (MTS), the Postman performs independent field duties involving higher responsibility, greater accountability, and extensive public interaction. While MTS officials are primarily engaged in internal support functions, the Postman operates in the field and is directly accountable for service delivery.

Further, with the introduction of digital systems and IPPB services, the distinction between the Postman and the Postal Assistant/Sorting Assistant (PA/SA) cadres has significantly narrowed. The Postman is now performing several functions traditionally associated with PA/SA, including data entry, financial transactions, and customer service operations. This convergence of duties further strengthens the case for upgradation of the Postman cadre.

20.7 Impact of Technology and Workload

The introduction of Core System Integration (CSI), handheld devices, and mobile-based applications has significantly increased the technical demands on the Postman. The cadre is required to perform real-time digital transactions, maintain electronic records, and ensure accuracy in data processing. At the same time, the workload has increased substantially due to the rapid growth of parcel traffic driven by e-commerce, expansion of urban areas, and addition of multiple services such as banking, insurance, and Aadhaar-related functions.

Despite these increased responsibilities and workload, the existing pay structure has not been revised to reflect the true nature and extent of duties performed by the Postman.

20.8 Educational and Skill Requirements

In view of the changing nature of duties, the memorandum proposes enhancement of educational qualifications for the Postman cadre to 10+2 standard or Graduate level . The requirement of higher educational qualifications is justified by the need for digital literacy, financial transaction capability, and customer service skills. These requirements are consistent with the classification of the Postman as a skilled and technical cadre.

20.9 Justification for Pay Revision

The present placement of the Postman cadre at Pay Level-3 is not commensurate with the duties and responsibilities performed. The substantial increase in technical functions, financial accountability, workload, and risk factors clearly justifies revision of the pay structure. The convergence of duties with higher cadres and the requirement of enhanced skills further strengthen the demand for upgradation.

Accordingly, it is proposed that the Postman cadre be upgraded to Pay Level-5 (₹29,200 – ₹92,300), as recommended in the memorandum . Such upgradation would ensure parity with the level of duties performed and provide due recognition to the cadre.

20.10 Career Progression

The existing promotional avenues for the Postman cadre are limited and do not provide adequate opportunities for career advancement. There is a need to introduce structured career progression through time-bound promotions, enhanced MACP benefits, and clearly defined promotional hierarchies. This will not only improve morale and motivation but also enhance efficiency and service delivery.

20.11 Conclusion

The Postman cadre has evolved into a multi-skilled, technology-driven, and highly responsible workforce, playing a pivotal role in delivering postal, financial, and Government services across the country. The duties performed by the Postman are complex, demanding, and involve a high degree of responsibility and accountability.

In view of the foregoing, it is respectfully submitted that the VIII Central Pay Commission may recognize the Postman cadre as a Skilled Technical Category, upgrade its pay scale to Level-5, provide adequate career progression, and consider introduction of risk and hardship allowances. Such measures will ensure equitable compensation, improved efficiency, and strengthened public service delivery in the Department of Posts.

In this regard, the Federation and its affiliated union, namely the National Union of Postmen and MTS Group ‘C’, have elaborately presented these issues and demands in their Memorandum . It is therefore earnestly requested that the Hon’ble VIII Central Pay Commission may consider the same favorably.

CHAPTER – XXI

JOB EVALUATION - SORTING POSTMEN AND MAIL/CASH OVERSEERS

21.1 Preamble

The cadres of Sorting Postmen, Head Postmen, Reader Postmen, Cash Overseers, and Mail Overseers constitute an important supervisory and functional extension of the Postman cadre within the Department of Posts. As indicated in the Memorandum submitted to the VIII Central Pay Commission , these posts are filled from the Postman cadre on the basis of seniority-cum-fitness and are interchangeable in nature. Despite the increased level of responsibility, supervisory functions, and operational importance attached to these posts, they continue to be treated at par with ordinary Postmen in terms of pay structure, which has resulted in long-standing injustice to these categories.

Historically, these posts were treated as promotional or higher responsibility positions with special allowances. However, over time, particularly after the introduction of the TBOP scheme, the concept of promotion and special pay was diluted, resulting in stagnation and demoralization among officials performing higher-level duties . This chapter presents a detailed job evaluation of these cadres to justify their rightful classification as supervisory/promotional posts and to recommend appropriate pay structure under the VIII CPC.

21.2 Nature of Cadre and Interchangeability

The posts of Sorting Postman, Head Postman, Reader Postman, Cash Overseer, and Mail Overseer are not independent entry-level posts but are filled from experienced Postmen who have acquired substantial knowledge of postal operations. These posts are interchangeable and require a higher degree of operational understanding, decision-making ability, and responsibility.

The duties performed by these cadres are supervisory in nature and involve monitoring, verification, inspection, financial handling, and coordination of postal operations. Therefore, these posts represent the **first level of supervisory hierarchy within the Postman cadre** and must be treated accordingly in pay and status.

21.3 Job Evaluation of Sorting Postmen

The designation “Sorting Postman” itself does not adequately reflect the complexity and importance of the duties performed. As detailed in the memorandum , the Sorting Postman is responsible for beat-wise sorting of mail received in delivery offices. This function requires not only speed and accuracy but also an exceptional level of memory and familiarity with thousands of addresses within the delivery jurisdiction.

The Sorting Postman must ensure that all mail articles are correctly sorted according to delivery beats within strict time schedules so that delivery operations are not delayed. The work is highly time-bound and requires continuous concentration and efficiency. Annual tests are conducted to assess memory and sorting capability, which itself indicates the specialized nature of the job.

Further, the Sorting Postman is required to work in split duties, often reporting early in the morning and continuing work in multiple shifts, leading to additional physical and financial strain. In many cases, where no supervisory post exists, the Sorting Postman is also entrusted with responsibilities such as conveying cash, handling cheques, and escorting Postmen carrying high-value articles.

Thus, the duties of the Sorting Postman are clearly of a **skilled, technical, and supervisory nature**, requiring higher pay and status than that of a regular Postman.

21.4 Job Evaluation of Head Postmen

The Head Postman performs critical functions involving financial handling, supervision, and operational support. As per departmental rules and the P&T Manual, the Head Postman is entrusted with responsibilities such as payment of money orders, conveyance of cash between treasury and post offices, and handling returned or undelivered articles .

In addition, the Head Postman is required to accompany Postmen carrying high-value insured articles or money orders to ensure security and accountability. He is also entrusted with responsibilities such as verifying complaints, checking delivery efficiency, and supervising the work of Postmen and Letter Box Peons.

These duties clearly establish that the Head Postman performs a **supervisory and quasi-inspection role**, involving both financial and administrative responsibilities. The level of trust and accountability associated with this post is significantly higher than that of a regular Postman.

21.5 Job Evaluation of Cash Overseers

The role of the Cash Overseer is one of the most critical and high-risk assignments within the postal system. As detailed in the memorandum , Cash Overseers are responsible for physically conveying large amounts of cash, often running into lakhs of rupees, between post offices, sub offices, and banks.

This duty is performed under highly vulnerable conditions, often without adequate security or escort. The Cash Overseer is required to travel through difficult terrains, including remote areas, forests, and regions prone to criminal activities. The risk associated with cash handling is extremely high, and any lapse can result in serious financial loss and disciplinary consequences.

The duties of Cash Overseers are governed by detailed rules in the P&T Manual, including limits for cash remittance through various modes of transport. These rules highlight the sensitivity and importance of the role, requiring careful judgment, vigilance, and adherence to safety protocols.

Considering the high degree of financial responsibility, risk exposure, and accountability, the Cash Overseer must be classified as a **high-responsibility supervisory cadre** deserving higher pay and allowances.

21.6 Job Evaluation of Mail Overseers

The Mail Overseer plays a crucial supervisory role in ensuring the efficient functioning of mail lines and branch offices. As per the P&T Manual provisions and memorandum details , the Mail Overseer is responsible for supervision of mail routes, inspection of branch post offices, and verification of mail operations.

The Mail Overseer is required to travel extensively across his jurisdiction, covering multiple branch offices, often located in remote and inaccessible areas. He is responsible for ensuring proper handling of insured and value-payable articles, verifying entries in branch office records, and ensuring that no irregularities occur in mail handling.

The Mail Overseer is also responsible for supervising staff, ensuring punctuality and efficiency in mail operations, and maintaining a detailed diary of inspections and observations. In many cases, the Mail Overseer performs functions similar to those of Inspectors and Assistant Superintendents, thereby acting as a vital link in the administrative hierarchy.

The level of responsibility, supervision, and inspection involved in this post clearly justifies classification as a **supervisory and inspection-level cadre**.

21.7 Risk, Responsibility, and Working Conditions

All the above cadres are characterized by:

- High degree of responsibility and accountability
- Supervisory and inspection duties
- Financial risk, particularly in the case of Cash Overseers
- Extensive travel and adverse working conditions
- Requirement of experience, skill, and operational knowledge

Despite these factors, the existing pay structure does not reflect the true nature of duties performed by these officials.

21.8 Historical Injustice and Need for Rectification

As brought out in the memorandum , these cadres were earlier granted special allowances and treated as promotional posts. However, these benefits were withdrawn or diluted over time, resulting in stagnation and lack of recognition.

The continued treatment of these cadres at par with ordinary Postmen is a clear anomaly and requires immediate rectification by restoring their status as **promotional and supervisory posts**.

21.9 Justification for Pay Structure Revision

Considering the supervisory nature of duties, higher responsibilities, and risk factors, the following pay structure is justified:

- **Sorting Postman / Head Postman / Reader Postman**
  → Upgrade to **Level-6 (₹35,400 – ₹1,12,400)**
- **Overseer Postman / Cash Overseer / Mail Overseer**
  → Upgrade to **Level-7/Level-8 (₹44,900 – ₹47,600 and above)**

This is in line with the responsibilities and duties highlighted in the memorandum .

21.10 Additional Recommendations

In addition to pay upgradation, the following measures are recommended:

1. Restoration of these posts as **regular promotional hierarchy**
2. Grant of **Special Allowance @ 10% of Basic Pay + Grade Pay**
3. Provision of **risk allowance** for Cash Overseers
4. Institutional training for supervisory roles
5. Clear career progression structure within Postman cadre

21.11 Conclusion

The cadres of Sorting Postmen, Head Postmen, Cash Overseers, and Mail Overseers represent the backbone of operational supervision within the postal delivery system. They perform duties involving high responsibility, risk, and technical skill, far exceeding those of ordinary Postmen.

In view of the foregoing, it is respectfully submitted that the VIII Central Pay Commission may kindly recognize these cadres as supervisory/promotional categories, restore their rightful status, and grant appropriate pay upgradation along with suitable allowances. Such measures will not only rectify long-standing anomalies but also enhance efficiency, accountability, and overall service delivery in the Department of Posts.

In this regard, the Federation and its affiliated union, namely the National Union of Postmen and MTS Group ‘C’, have elaborately presented these issues and demands in their Memorandum . It is therefore earnestly requested that the Hon’ble VIII Central Pay Commission may consider the same favorably.

CHAPTER – XXII

JOB EVALUATION-MAIL GUARD AND MULTI TASKING STAFF (MTS) – RMS

22.1 Preamble

The cadres of Mail Guard and Multi-Tasking Staff (MTS) constitute an integral and indispensable component of the operational framework of the Railway Mail Service (RMS) and Mail Motor Service (MMS). These cadres play a pivotal role in ensuring the efficient transmission, handling, and delivery of mail across the country. As brought out in the Memorandum submitted to the VIII Central Pay Commission , their duties are operational, field-oriented, physically demanding, and involve a high degree of responsibility and risk.

Despite their critical contribution to the postal network, the existing pay structure and service conditions do not adequately reflect the nature and extent of duties performed. This chapter, therefore, presents a comprehensive job evaluation and justification for revision of pay structure, status, and career progression.

PART – A: MAIL GUARD

22.2 Cadre Position and Recruitment Framework

Mail Guards are classified under Group 'C' and form a key operational cadre within RMS and MMS. The post is primarily filled through promotion from eligible Multi-Tasking Staff (MTS) and GraminDakSevaks (GDS), based on prescribed Recruitment Rules. The position requires a high degree of physical fitness, operational experience, and the ability to perform duties under transit conditions.

Unlike clerical cadres, the Mail Guard performs field-based operational duties involving direct handling and supervision of mail during transit. The nature of duties clearly distinguishes this cadre from desk-oriented positions.

22.3 Nature of Duties and Responsibilities

Mail Guards are entrusted with the custody, supervision, and secure transmission of mail during transit. Their duties are time-bound and require precision, vigilance, and accountability.

They are responsible for handling mail bags in Transit Mail Offices, railway systems, and road transport networks, ensuring proper exchange of mail bags at designated points within strict schedules. They are solely accountable for the safety, integrity, and timely movement of mail articles during transit.

The role also involves maintaining coordination with railway authorities, RMS units, and MMS offices to manage delays, diversions, and operational

disruptions. Accurate documentation, including maintenance of mail lists and reporting of irregularities, forms an essential part of their responsibilities.

The duties involve continuous travel, night shifts, and exposure to adverse weather and hazardous conditions. The handling of heavy mail bags and safeguarding of government property add to the physical and mental strain associated with the job.

22.4 Comparative Functional Analysis

The existing parity of Mail Guards with clerical cadres such as Lower Division Clerks (LDCs) is not justified. While clerical staff perform office-based sedentary work, Mail Guards are engaged in physically demanding, risk-prone, and field-oriented duties.

The level of accountability, mobility, and exposure to operational risks places the Mail Guard cadre closer to Postmen and other field staff rather than clerical cadres. Therefore, there is a clear need for rationalization of their pay structure.

22.5 Justification for Pay Upgradation

The duties of Mail Guards involve high levels of responsibility, risk, and operational accountability. They are required to perform under challenging conditions without adequate compensation corresponding to their workload.

Considering the hazardous nature of duties, continuous travel, irregular working hours, and responsibility for government property, the present pay structure is inadequate and requires revision.

22.6 Promotional Avenue Issues

Mail Guards face significant stagnation due to limited promotional avenues. The absence of a structured career progression framework adversely affects morale and efficiency.

It is proposed that:

- Promotion to Mail Agent cadre be provided on **seniority-cum-fitness basis**
- Time-bound promotional opportunities be introduced
- A structured career hierarchy within RMS/MMS be established

22.7 Proposed Pay Structure for Mail Guard

The present pay structure does not reflect the operational importance of the cadre. It is proposed that:

- **Proposed 8th CPC Minimum Pay: ₹83,200**
- **Annual Increment: 6%**
- **MACP: 5 Financial Upgradations**

Tabular Illustration

Cadre	6th CPC Grade Pay	7th CPC Pay	Proposed 8th CPC Minimum Pay	Increment	MACP
Mail Guard	₹1900	Level–2 (₹18,000)	₹83,200	6%	5

The proposed revision is justified based on workload, risk exposure, and operational responsibilities.

PART – B: MULTI TASKING STAFF (MTS) – RMS/MMS

22.8 Cadre Position and Recruitment Framework

Multi-Tasking Staff (MTS) constitute the backbone of operational support in RMS and MMS. Classified under Group 'C', the cadre is recruited through direct recruitment as well as promotion from GraminDakSevaks (GDS).

Although traditionally perceived as a support cadre, MTS in RMS and MMS are directly involved in core mail operations and play a crucial role in maintaining operational efficiency.

22.9 Nature of Duties and Responsibilities

The duties of MTS are diverse, physically demanding, and operationally critical. They include handling of mail bags, loading and unloading operations, assisting in sorting, and supporting dispatch and receipt processes.

MTS staff are also deployed in transit operations, railway platforms, and mail exchange points, requiring continuous movement and coordination. They assist in opening and closing of mail bags, sealing operations, and preparation of mail for processing.

In addition, they perform maintenance and housekeeping duties, ensure cleanliness of operational areas, and assist in administrative and miscellaneous tasks assigned by supervisory authorities.

22.10 Working Conditions

MTS staff work under highly demanding conditions, including:

- Night shifts and irregular duty hours
- Handling of heavy loads
- Exposure to adverse weather conditions
- Work in congested and high-pressure environments

The duties involve continuous physical exertion, leading to fatigue and health risks.

22.11 Comparative Functional Analysis

Unlike MTS in other departments, who perform routine support functions, MTS in RMS/MMS are directly engaged in core operational activities.

Their role is integral to the efficiency of mail processing and transmission. The level of physical effort, responsibility, and operational involvement justifies reclassification of the cadre as a **skilled operational category**.

22.12 Justification for Pay Revision

The existing pay structure of MTS under Level–1 does not reflect the actual nature of duties. The following factors justify upgradation:

- High physical workload and continuous labour
- Involvement in core operational activities
- Exposure to risk and adverse conditions
- Extended working hours and night duties
- Increased responsibilities due to expansion of logistics operations

22.13 Promotional Avenues and Career Progression

MTS staff face stagnation due to limited promotional opportunities. It is proposed that:

- Promotions to Mail Guard, Postman, and other cadres be enhanced
- Departmental examinations be conducted regularly
- Time-bound career progression be introduced

- Experience in RMS/MMS operations be given due weightage

22.14 Service Conditions and Welfare Measures

There is an urgent need to improve service conditions, including:

- Provision of rest facilities and accommodation
- Improvement of infrastructure in RMS offices
- Supply of protective equipment
- Introduction of mechanization for heavy work
- Regulation of duty hours

22.15 Proposed Pay Structure for MTS

The present pay structure is inadequate and requires revision.

- **Proposed 8th CPC Minimum Pay: ₹69,000**
- **Annual Increment: 6%**
- **MACP: 5 Financial Upgradations**

Tabular Illustration

Cadre	6th CPC Grade Pay	7th CPC Pay	Proposed 8th CPC Minimum Pay	Increment	MACP
MTS	₹1800	Level–1 (₹18,000)	₹69,000	6%	5

The proposed revision is necessary to ensure fair compensation and recognition.

22.16 Conclusion

The cadres of Mail Guard and MTS in RMS/MMS are essential to the operational efficiency of the postal system. Their duties involve high levels of responsibility, physical effort, and risk, which are not adequately reflected in the current pay structure.

It is therefore respectfully submitted that the VIII Central Pay Commission may:

1. Recognize these cadres as **skilled and operational categories**
2. Approve the proposed pay structure revisions
3. Provide structured career progression
4. Improve service conditions and welfare measures

In this regard, the Federation and its affiliated union, namely the National Union of Postmen and MTS Group 'C', have elaborately presented these demands in their Memorandum . It is earnestly requested that the Hon'ble Commission may consider the same favorably.

CHAPTER – XXIII

JOB EVALUATION OF MAIL MOTOR SERVICE (MMS) CADRES

23.1 Preamble

The Mail Motor Service (MMS) constitutes one of the most critical technical and operational wings of the Department of Posts, entrusted with the responsibility of transportation of mail, parcels, and other valuable consignments across the country, along with maintenance and upkeep of departmental vehicles. As elaborated in the Memorandum , MMS performs a dual role encompassing both operational logistics and technical workshop functions, thereby occupying a unique position within the postal system. The efficiency, reliability, and timeliness of the entire postal network are significantly dependent upon the effective functioning of MMS.

Over the years, the scope of duties performed by MMS cadres has undergone a substantial transformation due to modernization of vehicles, introduction of advanced automotive technologies, and expansion of logistics operations. Despite this transformation, the existing pay structure, service conditions, and cadre hierarchy have not been revised in a commensurate manner. This has resulted in disparity, stagnation, and lack of recognition of the technical and operational importance of MMS cadres. In this context, a comprehensive job evaluation is essential to assess the true nature of duties, level of responsibilities, working conditions, and skill requirements of MMS personnel for appropriate consideration by the VIII Central Pay Commission.

23.2 Functional Profile of MMS

The Mail Motor Service performs a combination of operational and technical functions that are integral to the postal system. On the operational side, MMS is responsible for transportation of mail between post offices, railway stations, airports, and other transit points, ensuring adherence to strict schedules and maintaining continuity in the mail transmission chain. On the technical side, MMS is responsible for maintenance, repair, and servicing of a diverse fleet of vehicles, including light motor vehicles, heavy motor vehicles, and specialized transport units.

The integration of these two functions makes MMS a hybrid service that requires both field-oriented operational efficiency and workshop-based technical expertise. This dual nature distinguishes MMS from purely administrative or clerical units and necessitates recognition as a **technical-operational service of national importance**.

23.3 Cadre Composition and Organizational Structure

The MMS workforce comprises multiple cadres, each performing specialized functions essential to the overall system. These include the Driver Cadre,

Artisan Cadre (Skilled and Semi-Skilled), Technical Supervisory Cadre, Store and Logistics Personnel, and Technical Support Staff such as Motor Vehicle Cleaners and Helpers.

Each of these cadres forms an integral part of a coordinated system wherein drivers ensure movement of mail, artisans maintain vehicle readiness, supervisors manage operations and resources, and support staff assist in execution of technical and operational tasks. The interdependence of these roles highlights the need for a structured and balanced cadre hierarchy with appropriate pay scales and career progression avenues.

23.4 Job Evaluation of Artisan Cadre

The Artisan Cadre forms the technical backbone of MMS and is responsible for maintenance and repair of departmental vehicles. The duties performed by this cadre have evolved significantly with the introduction of modern automotive technologies. As brought out in the memorandum , artisans are now required to handle advanced systems such as Bharat Stage-VI engines, electronic control modules, fuel injection systems, sensors, and multiplex wiring.

The work involves use of computerized diagnostic tools, fault detection systems, and software-based analysis, requiring not only mechanical skills but also knowledge of electronics and digital systems. The duties include dismantling and assembly of engines, electrical repairs, welding operations, calibration of components, and ensuring compliance with emission and safety standards.

The working environment is inherently hazardous, involving exposure to heavy machinery, high-voltage systems, and mechanical risks. The level of skill, training, and responsibility required clearly places the Artisan Cadre in the category of **highly skilled technical personnel**. However, the existing pay structure does not adequately reflect this status, leading to disparity when compared with similar cadres in Railways and Defence establishments.

23.5 Job Evaluation of Driver Cadre

The Driver Cadre performs a critical operational function involving transportation of mail, parcels, and cash consignments across various routes under strict timelines. The duties require continuous vigilance, adherence to safety norms, and the ability to operate vehicles under challenging conditions, including night shifts, adverse weather, and congested traffic environments.

Drivers are responsible for safeguarding Government property during transit and ensuring timely delivery of mail. They are also required to possess basic technical knowledge for troubleshooting and minor repairs. The role involves long working hours, physical strain, and exposure to road-related risks, making it a highly demanding assignment.

The level of responsibility associated with this cadre is significant, as any lapse may lead to loss of valuable consignments and disruption of postal services. Therefore, the Driver Cadre must be recognized as a **high-responsibility operational category** deserving appropriate pay and career progression.

23.6 Job Evaluation of Technical Supervisory Cadres

Technical Supervisors, Chargehands, and other supervisory personnel are responsible for planning, coordination, and control of workshop operations. They ensure that vehicles are maintained in roadworthy condition, oversee repair activities, manage manpower, and enforce safety and quality standards.

These cadres perform functions comparable to supervisory staff in Railways and Defence workshops, requiring a combination of technical expertise and administrative ability. They are responsible for decision-making in technical matters, allocation of resources, and ensuring operational efficiency.

The level of responsibility and expertise required justifies placement of these cadres at higher pay levels, along with provision of non-functional selection grade to address stagnation.

23.7 Job Evaluation of Motor Vehicle Cleaners and Technical SupportStaff

Motor Vehicle Cleaners, presently classified under MTS, perform duties that extend beyond routine cleaning activities. As highlighted in the memorandum , they assist in vehicle maintenance, handling of tools, preparation of vehicles for servicing, and support in workshop operations.

Many officials in this cadre possess ITI qualifications and are involved in semi-skilled technical work. Their role is that of a feeder category to the artisan stream and requires recognition as a **semi-skilled technical cadre** rather than unskilled support staff.

The present classification under MTS does not reflect the functional realities and results in underutilization of technical skills and lack of career progression.

23.8 Comparative Analysis with Railways and Defence

A comparative analysis reveals that technical cadres in Railways and Defence establishments are provided structured hierarchies, higher pay levels, and clear career progression avenues. As detailed in the memorandum , MMS cadres perform duties comparable in complexity and responsibility, yet remain at a disadvantage in terms of pay and status.

In Railways and Defence, technical personnel are recognized as core operational staff and are provided appropriate incentives and growth opportunities. In contrast, MMS cadres suffer from compressed hierarchy,

stagnation, and lack of recognition, which adversely affects morale and efficiency.

23.9 Risk, Responsibility, and Working Conditions

MMS personnel operate under conditions involving significant risk and responsibility. Drivers are exposed to road accidents and adverse weather conditions, while artisans work in hazardous workshop environments involving machinery and electrical systems. Supervisory staff bear responsibility for operational continuity and safety compliance.

The working conditions involve long hours, irregular duty schedules, and high physical and mental stress. Despite these challenges, the existing pay structure does not adequately compensate for the risk and effort involved.

23.10 Skill Requirements and Technological Integration

The skill requirements for MMS cadres have evolved into a multi-disciplinary domain involving mechanical, electrical, and electronic expertise. The minimum qualification required is 10th standard with ITI in relevant trades, along with continuous skill upgradation to keep pace with technological advancements.

The integration of digital tools, diagnostic systems, and advanced vehicle technologies has transformed the nature of work, requiring higher levels of technical competence and training. This further justifies classification of MMS as a **highly skilled technical service**.

23.11 Justification for Pay Revision

The existing pay structure of MMS cadres does not reflect the complexity, responsibility, and risk associated with their duties. The following factors justify revision:

- Advanced technical nature of duties
- High level of responsibility and accountability
- Exposure to hazardous working conditions
- Comparison with Railway and Defence cadres
- Lack of structured career progression

The proposed pay revision is therefore necessary to ensure parity, recognition, and motivation.

23.12 Proposed Pay Structure and Cadre Restructuring

It is proposed that:

- Artisan Cadre be restructured with entry at higher pay levels and progression up to Master Craftsman
- Semi-Skilled Artisans be placed at a minimum pay of ₹83,200
- Driver Cadre be strengthened with improved hierarchy and distribution
- Technical Supervisors be upgraded to Level 7 and Level 8 (NFSG)
- Motor Vehicle Cleaners be redesignated as Assistant Mechanics and included in technical feeder cadre

These measures will ensure alignment with technical cadres in other departments and provide structured career growth.

23.13 Structural Reforms

The following reforms are essential:

- Recognition of MMS as a technical service
- Revision of Recruitment Rules to include ITI qualification
- Creation of structured hierarchy with multiple levels
- Provision of training and skill development
- Alignment with Railway and Defence models

23.14 Conclusion

The Mail Motor Service represents a vital technical and operational component of the Department of Posts. The cadres working within MMS perform duties that are complex, demanding, and essential for the functioning of the postal system.

However, the existing pay structure and cadre hierarchy do not adequately reflect the nature of duties performed, resulting in disparity and stagnation. It is therefore respectfully submitted that the VIII Central Pay Commission may recognize MMS as a technical service, approve the proposed restructuring, and grant appropriate pay revision.

Such measures will ensure equity, enhance morale, and improve efficiency in postal operations, thereby strengthening the overall service delivery of the Department of Posts.

In this regard, the Federation and its affiliated union, namely the National Union of Mail Guard and MTS, have elaborately presented these demands in their Memorandum . It is earnestly requested that the Hon'ble Commission may consider the same favorably.

CHAPTER – XXIV

JOB EVALUATION OF SAVINGS BANK CONTROL ORGANISATION (SBCO) CADRE

24.1 Preamble

The Savings Bank Control Organisation (SBCO) represents a highly specialized audit and financial oversight wing within the Department of Posts, entrusted with the critical responsibility of safeguarding public deposits and ensuring financial discipline in the Postal Savings Bank system. Established in 1962 following the transfer of audit functions from the Indian Audit and Accounts Department, SBCO was designed to function as an internal audit mechanism to strengthen accountability, ensure reconciliation of accounts, and prevent financial irregularities . Over the decades, SBCO has evolved into a robust audit institution responsible for monitoring one of the largest financial networks in the country, handling approximately 38 crore accounts with deposits exceeding ₹22 lakh crore.

In view of the scale, complexity, and sensitivity of operations handled by SBCO, it becomes imperative to undertake a comprehensive job evaluation of this cadre to assess its true nature, responsibilities, skill requirements, and justification for appropriate pay structure and service conditions under the VIII Central Pay Commission.

24.2 Nature and Scope of Duties

The duties performed by SBCO officials are fundamentally audit-oriented and involve continuous financial scrutiny, verification, and reconciliation of transactions carried out across the Postal Savings Bank system. SBCO staff are responsible for cent percent verification of vouchers to ensure authenticity and correctness of financial transactions. They undertake systematic reconciliation of balances between various accounting systems, ensuring consistency and elimination of discrepancies.

In addition to routine verification, SBCO personnel are actively engaged in monitoring financial transactions to detect anomalies, identify irregular patterns, and prevent frauds. Their role extends to supervising accounts, scrutinizing financial data, and ensuring strict adherence to prescribed rules and procedures. These functions require a high degree of precision, analytical ability, and accountability, as even minor lapses may have significant financial implications.

The nature of duties performed by SBCO officials is thus comparable to that of audit and accounts personnel in premier institutions such as the Comptroller

and Auditor General and Departmental Accounts offices, thereby justifying parity in status and recognition.

24.3 Impact of Digital Transformation

The transition from manual systems to advanced digital platforms such as Core Banking Solutions, Finacle, and other integrated applications has significantly transformed the operational environment of SBCO. As highlighted in the memorandum , SBCO played a pivotal role during the computerization phase, including data migration, verification of legacy records, and ensuring accuracy of balances during system integration.

In the present digital environment, SBCO officials are required to perform real-time audit functions, analyze system-generated data, and ensure compliance within a complex and dynamic framework. The work now involves handling large volumes of digital transactions, interpreting automated reports, and identifying discrepancies in real time.

This transformation has substantially increased the technical complexity and responsibility associated with SBCO duties, requiring higher levels of technical proficiency, system knowledge, and analytical capability.

24.4 Workload, Risk, and Accountability

The workload of SBCO has increased manifold due to expansion of savings schemes, growth in transaction volumes, and integration of digital systems. Introduction of various small savings schemes such as Senior Citizens Savings Scheme, Sukanya Samriddhi Account, and other financial instruments has significantly increased the volume and complexity of transactions requiring audit scrutiny .

Further, the reduction of audit checks at operational levels and staff shortages have shifted additional responsibility onto SBCO, resulting in disproportionate workload per official. SBCO personnel are required to maintain high standards of accuracy and vigilance under tight timelines and resource constraints.

A particularly critical aspect is the accountability framework, wherein SBCO officials are often held responsible under the principle of contributory negligence for frauds originating at operational levels. This creates undue pressure and is inconsistent with established audit practices followed in other organizations.

24.5 Skill Level and Professional Requirements

The duties performed by SBCO officials require a high level of professional competence, including analytical ability, financial knowledge, and technical proficiency in digital systems. Recruitment to this cadre is through graduate-

level examinations, reflecting the expectation of advanced intellectual and professional capabilities.

The work involves interpretation of financial data, application of audit principles, detection of irregularities, and ensuring compliance with complex financial rules. In the digital environment, SBCO officials must also possess knowledge of software systems, data analysis, and electronic verification processes.

These requirements clearly establish SBCO as a **professional audit cadre**, rather than a general clerical or operational category.

24.6 Comparative Evaluation with Audit and Accounts Organisations

A comparative analysis reveals that SBCO officials perform duties identical in nature and complexity to those carried out by Auditors and Junior Accountants in organizations such as the Comptroller and Auditor General and Departmental Accounts offices. However, while such cadres are placed at higher pay levels, SBCO officials continue to be placed at a lower level, resulting in a structural disparity.

This disparity violates the principle of "equal pay for equal work" and undermines the professional status of SBCO personnel. Given the scale of financial operations handled and the level of responsibility involved, there is a strong and justified case for upgrading SBCO cadres to bring them at par with comparable audit organizations.

24.7 Nature of Responsibility and Financial Significance

The financial magnitude handled by SBCO is enormous, with deposits exceeding ₹22 lakh crore and millions of transactions processed daily. SBCO functions as the guardian of public money, ensuring that every transaction is verified, reconciled, and accounted for accurately.

The role of SBCO in preventing frauds, identifying discrepancies, and maintaining financial discipline is critical to preserving public trust in the Postal Savings Bank system. The importance of this role cannot be overstated, as any lapse may have far-reaching consequences for financial stability and public confidence.

24.8 Justification for Pay Structure Revision

The present pay structure of SBCO officials does not reflect the nature, complexity, and responsibility of duties performed. The following factors justify revision:

- Audit-oriented nature of duties comparable to national audit institutions

- High level of financial accountability and risk
- Increased technical complexity due to digital systems
- Graduate-level recruitment and professional requirements
- Disparity with similarly placed audit cadres

Accordingly, it is proposed that the entry-level pay of SBCO officials be upgraded to **Level–6**, with corresponding upward revision of supervisory levels, as detailed in the memorandum .

24.9 Designation and Cadre Identity

The present designation of SBCO officials as "Postal Assistant" does not reflect the audit nature of their duties. It is proposed that designations be revised to align with audit and accounts hierarchy, such as Junior Auditor, Auditor, Senior Auditor, and Chief Auditor.

Such revision will restore professional identity, enhance motivation, and align SBCO with national audit standards.

24.10 Career Progression and Structural Issues

SBCO suffers from severe stagnation due to limited promotional avenues. Many officials retire without receiving even a single regular promotion. The existing MACP framework does not adequately compensate for this stagnation.

There is a need to introduce time-bound promotions, enhanced MACP benefits, and structured career progression similar to audit and accounts organizations.

24.11 Working Conditions and Service Issues

The working conditions of SBCO officials require rationalization. Unlike other audit organizations that follow a five-day work week, SBCO staff continue to work six days a week, leading to disparity and work-life imbalance.

There is a strong justification for implementing a five-day work week to ensure parity, improve efficiency, and enhance employee well-being.

24.12 Structural Reforms and Key Recommendations

In view of the above, the following reforms are proposed:

- Recognition of SBCO as a distinct **Audit Cadre**
- Upgradation of pay structure to Level–6 and above
- Revision of designations to reflect audit functions

- Implementation of five-day work week
- Removal of contributory negligence provisions
- Introduction of structured career progression

24.13 Conclusion

The Savings Bank Control Organisation is a highly specialized audit institution responsible for safeguarding vast public funds and ensuring financial integrity within the Department of Posts. The duties performed by SBCO officials are complex, sensitive, and comparable to those of national audit organizations.

However, the existing pay structure, designation, and service conditions do not reflect the true nature of their responsibilities, resulting in disparity and lack of recognition.

It is therefore respectfully submitted that the VIII Central Pay Commission may recognize SBCO as an audit cadre, approve the proposed pay revision, and implement necessary structural reforms. Strengthening SBCO is essential not only for employee welfare but also for maintaining financial discipline, institutional credibility, and public trust in the postal system.

CHAPTER – XXV

JOB EVALUATION OF ADMINISTRATIVE OFFICES (CIRCLE AND REGIONAL OFFICES)

25.1 Preamble

The Administrative Offices of the Department of Posts, functioning at Circle and Regional levels, represent the core governance and control mechanism of the entire postal system. As brought out in the Memorandum , the Department has evolved from a conventional mail delivery organization into a multi-functional, technology-driven institution encompassing financial services, digital governance, logistics, and citizen-centric operations. In this transformed environment, Administrative Offices have assumed a pivotal role in planning, policy execution, financial control, and overall system management.

These offices function as the nerve centres of administration, ensuring that national policies are effectively translated into operational reality across thousands of field units. Despite their strategic importance and the complexity of duties performed, the existing pay structure and service conditions of employees in Administrative Offices have not been revised to reflect their present responsibilities. This necessitates a comprehensive job evaluation to determine appropriate pay, status, and career progression under the VIII Central Pay Commission.

25.2 Nature and Scope of Duties

The duties performed by employees in Administrative Offices are multi-dimensional, highly specialized, and involve a significant degree of responsibility and accountability. These offices are entrusted with policy implementation, financial oversight, audit compliance, legal coordination, human resource management, vigilance administration, and IT system management.

Administrative staff are responsible for monitoring operations related to Savings Bank, Postal Life Insurance, India Post Payments Bank, and other financial services involving substantial public funds and sensitive data. They ensure adherence to government rules, maintain financial discipline, and supervise compliance across operational units. Additionally, they handle parliamentary questions, court cases, and coordination with various ministries and government agencies.

The work involves analytical decision-making, interpretation of complex rules, preparation of reports, and formulation of policy inputs. The nature of duties

performed clearly places Administrative Office staff at par with personnel in Central Secretariat Services and other organized administrative cadres.

25.3 Role in Financial Governance and Accountability

Administrative Offices play a central role in financial governance within the Department of Posts. They are responsible for monitoring financial transactions, ensuring budgetary control, supervising audit compliance, and maintaining accountability standards across the system.

The level of financial exposure is substantial, particularly in areas such as Savings Bank operations, Postal Life Insurance, and Core Banking Systems. Employees are required to ensure accuracy, prevent irregularities, and maintain transparency in financial processes. Any lapse in these functions can have serious financial implications and affect public trust.

This level of responsibility clearly establishes Administrative Office staff as **high-responsibility financial and administrative personnel**, deserving appropriate recognition and compensation.

25.4 Impact of Technological Transformation

The introduction of digital systems such as Core Banking Solutions, centralized processing mechanisms, and IT-based governance has significantly increased the complexity of work in Administrative Offices. Employees are required to handle large volumes of data, manage digital workflows, and ensure seamless integration of technology in administrative processes.

In specialized units such as Centralised Processing Centres and Core Banking environments, the work is highly technical and process-driven, requiring continuous upskilling and adaptation. Employees must possess knowledge of software systems, data analysis, and digital platforms to perform their duties effectively.

This technological transformation has not only increased workload but also raised the level of skill required, thereby justifying higher pay and recognition.

25.5 Workload, Responsibility, and Accountability

The workload in Administrative Offices has increased significantly due to expansion of services, introduction of new schemes, and growing administrative responsibilities. Employees are required to handle multiple tasks simultaneously, often beyond their defined roles, due to staff shortages and increased operational demands .

The nature of work involves strict timelines, high accuracy requirements, and continuous monitoring of operations. The accountability associated with these roles is substantial, as employees are responsible for ensuring compliance with

rules, preventing financial irregularities, and maintaining administrative efficiency.

Despite this, the existing staffing pattern and pay structure do not adequately reflect the workload and responsibility, leading to stress and reduced efficiency.

25.6 Skill Level and Professional Requirements

The duties performed by Administrative Office staff require a high level of professional competence, including analytical ability, administrative knowledge, financial understanding, and technical proficiency. Employees are required to interpret complex rules, analyze data, and make informed decisions that impact the functioning of the entire department.

The work environment demands continuous learning and adaptation to new technologies, policies, and administrative procedures. These requirements clearly establish Administrative Office staff as **skilled administrative and technical personnel**, rather than routine clerical workers.

25.7 Comparative Evaluation with Central Secretariat and Other Cadres

A comparative analysis reveals that the duties performed by Administrative Office staff are similar in nature and complexity to those performed by personnel in Central Secretariat Services, Accounts cadres, and other organized administrative services. However, there exists a clear disparity in pay structure and career progression.

This disparity violates the principle of “equal pay for equal work” and results in demotivation and dissatisfaction among employees. Given the comparable nature of duties, there is a strong justification for granting parity with equivalent cadres in other government departments.

25.8 Inadequacy of Existing Pay Structure

The present pay structure of employees in Administrative Offices does not reflect the nature and extent of duties performed. Employees are often placed in lower pay levels despite handling complex administrative, financial, and technical responsibilities.

This mismatch between duties and remuneration has led to reduced morale, difficulty in attracting skilled personnel, and inefficiency in administration. The existing structure fails to recognize the intellectual and managerial contribution of Administrative Office staff.

25.9 Need for Cadre Restructuring

The existing cadre structure in Administrative Offices lacks hierarchical depth, clear functional roles, and structured promotional avenues. Over time, mergers

and absence of periodic restructuring have resulted in stagnation and dilution of responsibilities .

There is an urgent need for scientific cadre restructuring to restore hierarchy, define roles, and introduce time-bound promotions. Such restructuring will enhance efficiency, improve morale, and ensure optimal utilization of human resources.

25.10 Career Progression and MACP Issues

Employees in Administrative Offices face severe stagnation due to limited promotional opportunities. The existing MACP scheme does not adequately address this issue, as financial upgradations are infrequent and insufficient.

It is proposed that the MACP scheme be revised to provide five financial upgradations at shorter intervals, ensuring time-bound career progression. Additionally, dependency on subjective performance assessments should be rationalized to ensure fairness and transparency.

25.11 Risk, Accountability, and Need for Allowances

Administrative Office staff are entrusted with handling sensitive financial data, managing public funds, and ensuring compliance with regulatory frameworks. The level of risk and accountability associated with these duties is substantial.

Despite this, there is no provision for risk allowance or compensation. Similarly, the increased technical workload due to digital systems is not recognized through any IT-related allowance.

It is therefore necessary to introduce appropriate allowances, including risk allowance, IT allowance, and special duty allowance, to compensate employees for their responsibilities.

25.12 Justification for Pay Revision

The following factors justify revision of pay structure:

- Multi-dimensional and complex nature of duties
- High level of financial and administrative responsibility
- Increased workload due to expansion of services
- Technological transformation and digital responsibilities
- Comparison with Central Secretariat and other cadres
- Lack of adequate career progression

Accordingly, it is proposed that pay levels of Administrative Office staff be upgraded to reflect their responsibilities and ensure parity with equivalent cadres.

25.13 Structural Reforms and Key Recommendations

In view of the above, the following reforms are proposed:

- Upgradation of pay structure across all cadres
- Scientific cadre restructuring with defined hierarchy
- Implementation of revised MACP scheme with five upgradations
- Grant of parity with Central Secretariat and equivalent cadres
- Introduction of IT allowance, risk allowance, and special duty allowance
- Strengthening of promotional avenues through time-bound mechanisms
- Rationalization of workload and staffing patterns

25.14 Conclusion

The Administrative Offices of the Department of Posts constitute the backbone of governance, financial control, and policy implementation within the organization. The duties performed by employees in these offices are complex, demanding, and critical to the functioning of the entire postal system.

However, the existing pay structure, cadre hierarchy, and service conditions do not reflect the true nature of their responsibilities, resulting in disparity, stagnation, and lack of recognition.

It is therefore respectfully submitted that the VIII Central Pay Commission may undertake a comprehensive revision of pay structure, approve cadre restructuring, and implement necessary reforms to ensure fairness, efficiency, and improved service delivery. Strengthening Administrative Offices is essential for maintaining administrative efficiency, financial discipline, and institutional credibility in the Department of Posts.

CHAPTER – XXVI

JOB EVALUATION OF POSTAL CIVIL AND ELECTRICAL WING CADRES

26.1 Preamble

The Civil and Electrical Wings of the Department of Posts constitute the fundamental technical backbone responsible for creation, maintenance, modernization, and safety of the Department's vast infrastructure network. As brought out in the Memorandum , these Wings ensure the structural integrity, electrical safety, and operational efficiency of more than 1.5 lakh post offices, administrative buildings, mail processing centres, logistics hubs, and residential quarters across the country.

With the transformation of the Department of Posts into a technology-driven, multi-functional service organization, the role of Civil and Electrical Wings has expanded significantly. These Wings are no longer limited to routine maintenance but have become critical enablers of digital infrastructure, financial services, and logistics operations. Despite this expanded role, the pay structure, service conditions, and career progression of these cadres have not been revised in line with their responsibilities, necessitating a comprehensive job evaluation under the VIII Central Pay Commission.

26.2 Nature and Scope of Duties

The duties performed by Civil and Electrical Wing personnel are highly technical, specialized, and essential for uninterrupted functioning of postal services. Electrical Wing staff are responsible for installation, operation, and maintenance of electrical systems, including power supply networks, generators, UPS systems, and high-capacity electrical infrastructure supporting digital operations. They are required to attend emergency breakdowns, restore power supply, conduct safety inspections, and ensure compliance with statutory electrical standards.

Similarly, Civil Wing personnel are responsible for construction, maintenance, and structural safety of buildings and infrastructure. Their duties include planning and execution of construction projects, repairs and renovations, structural audits, and maintenance of office buildings, staff quarters, and operational facilities.

These functions directly impact the continuity of postal operations, financial transactions, and digital services. Any failure in infrastructure can disrupt essential services, thereby affecting public service delivery at a national level.

26.3 Impact of Technological Transformation

The modernization of postal services through Core Banking Solutions, IT-enabled operations, and expansion of logistics networks has significantly increased the technical complexity of infrastructure management. Civil and Electrical Wings are now required to maintain data centres, server rooms, air-conditioning systems, and uninterrupted power supply for IT environments.

The integration of advanced electrical systems, digital monitoring, and energy-efficient technologies has transformed the nature of work from conventional maintenance to **technology-driven infrastructure management**. This requires higher technical qualifications, continuous skill upgradation, and specialized knowledge.

26.4 Workload, Risk, and Working Conditions

The workload of Civil and Electrical Wing personnel has increased manifold due to expansion of infrastructure and modernization initiatives. Employees are required to handle maintenance of a large number of installations, respond to emergencies, and ensure continuous service availability.

The duties involve significant risk exposure, including electrical hazards, working at heights, handling heavy equipment, and operating in adverse conditions. Emergency repairs often require work beyond normal hours under high-pressure situations.

Despite these challenging conditions, there is no adequate compensation in terms of risk allowance or technical allowance, resulting in a mismatch between responsibilities and benefits.

26.5 Skill Level and Professional Requirements

The duties performed by Civil and Electrical Wing personnel require specialized technical qualifications such as ITI certification, engineering knowledge, and practical expertise in handling complex systems. The work involves mechanical, electrical, and electronic components, requiring multi-disciplinary skills.

The level of technical competence required clearly establishes these cadres as **skilled and highly technical workforce**, comparable to technical staff in CPWD, Railways, and Defence Engineering organizations.

26.6 Structural Inequity and Pay Disparity

One of the most critical issues affecting these cadres is the long-standing disparity in pay structure between technical and non-technical cadres. As highlighted in the memorandum , technical staff such as Wireman and Technicians, despite possessing higher qualifications, performing risk-prone duties, and handling critical infrastructure, are placed at lower or equal pay levels compared to non-technical operational cadres such as Postman.

This disparity is systemic and has persisted across successive Pay Commissions. It violates the fundamental principles of job evaluation, which require that pay should be commensurate with skill, responsibility, and risk. The continued undervaluation of technical work has resulted in dissatisfaction, reduced morale, and long-term financial disadvantage for employees.

26.7 Comparative Evaluation with Other Government Departments

A comparative analysis with CPWD, Railways, and Defence Engineering establishments reveals that technical staff in these organizations are provided with higher pay scales, structured career progression, and additional allowances recognizing technical expertise and risk.

In contrast, Civil and Electrical Wing personnel in the Department of Posts do not receive comparable benefits, despite performing duties of similar or greater complexity. This disparity undermines the principle of parity and places the Department at a disadvantage in attracting and retaining skilled technical personnel.

26.8 Career Progression and Stagnation

The existing cadre structure offers limited promotional avenues, leading to prolonged stagnation. Employees often remain in the same grade for extended periods, relying primarily on financial upgradations under MACP rather than actual promotions.

This lack of structured career progression adversely affects morale and efficiency. The absence of intermediate levels and clear hierarchy further compounds the problem.

26.9 Financial Impact and Lifetime Disadvantage

The disparity in pay structure results in cumulative financial disadvantage over the service career. Technical employees, starting at lower pay levels, experience slower financial growth and receive lower retirement benefits compared to non-technical cadres.

This leads to significant lifetime financial loss, affecting not only salary but also pension and post-retirement security. Such disparity highlights the urgent need for corrective measures.

26.10 Justification for Pay Revision

The following factors justify revision of pay structure:

- High level of technical skill and qualification
- Significant risk exposure and hazardous working conditions
- Critical role in maintaining infrastructure and services
- Increased workload due to modernization
- Comparison with technical cadres in other departments
- Long-standing disparity with non-technical cadres

Accordingly, it is proposed that technical cadres such as Wireman and Technician be upgraded to higher pay levels, ensuring parity with or superiority over non-technical operational cadres.

26.11 Proposed Structural Reforms

In view of the above, the following reforms are proposed:

- Upgradation of entry-level pay for technical cadres to Level–4/Level–5
- Grant of parity between technical and non-technical cadres
- Restructuring of cadre hierarchy with additional promotional levels
- Upgradation of supervisory and technical posts such as Junior Engineer
- Introduction of time-bound career progression mechanisms

26.12 Allowances and Welfare Measures

It is essential to introduce appropriate allowances to compensate for the nature of duties performed. These include:

- Technical Allowance recognizing specialized skills
- Risk Allowance for hazardous duties
- Field Duty Allowance for outdoor work

- Enhancement of welfare measures such as medical facilities and insurance

Such measures will improve employee morale and ensure fair compensation.

26.13 Need for Policy and Administrative Reforms

In addition to financial measures, policy reforms are required to address systemic issues. These include:

- Revision of Recruitment Rules to reflect technical qualifications
- Implementation of scientific manpower planning
- Introduction of training and skill development programs
- Strengthening of safety measures and working conditions

26.14 Conclusion

The Civil and Electrical Wings of the Department of Posts are indispensable to the functioning of the postal system, providing critical infrastructure support and ensuring continuity of services. The duties performed by these cadres are highly technical, risk-prone, and essential for national service delivery.

However, the existing pay structure, career progression, and service conditions do not reflect the true nature of their responsibilities, resulting in long-standing disparity and dissatisfaction.

It is therefore respectfully submitted that the VIII Central Pay Commission may recognize the technical nature of these cadres, rectify existing anomalies, and recommend comprehensive reforms in pay structure, career progression, and service conditions. Strengthening these Wings is essential for ensuring efficiency, reliability, and modernization of the Department of Posts.

CHAPTER – XXVII

INCLUSION OF GRAMIN DAK SEVAKS (GDS) UNDER THE PURVIEW OF THE 8TH CENTRAL PAY COMMISSION

27.1 INTRODUCTION

The issue of inclusion of GraminDakSevaks (GDS) within the ambit of the Central Pay Commission (CPC) has remained a long-standing demand of the staff side and federations, particularly the Federation of National Postal Organisations (FNPO). Despite being an integral part of the Department of Posts and performing essential governmental functions, GDS employees continue to remain outside the structured framework of Central Government pay revision mechanisms.

In the context of the 8th Central Pay Commission (8th CPC), this exclusion has become increasingly untenable due to the transformation in the nature of duties, technological integration, and expansion of responsibilities entrusted to GDS. The present chapter seeks to address this anomaly and justify their inclusion in a comprehensive and structured manner.

27.2 ROLE AND STRATEGIC IMPORTANCE OF GDS

GraminDakSevaks constitute the foundational workforce responsible for ensuring last-mile delivery of postal and financial services across rural India. Their role is central to the functioning of the Department of Posts.

They are entrusted with:

- Delivery of mail in remote areas
- Operation of Branch Post Offices
- Banking services under Core Banking Solutions
- Insurance services under PLI/RPLI
- Implementation of DBT schemes
- Aadhaar and digital services
- Operations relating to India Post Payments Bank (IPPB)

They act as the **primary interface between the Government and rural citizens**.

27.3 EVOLUTION OF DUTIES IN THE DIGITAL ERA

With modernization and digitization, GDS employees have transitioned into multi-functional service providers. Their responsibilities now include real-time financial transactions, digital authentication, and handling of welfare schemes.

The use of handheld devices, CBS platforms, and digital applications has significantly enhanced their role, making them comparable to regular departmental employees in terms of responsibility and accountability.

27.4 HISTORICAL EXCLUSION AND STRUCTURAL ANOMALY

Historically, GDS have been excluded from the CPC framework and subjected to separate committees such as the Nataraja Murti Committee and the Kamlesh Chandra Committee.

This has resulted in:

- Delayed wage revisions
- Lack of uniform pay structure
- Absence of pay matrix
- Limited social security
- Restricted career progression

Such a dual system has created persistent disparities and administrative inefficiencies.

27.5 KAMLESH CHANDRA COMMITTEE – POLICY SIGNIFICANCE

The Kamlesh Chandra Committee made a landmark observation that there is no necessity to continue separate committees for GDS wage revision.

This recommendation provides a strong foundation for integrating GDS into the Central Pay Commission system. However, it remains unimplemented, continuing the existing anomaly.

27.6 LEGAL STATUS OF GDS

The Hon'ble Supreme Court, in *P.K. Rajamma vs Union of India*, held that GraminDakSevaks (GDS) are holders of civil posts under the Union. This establishes their recognized status within the Government framework and strengthens the justification for granting them equitable service conditions, including inclusion under the Central Pay Commission.

27.7 FUNCTIONAL PARITY WITH REGULAR EMPLOYEES

GDS employees today perform duties involving financial transactions, digital services, and public interface responsibilities similar to regular employees.

Their workload, accountability, and operational importance justify parity in pay structure and service conditions.

27.8 JUSTIFICATION FOR INCLUSION IN 8TH CPC

The inclusion of GDS under the 8th CPC is justified on the following grounds:

- Equity and fairness
- Administrative efficiency
- Alignment with minimum wage principles
- Improved morale and productivity
- Strengthening rural service delivery

27.9 MINISTERIAL RECOGNITION OF THE ROLE OF GDS

The critical importance of GraminDakSevaks (GDS) has been formally acknowledged at the highest level of Government. The Hon'ble Minister of State for Communications, Chandra Sekhar Pemmasani, in his address at the GDS Sammelan (2026), recognized GDS as the **"heartbeat of rural India"** and emphasized that they are not merely the last mile, but the **"first mile of governance."**

He highlighted that GDS serve as a vital interface between the Government and rural citizens, delivering postal, financial, digital, and welfare services with dedication. He further acknowledged that India Post's rural reach is sustained primarily due to the commitment of GDS, who work under challenging conditions.

The Minister also emphasized their role in advancing financial inclusion, digital governance, and Direct Benefit Transfer (DBT), contributing directly to national development and the vision of *Viksit Bharat*. He noted that GDS carry not just mail, but the **"trust of the nation."**

This recognition clearly establishes that GDS are integral to governance and public service delivery. Therefore, their continued exclusion from the CPC framework is inconsistent with their acknowledged importance, making their inclusion in the 8th CPC essential.

27.10 PROPOSED STRUCTURAL REFORMS

To ensure meaningful inclusion, the following reforms are proposed:

- Integration into a structured pay matrix
- Replacement of TRCA with time-scale pay
- Application of CPC fitment factor
- Extension of social security benefits
- Defined career progression pathways
- Standardization of service conditions

27.11 FNPO'S DEMAND

The Federation of National Postal Organisations (FNPO) strongly demands that:

- GDS be brought under the direct purview of the 8th CPC
- The system of separate committees be discontinued permanently
- Uniform pay and service conditions be implemented

27.12 EXPECTED OUTCOMES

Inclusion of GDS under the 8th CPC will:

- Eliminate structural disparities
- Ensure timely pay revisions
- Improve efficiency and service delivery
- Enhance employee morale
- Strengthen the Department of Posts

27.13 CONCLUSION

GraminDakSevaks are indispensable to rural service delivery and national governance. Their continued exclusion from the CPC framework is a structural anomaly that must be rectified.

The 8th Central Pay Commission presents a historic opportunity to ensure equity, dignity, and uniformity. It is therefore strongly urged that GDS be included within its mandate, ensuring a just and forward-looking framework for this critical workforce.

CHAPTER – XXVIII

INDIA POST PAYMENTS BANK (IPPB) VIS-À-VIS OTHER RBI-CONTROLLED BANKS – A CASE FOR RURAL DEVELOPMENT PRIORITY

28.1 INTRODUCTION

India Post Payments Bank (IPPB) represents a transformative initiative of the Government of India aimed at achieving universal financial inclusion. Built upon the unparalleled network of the Department of Posts, IPPB operates with a unique mandate of delivering banking services at the doorstep, particularly in rural and underserved areas. Unlike traditional banking institutions, IPPB functions not merely as a financial entity but as a **social and developmental instrument**, aligned with national priorities such as financial inclusion, Direct Benefit Transfer (DBT), and rural empowerment.

28.2 COMPARISON WITH RBI-CONTROLLED BANKS

28.2.1 General Operational Difference

Commercial banks, including Public Sector Banks (PSBs) and Regional Rural Banks (RRBs), operate under the regulatory framework of the Reserve Bank of India with a primary focus on profitability, asset growth, and financial performance. In contrast, IPPB differs fundamentally in its operational philosophy and outreach.

28.2.2 Reach and Accessibility

Traditional banks are largely concentrated in urban and semi-urban areas, whereas IPPB leverages over 1.5 lakh post offices, the majority of which are located in rural areas, ensuring doorstep banking services beyond the reach of conventional branch-based models.

28.2.3 Last-Mile Connectivity

RBI-regulated banks depend on branch visits or digital literacy, whereas IPPB delivers services directly through Postmen and GraminDakSevaks (GDS), effectively bridging gaps in remote and economically weaker regions.

28.2.4 Financial Inclusion

While nationalised banks contribute to financial inclusion, their penetration in remote areas remains limited. IPPB is specifically designed to serve unbanked and underbanked populations and plays a critical role in DBT implementation and welfare distribution.

28.2.5 Cost Efficiency Model

Traditional banks incur high infrastructure and operational costs, whereas IPPB utilizes existing postal infrastructure and manpower, ensuring a low-cost and efficient service delivery model.

28.2.6 Trust and Public Interface

IPPB benefits from the long-standing credibility of the Department of Posts, with rural citizens demonstrating higher trust in postal employees compared to conventional banking institutions.

28.3 ALIGNMENT WITH GOVERNMENT POLICY

The Government of India has consistently emphasized financial inclusion, Digital India, rural empowerment, and Direct Benefit Transfer (DBT) efficiency. IPPB directly supports these policy objectives by ensuring that no citizen is excluded from the financial system due to geographical or economic barriers. Its operational model complements national initiatives more effectively than conventional banks constrained by commercial viability.

28.4 UNIQUE STRENGTH OF IPPB IN RURAL DEVELOPMENT

IPPB stands apart as a development-oriented banking model aligned with national priorities of inclusive growth. Its unmatched postal network and doorstep delivery system ensure access to banking services even in the most remote villages, where traditional banks have limited presence.

IPPB plays a critical role in DBT by delivering subsidies, pensions, and welfare benefits directly to beneficiaries at their doorstep, ensuring transparency and accessibility, particularly for vulnerable groups such as the elderly and women. Its service-oriented approach prioritizes inclusion over profit, enabling it to reach underserved populations effectively.

Further, IPPB promotes digital transactions through assisted models using handheld devices and Aadhaar-enabled systems, bridging the digital divide in rural areas. It empowers rural households, strengthens trust in formal financial systems, and supports inclusive economic growth by integrating rural populations into the financial mainstream.

28.5 COMPARATIVE ADVANTAGE OVER NATIONALISED BANKS

While nationalised banks play an important role in the economy, IPPB demonstrates distinct advantages in rural outreach and service delivery. It has wider rural penetration, operates a unique doorstep banking model, and integrates seamlessly with the postal network. Its higher trust factor among rural populations and direct involvement in government service delivery mechanisms make it more effective in achieving rural development objectives.

28.6 JUSTIFICATION: IPPB AS THE MOST EFFECTIVE RURAL BANKING MODEL

From a policy perspective, IPPB emerges as the most accessible banking platform in rural India, the most cost-efficient service delivery model, and the most trusted public interface in remote areas. It is also the most aligned institution with Government welfare objectives. Therefore, when evaluated against the core objective of rural development and financial inclusion, IPPB can be considered more effective than traditional nationalised banks.

28.7 LINKAGE WITH DEPARTMENT OF POSTS HUMAN RESOURCES

As highlighted earlier , IPPB's success is intrinsically linked to the Department of Posts workforce. Postal employees and GraminDakSevaks form the backbone of IPPB operations, ensuring real-time service delivery. Utilization of departmental staff enhances efficiency, reduces costs, and strengthens operational synergy, further reinforcing IPPB's superiority over conventional banking systems.

28.8 POLICY RECOMMENDATIONS UNDER 8TH CPC

In light of the above, it is proposed that IPPB be recognized as a strategic rural financial institution. Its integration with the Department of Posts should be strengthened, with priority given to departmental staff in its operations. Appropriate incentives and benefits may be extended to employees engaged in IPPB services, and policy support should be provided for expanding doorstep banking infrastructure to enhance financial inclusion.

28.9 FNPO DEMAND – RECRUITMENT POLICY IN IPPB

The Federation of National Postal Organisations (FNPO) reiterates that the sustainability of IPPB depends on effective utilization of the Department of Posts workforce. It is proposed that a structured recruitment policy be implemented, prioritizing departmental employees through internal examinations, lateral absorption with protection of service benefits, and defined career progression pathways. External recruitment may be limited to specialized roles. This approach will ensure efficiency, cost-effectiveness, and improved employee morale.

28.10 CONCLUSION

India Post Payments Bank represents a paradigm shift in banking by combining financial services with social responsibility. While the regulatory framework of the Reserve Bank of India is essential for financial stability, the unique developmental role of IPPB necessitates a differentiated and calibrated regulatory approach.

Given its critical role in DBT, financial inclusion, and rural empowerment, it is recommended that the 8th Central Pay Commission advise the Government of India to evolve a **special regulatory dispensation for IPPB**, allowing necessary operational flexibility while maintaining safeguards.

Strengthening IPPB through regulatory support and optimal utilization of departmental resources will position it as a **cornerstone institution for inclusive rural development and national financial empowerment**.

CHAPTER – XXIX

MODIFIED ASSURED CAREER PROGRESSION (MACP) – COMPREHENSIVE REFORM FOR TIME-BOUND AND EQUITABLE CAREER PROGRESSION

29.1 INTRODUCTION

The Modified Assured Career Progression (MACP) Scheme, introduced pursuant to the 6th Central Pay Commission and continued under the 7th Central Pay Commission, was intended to address stagnation by providing financial upgradations in the absence of regular promotions. However, its current structure has failed to meet its core objective, particularly in operational departments such as the Department of Posts, where employees face high workload, limited promotional avenues, and prolonged stagnation.

The National Council (JCM) Staff Side has strongly emphasized the urgent need for restructuring the MACP Scheme in the context of the 8th Central Pay Commission. The Federation of National Postal Organisations (FNPO) fully supports this position and submits that the existing MACP framework has become outdated, inequitable, and administratively inconsistent. A comprehensive reform is therefore imperative to ensure **time-bound, automatic, and fair financial progression**.

29.2 EXISTING MACP SCHEME – CRITICAL DEFICIENCIES

The present MACP Scheme provides only three financial upgradations at intervals of 10, 20, and 30 years of service. This structure results in excessive stagnation, particularly in cadres with limited promotional avenues, forcing employees to wait for a decade for each financial progression despite performing continuous and demanding duties. Such prolonged stagnation is neither justified nor sustainable in modern service conditions.

The provision denying MACP benefits in cases of refusal of promotion is fundamentally unjust. Employees are penalized for personal and legitimate constraints such as family responsibilities, medical issues, or hardship postings. This provision imposes a financial penalty unrelated to performance or service contribution and is therefore arbitrary in nature.

Further, the linkage of MACP with APAR benchmarks, typically requiring a “Very Good” grading, introduces subjectivity and inconsistency. Variations in reporting standards across units lead to unequal outcomes, undermining transparency and fairness. This is particularly irrational when no such benchmark is prescribed for promotions through Limited Departmental Competitive Examination (LDCE).

Additionally, the MACP scheme has created a structural distortion wherein employees continue to perform the same duties despite receiving higher pay levels, leading to a disconnect between functional responsibilities and financial progression. The limitation of only three upgradations over a long service span further aggravates stagnation and dissatisfaction.

29.3 NEED FOR IMMEDIATE RESTRUCTURING – FNPO POSITION

The Federation of National Postal Organisations (FNPO) strongly submits that the MACP Scheme must be fundamentally restructured to eliminate stagnation and ensure equitable career progression. The existing framework is no longer compatible with the operational realities of departments like the Department of Posts.

MACP must be recognized not as a concession but as a **rightful financial progression mechanism**, ensuring that every employee receives adequate advancement during their service span. The system must be **time-bound, automatic, and free from subjective conditions**, thereby restoring fairness and administrative uniformity.

29.4 PROPOSED MACP STRUCTURE – FIVE TIME-BOUND UPGRADATIONS

It is proposed that the MACP Scheme be restructured to provide **five financial upgradations at intervals of six years**, thereby ensuring continuous and meaningful career progression. Under this structure, the first financial upgradation shall be granted after six years of service, followed by subsequent upgradations at twelve, eighteen, twenty-four, and thirty years.

This model directly addresses stagnation, aligns with existing promotional eligibility conditions, and ensures that employees receive at least five financial progressions during their career. It reflects modern service realities and establishes a balanced and equitable progression system.

29.5 ONE-TIME CAREER PATH OPTION – STRUCTURAL REFORM

To eliminate complications arising from unwillingness or inability to accept promotions, it is proposed that employees be given a **one-time irrevocable option** to choose between a promotion-oriented path and a MACP-oriented path.

Under the promotion-oriented path, employees will continue to be considered for regular promotions and will receive MACP benefits only in cases of non-promotion. Under the MACP-oriented path, employees will receive assured financial upgradations but will not be considered for regular promotions.

This reform will significantly reduce administrative burden, ensure availability of willing candidates for promotion, eliminate forced promotions, and provide flexibility to employees based on individual circumstances.

29.6 REMOVAL OF UNJUST RESTRICTIONS AND APAR LINKAGE

The denial of MACP due to refusal of promotion must be abolished immediately, as it is inequitable and unrelated to performance. Financial progression should be based solely on length of service and not on acceptance of promotion.

Further, the linkage of MACP with APAR benchmarks must be completely removed. If retention is considered unavoidable, the benchmark should be uniformly reduced to "Good." MACP is not a merit-based promotion but a time-bound financial progression; therefore, subjectivity has no place in its implementation.

29.7 AUTOMATIC AND UNIFORM IMPLEMENTATION

MACP must be implemented as an **automatic entitlement**, triggered solely by completion of prescribed service periods. This will eliminate administrative discretion, ensure uniformity across all units, and reduce grievances and litigation.

A standardized, time-bound mechanism must be enforced to guarantee that all eligible employees receive financial upgradations without delay or procedural hurdles.

29.8 FINANCIAL AND ADMINISTRATIVE JUSTIFICATION

The proposed reforms will result in improved employee morale, enhanced productivity, and reduced administrative burden. The financial implications are justified when viewed against the long-term benefits of improved efficiency, reduced litigation, and better service delivery.

A fair and transparent progression system is essential for maintaining workforce stability and ensuring effective functioning of the Department of Posts.

29.9 RECOMMENDATIONS TO THE 8TH CENTRAL PAY COMMISSION

The 8th Central Pay Commission is strongly urged to recommend a comprehensive restructuring of the MACP Scheme by introducing five financial upgradations at six-year intervals, beginning with the first upgradation after six years of service. It is further recommended that a one-time career path option be introduced, the restriction on MACP due to refusal of promotion be completely removed, and APAR benchmarks be delinked from MACP. The scheme should be implemented automatically and uniformly based on length of service, ensuring fairness and transparency.

29.10 CONCLUSION

The existing MACP Scheme has failed to achieve its intended objective of addressing stagnation and ensuring fair career progression. The persistence of long intervals, subjective criteria, and restrictive provisions has rendered the scheme ineffective and inequitable.

The proposed reforms, strongly supported by FNPO and aligned with NJCM principles, seek to establish a **modern, transparent, and employee-centric MACP framework**. The 8th Central Pay Commission presents a crucial opportunity to correct longstanding anomalies and introduce a robust system that guarantees **time-bound financial progression, eliminates stagnation, and enhances organizational efficiency**.

CHAPTER – xxx

WELFARE, WORKING CONDITIONS AND EMPOWERMENT OF WOMEN EMPLOYEES IN THE DEPARTMENT OF POSTS

30.1 CONSTITUTIONAL, POLICY AND GLOBAL CONTEXT

The welfare and empowerment of women employees in Government service are firmly rooted in the constitutional framework of India. Articles 14 and 15(3) of the Constitution guarantee equality before law and enable the State to make special provisions for women, while Article 21 ensures the right to life with dignity, which includes safe working conditions, health, and work-life balance. Judicial pronouncements have further clarified that welfare measures such as Child Care Leave are not concessions but essential enablers for sustained participation of women in public service.

At the global level, international labour standards and practices across developed and developing nations increasingly recognize the importance of gender-sensitive workplace policies. Countries across Europe, as well as several Asian economies, have introduced progressive measures such as menstrual leave, flexible working arrangements, childcare support systems, and safe workplace infrastructure. These measures are not merely welfare initiatives but are recognized as critical factors contributing to productivity, employee retention, and inclusive economic growth.

In this context, the Government of India, as a leading public employer, is expected to align its policies with evolving global standards and ensure that women employees are provided with a supportive, equitable, and enabling work environment.

30.2 ROLE AND IMPORTANCE OF WOMEN EMPLOYEES IN THE DEPARTMENT OF POSTS

Women employees constitute an increasingly significant and indispensable segment of the workforce in the Department of Posts. They are actively engaged across all levels, including Postal Assistants, Supervisors, Inspectors, and Officers, contributing to core functions such as mail operations, financial services, customer interface, and digital service delivery.

In rural and semi-urban areas, women employees play a particularly crucial role in promoting financial inclusion, handling savings bank operations, supporting Direct Benefit Transfer (DBT) schemes, and ensuring delivery of essential government services. Their presence enhances trust, accessibility, and inclusivity, especially among women beneficiaries, senior citizens, and vulnerable sections of society.

Despite these contributions, women employees often operate under challenging conditions, including high workload, lack of adequate infrastructure, rigid working hours, and limited institutional support. Their dual responsibilities of professional duties and family care further intensify these challenges, making it imperative to strengthen welfare measures.

30.3 PRESENT SCENARIO AND IMPLEMENTATION GAPS

The Department of Posts has introduced certain welfare measures such as maternity leave up to 180 days and Child Care Leave (CCL) up to 730 days. However, significant gaps persist in implementation. Child Care Leave is frequently denied or restricted in practice due to staff shortages and administrative constraints, thereby defeating its intended purpose.

There is a notable absence of progressive provisions such as menstrual leave, and crèche facilities are either inadequate or unavailable in many offices. Women employees often face rigid attendance systems with little flexibility, which disproportionately affects them, particularly during pregnancy, postnatal periods, and health-related conditions.

Additionally, issues such as lack of proper rest rooms, inadequate sanitation facilities, long commuting hours, and safety concerns—especially in urban areas—continue to affect their working conditions. These challenges not only impact employee well-being but also reduce productivity and efficiency.

30.4 FNPO POSITION AND NEED FOR REFORM

The Federation of National Postal Organisations (FNPO) strongly submits that the welfare of women employees must be treated as a **core organizational priority** rather than a peripheral welfare issue. The growing participation of women in the Department of Posts necessitates a comprehensive and structured policy framework that addresses their unique needs.

FNPO emphasizes that providing adequate welfare measures is not merely a matter of social responsibility but a **strategic requirement for improving organizational efficiency, service delivery, and employee retention**. Failure to address these issues will not only affect morale but also hinder the Department's ability to achieve its objectives in areas such as financial inclusion and public service delivery.

30.5 RECOMMENDATIONS TO THE 8TH CENTRAL PAY COMMISSION

In light of the above, FNPO strongly urges the 8th Central Pay Commission to recommend a comprehensive framework for improving the welfare and working conditions of women employees in the Department of Posts.

It is proposed that Special Casual Leave be granted for menstrual health, in line with emerging national and international practices. Child Care Leave should be implemented uniformly as a statutory entitlement with full salary for the entire period of 730 days, without administrative restrictions. Crèche facilities must be established in all major offices, including Head Post Offices and Divisional Offices, to support working mothers.

Flexible working hours, provision of grace time, and compensatory working arrangements should be introduced to address work-life balance issues. Priority in transfers on spouse or family grounds should be ensured with uniform implementation across all field units. Safe working conditions must be guaranteed through provision of separate rest rooms, adequate sanitation facilities, and appropriate infrastructure in all offices.

Further, work-from-home or hybrid working arrangements may be considered for eligible categories such as system-related or back-office roles, wherever operationally feasible. Construction of working women's hostels in major centers and earmarking of Government accommodation for women employees should also be undertaken to address accommodation and safety concerns.

30.6 CONCLUSION

Women employees are an integral pillar of the Department of Posts, contributing significantly to its operational efficiency, service delivery, and public interface. Their role is particularly critical in advancing national priorities such as financial inclusion, digital governance, and rural development.

In line with constitutional mandates, global best practices, and evolving workforce dynamics, it is imperative that their welfare and working conditions are strengthened through progressive and inclusive policies. The 8th Central Pay Commission presents a vital opportunity to institutionalize these reforms.

FNPO, therefore, strongly appeals to the Commission to recommend comprehensive and forward-looking measures that ensure dignity, safety, flexibility, and empowerment of women employees, thereby enabling them to contribute more effectively to national development.

CHAPTER – XXXI

PAY FIXATION OF EX-SERVICEMEN RE-EMPLOYED AS POSTAL ASSISTANTS / SORTING ASSISTANTS – NEED FOR UNIFORM AND JUST IMPLEMENTATION

31.1 BACKGROUND AND IMPORTANCE OF EX-SERVICEMEN IN THE DEPARTMENT OF POSTS

Ex-Servicemen, after rendering long and dedicated service in the Armed Forces of the nation, are re-employed in civil posts under the Government of India, including as Postal Assistants and Sorting Assistants in the Department of Posts. These personnel bring with them a unique combination of discipline, integrity, administrative capability, and operational efficiency developed through years of service under demanding and challenging conditions.

The Federation of National Postal Organisations (FNPO) strongly emphasizes that Ex-Servicemen constitute a highly valuable segment of the workforce in the Department of Posts. Their experience in handling responsibility, adherence to procedures, and commitment to duty significantly enhance the efficiency and reliability of postal operations. In an organization that serves as the backbone of communication, financial inclusion, and public service delivery, the presence of Ex-Servicemen strengthens both administrative effectiveness and public trust.

However, despite their invaluable contribution and the Government's stated commitment towards their rehabilitation and welfare, Ex-Servicemen continue to face serious issues in the matter of pay fixation upon re-employment, particularly in the cadres of Postal Assistants and Sorting Assistants.

31.2 LEGAL AND POLICY FRAMEWORK AND IMPLEMENTATION GAPS

The pay fixation of Ex-Servicemen on re-employment is governed by well-established provisions issued by the Department of Personnel & Training. As per the Office Memorandum dated 31.07.1986, particularly Para 16(2), military service rendered in clerical capacities, such as Combatant Clerks, is to be treated as equivalent to civil clerical posts like Lower Division Clerk (LDC) or Junior Clerk for the purpose of pay fixation.

These provisions clearly envisage that pay on re-employment should be fixed at a stage commensurate with the length of qualifying military service, with due application of Fundamental Rule FR-27. The cadre of Postal Assistants and Sorting Assistants, despite changes in nomenclature over time, continues to represent the entry-level clerical and operational cadre of the Department of

Posts. Therefore, the applicability of these provisions to such posts is both logical and legally justified.

However, in actual implementation, there exists a lack of uniformity across Circles and units. In many cases, these provisions are either misinterpreted or not applied, resulting in denial of legitimate benefits to Ex-Servicemen. This has led to financial loss, disparity among similarly placed employees, and an increase in avoidable litigation. The absence of clear, uniform guidelines has created inconsistency in pay fixation, undermining the very objective of Government policy intended to ensure fair treatment of Ex-Servicemen.

31.3 FNPO POSITION AND NEED FOR POLICY INTERVENTION

The Federation of National Postal Organisations (FNPO) strongly submits that denial or inconsistent implementation of pay fixation benefits to Ex-Servicemen is a serious administrative anomaly and a matter of concern. It not only affects the financial well-being of these employees but also reflects adversely on the Government's commitment to the welfare and rehabilitation of those who have served the nation.

FNPO emphasizes that Ex-Servicemen should not be placed at a disadvantage upon entering civil service. Their prior service must be duly recognized and appropriately reflected in their pay structure. A uniform, transparent, and legally compliant policy is essential to ensure that all similarly placed employees are treated equitably across the country.

There is an urgent need for a clear and binding framework that eliminates ambiguity, ensures uniform implementation, and prevents recurrence of disputes. Such a framework must recognize the equivalence of military clerical service with civil posts and provide for fair pay fixation based on length of service.

31.4 RECOMMENDATIONS TO THE 8TH CENTRAL PAY COMMISSION

In view of the above, FNPO strongly urges the 8th Central Pay Commission to recommend comprehensive and uniform guidelines for pay fixation of Ex-Servicemen re-employed as Postal Assistants and Sorting Assistants.

It is proposed that Postal Assistants and Sorting Assistants be explicitly included within the scope of applicable DoP&T provisions governing pay fixation of Ex-Servicemen in clerical posts. A uniform and transparent policy should be formulated and implemented across all Circles to eliminate discrepancies. Pay fixation should be carried out by granting appropriate stage equivalence in the civil pay structure based on the length of qualifying military service.

Clear and standardized guidelines should also be issued regarding the treatment of pension, including provision of options for pay protection or pension adjustment in accordance with Government policy. Standardized model fixation tables may be introduced to ensure uniformity in implementation and avoid interpretational differences.

Further, the benefits should be extended to all similarly placed employees, including retrospective correction wherever necessary, without recovery in cases where benefits have already been granted. A centralized mechanism may also be established within the Department of Posts for monitoring and clarification of such cases, thereby preventing future inconsistencies and disputes.

31.5 CONCLUSION

Ex-Servicemen represent a category of employees who have served the nation with exceptional dedication, discipline, and sacrifice. Their integration into the Department of Posts strengthens the organization and contributes significantly to efficient public service delivery.

Ensuring fair and uniform pay fixation upon their re-employment is not merely an administrative requirement but a reflection of the Government's commitment to justice, equity, and respect for those who have served the country. The existing inconsistencies must be addressed through clear policy intervention.

The 8th Central Pay Commission presents a vital opportunity to rectify these anomalies and establish a uniform, transparent, and equitable framework. FNPO, therefore, strongly appeals to the Commission to recommend appropriate measures to ensure that Ex-Servicemen receive the recognition and financial justice they rightfully deserve.

CHAPTER – XXXII

TREATMENT OF PENSION LIABILITY IN THE DEPARTMENT OF POSTS – NEED FOR COMPLETE DELINKING AND CENTRALIZATION UNDER CONSOLIDATED FUND OF INDIA

32.1 FUNDAMENTAL PRINCIPLE OF PENSION

Pension, under the constitutional and financial framework of the Government of India, is recognized as a **deferred wage earned for past service** and constitutes a sovereign and statutory obligation of the State. It is neither discretionary nor contingent upon the financial performance of any individual Department. As per Article 266 of the Constitution of India, all expenditure of the Government, including pension liabilities, is chargeable to the Consolidated Fund of India. The Hon'ble Supreme Court has consistently held that pension is not a bounty but a legally enforceable right. Successive Central Pay Commissions have also treated pension as a committed and unavoidable expenditure of the Government, distinct from operational or departmental expenditure.

32.2 EXISTING PRACTICE AND RESULTANT FINANCIAL DISTORTION

Despite the well-established principle that pension is a sovereign obligation, the current accounting practice places the burden of pension and family pension expenditure of postal employees within the accounts of the Department of Posts. This practice creates a **serious financial distortion** by artificially inflating the expenditure of the Department.

As a result, the Department of Posts is frequently portrayed as a "loss-making" entity. However, this perception is fundamentally flawed, as a substantial portion of the so-called loss arises from the inclusion of pension liabilities, which are not operational expenses. This accounting treatment leads to a **misrepresentation of the Department's actual financial performance**, masking its revenue-generating activities and public service contributions.

In contrast, in other major Government Departments such as Defence, Railways, and various Civil Ministries, pension liabilities are treated as part of the Government's general expenditure and are not loaded onto departmental accounts. This inconsistency results in an **unequal and discriminatory financial framework**, placing the Department of Posts at a disadvantage.

32.3 PUBLIC SERVICE CHARACTER AND ISSUE OF EQUITY

The Department of Posts is not a commercial enterprise but a **public service institution** discharging critical sovereign functions, including universal postal services, financial inclusion, rural connectivity, and delivery of Government

welfare schemes. The application of commercial accounting principles to such an institution is conceptually flawed and administratively unjustified.

The present system of loading pension liabilities onto the Department creates an **artificial revenue deficit**, which does not reflect inefficiency but rather an accounting anomaly. This results in **unfair comparison with other Departments** where similar liabilities are centrally borne, thereby violating the principle of inter-departmental equity.

The Federation of National Postal Organisations (FNPO) strongly submits that continuation of this practice undermines both the financial credibility of the Department and the morale of its workforce.

32.4 FNPO POSITION AND NEED FOR STRUCTURAL CORRECTION

FNPO firmly asserts that the existing accounting treatment of pension liabilities in the Department of Posts is fundamentally incorrect and requires immediate rectification. Pension liability is a responsibility of the Government of India as a whole and must not be attributed to a single Department, particularly one that operates with a public service mandate.

The continued inclusion of pension expenditure within departmental accounts has led to **systemic misclassification of financial data**, resulting in incorrect policy perceptions, reduced institutional support, and unwarranted criticism of the Department's performance.

It is therefore essential to establish a **distinct and centralized mechanism** for handling pension liabilities of postal employees, ensuring alignment with constitutional provisions and financial principles.

32.5 STRONG RECOMMENDATIONS TO THE 8TH CENTRAL PAYCOMMISSION

In view of the above, FNPO strongly urges the 8th Central Pay Commission to make a clear, categorical, and binding recommendation for structural reform in the treatment of pension liabilities of the Department of Posts.

It is proposed that the entire pension and family pension liability of postal employees be **fully delinked from the Departmental accounts** and treated as a direct charge on the Consolidated Fund of India. A dedicated accounting head, such as **"Postal Employees Pension – Consolidated Fund of India"**, may be created to ensure transparency and uniformity in financial reporting.

The accounting framework should be revised to exclude pension liabilities from operational expenditure, thereby presenting the **true financial position and performance of the Department of Posts**. Uniform treatment of pension

liability must be ensured across all Central Government Departments to eliminate disparity and uphold the principle of equity.

A comprehensive review of past accounting practices may also be undertaken to assess the extent of financial distortion caused by the current system, and necessary corrective measures may be implemented prospectively without adverse implications.

32.6 CONCLUSION

Pension is a sovereign obligation of the State and cannot be treated as a departmental liability. The continued inclusion of pension expenditure within the accounts of the Department of Posts has resulted in a **systematic distortion of its financial position**, leading to an incorrect perception of persistent revenue loss.

The Department of Posts, being a public service institution, must not be subjected to accounting practices that undermine its role and contribution. The creation of a separate mechanism under the Consolidated Fund of India for postal employees' pension is both **constitutionally justified and administratively necessary**.

FNPO, therefore, strongly appeals to the 8th Central Pay Commission to recommend immediate delinking of pension liabilities from departmental expenditure and establishment of a **centralized pension accounting system**, ensuring transparency, equity, and accurate financial representation.

Such a reform will not only correct longstanding anomalies but also restore the true financial image of the Department of Posts as a vital instrument of national service and development.

CHAPTER – XXXIII

ANOMALY IN PAY FIXATION UNDER 7th CPC ARISING FROM RESTRICTIVE INTERPRETATION OF RULE 5 OF CCS (RP) RULES, 2016 VIS-À-VIS FUNDAMENTAL RULE 23

33.1 BACKGROUND AND CORE ISSUE

The Federation of National Postal Organisations (FNPO) respectfully submits a significant and long-pending anomaly in pay fixation under the CCS (Revised Pay) Rules, 2016, which has resulted in serious and continuing discrimination among similarly placed employees in the Department of Posts. This anomaly has arisen primarily due to the restrictive, inconsistent, and non-uniform interpretation of Rule 5 of the CCS (RP) Rules, 2016, coupled with the absence of harmonious application of Fundamental Rule 23 (FR 23), which provides for retention of pay until the next or subsequent increment.

In practice, these provisions have not been applied uniformly across the Department. As a result, similarly placed officials have been subjected to different methods of pay fixation depending solely on the date of promotion, particularly with reference to the cut-off date of 25.07.2016. This has led to unequal treatment and violation of fundamental principles of service jurisprudence, including equity, fairness, and consistency in pay determination.

33.2 NATURE OF DISCRIMINATION AND ADMINISTRATIVEINCONSISTENCY

The anomaly is evident in the differential treatment of employees promoted before and after 25.07.2016. Employees promoted prior to this date were permitted to exercise a beneficial option under FR 23 read with Rule 5, enabling them to retain their pay until the next or subsequent increment, thereby securing a higher stage of pay fixation. However, employees promoted on or after the said date have been denied the same benefit due to restrictive interpretation of the rules.

This has resulted in a permanent and recurring financial disadvantage to a large number of employees, including reduction in basic pay, cascading impact on allowances and pensionary benefits, and distortion of the senior–junior pay relationship. In several instances, juniors have drawn higher pay than seniors solely due to differences in date of promotion, which is contrary to established principles of equity.

The issue has also been subject to judicial scrutiny. The Hon'ble Central Administrative Tribunal, Hyderabad Bench, in OA No. 706/2021, observed that

there exists a lack of clarity in the interpretation of the term "subsequent increment" and highlighted the impropriety of unilateral restrictive interpretation by the administrative authorities.

Further, the Directorate had initially issued letters dated 07.10.2022 and 31.01.2023 permitting beneficial fixation. However, the subsequent withdrawal of these instructions vide letter dated 20.05.2024 has aggravated the situation, leading to recovery proceedings against employees who had received benefits in good faith. Such recoveries are not only unjust but also contrary to settled legal principles protecting employees from recovery of payments made without misrepresentation.

33.3 FNPO POSITION AND NEED FOR CORRECTIVE INTERVENTION

The Federation of National Postal Organisations (FNPO) strongly submits that the present situation reflects a serious administrative anomaly arising from inconsistent interpretation of statutory provisions. The restrictive application of Rule 5 in isolation, without due consideration of FR 23, has resulted in denial of legitimate benefits and violation of the principle of equal pay for equal work.

FNPO emphasizes that service rules must be interpreted in a harmonious and beneficial manner, ensuring that employees are not subjected to arbitrary financial disadvantage due to procedural or interpretational inconsistencies. The existence of a cut-off date leading to differential treatment among similarly placed employees is fundamentally unjust and requires immediate rectification.

The issue has widespread implications, affecting not only current employees but also pensioners, thereby necessitating urgent and comprehensive intervention at the policy level.

33.4 RECOMMENDATIONS TO THE 8TH CENTRAL PAY COMMISSION

In view of the above, FNPO strongly urges the 8th Central Pay Commission to recommend corrective measures to eliminate the anomaly and ensure uniform and equitable pay fixation.

It is proposed that Rule 5 of the CCS (RP) Rules, 2016 and Fundamental Rule 23 be interpreted harmoniously, without imposing any arbitrary cut-off date restriction, so as to allow all eligible employees to avail the benefit of retention of pay up to the next or subsequent increment. A one-time universal option may be granted to all affected employees to revise their pay fixation in a beneficial manner.

It is further submitted that all recoveries made or proposed to be made in respect of benefits granted earlier in good faith should be withdrawn, and complete protection of pay should be ensured. Uniform and clear

implementation guidelines should be issued across all Circles and units to eliminate ambiguity and ensure consistency.

An authoritative clarification from the Ministry of Finance may also be obtained to settle the issue conclusively and prevent further litigation.

33.5 CONCLUSION

The anomaly in pay fixation arising from the restrictive interpretation of Rule 5 vis-à-vis FR 23 has resulted in significant financial injustice, administrative inconsistency, and erosion of employee morale. The continued existence of such disparity undermines the principles of fairness and equality that form the foundation of Government service.

The 8th Central Pay Commission presents a critical opportunity to rectify this long-standing issue through clear, uniform, and equitable policy recommendations. FNPO, therefore, strongly appeals to the Commission to address this anomaly comprehensively, ensuring that all similarly placed employees are treated equally and that their legitimate financial entitlements are fully protected.

CHAPTER – XXXIV

LEAVE RESERVE IN THE DEPARTMENT OF POSTS – NEED FOR ENHANCEMENT TO ENSURE OPERATIONAL CONTINUITY AND EMPLOYEE WELFARE

34.1 EXISTING LEAVE RESERVE STRUCTURE AND OPERATIONAL DEFICIENCY

The issue of Leave Reserve (LR) in the Department of Posts is of critical importance in ensuring uninterrupted public service delivery and maintaining reasonable working conditions for employees. At present, the sanctioned strength of Leave Reserve in Post Offices is maintained at approximately 10 percent of the operative staff. However, this level has proven to be grossly inadequate in the context of current operational realities.

Field conditions clearly indicate that actual staff shortages in many offices frequently exceed 25 to 30 percent due to vacancies, sanctioned leave, deputations, training requirements, and other administrative factors. This mismatch between sanctioned Leave Reserve and actual requirement places severe strain on the existing workforce. As a consequence, officials are often unable to avail leave even in genuine and emergent situations, leading to fatigue, reduced efficiency, and decline in service quality.

34.2 HISTORICAL NORMS AND DEVIATION FROM ESTABLISHED PRINCIPLES

Historically, higher levels of Leave Reserve were envisaged under the P&T Manual, Volume IV. The prescribed norms provided for approximately 17 percent Leave Reserve in Post Offices, up to 20 percent in RMS units, and around 14 percent in administrative offices. These norms were based on the functional requirements of a service-oriented Department with time-bound operations.

Over time, however, the effective Leave Reserve has been reduced to around 10 percent without any corresponding revision of the underlying principles or consideration of increased workload and expanded service responsibilities. This reduction represents a significant deviation from established norms and has resulted in operational imbalance.

The 5th Central Pay Commission had also observed that Departments with a higher proportion of women employees should maintain an enhanced level of Leave Reserve. Despite this, no substantial revision has been undertaken in the Department of Posts.

34.3 IMPACT OF WELFARE MEASURES AND CHANGING WORKFORCE COMPOSITION

The inadequacy of Leave Reserve has been further aggravated by the introduction and expansion of welfare measures such as Child Care Leave (CCL) following the 6th Central Pay Commission. While these measures are essential for supporting employees, particularly women, their effective implementation is severely constrained due to the non-availability of substitute staff.

The increasing participation of women employees in the Department further strengthens the need for enhanced Leave Reserve. Without adequate manpower backup, welfare provisions remain largely theoretical, and employees are compelled to forego legitimate leave entitlements.

In addition, in many Post Offices, including those classified under LSG and higher categories, supervisory officials such as Postmasters are compelled to perform routine counter duties on a regular basis due to staff shortages. This not only undermines their supervisory role but also leads to extended working hours, administrative inefficiency, and deterioration in service quality.

34.4 FNPO POSITION AND OPERATIONAL JUSTIFICATION

The Federation of National Postal Organisations (FNPO) strongly submits that the current Leave Reserve structure is wholly inadequate and inconsistent with the operational realities of the Department of Posts. Unlike other Government Departments, the Department of Posts functions as a **frontline public service organization**, where services are time-bound, continuous, and non-deferrable.

The application of a uniform 10 percent Leave Reserve norm, as followed in other Departments, fails to account for the unique nature of postal operations, which include counter services, mail processing, financial transactions, and delivery obligations across urban and rural areas. The absence of adequate Leave Reserve directly affects both employee welfare and public service delivery.

FNPO emphasizes that Leave Reserve is not merely an administrative provision but a **critical operational requirement**, essential for maintaining continuity of services and ensuring humane working conditions.

34.5 STRONG RECOMMENDATION TO THE 8TH CENTRAL PAY COMMISSION

In view of the above, FNPO strongly urges the 8th Central Pay Commission to recommend enhancement of Leave Reserve in the Department of Posts to at least **20 percent of the operative staff strength** in Post Offices and equivalent operational units.

Such enhancement is fully justified in light of historical norms, increased workload, expansion of services, and evolving workforce composition. It will enable timely sanction of leave, ensure effective implementation of welfare measures, reduce excessive workload on existing staff, and improve overall operational efficiency.

The Commission is also requested to recognize the unique service character of the Department of Posts and recommend that Leave Reserve norms be **specifically tailored for postal operations**, rather than applying generalized standards applicable to other Departments.

34.6 CONCLUSION

The present Leave Reserve structure is inadequate to sustain the operational and welfare requirements of the Department of Posts. The resulting staff shortages, denial of leave, and overburdening of employees have serious implications for both employee well-being and service delivery.

Enhancement of Leave Reserve to 20 percent is not only justified but essential for ensuring operational continuity, maintaining service standards, and upholding the welfare of employees. The 8th Central Pay Commission provides an important opportunity to correct this longstanding deficiency.

FNPO, therefore, strongly appeals to the Commission to recommend immediate revision of Leave Reserve norms in line with the operational realities of the Department of Posts, thereby ensuring a balanced and efficient system that supports both employees and the public they serve.

CHAPTER – XXXV

FIVE-DAY WORK WEEK IN THE DEPARTMENT OF POSTS – INTERNATIONAL COMPARISON AND JUSTIFICATION BASED ON GLOBAL POSTAL PRACTICES

35.1 INTRODUCTION AND CONTEXT

The Federation of National Postal Organisations (FNPO) submits that the demand for implementation of a five-day work week for operative and field cadres in the Department of Posts is not merely an internal administrative requirement but a reform fully aligned with national standards, international best practices, and evolving work environments. While the Central Government has long adopted a five-day work week across its Ministries and Departments, the continuation of a six-day work schedule in postal operative units represents a persistent structural anomaly.

This anomaly assumes greater significance in the present era of digital transformation, increasing workload, and growing expectations from public service institutions. FNPO submits that the time has come for a decisive policy correction by the 8th Central Pay Commission.

35.2 INTERNATIONAL COMPARISON – GLOBAL AND ASIA-PACIFIC POSTAL PRACTICES

A comparative analysis of postal administrations globally, particularly within the Asia-Pacific region, clearly establishes that the five-day work week has become the accepted norm for postal employees. Countries such as Australia, Japan, Singapore, and South Korea have adopted modern work structures that prioritize employee welfare, operational efficiency, and service quality.

In Australia, Australia Post operates on a structured five-day work week for regular staff, with Saturday services managed through shift-based or compensated arrangements. Similarly, Japan Post and Singapore Post have adopted flexible and technology-driven service models that reduce dependency on physical counter operations, thereby enabling a balanced work schedule for employees.

Across the Asia-Pacific region, postal administrations have recognized that employee welfare, adequate rest, and work-life balance are critical components of efficient service delivery. Even in countries with high service demand and dense populations, postal systems have transitioned to five-day work structures supported by digital services, shift management, and operational rationalization.

In contrast, the Department of Posts in India continues to function with a six-day work week for operative cadres, placing it outside the global standard. This divergence not only affects employee welfare but also reflects a gap between India's postal system and international best practices, despite India being an active participant in global postal frameworks.

35.3 EVOLUTION OF POSTAL OPERATIONS – GLOBAL AND NATIONAL PERSPECTIVE

Postal services worldwide have undergone a significant transformation from manual, labour-intensive operations to technology-driven service platforms. In India, the Department of Posts has successfully implemented major digital initiatives, including Core Banking Solutions (CBS), India Post Payments Bank (IPPB), Aadhaar Enabled Payment Systems (AEPS), and e-commerce logistics integration.

This transformation has fundamentally altered the nature of work performed by operative cadres. The modern postal employee is required to handle real-time financial transactions, digital platforms, and multiple service channels simultaneously, requiring high levels of concentration, accountability, and accuracy.

International postal administrations have responded to similar transformations by restructuring work schedules, recognizing that digital operations demand **greater cognitive effort and structured recovery time**. The adoption of a five-day work week in these countries reflects a conscious policy decision to balance productivity with employee well-being.

35.4 FNPO POSITION – NEED FOR ALIGNMENT WITH GLOBAL STANDARDS

The Federation of National Postal Organisations (FNPO) strongly submits that the continued imposition of a six-day work week on operative postal employees is neither justified nor sustainable in the present context. When administrative staff within the Department of Posts itself are already functioning under a five-day regime, the continuation of a longer work schedule for field cadres creates internal inequity and undermines organizational cohesion.

FNPO emphasizes that the issue is not merely one of employee convenience but one of **institutional modernization and alignment with global standards**. The Department of Posts, as one of the largest public service organizations in the world, must adopt progressive practices that reflect international norms and enhance its competitiveness and efficiency.

The global experience clearly demonstrates that a well-rested workforce is more productive, accurate, and responsive. The five-day work week is therefore not a reduction in work but a **restructuring of work for improved outcomes**.

35.5 OPERATIONAL JUSTIFICATION IN THE INDIAN CONTEXT

In the Indian context, the feasibility of a five-day work week is further strengthened by the widespread adoption of digital services. A significant portion of postal services, including financial transactions, payments, and bookings, is now available through digital platforms and mobile applications, reducing dependence on physical counter operations.

The workload on Saturdays is comparatively lower across most post offices, and existing operational requirements can be effectively managed through rationalization of working hours during weekdays, shift adjustments in RMS units, and strategic deployment of staff.

Moreover, the current six-day work week imposes additional burden on employees in terms of commuting time, especially in metropolitan areas, and limits their ability to maintain work-life balance. This has implications for employee morale, retention, and overall efficiency.

35.6 STRONG RECOMMENDATION TO THE 8TH CENTRAL PAY COMMISSION

In view of the above, FNPO strongly urges the 8th Central Pay Commission to recommend the implementation of a **five-day work week for all operative and field cadres in the Department of Posts**, bringing them at par with administrative cadres and other Central Government employees.

Such a recommendation should include declaration of Saturday as a closed holiday, appropriate adjustment of working hours during weekdays to maintain the prescribed weekly working hours, and adoption of flexible operational mechanisms to ensure continuity of essential services.

The Commission is also requested to recognize the international practices followed in the Asia-Pacific region and globally, and to recommend that the Department of Posts align its working conditions with these standards.

35.7 CONCLUSION

The introduction of a five-day work week in the Department of Posts is a long-overdue reform that is fully justified on the grounds of administrative equity, operational efficiency, employee welfare, and global alignment. International postal administrations have already demonstrated that such a system enhances productivity, improves service quality, and strengthens organizational sustainability.

The continued adherence to a six-day work week places the Department at a disadvantage both internally and globally. The 8th Central Pay Commission has a historic opportunity to correct this anomaly and bring the Department of Posts in line with national and international standards.

FNPO, therefore, strongly appeals to the Commission to recommend this reform, recognizing it as a necessary step towards modernization, efficiency, and equitable working conditions for one of the largest and most critical public service workforces in the country.

CHAPTER – XXXVI

OVERTIME ALLOWANCE (OTA) IN THE DEPARTMENT OF POSTS – NEED FOR STRUCTURAL REFORM IN ALIGNMENT WITH CONSTITUTIONAL AND LABOUR PRINCIPLES

36.1 INTRODUCTION AND FUNDAMENTAL ISSUE

The Federation of National Postal Organisations (FNPO) submits that the issue of Overtime Allowance (OTA) in the Department of Posts must be examined not merely as a compensatory mechanism, but as a reflection of deeper structural deficiencies in manpower planning, workload distribution, and working conditions.

While OTA has traditionally been permitted as compensation for duties performed beyond prescribed working hours, its continued reliance in the Department of Posts indicates a systemic imbalance. In modern administrative and labour frameworks, overtime is not intended to substitute proper staffing or rational work scheduling. Instead, it is recognized as an exceptional measure to meet temporary or unforeseen operational requirements.

FNPO submits that the current dependence on OTA in postal operations is inconsistent with evolving principles of labour welfare, constitutional safeguards, and international work standards.

36.2 CONSTITUTIONAL AND LABOUR LAW PERSPECTIVE

The Constitution of India, particularly under Articles 21, 39, and 42, emphasizes the protection of human dignity, just and humane conditions of work, and reasonable working hours. These principles form the foundation of labour jurisprudence in India and are reflected in various labour laws governing working hours, rest periods, and overtime.

Indian labour laws, including provisions under the Factories Act and related statutes, clearly establish that overtime must be **limited, regulated, and compensated**, and cannot become a routine substitute for proper workforce management. The intent of these laws is to prevent exploitation, reduce excessive working hours, and ensure adequate rest for employees.

In this context, the continued dependence on overtime in the Department of Posts—arising from staff shortages, operational pressures, and extended working hours—raises concerns regarding compliance with the broader spirit of constitutional and labour welfare principles.

36.3 EXISTING OTA SYSTEM AND STRUCTURAL DEFICIENCIES

The present OTA framework in the Department of Posts, as detailed in existing regulations , is governed by strict procedural controls and limited eligibility. While these controls ensure financial discipline, they do not address the underlying causes that necessitate overtime.

Operational realities indicate that overtime arises not as an occasional requirement but as a **regular necessity**, driven by factors such as staff shortages, increasing workload, digital transaction demands, and multi-functional deployment of employees. This situation reflects a structural imbalance rather than an operational exception.

Further, the OTA rates are not adequately aligned with current pay structures, and eligibility is often determined by designation rather than actual duties performed, leading to inequity among employees.

36.4 FNPO POSITION – SHIFT FROM COMPENSATION TO STRUCTURAL CORRECTION

The Federation of National Postal Organisations (FNPO) strongly submits that the long-term solution to the issue of overtime does not lie in continued reliance on OTA, but in **systemic reforms aimed at reducing the need for overtime itself**.

FNPO emphasizes that excessive dependence on overtime is indicative of inadequate staffing, insufficient Leave Reserve, and improper workload distribution. Instead of normalizing overtime as a routine practice, efforts must be directed towards ensuring that work is completed within prescribed working hours through rational manpower planning and operational restructuring.

Where overtime becomes unavoidable due to statutory or emergency requirements, it must be compensated fairly in accordance with established labour principles. However, such instances should remain exceptions and not the norm.

36.5 OPERATIONAL AND ADMINISTRATIVE REFORMS REQUIRED

In the context of the Department of Posts, FNPO submits that several structural measures can significantly reduce the dependence on overtime. These include strengthening Leave Reserve, filling up vacancies in a time-bound manner, rationalizing workload distribution, and leveraging digital systems for efficient service delivery.

The adoption of a five-day work week, as proposed in earlier chapters, will also contribute to better work-life balance and improved productivity, thereby

reducing the need for extended working hours. Similarly, better scheduling of mail operations, transaction management, and shift-based deployment in RMS units can help optimize manpower utilization.

The objective should be to ensure that overtime is required only in exceptional circumstances, rather than being embedded in routine operations.

36.6 STRONG RECOMMENDATION TO THE 8TH CENTRAL PAY COMMISSION

In view of the above, FNPO strongly urges the 8th Central Pay Commission to recommend a **paradigm shift in the approach towards overtime in the Department of Posts**.

The Commission may consider recommending that overtime should not be treated as a regular operational tool but should be minimized through structural reforms, including adequate staffing, enhanced Leave Reserve, and rational work distribution. At the same time, in cases where overtime is unavoidable due to statutory requirements or public service exigencies, it should be compensated fairly and in accordance with labour law principles.

The Commission is also requested to emphasize that working hours in the Department of Posts must conform to constitutional principles of humane working conditions and reasonable work schedules, ensuring that employees are not subjected to excessive or continuous working hours.

36.7 CONCLUSION

Overtime Allowance, while necessary in limited circumstances, cannot be a substitute for sound administrative planning and equitable working conditions. The continued dependence on overtime in the Department of Posts reflects structural issues that require comprehensive policy intervention.

The principles enshrined in the Constitution of India and labour laws clearly mandate that employees must be provided with reasonable working hours, adequate rest, and fair treatment. Aligning postal operations with these principles is essential not only for employee welfare but also for long-term organizational efficiency.

FNPO, therefore, strongly appeals to the 8th Central Pay Commission to recommend structural reforms aimed at minimizing the need for overtime, ensuring compliance with constitutional and labour standards, and creating a balanced and sustainable work environment in the Department of Posts.

CHAPTER – XXXVII

ANOMALY IN PAY FIXATION UNDER 7th CPC ARISING FROM RESTRICTIVE INTERPRETATION OF RULE 5 OF CCS (RP) RULES, 2016 VIS-À-VIS FUNDAMENTAL RULE 23 – NEED FOR UNIFORM AND LEGALLY SUSTAINABLE RESOLUTION

37.1 BACKGROUND AND CORE ISSUE

The Federation of National Postal Organisations (FNPO) respectfully submits a significant and long-pending anomaly in pay fixation under the CCS (Revised Pay) Rules, 2016, which has resulted in serious and continuing discrimination among similarly placed employees in the Department of Posts. This anomaly has arisen due to the restrictive and inconsistent interpretation of Rule 5 of the CCS (RP) Rules, 2016, in isolation, without due and harmonious application of Fundamental Rule 23 (FR 23), which provides for retention of pay until the next or subsequent increment.

In practice, these provisions have not been applied uniformly across the Department. As a result, similarly placed officials have been subjected to different pay fixation outcomes solely on the basis of the date of promotion, particularly with reference to the cut-off date of 25.07.2016. This has created an artificial and unjust classification among employees performing identical duties under identical service conditions.

37.2 NATURE OF DISCRIMINATION AND LEGAL POSITION

Employees promoted prior to 25.07.2016 were permitted beneficial pay fixation by exercising option under FR 23 read with Rule 5, thereby enabling them to retain their pay up to the next or subsequent increment and secure a higher stage of fixation. However, employees promoted on or after the said date have been denied similar benefit due to restrictive administrative interpretation.

This has resulted in permanent financial loss, including reduction in basic pay, cascading adverse impact on allowances and pensionary benefits, and distortion of the senior–junior pay relationship. In several instances, juniors are drawing higher pay than seniors, which is in clear violation of the established principle of **equal pay for equal work**.

The issue has also been subjected to judicial scrutiny. The Hon'ble Central Administrative Tribunal, Hyderabad Bench, in OA No. 706/2021, observed lack of clarity in the interpretation of the term "subsequent increment" and questioned the unilateral and restrictive interpretation adopted by the

Department. The Tribunal's observations clearly indicate that the current approach is not legally sustainable.

Further, the Directorate had earlier issued clarificatory instructions dated 07.10.2022 and 31.01.2023 permitting beneficial fixation. However, the subsequent withdrawal of these instructions vide letter dated 20.05.2024 has aggravated the issue and resulted in recovery proceedings from employees who had been granted benefits in good faith. Such recoveries are contrary to well-settled legal principles laid down by the Hon'ble Supreme Court, which prohibit recovery of excess payments made without misrepresentation or fraud on the part of employees.

37.3 FNPO POSITION AND RISK OF CONTINUED LITIGATION

The Federation of National Postal Organisations (FNPO) strongly submits that the present situation reflects a serious administrative anomaly with significant legal implications. The absence of a uniform and legally sound interpretation has led to widespread dissatisfaction, financial hardship, and an increasing number of court cases.

If the anomaly is not resolved comprehensively, it will inevitably lead to **continued litigation across the country**, placing unnecessary burden on both employees and the Government. This will not only result in administrative complications but also lead to avoidable expenditure of public resources and prolonged uncertainty in service conditions.

FNPO emphasizes that policy clarity and uniformity at this stage will prevent future disputes and ensure stability in pay structure across the Department.

37.4 STRONG RECOMMENDATION TO THE 8TH CENTRAL PAY COMMISSION

In view of the above, FNPO strongly urges the 8th Central Pay Commission to make a **clear, categorical, and legally sustainable recommendation** to resolve this anomaly once and for all.

It is submitted that Rule 5 of the CCS (RP) Rules, 2016 and Fundamental Rule 23 must be interpreted harmoniously, without any arbitrary cut-off date, so as to extend the benefit of retention of pay up to the next or subsequent increment to all eligible employees, irrespective of the date of promotion. A one-time universal option should be provided to all affected employees to revise their pay fixation in a beneficial manner.

Further, all recoveries made or proposed to be made in respect of benefits granted earlier in good faith must be withdrawn, and full protection of pay should be ensured. Uniform implementation guidelines should be issued across all Circles and units to eliminate ambiguity and ensure consistency in application.

An authoritative clarification from the Ministry of Finance may also be obtained to settle the issue conclusively, thereby preventing recurrence of disputes.

37.5 CONCLUSION

The anomaly in pay fixation arising from the restrictive interpretation of Rule 5 vis-à-vis FR 23 has resulted in financial injustice, administrative inconsistency, and erosion of employee confidence. The existence of such disparity is not only inequitable but also legally unsustainable in light of judicial observations and established service jurisprudence.

The 8th Central Pay Commission has a crucial opportunity to address this issue comprehensively by recommending a uniform, fair, and legally sound framework. Such intervention will not only protect employee interests but also safeguard the Government from prolonged litigation and administrative complications.

FNPO, therefore, strongly appeals to the Commission to recommend immediate corrective measures, ensuring uniformity, fairness, and final resolution of this long-standing anomaly, thereby preventing future disputes and promoting stability in service conditions.

CHAPTER – XXXVIII

JOB EVALUATION OF POSTAL ACCOUNTS STAFF AND JUSTIFICATION FOR PAY STRUCTURE REVISION

38.1 INTRODUCTION AND IMPORTANCE OF POSTAL ACCOUNTS FUNCTION

The Federation of National Postal Organisations (FNPO) submits that the Postal Accounts Organisation plays a pivotal role in maintaining the financial integrity, accountability, and operational efficiency of the Department of Posts. The functions performed by these offices are analogous to those carried out by organized accounts departments across the Government of India, including audit and accounts systems under the Comptroller and Auditor General.

Postal Accounts Offices are responsible for financial scrutiny, expenditure control, reconciliation of accounts, compliance monitoring, and support to audit functions. The efficiency of the Department's financial management is directly dependent on the competence and effectiveness of these cadres. As established in comparative frameworks, the strength of any Government system is intrinsically linked to the robustness of its accounts and audit mechanism .

38.2 STRUCTURAL POSITION AND CADRE COMPOSITION

The Postal Accounts Organisation comprises Multi-Tasking Staff, Lower Division Clerks, Junior Accountants, and Senior Accountants, forming a structured hierarchy responsible for handling various levels of financial operations. The post of Junior Accountant is filled through competitive examinations requiring graduate-level qualifications, similar to recruitment in other organized accounts departments.

Junior Accountants perform core accounting functions, including scrutiny of transactions, reconciliation, and adherence to financial rules, while Senior Accountants handle supervisory responsibilities, financial analysis, compliance verification, and coordination with audit authorities. These roles are functionally comparable to Auditor and Senior Auditor cadres in organized accounts services.

38.3 JOB EVALUATION – NATURE, COMPLEXITY AND RESPONSIBILITY

A comprehensive job evaluation of Postal Accounts staff clearly establishes that their duties extend far beyond routine clerical functions. The work involves application of accounting principles, interpretation of complex financial rules, analytical decision-making, and responsibility for public funds.

The environment in which these employees operate demands high levels of accuracy, accountability, and professional competence. Officials are required to detect irregularities, ensure compliance with statutory provisions, and maintain financial discipline across the Department.

With the advent of digital systems such as Core Banking Solutions (CBS) and integrated financial platforms, the complexity of work has increased significantly. Real-time data processing, system-based accounting, and integration with multiple financial services have enhanced both responsibility and risk. Errors are no longer localized but have system-wide implications, further increasing the importance of precision and expertise.

38.4 PARITY WITH OTHER ACCOUNTS ORGANISATIONS

The principle of horizontal relativity mandates that employees performing similar functions across departments should receive comparable pay. However, the Postal Accounts cadres have not maintained parity with analogous cadres in organized accounts departments such as the Indian Audit and Accounts system.

Despite performing equivalent functions, Junior Accountants and Senior Accountants in Postal Accounts remain at lower pay levels compared to their counterparts. This disparity has widened over successive Pay Commissions, resulting in imbalance in pay structure, reduced attractiveness of the cadre, and difficulty in retaining skilled personnel.

The comparative analysis clearly demonstrates that while duties, qualifications, and responsibilities are similar, the compensation structure has not been aligned, leading to violation of established principles of pay determination.

38.5 IMPACT OF DIGITAL TRANSFORMATION AND WORKLOAD EXPANSION

The transformation of postal operations into a digital and integrated financial system has significantly increased the workload and complexity of tasks performed by Postal Accounts staff. The shift from manual accounting to real-

time digital systems requires continuous skill upgradation, technical proficiency, and enhanced accountability.

Employees are now responsible for handling high-volume transactions, ensuring accuracy in digital platforms, and maintaining compliance in a technology-driven environment. Despite these increased responsibilities, there has been no commensurate improvement in pay structure or service conditions.

38.6 CAREER PROGRESSION AND STRUCTURAL DEFICIENCIES

The existing cadre structure suffers from limited promotional avenues, resulting in stagnation and reduced motivation among employees. The progression from Lower Division Clerk to Junior Accountant and from Junior Accountant to Senior Accountant does not adequately reflect the increase in responsibilities.

There is also a noticeable compression in pay levels between these cadres, which undermines hierarchical integrity and reduces incentives for career advancement. A rational and structured career progression system is essential to maintain efficiency and attract competent personnel.

38.7 FNPO POSITION AND JUSTIFICATION FOR REVISION

The Federation of National Postal Organisations (FNPO) strongly submits that the current pay structure of Postal Accounts cadres does not reflect the nature, complexity, and importance of the duties performed. The disparity with other accounts organizations, increased workload due to digital transformation, and stagnation in career progression necessitate immediate revision.

FNPO emphasizes that strengthening the Accounts cadre is not merely a matter of employee welfare but a strategic requirement for ensuring financial discipline, preventing irregularities, and improving governance within the Department of Posts.

38.8 STRONG RECOMMENDATION TO THE 8TH CENTRAL PAYCOMMISSION

In view of the above, FNPO strongly urges the 8th Central Pay Commission to undertake a comprehensive job evaluation of Postal Accounts cadres and recommend appropriate revision of pay structure.

It is submitted that parity with organized accounts services must be restored by upgrading the pay levels of Junior Accountants and Senior Accountants in

line with their functional counterparts. The pay structure should be rationalized to reflect qualifications, responsibilities, and workload.

Further, a structured career progression framework should be introduced to eliminate stagnation and provide clear promotional avenues. Appropriate allowances may also be considered to compensate for the nature of work involving high concentration, accountability, and digital operations.

38.9 CONCLUSION

The Postal Accounts Organisation forms the backbone of financial governance within the Department of Posts. The effectiveness of financial management, compliance, and audit functions is directly dependent on the strength of this cadre.

The existing disparities in pay structure, increased workload, and limited career progression have created an imbalance that requires urgent correction. The 8th Central Pay Commission presents a crucial opportunity to restore parity, ensure fairness, and strengthen the financial framework of the Department.

FNPO, therefore, strongly appeals to the Commission to recommend a comprehensive revision of the pay structure and service conditions of Postal Accounts staff, recognizing their critical role in maintaining financial integrity and supporting national service delivery.

CHAPTER – XXXIX

HEALTHCARE REFORMS FOR POSTAL EMPLOYEES AND PENSIONERS – NEED FOR UNIVERSAL CASHLESS TREATMENT AND QUALITY MEDICAL ASSURANCE IN THE DEPARTMENT OF POSTS

39.1 INTRODUCTION – HEALTHCARE AS A FUNDAMENTAL RIGHT FOR POSTAL EMPLOYEES

The Federation of National Postal Organisations (FNPO) submits that access to quality healthcare is an essential component of the right to life guaranteed under Article 21 of the Constitution of India. Postal employees and pensioners of the Department of Posts, who serve across diverse and often challenging geographical conditions including rural, remote, and underserved areas, are entitled to a healthcare system that ensures dignity, accessibility, and timely treatment without financial hardship.

In the present scenario, the cost of treatment in corporate hospitals has increased significantly, particularly for critical illnesses such as cardiac conditions, cancer, kidney failure, and neurological disorders. Postal employees, especially those serving in field units, are often posted in areas where advanced medical facilities are not readily available, making them more dependent on private and corporate healthcare institutions. However, the existing system continues to suffer from serious structural limitations, exposing employees and pensioners to financial and procedural hardship.

39.2 PRESENT CHALLENGES AND SYSTEMIC GAPS IN THE POSTAL CONTEXT

Despite the integration of postal medical facilities with Central Government healthcare mechanisms, a large number of postal employees and pensioners remain outside the effective coverage of accessible healthcare, particularly those working in rural and semi-urban regions. The Department of Posts has one of the widest field networks in the country, and a majority of its workforce operates away from major urban centers where such facilities are concentrated.

As a result, postal employees are frequently compelled to seek treatment in private hospitals by arranging substantial funds in advance. Reimbursement procedures are often prolonged and involve multiple levels of verification, leading to delays and uncertainty. In emergency situations, this creates a critical gap where access to life-saving treatment becomes dependent on immediate financial capability.

Postal pensioners, many of whom reside in remote areas after retirement, face even greater challenges due to age-related health issues, lack of nearby empanelled hospitals, and procedural complexities in availing benefits.

39.3 DATA INDICATING FINANCIAL BURDEN AND DELAYS FOR POSTAL EMPLOYEES

Field-level experience within the Department of Posts indicates that the financial burden on postal employees has increased substantially due to rising healthcare costs. Typical treatment expenses faced by postal employees and pensioners include:

- Cardiac procedures such as angioplasty or bypass surgery costing between ₹2.5 lakh to ₹6 lakh
- Cancer treatment ranging from ₹5 lakh to ₹15 lakh depending on stage and protocol
- Regular dialysis for kidney failure costing ₹30,000 to ₹50,000 per month
- Neurosurgical procedures costing ₹4 lakh to ₹10 lakh or more

In contrast, reimbursement timelines for postal employees frequently extend from **2 to 6 months or even longer**, depending on administrative processing and documentation requirements. In many cases, partial disallowances, audit objections, and procedural clarifications further delay final settlement.

This creates a severe imbalance where postal employees are required to bear **immediate high medical expenses**, while reimbursement is delayed, resulting in financial stress, indebtedness, and in some cases, postponement of treatment.

39.4 REAL-LIFE CASE SCENARIOS FROM POSTAL EMPLOYEES (ILLUSTRATIVE)

A Postal Serving employee working in a subdivision suffered a sudden cardiac emergency and was taken to a nearby private hospital. Due to absence of cashless facility, the hospital insisted on immediate deposit before initiating treatment, causing delay and complications.

A retired postal employee undergoing cancer treatment faced difficulty due to restrictions on prescribed medicines, resulting in repeated health complications and additional expenses.

In another instance, a postal employee's family had to arrange funds through borrowing for emergency neurosurgery due to lack of immediate financial support, despite eventual reimbursement.

Such cases are not isolated but represent the **systemic reality faced by postal employees and pensioners**, particularly those serving outside major cities.

39.5 CRITICAL ISSUE – QUALITY OF TREATMENT AND MEDICAL AUTONOMY

FNPO strongly submits that cost-control mechanisms must not compromise treatment quality for postal employees. The rigid enforcement of generic medicines without adequate consideration of clinical effectiveness raises serious concerns, particularly in life-threatening conditions such as kidney disease, cardiac ailments, cancer, and neurological disorders.

Postal employees, who often seek treatment in private hospitals due to lack of nearby Government facilities, require flexibility in medical prescriptions. Doctors must be empowered to prescribe medicines based on clinical necessity rather than administrative restrictions.

Any compromise in quality of treatment directly affects recovery, increases long-term costs, and poses a risk to life.

39.6 LEGAL POSITION – RIGHT TO HEALTH APPLICABLE TO GOVERNMENT EMPLOYEES

The Hon'ble Supreme Court has consistently upheld the Right to Health as part of the Right to Life under Article 21. In Paschim Banga Khet Mazdoor Samity v. State of West Bengal, the Court held that timely medical treatment is a constitutional obligation of the State. In Consumer Education and Research Centre v. Union of India, the right to health of workers was recognized as fundamental. In State of Punjab v. Mohinder Singh Chawla, it was held that the Government must bear medical expenses of employees. In Parmanand Katara v. Union of India, immediate medical aid was declared mandatory to preserve life.

These judgments are directly applicable to postal employees, reinforcing that **access to timely and quality healthcare is a legal right and not a discretionary benefit**.

39.7 FNPO POSITION – NEED FOR POSTAL-SPECIFIC HEALTHCARE FRAMEWORK

The Federation of National Postal Organisations (FNPO) strongly asserts that the healthcare needs of postal employees must be addressed through a **dedicated, robust, and postal-specific framework**, taking into account their unique service conditions, geographical dispersion, and operational challenges.

Postal employees serve in remote villages, hilly regions, and underserved areas where healthcare access is limited. Therefore, the system must be designed to ensure **universal accessibility, immediate financial protection, and quality treatment irrespective of location**.

39.8 STRONG RECOMMENDATION TO THE 8TH CENTRAL PAY COMMISSION

FNPO strongly urges the 8th Central Pay Commission to recommend a comprehensive and transformative healthcare system specifically addressing the needs of postal employees and pensioners.

It is proposed that universal and pan-India cashless treatment be ensured for all postal employees and pensioners across empanelled hospitals, including reputed corporate hospitals. The network must be expanded to cover rural and semi-urban areas where a majority of postal employees are posted.

A comprehensive health insurance component may be introduced to cover high-cost treatments. Emergency treatment must be made fully cashless without procedural delay. Doctors must be given full autonomy in prescribing medicines, especially in critical illnesses, without rigid restrictions.

Special simplified provisions must be made for postal pensioners to ensure ease of access and timely treatment.

39.9 CONCLUSION – PROTECTING THE LIFE OF POSTAL EMPLOYEES

Postal employees are the backbone of public service delivery, working under challenging conditions to ensure connectivity, financial inclusion, and delivery of Government services across the country. Their health and well-being are critical to the functioning of the Department.

Healthcare policy must reflect the principle that **no postal employee or pensioner should be denied or delayed treatment due to financial or**

procedural constraints. The current system, with its delays and limitations, exposes them to unnecessary risk.

The 8th Central Pay Commission has a historic opportunity to introduce a humane, equitable, and efficient healthcare system tailored to the needs of postal employees.

FNPO, therefore, strongly appeals that the Commission recommend a framework that prioritizes life, ensures quality medical care, and eliminates financial barriers, thereby fulfilling the constitutional mandate and safeguarding the dignity and well-being of postal employees and pensioners

CHAPTER – XL

ALLOWANCES: COMPREHENSIVE REVIEW, COMPARATIVE ANALYSIS AND RECOMMENDATIONS FOR THE 8th CENTRAL PAY COMMISSION

40.1 INTRODUCTION

Allowances constitute an essential component of the overall compensation structure of Central Government employees. They are designed to compensate for specific job-related conditions such as risk exposure, skill requirements, working environment, cost of living, and additional responsibilities. Unlike basic pay, allowances serve as targeted financial support mechanisms that ensure equity, efficiency, and functional effectiveness in public service delivery.

However, after the implementation of the **7th Central Pay Commission (CPC)**, a significant number of allowances were either abolished, subsumed, or converted into fixed lump-sum amounts without any provision for periodic revision. This has led to a steady erosion in their real value due to inflation and changing economic conditions.

The **Postal officials** are highly operational and service-intensive sector.

Employees in these cadres are subjected to:

- Continuous and time-bound operational duties
- Financial accountability involving public money and valuables
- Physical strain and adverse working conditions
- High levels of public interaction and service pressure

Despite these demanding conditions, the allowance structure applicable to Postal employees remains outdated, inconsistent, and inadequate.

40.2 NEED FOR A COMPREHENSIVE REVISION OF ALLOWANCES

40.2.1 Erosion of Real Value

Most allowances continue to be paid as fixed amounts without linkage to inflation. Over time, their real value has significantly diminished, rendering them ineffective as compensatory tools.

40.2.2 Absence of Automatic Revision Mechanism

Unlike Dearness Allowance (DA), most allowances lack a built-in mechanism for periodic revision. This results in stagnation despite rising costs of living and increased job demands.

40.2.3 Inter-Departmental Disparities

There exist glaring disparities between departments performing similar functions. For example, in the Department of Posts, Treasurers handling substantial cash and valuables are paid less than their counterparts in administrative offices and RMS units, despite higher responsibilities.

40.2.4 Non-Implementation of Pay Commission and Arbitration Awards

Several recommendations of earlier Pay Commissions and awards of the Board of Arbitration have either not been implemented or have been discontinued without justification.

40.2.5 Increased Workload Without Compensation

Due to staff shortages and operational pressures, employees are often required to work beyond prescribed hours without adequate compensation, leading to financial and physical strain.

40.3 COMPARATIVE ANALYSIS: CURRENT POSITION AND PROPOSED REFORMS

A comparative overview of major allowances is presented below:

Sl. No.	Allowance	6th CPC Position	7th CPC (Current Position)	Proposed 8th CPC
1	**Dearness Allowance (DA)**	Based on 12-month CPI average; revised twice yearly	Continued same system; rounding off leads to loss	6-month average; point-to-point calculation; no rounding loss; merge with pay at 25%

2	**Cash Handling Allowance**	Recommended doubling; no parity between PO & RMS cashiers	Continued disparity; very low rates (₹240–₹600)	Uniform across PO, RMS, MMS; minimum **10% of Basic Pay**; treated as Special Pay
3	**Split Duty Allowance**	Recommended doubling	Not fully implemented; still ~₹100/month	₹600–₹1000/month; DA-linked; conditions relaxed
4	**Outstation Allowance (OSA)**	Existing but low; no systematic revision	Continued without realistic enhancement	Linked with Daily Allowance (TA Rules); automatic revision every 3 years
5	**Postman Extra Duty Compensation**	Very low fixed rates	Continued at ₹29 / ₹43 per day	₹300 (normal duty); ₹600 (holiday duty); DA-linked
6	**Savings Bank (SB) Allowance**	₹30–₹60; linked to aptitude test	No significant revision	Minimum **10% of Basic Pay**; extend to Supervisors & SBCO; remove aptitude test
7	**Transport Allowance**	Moderate rates; linked with DA	Rationalised; not sufficient vs fuel costs	Increase by **3 times**; DA-linked
8	**House Rent Allowance (HRA)**	30%, 20%, 10% (pre-revised approx.)	27%, 18%, 9%	40%, 35%, 30%; DA-linked; extend to pensioners

9	**Risk & Hardship Allowance**	Limited categories	Rationalised under matrix	Minimum ₹10,000/month; extend to Postal operational staff
10	**Night Duty Allowance**	Pay-based calculation	Pay ceiling imposed	Remove ceiling; calculate on actual Basic Pay + DA
11	**Overtime Allowance (OTA)**	Limited coverage	Mostly discontinued / restricted	Hourly OT for all staff based on Basic Pay + DA
12	**Children Education Allowance (CEA)**	Limited amount; basic coverage	Increased but insufficient	₹10,000/month per child; up to PG level; hostel ₹35,000
13	**Uniform / Dress Allowance**	Limited categories	Continued with minor revision	Extend to all eligible Postal staff; increase by 3 times
14	**Sumptuary Allowance (Postmasters)**	Not structured	Not provided formally	₹600–₹1200 based on office grade
15	**Additional Qualification Allowance**	Not available	Not available	10% of Basic Pay for higher qualification
16	**City Compensatory Allowance (CCA)**	Available	Abolished	Restore CCA or merge with enhanced Transport Allowance

17	**Daily Allowance (TA)**	Moderate rates	Revised but inadequate	Increase by 3 times; DA-linked / Despense submission of Travel Ticket
18	**Department-Specific Allowances**	Existing in various forms	Many abolished/subsumed	Restore & allow department-wise flexibility
19	**Hospitalty Allowance for LSG/HSG officie Post Masters**	Not available	Not available	LSG-500/HSG II -1000/HSG I-2000

40.04 CONCLUSION

The allowance structure applicable to Postal Officials constitutes a vital component of their overall compensation framework. Postal employees play a pivotal role in ensuring the efficient functioning of the Department of Posts, delivering essential communication, financial, and public services across the country under diverse and often challenging conditions.

As highlighted in the preceding sections, the existing allowance system—largely based on the recommendations of the 7th Central Pay Commission—has become outdated, inadequate, and misaligned with present-day requirements. Many allowances have remained stagnant, lost their real value due to inflation, or have been discontinued without adequate justification or suitable replacement. The absence of a systematic and automatic revision mechanism has further compounded these issues, resulting in financial strain and reduced effectiveness of allowances as compensatory tools.

Postal Officials are entrusted with a wide range of responsibilities that involve operational efficiency, financial accountability, public service delivery, and adherence to strict timelines. The nature of their duties often entails physical effort, mental stress, and high levels of responsibility. However, the current allowance framework does not adequately reflect these realities, nor does it

ensure parity with similarly placed employees in other Central Government departments.

In this context, the 8th Central Pay Commission is earnestly requested to undertake a **comprehensive and rational restructuring of allowances for Postal Officials**, guided by the principles of equity, transparency, and functional relevance. The following key measures are proposed:

- **Indexation of all allowances with Dearness Allowance (DA)** to safeguard against erosion in real value
- **Substantial enhancement of existing allowances** to align with current economic conditions
- **Restoration of discontinued allowances**, including Overtime Allowance and City Compensatory Allowance
- **Removal of ceilings and restrictive provisions**, particularly in Night Duty and Overtime Allowances
- **Ensuring uniformity and parity** across all categories and units within the Department
- **Introduction of new allowances** reflecting evolving responsibilities, technological advancements, and service demands
- **Conversion of critical allowances into pay elements**, wherever justified, for long-term financial security

A well-structured and dynamic allowance system will not only provide financial relief but will also enhance morale, efficiency, and accountability among Postal Officials. It will contribute significantly to strengthening public service delivery and improving the overall performance of the Department.

In conclusion, it is respectfully submitted that the Honourable 8th Central Pay Commission may kindly consider these recommendations and introduce a **fair, equitable, and forward-looking allowance framework for Postal Officials**, commensurate with their essential contribution to the nation's communication and service infrastructure.

CHAPTER – XLI

Special Provisions for Divyang (Persons with Disabilities)

Employees in Department of Posts

41.1 Background and Context

It is respectfully submitted that employees with disabilities (Divyangjan) serving in the Department of Posts, particularly in the cadres of Multi-Tasking Staff (MTS), Postman, and Postal Assistant, constitute an essential and committed segment of the workforce and contribute significantly to the operational efficiency of postal services across the country. These employees continue to perform their duties within a system that is predominantly structured for able-bodied personnel, thereby placing them at a structural disadvantage that is continuous and systemic in nature rather than incidental. The operational environment of the Department, especially in delivery networks, Railway Mail Service (RMS), and Mail Motor Service (MMS), involves physical exertion, outdoor duties, handling of mail loads, and strict adherence to timelines. For Divyang employees, the performance of such duties necessitates additional physical effort, adaptive strategies, and sustained mental resilience, none of which are adequately recognised within the existing service framework. The principle of substantive equality, as embodied in the Rights of Persons with Disabilities Act, 2016 and reinforced through Government instructions such as DoPT O.M. No. 36035/02/2017-Estt.(Res) dated 15.01.2018 (reservation and implementation framework post-RPwD Act), mandates that equality must be achieved through reasonable accommodation and equitable adjustments rather than identical treatment, thereby necessitating a re-examination of existing service conditions in the Department of Posts.

41.2 Constitutional and Legal Position

The rights of persons with disabilities are firmly anchored in the constitutional framework of India under Articles 14, 16, and 21. The Hon'ble Supreme Court, through landmark judgments such as Jeeja Ghosh v. Union of India, Rajive Raturi v. Union of India, and Vikash Kumar v. UPSC, has consistently affirmed the principles of dignity, accessibility, and reasonable accommodation. These principles are further operationalised through DoPT O.M. No. 36035/3/2004-Estt.(Res) dated 29.12.2005 and subsequent consolidated instructions, which

emphasise non-discrimination and equal opportunity in public employment. The legal position thus clearly establishes that service rules must be applied with flexibility to prevent disadvantage to persons with disabilities and to ensure substantive equality.

41.3 Existing Policy Framework and Identified Gaps

The policy framework governing service conditions of Central Government employees, including those with disabilities, is administered by the Department of Personnel and Training. While provisions exist for reservation, protection, and certain accommodations, a critical gap persists in career progression policies. The Modified Assured Career Progression Scheme, introduced vide DoPT O.M. No. 35034/3/2008-Estt.(D) dated 19.05.2009 and subsequently clarified through O.M. dated 22.10.2019, links financial upgradation with the acceptance of promotion. However, these instructions do not provide any specific exemption for Divyang employees who are unable to accept promotion due to disability-related constraints. Further, DoPT O.M. No. 36035/02/2017-Estt.(Res) and O.M. dated 08.02.2021 (consolidated instructions on reservation and concessions for PwBD) recognise reasonable accommodation but do not explicitly address MACP-related inequities, resulting in structural gaps in implementation.

41.4 Nature of Operational and Service-Related Challenges

Divyang employees in operational postal cadres face multifaceted challenges that impact both performance and career progression. Despite Government instructions such as DoPT O.M. No. 25011/1/2008-Estt.(A) dated 19.11.2014 (guidelines on posting of persons with disabilities near native place) and O.M. No. 42011/3/2014-Estt.(Res) dated 01.12.2015 (facilities and concessions for PwDs), practical implementation remains inconsistent. Employees experience difficulty in performing physically demanding duties such as mail delivery, handling heavy bags, and prolonged standing, while infrastructural deficiencies persist due to incomplete compliance with accessibility standards mandated under the RPwD Act. Administrative rigidity in duty allocation, transfer, and promotion policies further exacerbates these challenges, leading to denial or deferment of financial progression and adverse performance assessment. The cumulative effect results in psychological stress, reduced morale, and marginalisation, which undermines both employee welfare and organisational efficiency.

41.5 MACP Linked Promotion Condition – Core Issue

Under the existing MACP framework, refusal of promotion results in deferment of financial upgradation, as clarified in DoPT O.M. No. 35034/3/2008-Estt.(D) and subsequent clarifications dated 04.10.2012 and 22.10.2019. While this provision ensures career mobility in general cases, it fails to account for the unique circumstances of Divyang employees. In practice, refusal of promotion by such employees is often compelled by medical restrictions, lack of accessibility at higher posts, or transfer to unsuitable locations, as also recognised in DoPT guidelines on reasonable accommodation. The absence of a specific exemption results in indirect discrimination, effectively penalising employees for their disability, which is inconsistent with both the RPwD Act and judicial principles laid down in Vikash Kumar v. UPSC.

41.6 Proposed Reform in MACP Framework

In view of the above, it is strongly recommended that a specific provision be introduced within the MACP Scheme granting exemption to Divyang employees from the condition of accepting promotion. Refusal of promotion should be formally recognised as "compelled refusal" when supported by medical certification and administrative verification, in line with the spirit of DoPT O.M. dated 08.02.2021 on reasonable accommodation. Financial upgradation should be granted purely on the basis of length of service, without linkage to promotion, and without any adverse consequences in APAR, vigilance status, or service records. Alternative career progression mechanisms such as in-situ promotion and non-functional upgradation may be introduced, drawing parallels from existing Central Government practices in other cadres. Administrative safeguards including time-bound disposal, clear eligibility criteria, and periodic review should be incorporated to ensure transparency and accountability.

41.7 Comprehensive Welfare and Support Measures

In addition to structural reforms, a comprehensive welfare framework is required. Existing Government provisions such as DoPT O.M. No. 21/5/2017-Estt.(Pay-II) dated 15.07.2020 (transport allowance at higher rates for PwDs) and earlier orders on special conveyance allowance provide partial support but are insufficient in operational environments like the Department of Posts. It is therefore proposed that a special compensatory allowance be introduced, along with rationalisation of duties, provision of assistive technologies, and full implementation of accessibility standards as mandated under the RPwD Act and related Government notifications. Posting and transfer policies should

strictly adhere to DoPT guidelines ensuring posting near residence, while flexible work arrangements and additional leave provisions should be institutionalised. A disability-neutral APAR system must also be implemented, supported by training and sensitisation of reporting officers, in line with DoPT instructions on fair assessment practices.

41.8 Institutional Implementation Mechanism

Effective implementation requires issuance of detailed instructions by the Department of Posts in alignment with DoPT policies and statutory provisions. Disability Welfare Committees may be constituted at Circle level, as envisaged under Government guidelines for grievance redressal of PwDs. Regular monitoring, reporting, and audit of compliance with accessibility and accommodation norms should be undertaken. Capacity-building programmes for supervisory officers must be conducted to ensure proper understanding and uniform application of policies across all postal units.

41.9 Recommendations to the 8th Central Pay Commission

In light of the foregoing, it is earnestly urged that the 8th Central Pay Commission consider introducing a statutory exemption within the MACP framework for Divyang employees, issue directions for uniform implementation of welfare measures across all Central Government departments, and ensure alignment of service rules with the provisions of the Rights of Persons with Disabilities Act, 2016 and DoPT instructions. The Commission may also recommend incorporation of enforceable timelines and accountability mechanisms to ensure effective implementation.

41.10 Concluding Submission

The issue under consideration represents not merely an administrative concern but a fundamental question of constitutional commitment to equality and dignity. A framework that results in penalisation of employees on account of disability is inconsistent with the principles of a welfare state and contrary to established Government policy and judicial interpretation. It is therefore imperative to adopt a progressive and legally compliant approach that ensures that Divyang employees are provided with equitable opportunities, necessary support, and a dignified working environment. True equality lies in recognising differences and addressing them through appropriate institutional mechanisms so that every employee is enabled to contribute effectively to public service.

CHAPTER – XLII

Uniform and Automatic Implementation of Judicial Decisions Across Government Employees

42.1 Introduction

It is respectfully submitted that a persistent and systemic issue exists across Government Departments, including the Department of Posts, relating to the non-uniform implementation of judicial decisions in service matters. Despite issues attaining finality through judgments of competent Courts, the benefits arising from such decisions are often extended only to those employees who have approached judicial forums, while other employees who are identically placed in terms of facts, service conditions, and legal position are denied the same relief. This practice has resulted in widespread inequity and has compelled numerous employees to initiate repetitive and avoidable litigation merely to secure benefits that have already been recognized by Courts of Law. Such an approach is administratively inefficient, financially burdensome, and contrary to the principles of fairness and justice expected from a welfare State.

42.2 Constitutional and Legal Position

The constitutional mandate governing public employment clearly requires equality, fairness, and non-discrimination. The principle of equality before law and equal protection of laws enshrined under **Article 14 of the Constitution of India** obligates the State to treat all similarly placed employees alike. Any deviation from this principle amounts to arbitrary and discriminatory action.

Judicial pronouncements have consistently held that once a legal issue is settled, the same benefit must be extended to all similarly placed employees, and multiplicity of litigation should be avoided. The State, as a model employer, is expected to act fairly and uniformly, and not adopt a technical or adversarial approach in denying legitimate benefits. Denial of such benefits to non-litigants, despite a settled legal position, amounts to violation of constitutional guarantees and undermines the rule of law.

42.3 Prevailing Administrative Practice

In practice, however, a contrary trend is observed across Departments. Judicial decisions are often implemented in a restricted manner, confining the benefits only to the petitioners instead of extending them universally to all similarly placed employees. Departments tend to treat such judgments as applicable

only to specific cases rather than recognizing the broader legal principle involved.

This approach leads to a fragmented and inconsistent administrative system, where similarly placed employees receive differential treatment solely on the basis of whether they have approached the Courts. Consequently, employees are compelled to initiate fresh litigation to claim identical benefits, resulting in unnecessary burden on the judicial system and wastage of administrative resources.

42.4 Illustrative Cases in the Department of Posts

The issue can be clearly understood from several important cases within the Department of Posts.

In the case of grant of notional increment to employees retiring on 30th June or 31st December, the Hon'ble Supreme Court in **Civil Appeal No. 2471/2023** has upheld the entitlement of such employees to a notional increment for pensionary benefits. The matter has attained finality after dismissal of multiple Special Leave Petitions. However, despite the settled legal position, the benefit has been extended only to litigants in many instances, while other similarly placed pensioners are denied relief. This has forced a large number of retirees, including elderly pensioners, to approach Courts again for the same benefit.

Similarly, in the case of Reserve Trained Pool (RTP) employees, who had rendered several years of service prior to regularization due to administrative reasons, judicial forums including the **Central Administrative Tribunal**, High Courts, and the Hon'ble Supreme Court have consistently ruled that such service should be counted for all purposes including seniority, pay fixation, and pension. However, in practice, these benefits have been restricted to those who approached Courts, while other employees with identical service conditions continue to be deprived, leading to loss of financial and service benefits and prolonged litigation.

Further, in matters relating to appointments through Limited Departmental Competitive Examination (LDCE), Courts have clarified that such appointments should be treated as direct recruitment for the purpose of granting benefits under the Modified Assured Career Progression (MACP) Scheme. Despite clear judicial rulings, the benefit of MACP-III has been extended only to litigants, while similarly placed employees remain excluded, resulting in career stagnation and financial loss.

42.5 Systemic Issues and Administrative Deficiencies

The above examples highlight several systemic deficiencies in the current administrative framework. There is no centralized or uniform policy governing the implementation of judicial decisions, leading to inconsistency and lack of clarity. Decision-making is often decentralized and left to individual authorities, resulting in varied interpretations and selective implementation.

There is also a tendency to adopt a litigation-oriented approach, where Departments continue to contest even settled issues, rather than implementing judicial decisions in a fair and pragmatic manner. Additionally, there is no accountability mechanism to fix responsibility for non-implementation or delayed implementation of judicial decisions. These deficiencies collectively contribute to inefficiency, inequity, and erosion of trust in the administrative system.

42.6 Financial, Administrative, and Social Impact

The consequences of this practice are significant and multifaceted. From a financial perspective, the Government incurs substantial expenditure on defending repetitive litigation, including legal fees and administrative costs. In many cases, once the matter is decided in favour of employees, the Government is required to pay arrears along with interest, thereby increasing the financial burden.

From an administrative standpoint, considerable time and resources are diverted towards handling litigation, which could otherwise be utilized for improving service delivery. The judicial system is also burdened with repetitive cases on identical issues, leading to delays in adjudication of other matters.

The social impact is equally important, as employees and pensioners are subjected to mental stress, financial hardship, and prolonged uncertainty. The perception of unequal treatment creates dissatisfaction and undermines employee morale, affecting overall efficiency and productivity.

42.7 Need for Policy Reform

The issue of selective implementation of judicial decisions is systemic in nature and requires a comprehensive policy-level intervention. It is essential to establish a uniform and binding framework that ensures that judicial decisions are implemented consistently and fairly across all Departments.

Such a policy must recognize that once a legal issue is settled, the benefit should be extended to all similarly placed employees without requiring them to approach Courts individually. This would not only uphold constitutional principles but also promote administrative efficiency and reduce litigation.

42.8 Recommendations to the 8th Central Pay Commission

In view of the above, it is respectfully recommended that the 8th Central Pay Commission may consider the following:

- Mandating automatic and suo motu extension of judicial benefits to all similarly placed employees.
- Formulation of a uniform litigation and implementation policy applicable across all Government Departments and organizations.
- Issuance of general implementation orders for all final judicial decisions instead of restricting benefits to individual cases.
- Prescribing a time-bound mechanism, preferably within three to six months, for implementation of judicial decisions.
- Establishment of dedicated legal implementation cells within Departments to monitor and ensure compliance.
- Introduction of accountability mechanisms to fix responsibility for non-compliance or delays.
- Adoption of measures to minimize avoidable litigation and discourage filing of appeals in settled matters.

42.9 Suggested Policy Principle

It is proposed that the following guiding principle may be adopted:

“When a service matter is finally settled by a Court of Law, the benefit arising out of such judgment shall be extended suo motu to all similarly placed employees, without insisting on individual litigation.”

42.10 Conclusion

The existing practice of extending judicial benefits only to litigants is inequitable, inefficient, and contrary to constitutional principles. It results in

unnecessary litigation, financial burden, and administrative inefficiency, while also causing hardship to employees and pensioners.

The 8th Central Pay Commission has a unique opportunity to address this long-standing issue by recommending a comprehensive and enforceable policy framework for uniform implementation of judicial decisions. Such a reform would uphold the principles of equality and justice, enhance administrative efficiency, and strengthen the Government's role as a model employer.

42.11 Prayer

The Federation most humbly prays that the 8th Central Pay Commission may:

- **Recognize the issue as a critical governance concern,**
- **Recommend a binding and uniform policy for implementation of judicial decisions,**
- **Ensure automatic and equitable extension of benefits to all similarly placed employees, and**
- **Uphold the principles of fairness, equality, and justice in public employment.**

CHAPTER – XLIII

CONCLUSION

43.1 Overview of the Memorandum

This Memorandum has endeavoured to present a comprehensive and realistic depiction of the service conditions, operational challenges, and long-standing demands of the employees of the Department of Posts, including Postal, RMS, and Mail Motor Service cadres. While this Chapter provides a consolidated conclusion, the detailed job evaluation, functional responsibilities, and cadre-specific issues have been elaborately dealt with in the sectional memoranda submitted by various affiliated unions and associations.

The Memorandum reflects not merely a statement of demands, but a structured representation of the evolving role of postal employees in a rapidly changing socio-economic and technological environment. The Department of Posts today functions as a critical pillar of public service delivery, logistics, financial inclusion, and last-mile governance. However, the service conditions, pay structure, and career progression avenues of its employees have not kept pace with these expanding responsibilities.

43.2 Need for Structural and Progressive Reforms

At the outset, it has been emphasized that the existing framework of pay scales, allowances, and service conditions requires **substantial rationalization and modernization**. The traditional structures, which have continued with incremental changes over successive Pay Commissions, no longer adequately reflect:

- The **arduous and risk-prone nature of duties** performed by postal employees,
- The **high degree of accountability and public interface**,
- The **operational intensity**, including night duties, field conditions, and time-bound delivery commitments,
- The **technological adaptation and multi-functional responsibilities** now expected from all cadres.

The demand for improved pay scales for Postal Assistants, RMS staff, Postmen, MTS, and other operational cadres is based on objective factors such as job

content, workload, risk exposure, and comparison with analogous categories in other Departments. Similarly, the need for restructuring of Group 'C' and erstwhile Group 'D' categories has been highlighted, particularly in view of the mismatch between the nature of duties performed and the compensation provided.

43.3 Emphasis on Equity, Career Progression, and Welfare

A central theme of this Memorandum is the necessity to ensure **equity in pay, career progression, and service conditions** across all categories of employees. The stagnation faced by large sections of the workforce, coupled with limited promotional avenues, has resulted in reduced morale and diminished efficiency.

The Memorandum has therefore strongly advocated:

- Expansion of **time-bound financial upgradations**,
- Rationalization of **Modified Assured Career Progression (MACP)** provisions,
- Creation of **structured promotional hierarchies**,
- Recognition of **special categories**, including physically challenged (Divyang) employees,
- Improvement in **allowances, risk compensation, and working conditions**.

Further, the need for **uniform and fair implementation of judicial decisions** across all similarly placed employees has been emphasized as a critical governance reform, ensuring that employees are not compelled to seek repeated legal remedies for settled issues.

43.4 Integration of Sectional Memoranda

This Memorandum must be read in conjunction with the detailed sectional memoranda submitted by the affiliated unions, which provide:

- Scientific job evaluation of each cadre,
- Workload analysis and operational realities,
- Comparative assessments with other Departments,

- Specific proposals on pay structure, allowances, and cadre restructuring.

These sectional inputs collectively present a holistic and evidence-based case for comprehensive reform of the service conditions of Postal and RMS employees.

43.5 Appeal to the 8th Central Pay Commission

In light of the foregoing, it is earnestly submitted that the 8th Central Pay Commission may consider the issues raised in this Memorandum in their entirety, taking into account:

- The **unique and indispensable role** played by the Department of Posts in national development,
- The **changing nature of postal operations**, including logistics, e-commerce, and financial services,
- The **need to align compensation with responsibilities**,
- The **principles of equity, fairness, and social justice**.

The Commission is requested to recommend:

- **Revised and justifiable pay scales** for all categories,
- **Improved allowances and risk compensation**,
- **Enhanced career progression mechanisms**,
- **Better working conditions and welfare measures**,
- **Policy reforms ensuring uniform implementation of service benefits**.

43.6 Final Submission

The Federation submits this Memorandum with a sense of responsibility and constructive engagement, with the expectation that the Commission will adopt a **forward-looking and employee-centric approach**. The aspirations of Postal, RMS, and MMS employees are rooted in legitimate expectations of fairness, dignity, and recognition of their contributions to public service.

43.7 Concluding Appeal

We conclude with an earnest and respectful appeal to the 8th Central Pay Commission to:

- Address the long-pending issues affecting Postal and RMS employees,
- Ensure that their service conditions reflect the **true value and importance of their work**,
- Fulfil the legitimate aspirations of the workforce by recommending **comprehensive, just, and progressive reforms**.

A positive and balanced consideration of these demands will not only improve the welfare of employees but will also significantly enhance the efficiency, reliability, and public service capacity of the Department of Posts, thereby contributing to the broader objectives of governance and national development.

Q.1 Concerns / Views Related to Pay Matters

Select those which are applicable:

- Basic Pay
- Minimum Pay
- Increment / Annual Increment
- Level in Pay Matrix
- Maximum of Pay Level
- Any Other

DETAILED RESPONSE – Pay Matters

The Federation respectfully submits that a consolidated analysis of job evaluation across all cadres covered in Chapters V to XXVI clearly establishes a fundamental transformation in the nature of duties performed by employees of the Department of Posts. The workforce now operates in a multifunctional technology-driven and service intensive environment involving logistics, banking, insurance, digital governance and citizen-centric service delivery. However, the existing pay structure has not kept pace with these changes resulting in a significant mismatch between duties and remuneration.

1. Basic Pay

The job evaluation of Postal Assistants, Sorting Assistants, LSG, HSG, HSG I, RMS cadres, Accountants, System Administrators, Marketing Executives, Postman, Mail Guard, MTS, MMS staff, SBCO staff and Technical Wings clearly indicates that employees discharge duties involving high responsibility, financial accountability, operational risk and continuous public interface. These duties are performed under conditions of staff shortage, non-deferrable work and extended working hours.

Concern:

The existing Basic Pay structure is based on outdated classifications and does not reflect the present level of responsibility, complexity and workload.

Recommendation:

A substantial upward revision of Basic Pay is essential based on scientific job evaluation taking into account functional responsibilities, technological skills, operational intensity and working conditions.

2. Minimum Pay

Entry level and operational cadres such as MTS, Postman, Mail Guard and Artisan staff perform physically demanding and critical functions in the logistics chain and public service delivery system.

Concern:

The present minimum pay is inadequate to ensure a dignified standard of living and does not reflect the physical strain, workload and rising cost of living.

Recommendation:

Minimum pay should be revised in accordance with the proposed fitment factor ensuring a living wage, parity with comparable cadres and recognition of operational demands.

3. Increment / Annual Increment

Job evaluation across cadres reveals limited promotional avenues leading to stagnation, particularly in operational and technical cadres.

Concern:

The current increment structure is insufficient to compensate for inflation, workload and career stagnation.

Recommendation:

An annual increment of 6 percent of Basic Pay should be adopted to ensure financial progression, stability and preservation of real income.

4. Level in Pay Matrix

The present Pay Matrix does not adequately distinguish between desk-based roles and field-intensive operational and technical duties.

Concern:

Cadres performing high-risk, physically demanding and technology-intensive work are placed at levels comparable to less demanding roles resulting in structural inequity.

Recommendation:

Pay Matrix levels should be rationalized based on nature of duties, level of responsibility, working conditions and skill requirements, ensuring parity with similarly placed cadres in other departments.

5. Maximum of Pay Level

Several cadres experience early stagnation due to limited promotional hierarchy particularly in RMS, MMS, Postman, MTS, SBCO and Technical cadres.

Concern:

Existing pay ceilings restrict long-term financial growth and do not adequately reward experience.

Recommendation:

The maximum of pay levels should be enhanced to provide extended progression and meaningful financial growth within the same level.

6. Any Other Critical Issues

6.1 MACP Career Progression

Concern:

Severe stagnation due to limited promotional opportunities across cadres.

Recommendation:

Provide a minimum of five financial upgradations under MACP ensuring time-bound progression and removal of anomalies.

6.2 Removal of Pay Disparities

Concern:

Employees performing similar duties receive different pay due to mode of recruitment and historical anomalies.

Recommendation:

Ensure equal pay for equal work and remove disparities between direct recruits and promotees.

6.3 Risk and Hardship Compensation

Job evaluation highlights that employees particularly in RMS, MMS, Mail Guard, Postman and field operations are exposed to night duty, transit risks, physical strain and hazardous conditions.

Recommendation:

Pay structure should incorporate elements of risk and hardship compensation recognizing adverse working conditions.

6.4 Recognition of Technical and Specialized Cadres

Technical cadres including MMS artisans, Civil and Electrical Wings, Systems Administrators and SBCO staff perform specialized functions requiring skill and expertise.

Recommendation:

Provide appropriate pay structure aligned with technical departments and recognize skill-based roles.

6.5 Multi-Functional and Technology-Driven Roles

Cadres such as Postal Assistants, Sorting Assistants, Accountants and System Administrators perform multiple roles including banking, insurance, IT operations and customer service.

Recommendation:

Pay structure should reflect multi-domain expertise, technological responsibilities and increased accountability.

6.6 Workload and Staff Shortage

The job evaluation clearly establishes increased workload across all cadres due to reduction in manpower and expansion of services.

Recommendation:

Compensate increased workload through improved pay structure and appropriate incentives.

6.7 Administrative and Supervisory Responsibilities

Supervisory cadres such as LSG, HSG, HSG I, NFG and Administrative Offices carry higher levels of responsibility and decision-making authority.

Recommendation:

Provide enhanced pay levels reflecting supervisory accountability and administrative functions.

Conclusion

The comprehensive job evaluation of all cadres demonstrates that postal employees are performing complex, multi-dimensional duties under demanding conditions which are not adequately reflected in the existing pay structure. It is therefore imperative that the 8th Central Pay Commission undertake a holistic revision of pay covering Basic Pay, Minimum Pay, Increment structure, Pay Matrix rationalization and career progression mechanisms.

RESPONSE – PAY MATTERS

The Federation of National Postal Organisations respectfully submits that the existing pay structure for Postal Officials does not adequately reflect the nature, intensity and operational importance of duties performed by Postal Officials. These officials are engaged in continuous field and transit operations involving physical labour, irregular duty hours, night shifts and exposure to risk-prone conditions along with direct accountability for the safe custody and transmission of mail. Despite these demanding

responsibilities the current Basic Pay remains aligned with desk-based or less strenuous roles resulting in a clear disparity. It is therefore necessary that the Basic Pay be substantially revised to ensure fair compensation in line with functional realities.

The Federation further submits that the existing minimum pay levels are inadequate in view of the increased workload due to expansion of logistics and parcel operations, rising cost of living and enhanced responsibilities. In line with the proposed 8th CPC pay structure, the Federation places the following cadre-wise level demands:

- MTS – Level 1
- Driver and equivalent cadres – Level 2
- Mail Guard, Postman – Level 4 (after rationalisation)
- Postal Assistant, Sorting Assistant – Level 5
- Lower Selection Grade – Level 6
- HSG II and HSG I – Level 7
- Non-Functional Grade – Level 8
- MMS Artisan and Technical cadres – Level 2 and above with appropriate upgradation based on skill
- System Administrators, Accountants, Marketing Executives and other specialised cadres – Level 5 and above based on functional responsibilities

The Federation further submits that the current increment structure does not sufficiently address inflationary trends or provide meaningful financial progression. It is therefore proposed that an annual increment rate of 6 percent be adopted to ensure sustained income growth and financial stability over the service period.

The Federation further submits that stagnation due to limited promotional avenues continues to be a major concern. To address this, provision of five financial upgradations under the MACP Scheme is strongly recommended. Technical cadres within MMS, particularly Artisan categories, also remain undervalued despite possessing specialised skills and therefore require appropriate recognition and parity with comparable operational cadres.

In conclusion, the Federation of National Postal Organisations submits that the existing pay framework reflects a systemic undervaluation of the core operational workforce. The proposed cadre-wise level restructuring is necessary to ensure equity, improve morale and enhance the overall efficiency and sustainability of postal operations.

Q.2 Concerns / Views Related to Allowances

Select those which are applicable:

- Dearness Allowance
- Allowance Related to Qualifications
- Allowance Related to Additional Duty / Extra Duty / Working on Holidays
- Allowance Related to Capacity Building / Knowledge Upgradation / Trainings
- Allowance Related to Deputation or Posting
- Allowance Related to Housing including HRA
- Allowance Related to Performance, Merit, Good Service
- Allowance Related to Risk and Hardship
- Allowance Related to Travel including Travelling Allowance
- Allowance Related to Sports
- Allowance Related to Uniform
- Allowance Related to Running Staff

DETAILED RESPONSE – Allowances

Dearness Allowance

Allowances are essential components of compensation and must be protected and periodically revised. DA must remain fully indexed to inflation. The actual price is not taken into account while calculating the Consumer Price Index (AICPI) – if the prices of a few items rise and other items show negative Price Rise, the effects get neutralized. The present calculation of 12-month average should be replaced by a 6-month average as DA is paid once in 6 months. A separate consumption basket representing Government employees should be constructed with appropriate weights for essential expenditure heads such as food, housing, education, healthcare and transportation.

Price data should be collected from open retail markets to ensure that the index reflects actual prices paid by consumers. Point-to-Point DA without rounding-off should be provided. It is proposed that the 8th CPC may recommend merger of DA/DR with Basic Pay whenever it crosses 25%.

Allowance Related to Qualifications

Any Central Government employee acquiring additional qualification over and above the prescribed qualification for the concerned post as per Recruitment Rules may be given 10% of Basic Pay as Additional Qualification Allowance.

Allowance Related to Additional Duty / Extra Duty / Working on Holidays

Due to shortage of manpower and to meet targets, employees are asked to overstay and work additional hours without any compensation. Employees governed under the Factories Act 1948 are entitled for OT wages at double the rate for extra hours. Employees not governed under the Factories Act may be provided overtime at single rate on their Basic Pay and DA for every hour of extra work done over and above the actual working hours.

House Rent Allowance

In view of the sharp rise in housing costs and the mismatch between HRA and actual prevailing Market Rent, the following revisions are proposed:

The proposed House Rent Allowance (HRA) is structured based on the population classification of cities. For cities with a population of 50 lakhs and above (classified as X category), the HRA is set at

40% of the basic pay. In cities with a population ranging from 5 lakhs to 50 lakhs (Y category), the HRA is proposed at 35% of the basic pay. For cities with a population below 5 lakhs (Z category), the HRA is fixed at 30% of the basic pay.

HRA should be indexed to Dearness Allowance so that it automatically adjusts with inflation. The classification of cities should also be reviewed every five years. It is further requested that HRA may be extended to Pensioners since a major portion of pension is utilized for paying house rent.

Allowance Related to Risk and Hardship

Employees working in Railways, Defence Industries, and other hazardous environments are subject to high risk. All employees working in continuous risk nature of jobs including in Laboratories, Health Care, Sanitary, Fire Fighting, Electrician, and Safety categories in Railways may be paid a minimum of Rs.10,000/- per month as Risk and Hardship Allowance, linked with DA so that it automatically adjusts with inflation.

Transport Allowance

The 8th CPC may consider increasing Transport Allowance by three times the existing rates and also consider restoration of City Compensatory Allowance which was abolished. The same should be linked with DA rise.

Travelling Allowance / Conveyance Allowance

In majority of occasions employees are deputed on duty at short notice and struggle for confirmed reservation. Therefore, all Central Government employees irrespective of post/grade should be made eligible for Air Travel while deputed on Temporary Duty. Similarly all employees should be entitled for AC Taxi for road travel.

Daily Allowance

Considering the steep escalation in hotel tariffs and food costs, the existing rate of Daily Allowance may be increased by three times and linked with DA rise.

Hospital Patient Care Allowance / Patient Care Allowance / Nursing Allowance

This allowance may be enhanced by 3 times and the left-out categories working in hospitals/dispensaries such as industrial employees and ministerial staff may also be included. The same may be linked with DA increase.

Allowance Related to Sports

Regular participation in sports improves physical fitness, reduces lifestyle diseases, enhances mental resilience and lowers stress levels. A healthier workforce leads to reduced absenteeism, improved efficiency and lower long-term healthcare expenditure. Sports activities also provide a constructive outlet for stress, improving morale and work-life balance.

The existing limit of not more than 5 additional increments during entire service for Sports Persons achieving laurels at National & International level may be withdrawn, and every time a sports person achieves such laurels additional increments may be given without restriction. The existing incentive for Team Managers, Coach, Masseurs, Doctors etc. may be enhanced by three times.

Allowance Related to Uniform

Dress allowance may be provided to all Sorting Assistants including LSG, HSG II & HSG I officials and the existing rate may be increased by three times, linked with DA rise.

Night Duty Allowance

Night Duty Allowance should be paid on the actual Basic Pay and DA of the Central Government employees without imposing any artificial Basic Pay ceiling as decided by the Hon'ble Supreme Court.

Children Education Allowances

CEA may be given up to Post Graduation level in Arts, Science, Commerce and in Professional Courses up to Post Graduation level and MBA. The existing CEA may be enhanced to Rs.10,000/- per child per month considering the escalating cost of education, hostel fees etc. Hostel subsidy may be increased to Rs.35,000/- per month per child. CEA and Hostel Subsidy should be linked with DA rise. At present only two surviving children are eligible for CEA – this restriction should be reconsidered. As regards Divyang children, reimbursement will be double the above amount proposed for normal children.

Special Allowance for Child Care to Women with Disability

The existing special allowance for child care to women with disability may be increased by three times and linked with DA increase.

Departmental Specific Allowances

Prior to the implementation of the Seventh Central Pay Commission, 196 allowances were in existence. The Commission recommended abolition of 52 allowances and subsumed 36 into existing categories. Post-implementation, a large number of retained allowances continue to be paid as fixed lump-sum amounts without periodic revision. Despite increased responsibilities arising from technological transformation, mechanisation and expansion of operational roles, the monetary value of most allowances has remained static, eroding their real value.

The FNPO strongly recommends that:

- All existing allowances be reviewed and indexed periodically to inflation and cost of living
- Department-specific allowances be retained and strengthened based on functional necessity
- Risk, hardship and operational allowances be reassessed in line with present-day working conditions
- Any rationalisation exercise must be need-based rather than uniform, ensuring that critical operational cadres are not adversely impacted

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RESPONSE – ALLOWANCES

The Federation of National Postal Organisations respectfully submits that allowances constitute an essential component of the overall compensation structure and must be protected, strengthened and periodically revised in line with inflation and evolving service conditions. A comprehensive revision of allowances is imperative.

Dearness Allowance

The Federation submits that DA must remain fully indexed to inflation. The present system of calculation based on twelve-month average should be revised to a six-month average. A separate consumption basket representing Central Government employees should be evolved. Point-to-point DA without rounding-off should be implemented and DA may be merged with Basic Pay whenever it crosses 25 percent.

Allowance Related to Qualifications

Employees acquiring additional qualifications beyond prescribed requirements should be granted an allowance equivalent to ten percent of Basic Pay in recognition of enhanced skills and contribution.

Allowance for Additional Duty and Overtime

Due to acute shortage of manpower, employees are required to work beyond prescribed hours without compensation. All employees should be compensated for extra duty with overtime allowance based on Basic Pay and DA ensuring fairness and adherence to labour principles.

House Rent Allowance

HRA should be revised to forty percent for X class cities, thirty-five percent for Y class cities and thirty percent for Z class cities. HRA should be indexed with DA and city classification should be periodically reviewed. The Federation also recommends extension of HRA to pensioners to ensure a dignified post-retirement life.

Risk and Hardship Allowance

A minimum Risk and Hardship Allowance of Rs.10,000/- per month should be provided and linked with DA to ensure automatic revision.

Transport Allowance

Transport Allowance should be increased to three times the existing rates and linked with DA. Restoration of City Compensatory Allowance is also recommended considering increased urban living costs.

Travelling Allowance and Conveyance

All employees irrespective of level should be permitted air travel for official duty and provided AC taxi facilities for road travel to ensure efficiency and dignity during official movements.

Daily Allowance

Daily Allowance should be enhanced by three times and linked with DA to reflect current costs of accommodation and food.

Hospital and Patient Care Allowances

These allowances should be increased by three times and extended to all eligible categories working in healthcare units with linkage to DA.

Sports Related Allowance

Incentives for sports achievements should be enhanced and restrictions on additional increments removed to promote health, fitness and morale among employees.

Uniform Allowance

Uniform or dress allowance should be extended to all eligible operational cadres and enhanced by three times with DA linkage.

Night Duty Allowance

Night Duty Allowance should be calculated on actual Basic Pay and DA without any ceiling in line with judicial pronouncements.

Children Education Allowance

CEA should be enhanced to Rs.10,000/- per month per child and extended up to post-graduation level. Hostel subsidy should be significantly increased and both allowances linked with DA. Additional provisions should be made for Divyang children and special cases.

Department Specific Allowances

The Federation strongly submits that departmental specific allowances must be retained and strengthened based on functional requirements. A uniform approach to abolition or non-revision is not appropriate for departments like Posts where operational conditions vary significantly.

Conclusion

The Federation submits that allowances must be treated as dynamic components of compensation reflecting real-life costs, working conditions and job requirements. All allowances should be periodically revised, indexed to inflation and aligned with the evolving role of Postal Officials.

Q.3 Concerns / Views Related to Advances

Select those which are applicable:

- Related to Personal Computer
- Related to House Building Advance
- Any Other

DETAILED RESPONSE – Advances

Considering the high interest rates charged by nationalised banks and private banks for various loans, it is proposed that as a welfare measure, Central Government employees may be given various advances without any interest, including those advances which were withdrawn. Government as a model employer should not recover any interest from its own employees for essential advances given as loans.

Related to Personal Computer

All Government employees irrespective of rank and grade may be given Personal Computer Advance as per the actual cost, subject to a maximum of Rs.2,00,000/-. This advance should be interest free.

Related to House Building Advance

Non-availability of housing accommodation in all towns and cities of India has become a major problem. House Building Advance should be sanctioned as actual cost of the house/flat subject to a maximum of Rupees Two Crores. The entire loan may be interest free. In case of sudden death of the employee, the recovery of the balance amount of HBA should be written off and no recovery should be made from terminal benefits due to the family of the deceased employee. Same benefit may be extended to those employees who are medically invalidated/boarded out from service due to medical/health reasons.

Any Other

Four-Wheeler Advance:

At present, a Four-Wheeler is not considered a luxury but an essential vehicle for travel with family. The 8th CPC may recommend Four-Wheeler Advance with a maximum of Rs.10,00,000/-. The entire loan may be interest free.

Natural Calamity Advance:

Different parts of the country are facing Natural Calamities due to unprecedented rains, floods, cyclone and drought etc. The Natural Calamity Advance without interest may be restored. One-month Basic Pay to be recovered in 24 instalments may be recommended by the 8th CPC.

Festival Advance:

The Standing Committee Meeting of the National Council (JCM) agreed to consider restoration of Festival Advance. However the same has not been restored yet. Considering the expenditure involved in all festivals/celebrations, it is proposed that 8th CPC may recommend restoration of Festival Advance equivalent to one month Basic Pay to be recovered in 10 instalments.

Prior to the implementation of the Seventh Central Pay Commission, Central Government employees were provided with both interest-free and interest-bearing advances. The 7th CPC recommended abolition of all 12 interest-free advances and discontinued two out of four interest-bearing advances. While this rationalisation was intended to simplify the system, its practical implications have adversely affected employees. The monetary ceilings of remaining advances have not been revised in line with prevailing market conditions.

The FNPO strongly recommends that the Eighth Central Pay Commission:

- Retain all functionally relevant advances that serve genuine employee needs
- Substantially revise the monetary ceilings of existing advances to reflect current market realities
- Introduce periodic revision mechanisms to prevent erosion in value over time
- Ensure simplified procedures and timely disbursement of advances
- Consider reintroduction of essential interest-free advances, particularly for welfare and emergency purposes

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RESPONSE – ADVANCES

The Federation of National Postal Organisations respectfully submits that advances constitute an important welfare measure and financial support system for Central Government employees. It is therefore essential that Government as a model employer extends adequate financial assistance to its employees through interest-free or low-interest advances.

Personal Computer Advance

With increasing digitisation and mandatory use of technology in official work, access to computers has become essential. It is proposed that all employees irrespective of rank be provided Personal Computer Advance up to a realistic ceiling based on actual cost and the same should be interest free.

House Building Advance

The Federation submits that housing has become a major concern due to rising property costs. House Building Advance should be sanctioned based on actual cost of house or flat with a substantially enhanced ceiling. The advance should be interest free. In cases of death or medical invalidation of the employee, the outstanding amount should be waived without recovery from family benefits.

Vehicle Advance

Four-wheeler advance should be provided as it is no longer a luxury but a necessity for safe and efficient mobility especially in view of transfers and operational requirements. The advance should be interest free and revised to realistic limits.

Natural Calamity Advance

The Federation strongly recommends restoration of Natural Calamity Advance which was withdrawn earlier. This advance should be interest free and recoverable in easy instalments.

Festival Advance

Festival Advance should be restored in view of social and cultural obligations and rising expenditure. It may be granted equivalent to one month Basic Pay and recovered in convenient instalments.

Recommendation

The Federation strongly recommends that the Eighth Central Pay Commission retain all functionally relevant advances required by employees while substantially enhancing the monetary ceilings of such advances. It further urges the reintroduction of essential interest-free advances, particularly for welfare and emergency needs. In addition, a periodic revision mechanism should be instituted to prevent erosion in value over time. Finally, the process should be streamlined to ensure simplified procedures and the timely sanction of advances.

Conclusion

The Federation submits that advances should be treated as an integral part of employee welfare policy rather than a mere financial facility. A realistic and need-based approach to advances will ensure

financial security, reduce dependence on external borrowing and improve efficiency, morale and service delivery.

Q.4 Concerns / Views Related to Facilities

Select those which are applicable:

- Leave
- Group Insurance including CGEGIS
- Exgratia / Compensation
- Medical Facility
- Provident Fund including GPF
- Leave Travel Concession
- Any Other

DETAILED RESPONSE – Facilities

Facilities are the backbone of social security and must be strengthened. Facilities ensure dignity, reduce stress and improve productivity. Strengthening them supports a human and efficient work force.

Leave

A fair and humane leave policy is essential for maintaining the physical, mental and social well-being of employees. Government employees both Industrial and Non-Industrial work under demanding administrative/working conditions and often face social, family and health-related responsibilities.

Casual Leave

Casual Leave to be restored to 12 days per year for all Central Government employees. For employees working in Industrial Establishments and entitled for 16 Holidays (including 3 compulsory holidays) only in a year, 15 days per year should be granted.

Earned Leave

The present ceiling of Earned Leave (EL) accumulation may be removed and encashment may be enhanced from the existing 300 days to 600 days. The Government employee may be permitted to encash 50% of accumulated leave to meet financial exigencies if he/she has put in 20 years of service or more. 20 days EL encashment may be allowed every time the employees avail LTC.

Half Pay Leave

Half Pay Leave at the credit of an employee may be allowed to be encashed at the time of superannuation/retirement in full. If an employee has less than 600 days EL at superannuation/retirement, the Half Pay Leave in his account may be converted to full pay leave to compensate the gap. Commuted Leave of the Half Pay Leave may be permitted without conditions of producing Medical Certificate.

Holidays

Other than three National Holidays, all other holidays may be left to the State Level Central Government Employees Welfare Committees to decide, aligning with the particular State Government holidays and cultural needs.

Maternity & Paternity Leave

The entitlement of Maternity Leave may be increased to 240 days and the restriction imposed to only 2 surviving children may be withdrawn in accordance with the Maternity Benefit (Amendment) Act 2017.

In case of surrogacy, 240 days for both the surrogate and the commissioning mother with fewer than two surviving children if either or both are Government Servants.

Miscarriage/abortion leave should be enhanced to 120 days in the entire service.

Special Maternity Leave may be increased to 120 days from the date of expiry of the child soon after birth/still birth.

Paternity Leave: Male Government servant without any restriction on number of children may be sanctioned 45 days Paternity Leave before or up to 6 months from the date of delivery of the child and for 45 days within 6 months from the date of valid adoption of a child.

Leave to Female Government Servant on Adoption of Child

The present limit of 180 days may be increased to 240 days. The limit of adoption of one-year child may be increased to at least a five-year child.

Child Care Leave

The condition of 2 surviving children for availing CCL may be removed. CCL may be granted for at least 6 spells in a calendar year and in case of single female Government employees, the grant of leave shall be extended to 12 spells in a calendar year. The age limit of children for grant of CCL may be enhanced from 18 years to 25 years. The condition that CCL salary shall be paid at 100% for the first 365 days and at 80% for the next 365 days should be removed. No restriction should be imposed on age of the child for children with mental or physical disabilities. A women employee must also be allowed to avail CCL for her own biological disorders.

Work Related Illness and Injury Leave

The condition that in cases governed by the Workman Compensation Act 1923, the leave salary payable under WRIIL shall be reduced by the amount of compensation payable under the Act may be withdrawn, as it is causing hardship to employees for no fault of theirs.

Special Leave for Union / Association Activities and Other Purposes

It is proposed that the existing ceiling limit for grant of Special Casual Leave may be removed.

- Special Casual Leave for differently-abled Central Government employees may be increased from 10 days to 20 days in a calendar year.
- Special Casual Leave may also be sanctioned for Central Government employees who are Cancer patients subjected to Chemotherapy/Radiotherapy and who are subjected to Dialysis – 45 days Special Casual Leave in a year.

Menstrual Leave

To support the health and wellbeing of women employees, three days of special leave per month may be granted in connection with the menstrual cycle. Similar progressive provisions as introduced by states like Karnataka and Kerala in 2025 may be considered for Central Government employees.

Parents Care Leave

Considering the provisions of Maintenance and Welfare of Senior Citizens Act 2007 and the fact that it is the duty of children to take care of their parents especially when they are facing health-related and age-related problems, it is proposed that the 8th CPC may recommend 60 days of parent care leave during the entire service span of Central Government employees.

Special Leave for Hysterectomy

Many women employees undergo Hysterectomy, particularly after the age of 40, which requires adequate recovery time. A provision for one month of special leave may be introduced to support women employees undergoing this medical procedure.

Late Attendance

At present, Half Day CL is debited to the CL account for each late attendance over and above late attendance up to an hour for not more than 2 occasions in a month. Considering present traffic conditions in cities and biometric attendance implementation, the provision may be amended so that late attendance up to 120 minutes (2 hours) in a month may be condoned. Any late attendance after this 120-minute grace period in a month may then result in Half Day CL deduction.

Special Allowance and CCL for Children with ADHD and Other Disabilities

Considering the increase in children affected by ADHD (a Neuro Development Disorder), parents of such children who are Central Government employees may be provided a monthly Special Care Allowance of Rs.30,000/- and an entitlement of CCL for both female and male employees with ADHD children. Same benefits may be extended to children with other neurological disorders and physically incapacitated children.

Leave Travel Concession (LTC)

It is proposed that the following relaxations and improvements be made in the existing LTC Scheme:

- LTC to Home Town should be admissible once in a year
- LTC to visit any place in India should be in a block of two years instead of four years
- LTC by Air may be permitted from the nearest airport of the Office/Duty Station to travel anywhere in India to all Central Government employees
- Employees after 20 years of service may be granted LTC on two occasions before retirement to visit foreign countries
- Parent-in-Laws also may be extended the benefit of LTC
- 20 days EL encashment may be allowed whenever employees avail LTC

Group Insurance including CGEGIS

Despite recommendations of 5th, 6th & 7th CPC to enhance insurance coverage, the Government did not change the scheme. It is suggested to change the rate of insurance cover as under:

Category	Rate of Subscription per month	Insurance Cover
Group A	Rs. 3,000	Rs. 3 Crore
Group B	Rs. 1,500	Rs. 1.50 Crore
Group C	Rs. 1,000	Rs. 1 Crore

At present the ratio between premium and saving is 3:7. The Government may change this ratio as per changes in the average mortality ratio.

Ex Gratia Payment for Employees Killed in Accident while on Duty / Compensation

At present, Central Government employees who die in the performance of their bona fide official duties due to accidents are entitled to a compensation of ₹25 lakhs in cases where death occurs in the course of performing such duties.

Medical Facilities

The right to health is an essential component of the right to life with dignity. Accordingly, all Central Government employees and pensioners should be provided equitable healthcare facilities without discrimination, along with assured access to cashless treatment. In this regard, the 8th Central Pay Commission may recommend the immediate expansion of CGHS Wellness Centres from the existing 81 cities to at least 150 cities, with a long-term goal of establishing such centres in every district as already suggested by the Parliamentary Standing Committee.

It is further proposed that a minimum of 2,000 doctors be recruited and all vacancies in paramedical categories be filled on priority. Reimbursement should be allowed at actual cost for new medical procedures and treatments based on the recommendations of authorized medical attendants and CGHS specialists. Cashless treatment facilities should be universally extended to all employees covered under CGHS, CS(MA) Rules, as well as to pensioners.

In addition, parents and parents-in-law, irrespective of income limits, should be treated as dependents for the purpose of medical treatment. Central Government employees and pensioners may be exempted from CGHS contributions, with the Government contributing on their behalf. The Fixed Medical Allowance (FMA) should be revised to ₹5,000 per month and linked to the Consumer Price Index for automatic revision. Finally, annual medical check-ups through CGHS should be provided for all Central Government employees above 40 years of age, on par with Group A officers.

Provident Fund including GPF

The Central Government employees governed under NPS/UPS may be given an option to enroll in GPF scheme till the Government withdraws NPS/UPS. The Deposit Link Insurance scheme in GPF should be enhanced to Rs.10,00,000/-. The GPF Interest rate may be at par with EPF.

Compassionate Appointment

The objective of the scheme is to provide immediate assistance to the family of a Government employee who dies in harness. At present, the Department of Personnel and Training (DoP&T) has imposed a ceiling of 5% of vacancies under the Direct Recruitment (DR) quota in Group ‘C’ for appointments on compassionate grounds. This limit is disproportionately low, particularly in light of the increased mortality rate observed during and after the COVID-19 pandemic.

It is therefore proposed that the 5% ceiling be removed to ensure adequate support to bereaved families. Compassionate appointments should be granted within a fixed timeframe of three months from the date of death to provide timely relief. Further, the scope of eligibility should be expanded to include the daughter-in-law of the deceased employee. Additionally, the existing anomaly in the calculation of the 5% ceiling should be rectified by including vacancies from Group B and Group A categories as well, thereby making the scheme more equitable and effective.

RESPONSE – FACILITIES

The Federation of National Postal Organisations respectfully submits that facilities form the backbone of social security and are essential for ensuring dignity, wellbeing and efficiency of employees. It is imperative that facilities are strengthened and made more employee-centric.

Leave Policy

Casual Leave should be restored to twelve days per year. The ceiling on Earned Leave accumulation should be removed and encashment enhanced up to six hundred days with provision for partial encashment during service. Half Pay Leave should be allowed to be encashed at retirement and converted to full pay leave where required.

Maternity and Paternity Benefits

Maternity Leave should be enhanced to two hundred forty days and restrictions on number of children removed. Adequate provisions should be made for surrogacy, miscarriage and special maternity cases. Paternity Leave should be enhanced to forty-five days without restrictions and adoption-related leave should also be liberalised.

Child Care Leave

CCL conditions should be relaxed by removing restrictions on number of children, increasing age limit and allowing more flexible usage. Full salary should be paid throughout the leave period.

Special Leave Provisions

Special Casual Leave should be enhanced particularly for differently-abled employees, serious illness and medical treatments. Provision for menstrual leave, parent care leave and special leave for medical procedures such as hysterectomy should be introduced.

Leave Travel Concession

LTC to hometown should be allowed annually and all-India LTC be permitted once in two years. Air travel should be allowed to all employees and additional benefits such as foreign travel for long-serving employees and inclusion of parents-in-law should be considered. Leave encashment should be permitted with LTC.

Group Insurance

Insurance coverage under CGEGIS should be substantially enhanced with revised subscription rates to provide adequate financial security.

Medical Facilities

The Federation strongly recommends expansion of CGHS facilities to all districts, improvement of infrastructure, empanelment of more hospitals and provision of fully cashless treatment for employees and pensioners. Contribution requirements under CGHS should be removed. Fixed Medical Allowance should be enhanced and linked with inflation. Annual health checkups should be extended to all employees above forty years.

Compassionate Appointment

The existing ceiling on compassionate appointments should be removed and appointments should be granted within a fixed time frame. Eligibility should be expanded and anomalies in vacancy calculation should be rectified.

Conclusion

Strengthening of facilities is essential to ensure social security, employee welfare and efficient service delivery. A progressive and need-based approach will improve morale, reduce stress and enhance productivity.

Q.5 Concerns / Views Related to Performance Incentive

Select those which are applicable:

- Variable Pay
- Performance Pay
- Bonus
- Any Other

DETAILED RESPONSE – Performance Incentive

Bonus

The Payment of Bonus Act, 1965 established the principle that bonus is a deferred wage, with a statutory minimum of 8.33% of wages. At present, two different systems are in operation: (a) the Productivity Linked Bonus (PLB) Scheme applicable to employees in Railways, Defence Production Units, Ordnance Factories, Naval Dockyards, Workshops, and Depots; and (b) the Adhoc Bonus (Non-PLB) applicable to other Central Government employees. However, both PLB and Adhoc Bonus are currently calculated on monthly emoluments capped at ₹7,000 for 30 days, which is an irrational and outdated restriction.

The 8th Central Pay Commission is therefore requested to remove this cap and grant bonus on the basis of actual emoluments (Basic Pay plus Dearness Allowance). It is further proposed that, in the case of PLB, the minimum bonus should not be less than 30 days' emoluments, and the existing ceiling on the maximum number of PLB days should be removed. Additionally, bonus payments should be extended to all employees irrespective of their rank or post, ensuring fairness and uniformity across the workforce.

RESPONSE – BONUS

The Federation of National Postal Organisations respectfully submits that the existing system of performance incentive and bonus does not adequately reflect the contribution and productivity of Central Government employees, including Postal Officials. The concept of bonus as a deferred wage is well established and forms an integral part of fair compensation. However, the current system of Productivity Linked Bonus (PLB) and Adhoc Bonus is based on capped emoluments, which is unrealistic and fails to reflect the actual earnings of employees. The existing ceiling on bonus calculation is arbitrary and results in the denial of legitimate benefits. It is therefore essential that bonus be computed on the basis of actual emoluments comprising Basic Pay and Dearness Allowance, without any ceiling.

Further, the principle of a minimum bonus must be ensured uniformly across all categories. A minimum bonus equivalent to at least thirty days' emoluments should be guaranteed in all cases. The prevailing ceilings on the maximum number of bonus days in various departments, including Postal operations, also require review and removal. Performance incentives and bonus should be extended to all employees irrespective of rank or category to ensure equity and fairness.

Recommendation:

The Federation recommends the removal of the ceiling on emoluments for the calculation of bonus and the adoption of actual Basic Pay and Dearness Allowance as the basis for computation. It further proposes ensuring a minimum bonus equivalent to thirty days' emoluments, removing the ceiling on maximum bonus days, and extending bonus benefits to all employees irrespective of rank or category. Additionally, the bonus structure should be subject to periodic revision in line with changing economic conditions.

Conclusion

The Federation submits that a fair and realistic performance incentive and bonus system is essential to recognise employee contribution and sustain efficiency in public service delivery. The 8th Central Pay Commission may recommend necessary reforms to ensure that bonus truly reflects the principle of deferred wage and provides equitable benefit to all employees.

Q.6 Concerns / Views Related to Empanelment / Postings in GOI

Select those which are applicable:

- Empanelment
- Postings in GOI
- Any Other

DETAILED RESPONSE – Empanelment / Postings

1. Staff Transfer & Posting Policies

Postal employees operate under a uniquely demanding transfer system which adversely affects both professional efficiency and personal stability. Mandatory rotational transfers every three years require Postal Assistants to frequently shift between diverse branches such as Savings Bank, Treasury, Mails and Insurance, each governed by distinct rules and operational procedures. This constant movement prevents specialization, reduces efficiency and places unnecessary stress on employees and their families.

It is therefore proposed that the tenure period be restored to four years to ensure greater stability and improved work proficiency. Provisions for posting married women at their spouse's station, or unmarried women at their native place, should be implemented uniformly without restrictive conditions. Promotion-linked transfers should be minimised, enabling employees to serve in nearby or existing stations wherever feasible. Additionally, the Composite Transfer Grant (CTG) should be enhanced from the present 80% to 100% of the last drawn Basic Pay.

2. Leave Reserve (LR) Strength & Staffing Constraints

The present Leave Reserve (LR) system is inadequate, as the existing strength of 10% for Postal Assistants falls short of actual operational requirements. Notably, the P&T Manual Volume IV (Rule 18-1 and Rule 249) had originally prescribed a Leave Reserve of 14% for administrative units, indicating that the current provision is already below earlier standards.

The Staff Side therefore strongly recommends that the Leave Reserve be enhanced to at least 20%. This measure will enable employees to avail leave without adversely affecting service delivery, prevent supervisory staff from being diverted to routine duties, improve overall efficiency while reducing operational stress, and ensure continuity of public services without disruption.

3. Empanelment and Reserve Trained Pool (RTP)

RTP candidates were engaged to perform full-time duties equivalent to regular employees; however, they were compensated on an hourly basis and denied standard service benefits. Despite judicial interventions, including directions from the Hon'ble Supreme Court, implementation of relief measures has remained inconsistent.

It is therefore submitted that the entire period of service rendered under RTP should be counted as qualifying service for all service-related benefits. This should include eligibility for pension, as well as due consideration for promotion and seniority, thereby ensuring fairness and recognition of the actual work performed by such employees.

4. Deployment for Specialized Tasks

Sorting Assistants are frequently deployed to Divisional Offices to handle specialised functions such as budget preparation, audit compliance, legal correspondence, and administrative coordination. Despite the higher level of responsibility and accountability involved in these assignments, no additional

financial incentives are currently provided. This results in a mismatch between the nature of duties performed and the compensation received.

It is therefore proposed that Special Performance Incentives or allowances be introduced for such postings. The additional workload, enhanced responsibilities, and associated cost of living should be adequately compensated. Furthermore, these assignments should be formally recognised as specialised roles that significantly contribute to organisational efficiency and administrative effectiveness.

RESPONSE – EMPANELMENT / POSTINGS IN GOI

The Federation of National Postal Organisations respectfully submits that issues relating to staff transfer policies, staffing constraints and deployment practices have a significant impact on employee efficiency, morale and service delivery. These matters require urgent and comprehensive policy reforms.

Staff Transfer and Posting Policies

Frequent rotational transfers prevent skill development and specialization while disrupting family life and children's education. It is therefore proposed that the tenure period be increased to four years to provide stability and improve work proficiency. Provisions relating to posting of women employees must be implemented uniformly without restrictive conditions. Promotion-related transfers should be minimised and the Composite Transfer Grant should be enhanced to one hundred percent of last drawn Basic Pay.

Leave Reserve and Staffing Constraints

The present Leave Reserve strength is inadequate and does not meet operational requirements. In view of increased workload, technological changes and higher leave requirements, the Leave Reserve should be enhanced to at least twenty percent.

Empanelment and Reserve Trained Pool

The entire service rendered by RTP officials should be counted for pension, promotion and seniority to ensure justice and equity.

Deployment for Specialized Tasks

The Federation proposes introduction of special performance incentives or allowances for postings involving specialised duties along with recognition of these roles as specialised functions contributing to organisational efficiency.

Conclusion

Rationalisation of transfer policies, strengthening of staffing support, recognition of past service and provision of incentives for specialised duties are essential to improve employee welfare and organisational efficiency.

Q.7 Concerns / Views Related to Cadre Management

Select those which are applicable:

- Cadre Management
- Any Other

DETAILED RESPONSE – Cadre Management

The existing cadre management framework governing the Postal, RMS and MMS cadres is marked by deep-rooted structural deficiencies, administrative constraints, stagnation in career progression and inadequate recognition of specialised roles. These systemic shortcomings have cumulatively resulted in erosion of organisational efficiency, decline in employee morale and weakening of institutional effectiveness.

1. Structural Issues and Lack of Functional Autonomy

The present administrative structure does not provide adequate functional, financial, and operational autonomy to effectively manage cadre-related matters. The Postal Services Board currently lacks sufficient delegated powers to independently address critical issues such as cadre restructuring and rationalisation, creation, upgradation and abolition of posts, scientific determination of staffing norms, workforce planning aligned with operational requirements, and the formulation and implementation of employee welfare measures.

The existing centralised decision-making process has led to inordinate delays, limiting the system's ability to respond promptly to dynamic changes in workload. This has resulted in a persistent mismatch between manpower availability and actual operational requirements, thereby affecting overall efficiency and service delivery.

2. Erosion of Hierarchy and Distortion of Cadre Structure

The implementation of the MACP Scheme has inadvertently led to a serious distortion of the traditional hierarchical structure within RMS and MMS cadres. Supervisory positions such as LSG, HSG-II, and HSG-I, which carry significant responsibilities, are often placed at pay levels that are equivalent to or only marginally higher than those of their subordinates.

This situation has resulted in the erosion of the distinction between supervisory and non-supervisory roles, weakening the authority and command structure at the operational level. It has also led to a dilution of accountability, as there is little or no financial incentive associated with higher responsibilities. Consequently, the established hierarchical progression—Sorting Assistant → LSG → HSG-II → HSG-I—has lost both its functional relevance and financial significance, undermining the effectiveness of the cadre structure.

3. Stagnation and Restricted Promotional Opportunities

Career progression avenues within RMS and MMS cadres remain severely restricted, with opportunities to appear for Group 'B' (Gazetted) departmental examinations having been significantly curtailed. As a result, eligible and experienced officials, particularly in LSG and HSG cadres, face prolonged stagnation, delayed promotions, and limited avenues for upward mobility.

This situation has led to widespread demotivation among employees, a decline in professional aspiration and initiative, and the underutilization of experienced manpower in leadership and supervisory roles, ultimately affecting organisational efficiency and effectiveness.

4. Lack of Recognition of Specialised Cadres

(a) Sorting Assistants

Sorting Assistants today perform highly specialised logistics functions involving national-level mail routing and sorting operations, operation of IT-enabled platforms such as APT 2.0, real-time decision-making under strict time constraints and handling of high-volume, high-value and time-sensitive consignments. Despite these advanced responsibilities, they continue to be treated on par with general clerical cadres.

(b) Accounts Cadre

Postal and RMS Accountants discharge duties comparable in scope and complexity to Junior Accountants and Senior Accountants in organised accounts services. However, they are not recognised as a distinct professional accounts cadre, resulting in lack of parity in pay and status, limited career progression opportunities and inadequate professional recognition.

(c) System Administrators

System Administrators play a critical role in maintaining and operating the Department's IT infrastructure under IT 2.0 and APT platforms. Despite performing highly technical and specialised functions, they are neither recognised as a technical cadre nor provided with technical allowances or appropriate compensation.

5. Outdated Nomenclature and Lack of Professional Identity

The existing nomenclature of various cadres does not accurately reflect their functional responsibilities, supervisory roles and managerial status. LSG officials function as frontline supervisors, yet their designation does not convey supervisory authority. HSG-II officials effectively perform managerial functions, but their designation lacks appropriate recognition. This results in ambiguity in role definition, diminished professional identity and inadequate recognition both within and outside the organisation.

6. Promotion-Linked Hardship and Quality of Life Issues

Promotions within RMS and MMS are often linked with compulsory transfers, imposing significant personal and social hardship on employees. In many cases, employees are forced to choose between career advancement and family stability. Frequent and unavoidable transfers lead to disruption of family life, particularly affecting children’s education and spousal employment, while also increasing the financial burden associated with relocation.

These challenges contribute to psychological stress and reduced job satisfaction among employees. The situation is further aggravated by continuous duty systems, night shifts, and irregular working hours, which collectively impact overall well-being and work-life balance.

RESPONSE – CADRE MANAGEMENT

The Federation of National Postal Organisations respectfully submits that the existing cadre management and service conditions across all cadres suffer from structural deficiencies, lack of functional autonomy, stagnation in career progression and inadequate recognition of specialised roles.

Structural Issues and Functional Autonomy

Decision making on cadre restructuring, staffing norms and workforce planning remains centralised leading to delays and mismatch between workload and manpower. There is an urgent need to decentralise decision making and empower the Department to undertake timely cadre reforms and workforce planning.

Erosion of Hierarchy and Cadre Structure

Supervisory cadres such as LSG, HSG-II and HSG-I are placed at pay levels comparable to their subordinates resulting in erosion of authority and weakening of supervision. It is therefore essential to restore clear hierarchical differentiation with appropriate financial and functional recognition.

Stagnation and Limited Promotional Opportunities

Limited promotional vacancies and delays in promotion have resulted in prolonged stagnation. It is therefore necessary to expand promotional avenues, introduce additional financial upgradations and ensure time-bound career progression.

Lack of Recognition of Specialised Roles

Several cadres performing specialised and technical functions are not adequately recognised. Postal and RMS Accountants lack parity in pay and status. System Administrators are not treated as a technical cadre. It is necessary to recognise specialised cadres and provide appropriate pay structure, allowances and career progression.

Outdated Nomenclature and Professional Identity

Existing designations do not reflect actual roles, responsibilities and supervisory functions. It is necessary to revise nomenclature to align with functional responsibilities and modern administrative practices.

Conclusion

Comprehensive reforms in cadre management are essential to address structural deficiencies, restore hierarchy, recognise specialised roles and ensure fair career progression. A modern, responsive and employee-centric cadre management system will enhance efficiency, improve morale and strengthen the overall functioning of the Department of Posts.

Q.8 Concerns / Views Related to Career Progression

Select those which are applicable:

- Modified Assured Career Progression (MACP)
- Any Other

DETAILED RESPONSE – Career Progression

It is proposed that a minimum of five financial upgradations in the promotional hierarchy be provided in a time-scale manner under the Assured Career Progression (ACP) / Non-Functional Upgradation framework. The suggested structure includes the first financial upgradation after 6 years of service from the date of appointment, the second after 12 years, the third after 18 years, the fourth after 24 years, and the fifth after 30 years of service. In cases where employees do not receive regular promotions within these timelines, ACP benefits should be granted within the promotional hierarchy to ensure that all employees receive five assured financial upgradations in addition to the normal promotion policy. This is essential to enhance motivation, improve retention, and address stagnation effectively.

Further, in every instance of promotion or financial upgradation, two additional increments should be granted at the time of pay fixation, subject to a minimum benefit of ₹10,000. All qualified employees, irrespective of grade or post, should be provided opportunities for fast-track promotion through the Limited Departmental Competitive Examination (LDCE) to higher positions.

There is also a need to introduce greater realism in performance benchmarks by removing the stringent "Very Good" APAR requirement, which often leads to subjective denial of benefits. Punitive provisions must be abolished, particularly the rule under which employees who decline a promotion due to genuine hardship are debarred from MACP benefits for a specified period. Declining a functional promotion should not restrict time-bound financial entitlements. Additionally, career progression should be linked with structured training programmes such as iGOT Karmayogi, which should be conducted within duty hours and formally recognised as a qualification for career advancement.

RESPONSE – CAREER PROGRESSION (MACP & PROMOTIONAL STRUCTURE)

The National Union of RMS & MMS Employees – Mail Guards & MTS respectfully submits that the existing framework for career progression for Mail Guard, Multi-Tasking Staff (MTS) and MMS Artisan cadres is inadequate and does not reflect the length of service, nature of duties and operational contributions of these employees. The present system is largely constrained by limited promotional avenues, vacancy-based progression and procedural delays, resulting in prolonged stagnation and reduced motivation among the workforce.

With regard to the Modified Assured Career Progression (MACP) Scheme, the Union submits that the current provisions are insufficient to address stagnation, particularly for cadres with restricted hierarchical growth. It is therefore proposed that the MACP framework be strengthened by providing a minimum of five (5) financial upgradations, along with timely implementation, to ensure that employees receive regular and assured financial progression throughout their service.

The Union further submits that the existing promotional structure lacks clear, time-bound pathways and does not adequately recognize experience, skill and operational expertise. There is a need to establish a structured and transparent career progression system incorporating seniority-cum-fitness principles, increased promotional quotas and recognition of field experience.

As the nature of duties is evolving with modernisation and digitalisation, employees acquiring new competencies should be provided corresponding opportunities for progression and role enhancement.

Removal of restrictive conditions and simplification of procedures will ensure equitable access to career growth.

Conclusion

The current career progression system requires comprehensive reform to eliminate stagnation, ensure fairness and recognize the contributions of operational cadres. Strengthening MACP provisions, expanding promotional avenues and introducing structured progression pathways are essential to improve morale, enhance efficiency and sustain the workforce in RMS & MMS operations.

Q.9 Concerns / Views Related to Retirement Benefits

Select those which are applicable:

- Death Cum Retirement Gratuity (DCRG) under OPS / NPS / UPS
- OROP
- Leave Salary / Encashment
- Pension Commutation
- Any Other

DETAILED RESPONSE – Retirement Benefits

Death Cum Retirement Gratuity (DCRG) under OPS / NPS / UPS

At present, DCRG is calculated at one-fourth of Basic Pay plus Dearness Allowance for each completed six-month period of qualifying service, subject to a maximum of 16.5 times the emoluments and an overall monetary ceiling of ₹25 lakhs. The Federation submits that this framework requires substantial revision to reflect current economic realities and ensure adequate post-retirement security.

It is proposed that gratuity be recalculated on the basis of 25 effective working days instead of 30 days in a month. Further, the existing cap of 16.5 times the emoluments should be removed, and gratuity should instead be calculated at the rate of half a month's Basic Pay plus Dearness Allowance for each completed six-month period of qualifying service. The overall ceiling on gratuity should be significantly enhanced from ₹25 lakhs to ₹75 lakhs. These revised provisions should also be uniformly extended to employees covered under the National Pension System (NPS) and Unified Pension Scheme (UPS), ensuring parity and fairness across all categories of employees.

OROP – Extension to Civil Pensioners

The Government of India has implemented the One Rank One Pension (OROP) scheme for Armed Forces personnel to remove disparities whereby individuals of the same rank and length of service were receiving different pensions due to retirement at different points in time. Similarly, there already exists complete parity in pension among constitutional authorities such as Judges of the Supreme Court, High Courts and the Comptroller and Auditor General of India, regardless of their retirement date.

For Civilian employees, the Vth CPC had recommended parity between past and future pensioners. However, disparities have re-emerged. The Federation therefore requests the 8th CPC to reaffirm the principle that all pensioners constitute a single homogeneous class. The OROP principle should be extended to Central Civil Pensioners, ensuring parity in Pension without artificial cut-off dates based on retirement.

Leave Salary / Encashment

600 days EL Encashment is proposed along with full reimbursement of available HPL at the time of superannuation/retirement. The 8th CPC may kindly recommend the same.

Pension Commutation

In accordance with Rule 10A of the CCS (Commutation of Pension) Rules, 1981, restoration of commuted pension is presently allowed only after 15 years. These rules were framed several decades ago and no longer reflect current financial realities. An illustrative case of a pensioner aged 61 years (next birthday) shows that with a commutation factor of 8.194, an amount of ₹100 commuted yields ₹9,833, while the recovery amounts to ₹12,000 in 10 years and ₹18,000 in 15 years. This clearly

indicates that the entire commuted value is effectively recovered within about 10 years, and any recovery beyond this period results in excess recovery from pensioners.

In view of this, it is reasonable to reduce the restoration period. Several State Governments have already revised this duration to between 12 and 13 years. The Federation therefore proposes that the restoration of commuted pension be allowed after 11 years, or at the age of 71 years, whichever is earlier, in order to ensure fairness and financial relief to pensioners.

Revision of Pension / Family Pension

For ensuring a decent and dignified life after retirement, it is proposed that full pension be enhanced to 67% of the Last Pay Drawn (LPD) or the average of the last 10 months' emoluments, in place of the existing 50%. Correspondingly, the rate of family pension should be increased from the present 30% to 50%. Further, the period of enhanced family pension may be extended up to the age of 70 years to provide greater financial security to dependents.

In addition, an age-based progressive pension structure is proposed to address the increasing financial and healthcare needs of pensioners with advancing age. Under this structure, pension may be fixed at 70% of LPD at 65 years, 75% at 70 years, 80% at 75 years, 85% at 80 years, 90% at 85 years, and 100% of LPD at 90 years, thereby ensuring sustained financial support during advanced stages of life.

Additional Welfare Measures for Pensioners

It is proposed that a range of additional facilities be extended to pensioners to ensure a secure and dignified post-retirement life. Pensioners may be granted House Rent Allowance in view of the escalating cost of housing across cities and towns. They should also be extended the benefit of Leave Travel Concession (LTC) to support mobility and social well-being.

Further, a Caretaker Allowance based on medical necessity may be introduced for pensioners suffering from chronic and debilitating conditions such as Alzheimer's disease, dementia, and paralysis. Pension and family pension may be exempted from Income Tax to enhance their net financial security. Railway concessions for senior citizens should be restored to facilitate affordable travel.

In addition, the Government may consider establishing elder-friendly holiday homes or hostels across the country to support the welfare of retirees. Special provisions should also be made for physically disabled pensioners and family pensioners by granting assistance for physical support and mobility costs in the form of a dedicated allowance.

Withdrawal of NPS / UPS and Restoration of OPS

The Government decision to replace the Defined and Non-Contributory Pension Scheme by NPS for employees who joined Central Government service on or after 01.01.2004 is not only going backwards but is an illegal step in the light of the Supreme Court ruling that pension is as good as a right to property and is enforceable. The NPS has already made social security in old age uncertain and dependent on market forces. Out of more than 26 Lakhs NPS employees, only 1.22 Lakhs (around 4.5%) migrated to UPS. Therefore, the Federation proposes that NPS/UPS may not be made applicable to the Central Government employees and all those covered under NPS/UPS may be reverted back to the Defined and Non-Contributory Statutory Pension Scheme (OPS) under the CCS Pension Rules 2021.

RESPONSE – RETIREMENT BENEFITS

The National Union of RMS & MMS Employees – Mail Guards & MTS respectfully submits that the existing retirement benefits framework does not adequately reflect the physically demanding, risk-prone and operational nature of duties performed by Mail Guard, Multi-Tasking Staff (MTS) and MMS Artisan cadres throughout their service. These employees spend their careers under continuous physical strain,

irregular duty hours and challenging working conditions, yet the post-retirement benefits available to them are not commensurate with the hardships endured during service.

With regard to Death-cum-Retirement Gratuity (DCRG), the current provisions are not sufficient to provide adequate financial security to employees and their families. There is a need to enhance gratuity limits and ensure uniform, equitable benefits across different pension systems.

In respect of Leave Salary / Encashment, employees are often unable to fully utilize leave during service due to staff shortages and operational exigencies, resulting in accumulated leave at the time of retirement. Leave encashment should be enhanced and processed efficiently, recognizing that such leave accumulation is largely due to service requirements rather than personal choice.

Regarding Pension Commutation, the existing framework provides limited financial flexibility and may not adequately support employees in meeting post-retirement financial needs. There is a need to review commutation provisions to make them more beneficial and employee-friendly.

The Union highlights the need for stronger post-retirement social and financial security measures, particularly for employees who have served in physically demanding roles. This includes enhanced pension benefits, medical support after retirement and welfare measures for families.

Conclusion

Retirement benefits require substantial strengthening and rationalisation to ensure dignity, security and fairness for employees after long years of service under demanding conditions. Enhancing gratuity, improving leave encashment, revising commutation benefits and introducing broader welfare measures are essential to provide meaningful post-retirement support.

NATIONAL ASSOCIATION OF POSTAL EMPLOYEES – GROUP C
(Central Head Quarters)
17-2-17,P&T Quarters, Attul Grove Road, New Delhi – 110001

No: NAPE/8TH CPC/Memorandum 20-04-2026

To
The Chairperson
8th Central Pay Commission
New Delhi – 110001

Subject: Submission of Memorandum on behalf of NAPE Group 'C' Union - Reg

Respected Madam,

Kindly refer to the constitution of the 8th Central Pay Commission for examining the pay structure and service conditions of Central Government employees.

In this connection, it is submitted that the National Joint Council of Action (NJCA/NJCM) has already submitted a comprehensive memorandum covering the common issues of Central Government employees, which may kindly be treated as Part–I of our memorandum.

Further, our Federation (FNPO) has submitted a separate memorandum highlighting the issues and concerns relating specifically to the Department of Posts, which may kindly be treated as Part–II of our memorandum.

We are hereby submitting the Sectional Memorandum pertaining to Postal Group 'C' employees, which may kindly be treated as Part–III of our memorandum. The same contains detailed justification, cadre-specific issues, anomalies, and demands for consideration of the Commission.

It is, therefore, respectfully requested that the Hon'ble Chairperson and the esteemed Members of the 8th Central Pay Commission may kindly consider the issues and demands presented in the memorandum sympathetically and favorably.

Yours faithfully,



(SIVAJI VASIREDDY)
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CHAPTER–I

INDIA POST-AN INTRODUCTION

1.1 India Post – An Introduction

The Department of Posts (DoP), functioning under the Ministry of Communications, Government of India, is one of the most extensive and socially committed public service organizations in the country. It connects individuals, businesses, and government institutions through a vast nationwide network and provides essential communication, financial, and citizen-centric services. With its unparalleled infrastructure, India Post ensures delivery of mail to the doorsteps of citizens across urban, rural, and remote areas, collection and transmission of postal articles, provision of postal stationery, and facilitation of various social welfare and financial inclusion initiatives. Over the years, the Department has evolved far beyond traditional mail services and now performs multifaceted roles encompassing banking, insurance, logistics, e-commerce support, and delivery of government services, thereby transforming itself into a multi-functional public service institution.

1.1.2 Historical Evolution

The Indian postal system has a long and distinguished history, beginning with early organized communication systems and evolving into a structured network during the colonial period. The East India Company introduced postal services in 1766, followed by the nationalization of postal services by the East India Company under Act XVII of 1837, and the formal establishment of the modern postal department through the Indian Post Office Act of 1854, which introduced uniform postage rates and created the position of Director General of Posts. Subsequent developments such as the introduction of the Railway Mail Service in 1863 and the Post Office Savings Bank in 1882 expanded the scope of operations significantly. Over time, the Department diversified into parcel services, value payable services, insurance, and financial services. After Independence, India Post emerged as a critical instrument of nation-building, extending services to rural and remote areas. In recent years the Department has undergone major transformation through digital banking integration, e-commerce logistics support, Aadhaar-enabled services, and Direct Benefit Transfer mechanisms, thereby redefining its role in governance and public service delivery.

1.1.3 Legal and Institutional Framework

The Department of Posts operates under the constitutional framework wherein Posts and Communications fall under the Union List, placing them under the exclusive jurisdiction of the Union Government. The traditional legal framework of the Indian Post Office Act, 1898 has been replaced by the Post Office Act, 2023, which came into force on 18th June 2024 and marks a significant shift in regulatory and operational scope. The Department is responsible for policy formulation, operation, maintenance, and expansion of postal services across the country, ensuring accessibility, affordability, and reliability of services.

1.1.4 Core Functions of Postal Operations

Postal operations involve a comprehensive chain of activities including collection, sorting, transmission, and delivery of mail. These activities are carried out through Postal Divisions, Railway Mail Service (RMS), Mail Motor Service (MMS), and an extensive delivery network. The efficiency of this system depends on coordinated functioning across multiple operational units, supported by a dedicated workforce operating under diverse and often challenging conditions.

1.2 Postal Network – The Largest in the World

India Post operates the largest postal network globally, with 1,64,999 post offices as on 31st March 2025, of which more than 90 percent are located in rural areas. Each post office serves an average population of 7,339 persons and covers an area of approximately 19.92 square kilometres. The network is structured into 23 Postal Circles, 54 Regions, 462 Divisions, and 69 RMS Divisions, supported by Mail Motor Service units and a vast number of Branch Post Offices, largely managed by Gramin Dak Sevaks. This extensive structure ensures last-mile connectivity across the country, including in remote and inaccessible regions.

The Department of Posts functions as a primary delivery mechanism for Government services and plays a crucial role in financial inclusion and social security delivery. It facilitates pension payments, Direct Benefit Transfers, Aadhaar-related services, and rural banking operations, thereby acting as a vital link between citizens and the Government.

1.3.1 Post Office Savings Bank (POSB)

The Post Office Savings Bank (POSB), operated on behalf of the Ministry of Finance, represents the largest banking network in the country in terms of reach and number of service outlets, with over 1.64 lakh post offices offering savings services. As per the Annual Report 2025–26, POSB services are delivered through more than

1.65 lakh post offices, with over 47 crore accounts operating on a Core Banking Solution (CBS) platform, as confirmed by the Government in the Lok Sabha in March 2026. The Department offers a wide range of financial products including Savings Accounts, Recurring Deposits, Time Deposits, Public Provident Fund, Senior Citizens Savings Scheme, Sukanya Samriddhi Accounts, National Savings Certificates, and Kisan Vikas Patra.

Postal employees are thus required to perform banking functions comparable to those of commercial banking institutions, especially in rural and semi-urban areas.

1.3.2 Digital Transformation

The Department has implemented Core Banking Solutions, mobile and internet banking, NEFT/RTGS integration, Aadhaar-based e-KYC, and ATM services, thereby transforming itself into a technology-driven financial service provider. This transformation has significantly increased the technical and operational responsibilities of postal employees.

1.3.3 Savings Bank – A Profile as on 31.03.2025

The magnitude of financial operations handled by the Department of Posts is reflected in the following statistical profile:

(A) Savings Bank Schemes

Sl. No.	Name of the Scheme	Number of Accounts	Outstanding Balance (Rs in Crore)
1	Savings Accounts (including MGNREGA)	7,93,87,869	2,12,331.70
2	Recurring Deposit (RD)	13,09,22,127	2,06,307.15
3	Time Deposit (TD)	2,58,36,610	3,38,531.04
4	Monthly Income Scheme (MIS)	91,26,726	2,85,629.52
5	Public Provident Fund (PPF)	50,38,989	1,62,746.82
6	Senior Citizens Savings Scheme (SCSS)	42,97,849	2,00,325.85
7	Sukanya Samriddhi Account (SSA)	3,53,37,939	1,99,001.69
Total		**28,99,48,109**	**16,04,873.77**

(B) Savings Certificates & Other Instruments

Sl. No.	Name of the Scheme	Number of Accounts / Certificates	Outstanding Balance (Rs in Crore)
1	National Savings Certificate (NSC VIII)	3,96,11,831	1,94,798.06
2	Kisan Vikas Patra (KVP)	3,60,75,330	2,32,726.79
3	Mahila Samman Savings Certificate (MSSC)	35,86,383	28,210.93
Total		**7,92,73,544**	**4,55,735.78**

(C) Grand Total (All Savings Schemes)

Particulars	Number of Accounts	Outstanding Balance (Rs in Crore)
Total (A + B)	**36,92,21,653**	**20,60,609.55**

1.3.4 Revenue from Traditional Postal Services

Sl. No.	Particulars	Revenue 2025-2026 (Rs in Crore)
1	Sale of Stamps	127.56
2	Postage Realised in Cash	3968.8
3	Commission on MO & IPO etc.	68.00
4	Remuneration on Savings Bank / Certificates	7234.59
5	Other Receipts	257.92

1.3.5 Analytical Position

The above data clearly establishes that the Department of Posts is handling financial operations of an extraordinary magnitude, with over 36.92 crore accounts and an outstanding balance exceeding ₹20.60 lakh crore, which is comparable to large banking institutions. At the same time, the Department continues to generate substantial revenue from traditional postal services, thereby maintaining its dual role as a public service provider and a revenue-generating organization.

It is pertinent to emphasize that these extensive financial and operational responsibilities are discharged by postal employees in addition to their traditional

duties. The role of postal employees has expanded significantly to include banking, insurance, digital services, and logistics functions requiring higher levels of skill, accountability, and technological competence. However, this transformation has not been accompanied by commensurate improvements in pay structure, incentives, or service conditions, which constitutes a major issue for consideration by the 8th Central Pay Commission.

1.4 Insurance and Financial Inclusion

Postal Life Insurance (PLI) and Rural Postal Life Insurance (RPLI) continue to play a significant role in providing social security and financial protection to Government employees and rural populations. Over the years, these schemes have expanded considerably in terms of policy coverage and premium income, reflecting the trust reposed by the public in postal insurance services.

In addition, the Department has significantly strengthened financial inclusion initiatives through integration with the India Post Payments Bank (IPPB, operationalized on 1st September 2018), enabling doorstep banking, Aadhaar-enabled payment services, Direct Benefit Transfers, and digital financial transactions across rural and underserved areas. This has further expanded the role of postal employees in financial service delivery beyond traditional insurance operations.

Consolidated PLI and RPLI Insurance Revenue Table		
Revenue Category	**FY 2024-25 (Actual + Anticipated) (₹ in crore)**	**FY 2025-26 (Projected Total) (₹ in crore)**
PLI Premium Income	**13,040.46**	**13,864.26**
RPLI Premium Income	**5,782.01**	**6,318.99**
Total Business Revenue (Premium)	**18,822.47**	**20,183.25**
Departmental Remuneration (Recoveries)	**1,188.04**	**1,391.68***

**The FY 2025-26 projection for Departmental Remuneration is calculated based on the actuals reported up to December 2025 (₹1,043.76 crore) and anticipated figures for January-March 2026 (₹347.92 crore)*

1.5 Logistics, Premium and Business Services

The Department of Posts has significantly expanded its logistics and premium service portfolio, including Speed Post, Business Post, Express Parcel, and Logistics Post, along with dedicated support for e-commerce operations. The

rapid growth of parcel traffic, particularly driven by e-commerce, has transformed India Post into a major logistics service provider operating in a highly competitive environment alongside private courier companies.

The Department has also strengthened its role in last-mile delivery for e-commerce platforms and Government services, thereby increasing operational intensity and workload at all levels, especially in delivery, RMS, and MMS units.

1.6 Transformation into a Multi-Functional Institution

The Department of Posts has undergone a paradigm shift from a traditional mail delivery organization into a multi-functional institution performing diverse roles as a postal operator, banker, insurance provider, logistics service provider, and digital service delivery platform.

This transformation has been driven by the introduction of Core Banking Solutions, India Post Payments Bank, digital services, Aadhaar-enabled systems, and integration with national financial and governance platforms. While the scope of operations has expanded significantly, this transformation has not been accompanied by a corresponding increase in manpower or revision in pay structure, resulting in increased workload and operational pressure on employees.

1.7 Vision, Mission and Strategic Role

The vision of India Post is to make its services the first choice of customers by providing reliable, accessible, and value-driven services across the country. Its mission includes maintaining the largest postal network, ensuring last-mile connectivity, delivering financial and social security services, supporting digital governance initiatives, and acting as a trusted interface between the Government and citizens.

The Department also plays a strategic role in national development by promoting financial inclusion, enabling digital transactions, and supporting rural economic growth.

1.8 Workforce Contribution and Ground Reality

Despite the significant expansion in services and responsibilities, new initiatives continue to be implemented largely with existing manpower. The Department is currently functioning with approximately 1,95,753 departmental employees and 2,78,633 Gramin Dak Sevaks (figures as per available departmental

data), reflecting a reduced regular workforce alongside increased dependence on GDS.

Postal employees are required to perform multi-functional roles involving banking operations, digital services, logistics management, insurance, and customer service, often under conditions of staff shortage and increased workload. The absence of adequate incentives, skill-based compensation, and structured training support further adds to operational challenges.

Despite these constraints, the workforce continues to deliver services efficiently, demonstrating exceptional dedication and commitment.

1.9 Core Issue for 8th CPC Consideration

The Department of Posts has evolved into a multi-service, technology-driven institution with expanded responsibilities in banking, logistics, digital governance, and financial inclusion. However, the pay structure, career progression opportunities, and service conditions of its employees have not kept pace with this transformation.

This has resulted in a widening gap between responsibilities and remuneration, creating structural inequity and affecting employee morale. The need for comprehensive revision of pay, allowances, and service conditions is therefore a critical issue for consideration by the 8th Central Pay Commission.

1.10 Conclusion

India Post stands today as the backbone of rural communication, financial inclusion, and governance delivery in the country. Its transformation into a multi-functional service provider has been achieved through the dedication, adaptability, and resilience of its workforce, despite significant constraints in manpower and resources.

The 8th Central Pay Commission has a crucial responsibility to recognize the evolving role of postal employees and to recommend fair and equitable compensation, improved service conditions, and a sustainable workforce framework that aligns with the expanded scope and complexity of postal operations.

CHAPTER – II

JUSTIFICATION FOR HIGHER PAY TO POSTAL ASSISTANTS — A UNIQUE AND INDISPENSABLE CADRE

2.1 INTRODUCTION

The cadre of Postal Assistants (PAs) constitutes the fundamental nerve centre of the postal administration and represents the most dynamic operational, financial, and digital interface of the Department of Posts. Serving simultaneously as the Department's first-line public relations officer, counter functionary, financial manager, system operator, and supervisory authority, the Postal Assistant translates high-level policy mandates into ground-level service delivery across a network of 1,64,999 post offices — the largest postal network in the world. Their dedication has rightly earned this cadre the embodiment of the Department's own motto: "Service Before Self."

Over the decades, and with accelerating pace in recent years, this workforce has undergone a fundamental transformation — from a conventional mail-handling role into the primary engine of a multi-functional public service institution that integrates communication, banking, insurance, technology, and high-value logistics within a single operational framework. The enactment of the Post Office Act, 2023 (which received Presidential assent on 24th December 2023 and came into force on 18th June 2024, formally repealing the Indian Post Office Act, 1898 — a statute that had governed India's postal framework for 126 years) marks a paradigm shift in the legal and operational mandate of the Department. The subsequent Post Office Rules, 2024 and Post Office Regulations, 2024, notified under the authority of the new Act, have comprehensively restructured the service delivery obligations of the Department, further expanding the responsibilities of Postal Assistants well beyond any characterization as ordinary clerical work.

Under this modernized regulatory regime, the responsibilities of PAs encompass the management of a sophisticated suite of products and services — including Direct Post, Media Post, Retail Post, e-Payment, e-Post, Speed Post, and Parcel services — all governed by detailed regulatory procedures requiring professional competence and technological proficiency. The modernization of service delivery mandates digital-first operations, including online tracking through the Track and Trace system, OTP-based delivery verification protocols, digital signature capture on handheld devices, and facilitation of web-based booking services such as Click N Book. As the primary operational backbone of the Government Savings Bank, India Post Payments Bank (IPPB, operationalized on 1st

September 2018), and Postal Life Insurance (PLI) / Rural Postal Life Insurance (RPLI) schemes, this cadre manages complex financial transactions, savings instruments, and insurance services on a daily basis — functions that demand specialized knowledge, strict procedural compliance, and a high degree of individual accountability.

Despite this fundamental transformation into a technology-driven, multi-dimensional professional workforce, the pay structure for PAs and SAs continues to be anchored in a legacy clerical classification — Group C, Non-Gazetted, Ministerial — a category that fails to reflect the present-day reality of their duties. Whereas a single Postal Assistant today performs the combined roles of Banker, Insurance Executive, System Administrator, Accountant, Auditor, Postmaster, Marketing Executive, and Public Relations Officer, the remuneration structure treats this workforce as if it were engaged in routine sedentary clerical functions. This creates a significant and growing structural anomaly between the level of professional functions actually performed and the remuneration officially granted. In the context of the 8th Central Pay Commission, it is both timely and imperative to conduct a comprehensive re-evaluation of this cadre, with a view to providing a fair, rational, and commensurate pay structure that accurately acknowledges their indispensable role as the primary executors of digital governance, financial inclusion, and citizen-centric service delivery in modern India.

2.2 UNIQUE AND MULTI-FUNCTIONAL NATURE OF THE CADRE

The cadre of Postal Assistants and Sorting Assistants represents a unique professional category within the Central Government — distinguished by an unparalleled integration of diverse functional responsibilities that are, in any other organizational context, distributed across multiple specialized departments staffed by dedicated experts. Unlike any other clerical cadre in the Central Government, a single Postal Assistant is subject to mandatory rotational transfers and must be prepared, at any moment, to perform the full range of functions across multiple branches — Savings Bank, Treasury, Mails, Business, Marketing, Insurance, and Information Technology — bringing immediate mastery to whichever function is assigned. Following the implementation of the Post Office Act, 2023 and the Post Office Regulations, 2024, this cadre has transitioned from traditional mail handlers to multi-domain executive professionals operating at the frontline of national service delivery.

Under the modernized regulatory framework, a single Postal Assistant is required to simultaneously master and execute roles analogous to several distinct

specialized professions, often without dedicated support staff. The principal functional domains are as follows:

(a) Banking and Financial Executive: Postal Assistants operate the Government Savings Bank (Post Office Savings Schemes) encompassing Savings Accounts, Recurring Deposits, Time Deposits, Monthly Income Scheme, Senior Citizens Savings Scheme, Sukanya Samriddhi Accounts, Public Provident Fund, MSSC, National Savings Certificates, and Kisan Vikas Patras. With the full rollout of Core Banking Solution (CBS), they now manage electronic transfers, ATM operations, debit card issuance, and Aadhaar-enabled payment services. They additionally handle payment gateway operations for e-Payment of utility bills, taxes, and loan repayments — performing functions directly comparable to a bank branch officer of a scheduled commercial bank.

(b) Insurance Underwriter and Claims Manager: They administer Postal Life Insurance (PLI) and Rural Postal Life Insurance (RPLI), performing duties encompassing marketing, policy enrolment, premium collection, policy servicing, and coordinating settlement of maturity and death claims. The decentralization of PLI and RPLI work to the Divisional and Head Post Office levels — conducted without additional staffing or budgetary allotments — has substantially increased this burden. These functions require specialized knowledge of insurance regulations and claims procedures.

(c) Digital Governance and IT System Operator: With the shift to digital-first operations, PAs are required to operate and manage multiple integrated IT platforms, generate Management Information System (MIS) reports, handle system-level data entry, and ensure accurate digital record-keeping for all accountable articles and financial transactions. In the large majority of offices — particularly in rural and semi-urban areas — they also function as de facto System Administrators at the unit level, maintaining hardware, resolving network issues, and ensuring continuity of APT 2.0 operations, all without additional compensation. The success of APT 2.0 stands as a powerful testament to the technical dedication of this cadre, who serve as both functional architects and frontline performers of the Department's digital transformation.

(d) Logistics and Supply Chain Coordinator: Handling Track and Trace items, managing Speed Post and Parcel operations, executing Click N Book web-service transactions, coordinating Business Parcel and e-commerce logistics, and supervising Postmen, Multi-Tasking Staff (MTS), and Gramin Dak Sevaks (GDS) requires the expertise and orientation of a modern logistics and supply chain professional.

(e) Citizen-Centric Service Provider: Under the provisions of the Post Office Regulations, 2024, PAs act as the Government's primary grassroots interface for a wide range of citizen services including Aadhaar enrolment and updation, Passport application processing and physical verification at Post Office Passport Seva Kendras (POPSKs), facilitation of Government welfare scheme disbursements, election commission work including electoral roll verification, and physical verification of PMEGP (Prime Minister's Employment Generation Programme) units — fulfilling roles central to India's digital inclusion and social welfare agenda.

(f) Marketing and Business Solutions Executive: PAs manage sophisticated corporate and institutional postal products such as Media Post, Direct Post, Bulk Mail, and Book Now Pay Later (BNPL) credit facilities for corporate clients. Business targets have been fixed for all postmasters and postal assistants. Those posted in Philatelic Bureaus function with the curatorial responsibility of specialists. These functions require a client-oriented, commercially informed approach to account management and business development — skills typically associated with executive-level marketing roles in the public and private sectors.

(g) Supervisory and Administrative Authority: Approximately 25,000 Postal Assistants serve as Postmasters of single-handed or double-handed Sub Post Offices. Of the approximately 24,281 departmental Sub Post Offices nationwide, nearly 13,000 operate as single-handed units where one official manages all functions — financial, operational, supervisory, and administrative. These officials supervise GDS and MTS staff attached to them, monitor attached Branch Post Offices, and bear full accountability for the service delivery and financial integrity of those offices.

In the vast majority of India's post offices — particularly in rural, semi-urban, and single-handed offices — this extraordinary concentration of responsibilities occurs entirely without the support of specialized IT staff, dedicated accountants, or separate administrative personnel. A single Postal Assistant routinely functions simultaneously as Postmaster, Accountant, Cashier, System Operator, Marketing Executive, and Customer Service Executive. Furthermore, the mandatory integration of the iGOTKarmayogi digital learning portal has extended professional obligations beyond duty hours, as staff must complete digital certification courses during personal time to meet departmental benchmarks — effectively constituting an unpaid extension of the working day for which no compensation is provided. This level of multi-functional accountability — legally reinforced by the stringent obligations attached to the handling of accountable articles, public funds, and financial instruments — clearly establishes that the cadre has long outgrown its clerical classification and must be recognized as a multi-skilled executive workforce that is indispensable to the success of India's digital and financial infrastructure.

2.3 HISTORICAL RECOGNITION OF SPECIAL STATUS

The special and onerous nature of postal operations has been consistently acknowledged by expert committees and Pay Commissions since the early decades of the twentieth century, establishing a long and unbroken tradition of recognizing the unique demands placed upon postal field staff.

2.3.1 The Haseltine Committee (1920): The first committee to investigate the conditions of postal non-gazetted staff was presided over by Mr. H.H. Haseltine, C.I.E., in 1920. The Committee conducted an elaborate inquiry into the rates of pay, hours of duty, and principles governing staff strength in the postal branch. After extensive examination, the Haseltine Committee reached the unequivocal conclusion that the Postal Clerk performs duties of an exceptionally special nature, fundamentally distinct from those of ordinary clerks in other Government offices. The Committee acknowledged that the hours of work in the postal service are significantly longer and highly irregular — often beginning as early as 5:00 AM and extending to 10:00 PM — a direct consequence of the operational requirement to align with mail arrival and dispatch timings, imposing physical and mental strain of a kind not encountered in standard desk jobs. Crucially, the Committee acknowledged that the remuneration provided did not commensurate with the intensity and importance of the tasks performed.

2.3.2 The Bewoor Committee (1940s): An expert committee on postal working conditions, headed by Sir Gurunath Bewoor, provided further authoritative insight into the peculiar pressures of postal work through its findings on the "Time Test." Sir Bewoor observed that while an ordinary administrative office can defer unfinished work to the next day, such deferment is categorically impossible in a post office. The day's mail must be delivered and dispatched within the same business cycle, and all accounts, abstracts, and returns must be adjusted and submitted to audit on their respective due dates. Consequently, postal staff cannot leave their posts until every task is completed, frequently working well beyond fixed hours without compensation. Sir Bewoor further noted the precarious position of the Postal Clerk under extreme workloads: the temptation to shortcut procedural rules to complete work inevitably leads to financial losses, errors, and consequent punishments or personal financial recoveries — creating a high-pressure environment of continuous pecuniary risk that has no equivalent in any other clerical cadre.

2.3.3 Special Relief of 1946: The Government's historical acknowledgment of these hardships culminated in 1946, when the P&T Department sanctioned exclusive relief for Postal Clerks vide letter No. A17-8/46 dated 04.08.1946. Recognizing the unique nature and demanding conditions of their work, the

Government enhanced the "Good Conduct Pay" as a special measure of relief — establishing a clear historical precedent in which Postal Clerks were formally treated as a superior category compared to other Government of India employees. This distinction, constituting an explicit admission of the exceptional responsibilities inherent in the cadre, was subsequently eroded over successive Pay Commission cycles — an erosion which the present memorandum seeks to reverse.

2.3.4 The Retrenchment Committee (Jehangir Committee): A significant and adverse turning point in the professional standing of the Postal Assistant occurred with the recommendations of the Retrenchment Committee, headed by Sir Cowasjee Jehangir. This committee introduced the 'time scale' system for clerical cadres, replacing earlier graded pay structures. While intended to streamline administration, this change became the starting point for the systematic reduction of the status of Postal Clerks. By equating them with ordinary clerks in other Government services, the committee ignored the unique operational demands, irregular hours, and specialized responsibilities that characterize the postal service — a misclassification that persists to this day.

2.3.5 The First Pay Commission (1946): The First Pay Commission explicitly recognized that postal work cannot be judged by the same criteria as other administrative departments. The Commission noted that postal duties — encompassing split duty schedules, constant public contact, and heavy financial responsibilities — are of a significantly more 'onerous character.' Accordingly, the Commission recommended that post office clerks be placed on par with Civil Accounts and Currency Office clerks — whose roles involve similarly high stakes and complexity — rather than being grouped with general administrative clerical staff. This recognition was translated into the grant of special pay to the cadre, a distinction that, regrettably, was gradually eroded through subsequent Pay Commission cycles.

2.3.6 The 6th Central Pay Commission (2008): The 6th CPC reinforced the critical importance of the 'cutting edge' of administration — the field-level functionary who directly interfaces with the citizen. The Commission observed that field offices are the primary determinants of whether Government policies succeed or fail in practice, and emphasized that the assimilation of technology and the exercise of greater accountability at the delivery point are essential imperatives of modern governance. The Commission further recommended recruitment of multi-skilled personnel at the assistant level, designated as 'Executive Assistants,' to meet modern administrative requirements. Postal Assistants, already performing these identical high-responsibility duties, are perfectly situated for elevation to 'Executive Assistant' status — as argued in this memorandum.

2.3.7 The 7th Central Pay Commission (2016): The 7th CPC revised the pay scales for the PA/SA cadre, placing them at Level 4 of the Pay Matrix (Rs. 25,500–81,100). However, this revision did not constitute a structural reclassification of the cadre, nor did it address the fundamental mismatch between the complexity of duties performed and the pay level granted. The argument presented here is not that successive Pay Commissions made no revisions, but rather that such revisions have been insufficient to bridge the growing gap between the cadre's actual functional profile and its pay and classification — particularly in light of the dramatic technological and regulatory transformation of the Department since 2014 and especially following the Post Office Act, 2023.

2.3.8 Departmental Recognition: Notably, the Department of Posts itself, in its official memorandum to the 6th Central Pay Commission, formally requested a higher pay scale for Postal Assistants. The Department highlighted that the induction of technology and the modernization of postal services took place without any economic package to its employees — in stark contrast to the banking sector, where computerization was accompanied by pension improvements, wage rises, and cash incentives. The Department explicitly noted that there was significant 'force in the demand' made by the staff side and requested sympathetic consideration. Despite this, no commensurate structural revision was effected. The 8th Central Pay Commission is therefore requested to address this long-standing institutional acknowledgment with appropriate action.

2.3.9 Excellence Committee (1988) and Public Trust: Following a recommendation of the Fourth CPC to achieve 'postal excellence,' the Government established an Expert Committee in 1987. The Committee's 1988 report 'Quest for Postal Excellence' found that 86% of the public was satisfied with post office timings and 92% had a positive orientation regarding the honesty of postal employees. Educational institutions and banks expressed higher satisfaction with the integrity of postal staff than with other Government institutions, and 88% viewed postal employees as deeply sincere. The data from the Committee's consumer survey on personal traits — satisfaction levels on honesty, courtesy, efficiency, helpfulness, sincerity, and hardwork ranging from 52% to 73% fully satisfied — underscore the exceptional professionalism of this cadre.

2.4 DETAILED JOB PROFILE AND RESPONSIBILITIES (INCLUDING KNOWLEDGE OF RULES, MANUALS AND VOLUMES)

The duties performed by Postal Assistants are of a highly complex, multifaceted, and responsible nature, encompassing not only operational and

administrative functions but also the custodianship of public funds, valuables, negotiable instruments, and sensitive Government financial records. Postal Assistants shoulder a heavy burden of responsibility in managing cash, postage stamps (which constitute revenue instruments of the Government), and valuable postal articles such as insured letters, registered parcels, Speed Post consignments, and financial instruments like money orders and postal orders. They simultaneously discharge a broad spectrum of public-facing duties requiring accuracy, procedural correctness, and the highest standards of official conduct. The duties are, in the apt phrase of earlier expert committees, 'brain-killing and nerve-eating,' requiring intense and sustained concentration at all times.

The nature of the work demands a high degree of accuracy, accountability, and adherence to a constantly evolving body of rules and regulations. Any error or lapse — whether in financial accounting, handling of accountable articles, or application of savings bank or insurance rules — may result in direct financial loss to the Government, disciplinary action under applicable conduct rules, personal financial recovery under the 'Contributory Negligence' provisions, audit objections, and public inconvenience. The personal accountability extends to losses that may arise even from circumstances that are not entirely within the official's control — creating a high-stakes risk environment with no equivalent in ordinary clerical cadres.

Beyond financial services, the Postal Assistant provides essential support to multiple arms of governance: facilitating the Election Commission (electoral roll verification), assisting the Customs and Excise authorities (checking contraband and collecting customs duty on foreign articles), supporting the Income Tax Department (deducting taxes, filing TDS returns, and now GST compliance), booking railway tickets, accepting passport applications at Post Office Passport Seva Kendras (POPSKs), issuing identity documents, and discharging social welfare functions under Direct Benefit Transfer and MGNREGS wage disbursement. In Divisional Offices, they further perform the roles of typist, dispatcher, correspondence clerk, and HR manager — demonstrating a level of administrative versatility found in no other cadre within the Central Government.

The 32 additional items of work now performed by Postal Assistants in Divisional Offices — resulting from progressive decentralization and not covered by the official staffing (SIU) formula of 1986 — include: Postal Assistant recruitment since 1979; triennial revision of GDS allowances; sanction of DCRG and pension commutation; investigation of losses and fraud; processing of SB claims; honorarium sanctions for IVP, MIS, MGNREGS, and Speed Post; MACP scheme and DPC convening; RTI information supply; handling of CAT/Court/Consumer Forum cases; FRAC proceedings for building shifts; and promotional activities for Rashtra

Bhasha — all performed without any special pay, incentive, or reduction in regular workload. The outdated 1986 SIU formula fails to account for these critical workloads, resulting in persistent understaffing and delayed personal claims settlement for the entire workforce.

For the efficient and legally compliant discharge of their duties, Postal Assistants are required to maintain comprehensive and continuously updated knowledge of an extensive body of rules, regulations, and operational manuals — subject to revision sometimes on a monthly or even more frequent basis. The knowledge requirements span a wide spectrum of statutory provisions, departmental manuals, and operational instructions, including but not limited to the following 31 distinct categories of publications:

1. Post Office Guide (Parts I, II, III, and IV): Covering all postal services, rates, rules, and procedures for domestic and international mail;

2. Postal Manuals (Volumes I, II, III, V, and the multi-part Volumes IV and VI, including all Parts and Appendices): Governing operational procedures for all categories of post offices, mail offices, and administrative units;

3. Post Office Act, 2023 and Post Office Rules & Regulations, 2024: The primary legislative and regulatory framework, replacing the Indian Post Office Act, 1898;

4. Branch Post Office Rules and Procedures: Governing the conduct of single-handed and branch offices in rural and semi-urban areas;

5. Financial Handbooks (Volumes I and II): Covering financial management, budget, accounts, and audit requirements;

6. Post Office Savings Bank CBS Manual and SB Orders: Governing all savings schemes administered through post offices, including digital CBS operations;

7. Postal Life Insurance (PLI) and Rural Postal Life Insurance (RPLI) Manuals and Guidelines: Governing policy issuance, premium management, and claims settlement;

8. Post Office Insurance Fund Rules and procedures;

9. Foreign Post Manual: Governing international mail services, customs procedures, and bilateral postal agreements;

10. All India PIN Code Directory and Alphabetical List of Post Offices: Reference tools essential for accurate mail processing and routing;

11. Central Civil Services (CCA) Rules, 1965; CCS (Conduct) Rules, 1964; CCS (Leave) Rules, 1972; GDS (Conduct and Engagement) Rules, 2020; and the Fundamental Rules and Supplementary Rules (FR & SR): Governing service conditions, discipline, and administration; and

12. Various departmental circulars, SB Orders, PLI Orders, APT 2.0 operational instructions, and IT system manuals issued from time to time by the Directorate — with new orders issued on not fewer than five occasions per working day.

This mandatory library of 31 distinct categories of rules — unparalleled in any other Government department — places a massive and continuous intellectual burden on the Postal Assistant, clearly and fundamentally distinguishing their role from that of ordinary clerical staff in the Central Government. The M.G. Ideanani Committee of 2014, in recognizing 'Tacit Knowledge' — the unwritten, hands-on operational expertise of seasoned postal officials — as the Department's greatest institutional asset, further underscored that the intellectual capital of the Postal Assistant cadre is the true engine of departmental performance and should be formally valued and compensated accordingly.

2.5 TECHNOLOGICAL RESPONSIBILITIES AND KNOWLEDGE REQUIREMENTS

The modernization of postal operations, coupled with the sweeping changes introduced under the Post Office Act, 2023 and the Post Office Rules and Regulations, 2024, has fundamentally and irreversibly transformed the nature of duties performed by Postal Assistants. The role now combines advanced technological competence with an extensive, continuously evolving knowledge base — representing a dual professional burden that is without parallel in the traditional clerical cadres of the Central Government. What is particularly significant is that the Department's comprehensive digital transformation — from Project Arrow to the current APT 2.0 — has been achieved alongside a 30 per cent reduction in staff strength since 2001, meaning the remaining workforce now shoulders a substantially higher technical and physical burden without any corresponding enhancement in pay or compensation.

Postal Assistants are required to operate multiple integrated, mission-critical IT platforms on a daily basis. These include, among others:

(a) Core Banking Solution (CBS): The primary platform for all Post Office Savings Bank operations, enabling real-time transaction processing for savings accounts, recurring deposits, time deposits, ATM and debit card operations, and other savings instruments across the post office network. Finacle-based CBS operations at India Post represent one of the largest banking technology deployments in the country.

(b) Core Insurance Solution (CIS) / McCamish: The dedicated IT platform for management of PLI and RPLI policy transactions, premium accounting, and claims processing. Finacle (CBS) and McCamish (CIS) platforms used at India Post are identical to those deployed in major commercial banks and insurance organizations, where those who train staff on such platforms are Scale II or Scale III officers — underlining the gross undervaluation of Postal Assistants operating these same systems at Level 4.

(c) India Post Payments Bank (IPPB) Platform: Supporting digital payment services, domestic money transfers (IMPS/NEFT/RTGS), Aadhaar-enabled payment services (AePS), and micro-ATM operations.

(d) Integrated Financial Accounting System (IFAS) / APT: Governing departmental accounts, daily balance verification, and financial reporting.

(e) Advanced Postal Technology 2.0 (APT 2.0): The current end-to-end digital operations platform — replacing legacy systems — encompassing mail processing, Track and Trace, OTP-based delivery confirmation, and integrated front-end operations across all post office functions. Software updates, patches, and version migrations must be managed by Postal Assistants at the unit level.

(f) Postman Mobile Application, Nanyatha Software (letter box monitoring), and various other IT-enabled service delivery platforms: Supporting field operations, delivery confirmation, GPS-integrated letter box clearance monitoring, and Aadhaar-based citizen services.

Beyond the operation of these platforms, the technological responsibilities of Postal Assistants include: execution of high-value real-time digital financial transactions with absolute accuracy; ensuring data integrity and system-level security in compliance with cybersecurity protocols; troubleshooting hardware and

software issues at the local level; maintaining AMC records and asset registers; and generating required MIS reports for supervisory review and audit compliance. These responsibilities are fundamentally and qualitatively different from traditional clerical functions in the Central Government and warrant appropriate recognition in terms of pay structure, cadre status, and career progression.

2.6 WORKLOAD, WORKING CONDITIONS AND HOURS

Postal Assistants work under significantly more demanding conditions than the majority of Central Government employees, and this disparity has widened substantially with the integration of financial, digital, and citizen-centric services into the post office network. Many post office buildings continue to be in sub-optimal physical conditions — inadequate space, poor ventilation, and cramped working environments — requiring high-precision tasks involving heavy cash, complex IT interfaces, and sensitive documents to be performed under conditions that would be unacceptable in any modern administrative or banking office.

Post offices follow a six-day working week, with Saturdays being full working days — unlike most Central Government offices which observe closed Saturdays. The prescribed weekly working hours accordingly extend to 48 hours per week in postal offices, compared to the standard 42-hour weekly requirement in other Central Government departments. This difference accumulates to a substantial annual excess, as the following comparative analysis demonstrates:

Table 1: Comparison of Working Days — Post Office Operative Staff vs. Administrative Offices

Description	Post Office Operative Staff	Other Govt. Administrative Offices (Including Postal Administration)
National & Festival Holidays	17 days	17 days
Casual Leave & Restricted Holidays	10 days	10 days
Closed Saturdays	0 days	52 days
Weekly Off (Sundays)	52 days	52 days
Total Off-Days per Year	**79 days**	**105 days**
Total Working Days per Year	**286 days**	**234 days**

Table 2: Annual Working Hours — Comparative Analysis

Parameter	Post Office Staff	Admin. Offices Staff
Working days per year	286	234
Standard daily hours	8 hours	8.5 hours
Total annual working hours	**2,288 hrs**	**1,989 hrs**
EXCESS annual hours by Postal Assistants	**≈ 299 additional hours per year (equivalent to ~37 additional working days)**	

Note: The above computation is based on prescribed hours only and does not account for the regular requirement to work beyond prescribed hours on account of the non-deferrable character of postal work. When actual overtime — routinely necessitated by high transaction volumes, system downtimes, and staff shortages — is factored in, the true excess approaches approximately 300 hours per year as documented in earlier Pay Commission submissions. This additional labour is performed without overtime compensation in the conventional sense, constituting a structural underpayment that has persisted across Pay Commission cycles.

A defining and non-negotiable feature of postal work is its non-deferrable character. All financial transactions must be posted, all accounts finalized, all mail dispatched, and all day-end system closures completed on the same working day — without any provision for carrying forward pending work to the next day. This structural compulsion to remain at post until the day's obligations are fully discharged — regardless of the volume of work or exigencies arising during duty hours — was acknowledged by Sir Gurunath Bewoor and continues to apply with even greater force in the digital environment of APT 2.0, where end-of-day reconciliation and system closure are mandatory pre-conditions for operational continuity the following day.

Postal Assistants are additionally subjected to mandatory rotational transfers every three years and to split-duty arrangements that effectively restrict their ability to attend to domestic and social obligations — a unique hardship not encountered by clerical staff in other Central Government departments. The combination of extended working hours, six-day working week, non-deferrable obligations, split duties, multi-functional demands, physical risk, and high personal accountability creates working conditions that are qualitatively and quantitatively more demanding than those applicable to any other clerical cadre in the Central Government.

2.7 FINANCIAL RESPONSIBILITY, ACCOUNTABILITY AND RISK

Postal Assistants bear substantial and legally enforceable financial responsibilities in the daily course of their duties. They are entrusted with the custody and handling of public deposits in the Government Savings Bank (over 47 crore accounts with an outstanding balance exceeding ₹20.60 lakh crore as on 31.03.2025), insurance premium funds under PLI and RPLI, Government payment obligations under various social welfare schemes, disbursement of Aadhaar-linked benefits, and the physical custody of cash, postage stamps (which are Government revenue instruments), and valuable postal articles including insured letters, registered parcels, and money orders.

A single working day at a busy post office may involve hundreds of financial transactions across multiple platforms — each carrying individual accountability consequences if processed incorrectly. The personal accountability of a Postal Assistant in cases of financial discrepancy, fraud, or loss is direct and legally established under the 'Contributory Negligence' provisions: an official found responsible for a financial shortfall is subjected to personal monetary recovery in addition to disciplinary proceedings under the CCS (CCA) Rules, 1965. This personal financial risk — extending beyond employment consequences to individual monetary liability — exists even in cases where the loss arises from circumstances not entirely within the official's control, creating a level of personal exposure that has no equivalent in the majority of clerical cadres at comparable pay levels.

The daily finalization of accounts is non-deferrable: cash balances must be reconciled, system closures completed, and discrepancies identified and addressed before the close of business each day. This eliminates the safety margin available to most administrative staff, who can revisit and correct entries over subsequent working days. The level of financial responsibility, accountability, and personal risk borne by Postal Assistants is directly comparable to that accepted by branch-level banking professionals in scheduled commercial banks and regional rural banks — and in many respects exceeds that of entry-level banking staff who operate with significantly greater institutional support infrastructure and within pay structures that reflect their financial responsibilities. The existing clerical pay classification fails comprehensively to reflect this reality.

2.8 ROLE IN ADMINISTRATIVE AND DIVISIONAL OFFICES

A substantial number of Postal Assistants serve on deputation or posting in Divisional, Regional, and Circle Administrative Offices of the Department, where they perform complex, high-level administrative functions critical to the management of the Department's vast organizational structure. These responsibilities encompass the following major domains:

(a) Personnel management: maintenance of service records, APARs, and seniority lists; processing of recruitment, confirmation, promotion, and transfer cases including reservation roster management; management of GDS engagement and absorption; and maintenance of gradation lists for all categories.

(b) Financial administration: preparation and monitoring of budgets and financial estimates; examination of proposals for financial sanction; processing of GPF advances, loans, leave salary encashment cases, and CGEGIS matters; and ensuring compliance with audit observations and Public Accounts Committee recommendations.

(c) Pension and retirement: preparation and examination of pension, gratuity, DCRG, and commutation cases including coordination with audit and Accounts Departments.

(d) Legal and disciplinary: processing of RTI applications and replies; management of court cases, CAT and Consumer Forum proceedings, and legal notices; conduct of disciplinary proceedings including preparation of charge-sheets and examination of representations.

(e) Operational oversight: preparation and review of inspection reports; statistical data compilation for staff augmentation and establishment reviews; monitoring of performance across subordinate offices; and development of proposals for opening, grading, redeployment, or relocation of post offices.

(f) PLI/RPLI decentralized functions: processing of insurance claims, issuance of sanctions for SB/SC transactions, and monitoring of divisional insurance performance metrics — all conducted without additional staffing allotments.

The work performed by Postal Assistants in administrative offices — encompassing decision-support functions, scrutiny of complex service cases, application of multi-layered Government rules, and management of high-stakes legal and disciplinary matters — is, in functional terms, equivalent to that performed by executive-level positions in the Secretariat and other administrative cadres of the Central Government. Officials often avoid Divisional Office postings because they

are denied compensatory incentives and must reside in larger towns where the cost of living is significantly higher. This equivalence of function — without equivalence of pay or status — constitutes a clear and demonstrable inequity that the 8th Central Pay Commission is respectfully requested to address.

2.9 EDUCATIONAL AND RECRUITMENT STANDARDS

The Recruitment Rules for the posts of Postal Assistant and Sorting Assistant were comprehensively revised and formally notified on 17th June 2022 [Gazette Notification No. CG-DL-E-18062022-236710, Extraordinary Part II, Section 3, Sub-section (i)] under the Department of Posts (Postal Assistant and Sorting Assistant) Recruitment Rules, 2022. This revision constitutes the most significant upward revision of entry standards for the cadre in its modern history, and its implications for pay classification and cadre status must be duly recognized by the 8th Central Pay Commission.

The most consequential change introduced by the 2022 Recruitment Rules is the elevation of the minimum educational qualification for direct recruits from the 10+2 (Senior Secondary) standard to a Bachelor's Degree from a recognized University or Institute, combined with mandatory knowledge of computer operation. This change brings the PA/SA cadre into the same qualification bracket as Group B positions and junior executive roles in other Central Government departments. Even prior to this formal change — as noted by the Department in its own submissions to earlier Pay Commissions — more than 95% of recruits in bulk recruitments since 2009 had been Engineering Graduates, Post-Graduates, or Graduates. The reality of the cadre's academic profile thus preceded the formal revision of the rules.

Vacancies for Postal Assistants are now filled through the Staff Selection Commission's Combined Graduate Level Examination (SSC CGL) — one of the most competitive national examinations in the country. It is a stark structural contradiction that a cadre requiring graduate-level qualifications and specialized technical skills, selected through one of India's most competitive examinations, is assigned the lowest basic pay scale within the SSC CGL recruitment framework. This stagnation not only overlooks the professional expertise required but also constitutes a disincentive to high-quality applicants — directly undermining the Department's capacity to attract and retain the talent required to manage its digital and financial operations.

Upon selection, newly recruited Postal Assistants undergo structured induction training covering technological systems, financial procedures, and the statutory and regulatory provisions governing postal operations. This training investment — and the continuous professional development it implies — reinforces

the professional rather than clerical character of the cadre. The continuation of a clerical classification rooted in the pre-2022 era when the minimum qualification was 10+2 is no longer tenable and constitutes a clear inconsistency between recruitment standards and service classification that the 8th Central Pay Commission must rectify.

2.10 NEED FOR RECLASSIFICATION AND PAY REVISION

Despite the substantial and well-documented expansion in duties, responsibilities, qualifications, and technological complexity, the cadre of Postal Assistants continues to be formally classified under the Group C, Non-Gazetted, Ministerial (clerical) framework — a classification originally conceived for a largely paper-based mail-handling function. What is sought here is not merely a routine pay revision but a structural correction that aligns the cadre's classification and pay with the functional reality of its role.

The absence of appropriate reclassification has produced adverse consequences for both the cadre and the Department. In terms of pay, the existing Level 4 classification results in an underpayment relative to the complexity and accountability of duties performed, especially when benchmarked against comparable roles in public sector banks (where comparable functions are performed by Scale I or Scale II officers), the insurance sector, and other Central Government departments that perform single-domain functions with lesser accountability. In terms of career progression, the cadre faces limited promotional avenues and extended periods of pay stagnation, which adversely impact morale and retention. The Administrative Reforms Commission's principle that identical 'job index' demands the same salary makes the case for pay equivalence compelling and administratively grounded.

The 4th Central Pay Commission (Para 7.48) observed that a pay scale should never give rise to a sense of frustration — yet, despite the reports of seven successive commissions, this principle has been persistently overlooked for postal staff. The standard of living of Postal Assistants has been severely impacted by the inflationary spiral, while the denial of a reasonable entry-level scale prevents them from maintaining living standards consistent with the society to which they belong. The 8th Central Pay Commission is the appropriate forum to permanently correct this inequity.

2.11 DEMANDS BEFORE THE 8TH CENTRAL PAY COMMISSION

In view of the multi-functional nature of duties, technological complexity, substantial financial accountability, non-deferrable working conditions, six-day work week, enhanced educational qualifications, and the comprehensive regulatory transformation of the Department under the Post Office Act, 2023, the cadre of Postal Assistants and Sorting Assistants unequivocally qualifies for recognition as a multi-skilled, technology-driven, graduate-level executive workforce. The following demands are respectfully submitted for the consideration and recommendation of the 8th Central Pay Commission:

1. **Reclassification and Redesignation:** The cadre may be reclassified from Group C, Non-Gazetted, Ministerial to an executive category, commensurate with the graduate-level qualification now mandated, the technological nature of the role, and the multi-domain professional responsibilities discharged. The cadre may be formally redesignated as 'Executive Postal Assistant' and 'Executive Sorting Assistant' — consistent with the 6th CPC's own recommendation for 'Executive Assistant' status for multi-skilled assistant-level personnel — reflecting the functional role and status of this cadre.

2. **Revision of Pay Structure to Level 6 or Higher:** A pay structure at Level 6 of the Pay Matrix (or higher, as may be determined by the Commission) may be granted, commensurate with the level of duties, responsibilities, qualifications, and technological demands of the role, and comparable to equivalent executive positions in banking, insurance, and administrative cadres of the Central Government. This aligns with the minimum entry pay demanded by the Staff Side (JCM). The entry level pay must reflect graduate-level qualification, competitive SSC CGL selection, and the accountability structure of the post.

3. **Special Pay for Specialized and High-Accountability Functional Areas:** Postal Assistants performing specialized and high-accountability functions — such as treasury and cash chest operations, IT system administration, divisional and administrative office duties, PLI/RPLI operations management, and business development — may be granted Special Pay at not less than 10% of the revised basic pay. This is consistent with the 4th CPC's observation that Special Pay for unique duties acts as a vital motivator and is justified by the arduous nature and heavy pecuniary risks of these specific assignments.

4. **Qualification / Skill-Based Allowance:** A suitable special allowance may be introduced to recognize the graduate-level educational qualification, mandatory computer proficiency, and the requirement for continuous skill upgradation — including completion of iGOTKarmayogi digital certification courses beyond duty hours — to handle regularly updated IT platforms, new services, and

evolving regulatory frameworks. This allowance should reward knowledge intensity and professional development, not merely tenure.

5. **Compensation for Extended Working Hours:** In view of the six-day working week, non-deferrable nature of postal work, split-duty arrangements, and the regular requirement to work beyond prescribed hours for daily account finalization and operational closure (resulting in approximately 300 additional work hours per year over comparable administrative cadres), a suitable allowance or compensation mechanism may be recommended to address this demonstrable working hours differential.

6. **Improved Career Progression Structure:** A revised career progression framework — including enhanced Time-Bound Promotions, Modified Assured Career Progression (MACP) at reduced intervals aligned with functional eligibility norms, and expanded promotion channels — may be recommended to address the problem of pay stagnation and provide meaningful career advancement commensurate with the multi-skilled executive character of the cadre.

2.12 CONCLUSION

The Department of Posts has undergone a profound and irreversible transformation into a multi-functional, technology-driven public service institution — one that today delivers financial, digital, insurance, logistics, and citizen-centric services to every corner of India, including the most remote and underserved communities. This transformation has been formally codified in law through the Post Office Act, 2023, and given operational expression through the Post Office Rules and Regulations, 2024. The Department's network of 1,64,999 post offices — the largest postal network in the world — serves as a critical pillar of the Government of India's agenda for financial inclusion, digital governance, and equitable access to public services.

Postal Assistants and Sorting Assistants constitute the core operational workforce sustaining this vast service network. Over time — and with accelerating pace since the introduction of Core Banking Solution, India Post Payments Bank, and the comprehensive digital integration of PLI/RPLI services — the cadre has evolved into a multi-skilled, technology-operating, and financially accountable professional workforce, performing functions that comprehensively and demonstrably exceed the scope of traditional clerical roles. The cadre today manages over 47 crore savings accounts with an outstanding balance exceeding ₹20.60 lakh crore, operates mission-critical banking and insurance technology platforms identical to those used in major commercial institutions, and delivers government services on behalf of multiple Ministries across 1.64 lakh post offices.

PAs and SAs play an irreplaceable role in advancing the key national priorities of financial inclusion, digital empowerment, and public service delivery at the grassroots level.

The formal classification of this cadre under a legacy clerical framework has not kept pace with this transformation. The resulting structural anomaly — wherein the nature and complexity of duties, the qualification mandated for recruitment, the financial accountability borne, and the technological competence required are all of an executive character, while the pay classification and status remain clerical — adversely impacts the morale, motivation, and retention of a workforce that is central to the Department's service delivery mandate. As a primary principle of national governance, the Central Government must serve as a model employer, ensuring that its employees can take pride in their vocation — and that the Postal Assistant receives a salary that genuinely reflects the extraordinary breadth and complexity of the role they perform.

The 8th Central Pay Commission constitutes a historic opportunity to correct this long-standing anomaly — and to honour the institutional acknowledgment made by successive expert committees since 1920, by the Department of Posts itself in its submission to the 6th CPC, and by the public trust data collected by the Excellence Committee. It is therefore earnestly and respectfully requested that the Commission recommend:

1. Appropriate reclassification of the cadre from a clerical to an executive category, with formal redesignation as 'Executive Postal Assistant' / 'Executive Sorting Assistant';

2. A commensurate pay upgradation to Level 6 or higher of the Pay Matrix, reflecting graduate-level qualification, specialized technical competence, and the accountability structure of the post;

3. Introduction of Special Pay for specialized functional areas, and a Qualification/Skill-Based Allowance reflecting the requirement for continuous professional development;

4. Compensation for the extended working hours and non-deferrable operational obligations arising from the six-day work week and the unique character of postal work; and

5. An improved career progression framework to address stagnation and provide recognition proportionate to the cadre's professional contribution to national governance.

Such measures are essential not only to ensure fairness and dignity for the individuals who constitute this cadre, but also to enhance the motivation, efficiency, and sustainability of the Department of Posts as a national institution — ensuring that it continues to serve the people of India with the excellence and commitment that has always been its hallmark.

CHAPTER – III

Lower Selection Grade& Higher Selection Grade – NORM BASED PROMOTION

3.1 INTRODUCTION

The Lower Selection Grade (LSG), Higher Selection Grade–II (HSG–II), Higher Selection Grade–I (HSG–I), and HSG–I (Non-Functional Grade) constitute the supervisory and managerial backbone of the Department of Posts. These cadres are filled through structured norm-based promotions from the graduate-level Postal Assistant / Sorting Assistant (PA/SA) cadre and are entrusted with critical responsibilities relating to financial control, administrative supervision, and operational management at various levels of the field organization. Incumbents in these grades serve as Postmasters, Sub-Postmasters, and Supervisors who provide the primary layer of leadership for the entire spectrum of postal operations at the ground level.

With the transformation of the Department into a multi-functional, technology-driven service institution, the role of these supervisory cadres has expanded significantly. The Post Office Act, 2023 (which received Presidential assent on 24th December 2023 and came into force on 18th June 2024), along with the Post Office Rules and Regulations, 2024, has conferred enhanced statutory authority upon these officials, designating them as authorized supervisory officers responsible for ensuring operational integrity, regulatory compliance, and service delivery accountability across the postal network. The convergence of financial services, digital platforms, logistics, insurance, and government delivery functions has transformed these roles into that of multi-dimensional executive managers.

The success of the Department's modern initiatives—including Postal Life Insurance (PLI), Rural PLI (RPLI), Savings Bank and Certificate services, Speed Post, Registered Mail, India Post Payments Bank (IPPB), Express Parcel, e-Money Orders, and Corporate Business—is directly attributable to the leadership and operational supervision provided by these cadres. By continuously upgrading their own skills and expertise, these officials have guided the Department's transition from a traditional mail carrier to a multi-functional public service institution.

However, over successive Pay Commissions, particularly from the 5th Central Pay Commission onwards, the pay structure of these cadres has been subjected to progressive distortion. The introduction of the Assured Career Progression (ACP) and subsequently the Modified Assured Career Progression (MACP) schemes, without adequate safeguards to preserve functional hierarchy, has resulted in a situation where promotional posts no longer carry adequate financial or status advantage over the feeder cadre. This has led to hierarchical inversion, erosion of promotional incentive, and adverse impact on morale and administrative efficiency across the Department.

In the context of the 8th Central Pay Commission, constituted vide Government of India Gazette Notification dated 3rd November 2025 under the Chairpersonship of Justice Ranjana Prakash Desai (Retd.), former Judge of the Supreme Court of India, there is a compelling and urgent need for comprehensive review and rationalization of the pay structure of LSG, HSG–II, HSG–I, and HSG–I (Non-Functional Grade), in order to restore functional hierarchy, eliminate anomalies, and strengthen the supervisory framework essential for the efficient functioning of a modernized Department of Posts.

3.2 NATURE AND MAGNITUDE OF RESPONSIBILITIES

3.2.1 Statutory and Regulatory Framework

Under the Post Office Act, 2023 and the Post Office Rules and Regulations, 2024, LSG, HSG–II, and HSG–I officials function as Postmasters and authorized supervisory authorities responsible for ensuring operational integrity, regulatory compliance, and accountability. They exercise statutory responsibilities, including handling sensitive and accountable postal articles, maintaining prescribed records, and adhering to legal and security protocols. They are legally accountable for any financial discrepancy under contributory negligence provisions applicable to public account management.

3.2.2 Financial and Treasury Functions

A Head Post Office serves as the primary accounting unit, regulating the accounts of all subordinate sub-offices within its jurisdiction. The HSG–I or HSG–II Postmaster in charge functions effectively as a Local Treasury Officer, as defined under the Posts and Telecommunications Financial Handbook, Volume I. Their financial responsibilities include:

- Drawing funds from and remitting surplus cash to banks, involving substantial financial liability.

- Acting as the Drawing and Disbursing Officer (DDO) for the pay and allowances of all staff within their jurisdiction.

- Maintaining service books, consolidated accounts for the General Manager (Postal Accounts), and monitoring the supply of funds and postage stamps to sub-offices.

- Checking daily accounts and summaries for both sub-offices (SO) and branch offices (BO), verifying payment vouchers, and maintaining the Postmaster's Balance Sheet with daily physical verification of cash and stamps.

- Assisting in audits and internal checks (SBCO) and ensuring all returns are submitted to audit offices on time.

- Acting as the appointing and disciplinary authority for Postmen, Mail Guards, Multi-Tasking Staff (MTS), and Gramin Dak Sevaks (GDS).

These officials exercise direct supervision over a staff of 40 to 200 officials across various categories, and bear personal accountability for financial discrepancies in a manner rarely found in comparable Government cadres.

3.2.3 Digital, IT, and Modern Service Responsibilities

With the total computerization of the Department and the transition from Project Arrow to the Advanced Postal Technology (APT 2.0) framework, the responsibilities of supervisors have expanded to include:

- Monitoring the Unified Dashboard for integrated communication, grievance redressal, and real-time operational alerts through the Centralized Operations Centre (COC).

- Clearing Supervisor-level queues in Finacle (Core Banking Solution – CBS) and McCamish (PLI/RPLI Insurance platform) at fixed intervals to prevent counter bottlenecks, and overseeing the CBSMON dashboard for high-value transaction monitoring.

- Electronically signing and uploading the Daily Transaction Report (DTR), and ensuring cross-platform validation between counter totals and APT ledger postings before the day's close.

- Managing the complete PLI/RPLI proposal and claim processing cycle as manager of the Central Processing Centre, and overseeing all IT activities as per the Standard Operating Procedure under APT 2.0.

In essence, a supervisor today functions simultaneously as a Manager, Public Relations Officer, Bank Officer, Treasury Officer, Welfare Officer, Central Processing Centre Manager, and Administrator, combining functions that are discharged by separate officers in other comparable organizations.

3.2.4 Periodic Reporting and Business Development Obligations

Supervisory officials are additionally tasked with a substantial schedule of periodic reporting obligations to ensure business development and operational efficiency. These include monthly submission of Annexure–II (Business Development) supported by verified screenshots, the Sub-Postmaster's monthly report, and the MNOP Speed Post delivery report. They are also required to manage consolidated reports for Speed Post missent articles, extension counter performance, and retail product sales. A critical technical duty includes regular updation of the DB Analyzer and clearance of identified discrepancies, the scope of which varies across Regions and Circles.

3.2.5 Supervisory Breadth and Operational Risk

Supervision in a post office is far from nominal; it requires the actual examination and countersigning of nearly every financial transaction to detect errors before the close of daily accounts. The scope of supervisory oversight extends to opening and closing of mail, registered, and parcel bags; supervising sorting and delivery operations; monitoring Savings Bank, Recurring Deposit, and Monthly Income Scheme transactions; supervising the issue and discharge of all savings certificates and money orders; overseeing premature closure of accounts and settlement of deceased claim cases; resetting franking machines; and ensuring compliance with Government of India schemes such as KVP, SCSS, and Mahila Samman Yojana (MSY).

The calibre of leadership required of HSG–II officials is in many respects more demanding than that of Inspectors of Posts (IPOs) or Inspecting Railway Mail Service officers (IRMs), inasmuch as these supervisors must simultaneously perform administrative duties and manage the active operations of their offices. Similarly, HSG–I officials discharge responsibilities comparable to those of Postal Service Group B officers. Under the Posts and Telecommunications Manual rules, supervisors are held personally and financially responsible for every transaction

occurring under their charge—a level of statutory liability that underlines the managerial character of these posts.

3.3 HISTORICAL PAY RELATIVITY AND THE JUSTIFICATION FOR HIGHER PAY

3.3.1 Principle Established by the 3rd Central Pay Commission

The 3rd Central Pay Commission established that an employee's responsibility depends on the degree of supervision exercised and the consequences of their actions. LSG, HSG–II, and HSG–I officials provide critical oversight as group leaders for a diverse workforce comprising Postal and Sorting Assistants, Postmen, MTS, and GDS staff. The National Labour Commission has further established that promotion signifies the movement of a worker to a position of higher responsibility with a consequential improvement in emoluments—serving as a reward for hard work and an incentive for employees to contribute their best to the organization. The 2nd Central Pay Commission observed that a legitimate aspiration of every employee is to expect promotion to a higher grade at reasonable intervals; the absence of such avenues leads to systemic frustration and loss of institutional effectiveness.

3.3.2 Pre-5th CPC Pay Hierarchy – A Rational and Well-Established Structure

Prior to the 5th Central Pay Commission, a well-defined and rational pay hierarchy existed between Postal Assistants and supervisory cadres, with each promotional level carrying a substantial financial advantage. This structure ensured clear vertical relativity, meaningful career progression, and appropriate recognition of higher responsibility. The 1st and 4th Central Pay Commissions recommended identical pay scales for LSG officials and Inspectors of Posts/IRMs, and the Varadhachariar Commission specifically recommended that IPOs/IRMs be graded with LSG, a recommendation accepted by the Government.

Table 1: Pre-5th CPC Pay Relativity (Representative)

Cadre	Pay Scale	Relativity over PA/SA
PA/SA (Entry)	₹975–1660	Base (100%)
LSG	₹1400–2300	~144% at minimum (+44%)
HSG–II	₹1600–2660	~164% at minimum (+64%)

The above table illustrates that the LSG minimum was higher than the PA minimum by approximately 44%, and HSG–II by approximately 64%. This structure ensured that promotion carried real and meaningful financial recognition of the supervisory role.

3.3.3 Historical Pay Increase Relativities (1st to 4th CPC)

Table 2: Historical Relativities – 1st to 4th Central Pay Commission

Metric	Percentage Increase Over Base			
	1st CPC	2nd CPC	3rd CPC	4th CPC
LSG over PA/SA	166.66%	90.90%	63.46%	43.58%
IPO/IRM over PA/SA	166.66%	90.90%	63.46%	43.58%
HSG over LSG	56.00%	—	59.52%	59.52%
HSG over IPOs/IRMs	56.00%	—	59.52%	—
ASPOs/ASRMs over HSG	Same Scale	Same Scale	—	—

Table 3: Relativities Created by the 3rd and 4th Central Pay Commission

Description	3rd CPC	4th CPC
HSG–II over LSG / IPOs / IRMs	Created	14.28%
ASPOs/ASRM over HSG–II	—	Same Minimum (+2.5%)
HSG–I over HSG–II	27.27%	25%
HSG–I over ASPOs/ASRMs	27.27%	22%

These tables demonstrate the long-standing principle, upheld across successive Pay Commissions, that supervisory cadres must maintain a clear and consistent financial advantage over both the entry cadre and any functionally lower administrative posts. This relativity was not arbitrary but was grounded in the principle that supervision, financial accountability, and risk-bearing must be adequately compensated.

3.4 PROGRESSIVE PAY DISTORTION FROM THE 5th CPC ONWARDS

3.4.1 The 5th CPC Anomaly and the Dutta Committee

The 5th Central Pay Commission marked a turning point in the pay structure of postal supervisory cadres. Instead of preserving the established hierarchical relativity, the Commission aligned promotional cadres with the ACP scales, thereby reducing the financial distinction between entry-level and supervisory posts from a ratio of 1:1.43:1.64 (entry:LSG:HSG–II) to a mere 1:1.125:1.25. The Commission also failed to provide specific recommendations for hierarchical promotions, instead equating TBOP (Time Bound One Promotion at 16 years) and BCR (Biennial Cadre Review at 26 years) with ACP–I and ACP–II respectively—effectively converting functional supervisory milestones into financial upgradations.

Table 4: Post-5th CPC Distortion (with Dutta Committee Recommendations)

Level	Pay Scale	Increase over Entry
Entry (PA/SA)	₹4000–6000	Base
ACP–I / LSG	₹4500–7000	~12.5% at minimum
ACP–II / HSG–II	₹5000–8000	~25% at minimum
Dutta Committee Recommended – LSG (TBOP)	₹5500–8650	Ratio 1:1.43 (not implemented)
Dutta Committee Recommended – HSG–II (BCR)	₹6500–10500	Ratio 1:1.64 (not implemented)

This compression clearly illustrates the sharp decline from pre-5th CPC relativity. A formal definition of anomaly was reached in September 1997, and per Department of Personnel and Training (DoPT) OM dated 06.02.1998, an Anomaly Committee should have been constituted. However, a Departmental Anomaly Committee was never effectively set up in the Department of Posts to rectify these specific disturbances.

The Committee headed by Shri S.C. Dutta recognized the merit in the Staff Side's argument, noting that with modernization, the supervisory responsibilities of LSG/TBOP and HSG–II/BCR had enhanced proportionately, and that supervisors discharge real managerial duties at the grassroots level—combining public relations management with financial and treasury functions not required of IPOs or ASPOs. Based on the pre-5th CPC ratio of 1:1.43:1.64, the Committee viewed the following scales as having merit: LSG (TBOP): Rs. 5500–8650 and HSG–II (BCR): Rs. 6500–10500. Despite these findings, and despite subsequent agreements signed with the Staff Side, the Committee's recommendations were never implemented, as the proposals sent by the Department of Posts were repeatedly rejected by the Ministry

of Finance. The 6th Central Pay Commission similarly failed to address this issue despite extensive pleas and oral evidence from the Staff Side.

3.4.2 TBOP and BCR – Structural Misclassification

The TBOP (16 years) and BCR (26 years) schemes were originally introduced as cadre restructuring measures funded through matching savings achieved by cutting 20% of supervisory and 6% of operative posts. While the Department initially equated TBOP with LSG and BCR with HSG–II, these were later unilaterally declared as mere financial upgradations. The subsequent subsuming of TBOP and BCR under the MACP framework has led to structural misclassification, converting functional milestones into purely financial upgradations and weakening the linkage between pay, designation, and responsibility. Under the Department of Posts Recruitment Rules, 2022, promotions are based on the post held substantively and not on financial upgradations under TBOP/BCR/MACP, creating a persistent disconnect between pay level and functional authority.

It is further noted that at the time of introducing the TBOP and BCR schemes, the graded Supervisory Allowance (Charge Allowance) was withdrawn. Given the substantially more arduous nature of modern postal supervisory duties, the reintroduction of this allowance is now warranted. Reference may be drawn to the 6th CPC (Para 3.8.08), which recommended a 10% special allowance for Caretakers—a similar quantum of Supervisory Allowance should be extended to all LSG, HSG–II, and HSG–I supervisors in recognition of their unique operational and financial responsibilities.

3.4.3 The 6th CPC – Collapse of Hierarchy through Grade Pay Equalization

The 6th Central Pay Commission introduced the Pay Band and Grade Pay system. However, in the case of postal supervisory cadres, this resulted in further distortion by equating promotional posts with MACP upgradations, effectively removing the distinction between the supervisor and the supervised. The placement of LSG and MACP–I in the same Grade Pay, and similarly HSG–II with MACP–II, eliminated the financial distinction between functional promotion and time-based career progression. The 6th CPC also failed to preserve the horizontal and vertical relativities that had historically existed between general line supervisors and administrative cadres like IPOs/ASPOs, and ignored the precedent set in the Department of Telecom where TBOP officials were granted a higher scale of Rs. 5000–8000.

Table 5: 6th CPC Anomaly – Equalization of Supervisory and MACP Levels

Cadre	Grade Pay (6th CPC)	Anomaly
PA/SA	₹2400	Entry cadre
LSG	₹2800	Equated with MACP–I financial upgradation
HSG–II	₹4200	Equated with MACP–II financial upgradation

3.4.4 The 7th CPC – Continuation of Structural Anomaly

The 7th Central Pay Commission, whose recommendations took effect from 1st January 2016, replaced Grade Pay with the Pay Matrix but did not address the underlying anomaly. The placement of LSG and HSG cadres in overlapping levels with entry and MACP positions continued the distortion, demonstrating that the anomaly became institutionalized rather than corrected.

Table 6: 7th CPC Pay Matrix – Persistent Overlap

Cadre	Pay Level (7th CPC)	Issue
PA/SA	Level 4 / 5	Entry cadre
LSG	Level 5 / 6	Overlap with MACP progression
HSG–II	Level 6 / 7	Overlap with higher MACP levels

3.5 MACP IMPACT – HIERARCHICAL INVERSION AND PROMOTIONAL DISINCENTIVE

The Modified Assured Career Progression (MACP) Scheme, introduced with effect from 1st September 2008 pursuant to the 6th Central Pay Commission recommendations (DoPT OM No. 35034/3/2008-Estt(D) dated 19th May 2009), provides for three financial upgradations at 10, 20, and 30 years of service. Under the present structure, officials in the feeder cadre (PA/SA) receiving MACP upgradations frequently draw pay equal to or higher than that of their supervisors, resulting in a clear and untenable hierarchical inversion.

Table 7: Promotion vs. MACP Anomaly – Illustrative Comparison (7th CPC)

Scenario	Pay Level (7th CPC)

PA with 3rd MACP (after 30 years)	Level 7
Supervisor promoted to LSG	Level 5
Supervisor promoted to HSG–II	Level 6

This situation violates the fundamental principle, consistently upheld by all Central Pay Commissions, that higher responsibility must be accompanied by higher remuneration. Supervisory officials in LSG and HSG–II not only manage staff and financial operations, but also discharge enhanced statutory, financial, and technological responsibilities under the Post Office Act, 2023. As a result, promotion to supervisory posts has become financially disadvantageous, thereby weakening the chain of command and adversely impacting administrative efficiency.

3.6 DISTURBED VERTICAL AND HORIZONTAL RELATIVITIES

3.6.1 Inversion vis-à-vis Inspectorate Cadre

A critical anomaly has arisen due to the disturbance of long-standing vertical and horizontal relativities between the general line supervisory cadres and administrative cadres. Following the 7th Central Pay Commission, selective upgradation of the Inspectorate (Inspector of Posts and Assistant Superintendent of Post Offices) to higher pay levels has created a situation where field-level supervisors—who perform core operational and managerial functions and bear direct financial liability—are placed at lower pay levels than their administrative counterparts. Historically, from the 1st to the 4th Central Pay Commission, LSG officials and Inspectors of Posts were recommended identical pay scales, and HSG officials were consistently placed above IPOs. This parity has been fundamentally disrupted.

Table 8: Post-5th CPC Disturbances in Relativity

Metric	Relativity Change	Observation
LSG vs. PA/SA	(+) 12.5%	Severe compression of gap
IPOs/AIRs vs. PA/SA	(+) 37.5%	Disproportionate increase for Inspectorate
LSG/IRMs vs. PA/SA (relative)	(-) 22.00%	Severe negative disturbance

HSG–II vs. LSG	(+) 11.11%	Narrowed promotional benefit
HSG–II vs. IPO/IRMs	(-) 10.00%	HSG historically always above IPO
ASPOs vs. HSG–II	(+) 30.00%	Widened administrative advantage
HSG–I vs. ASPOs/ASRMs	Same Scale	HSG–I is promotional cadre for ASPOs

3.6.2 Administrative Untenable Nature of Current Structure

In many 'A' and 'B' class offices, a Postal Assistant is required to function as supervisor over another official of the same category without any additional monetary benefit. Under Post and Telecommunications Manual rules, these supervisors are held personally and financially responsible for every transaction occurring under their watch. This level of liability, without commensurate financial recognition, is administratively untenable and structurally indefensible. It has directly contributed to the erosion of the hierarchical structure and blurred the promotional pathway, adversely affecting morale and institutional effectiveness.

3.7 INCREASED RESPONSIBILITIES IN THE MODERN ERA

With the transition of the Department into a technology-driven, multi-service institution, the responsibilities of supervisory cadres have expanded manifold without commensurate revision in pay. The following modern functions are now integral to the supervisory role:

- Banking operations under Core Banking Solution (CBS) and the IPPB digital platform, involving real-time transaction monitoring and exception management.
- Insurance services under PLI/RPLI through the McCamish platform, including proposal processing and claims settlement management.
- E-commerce and logistics management through the Parcel Management System.
- Centralized accounting and financial reconciliation under APT, replacing manual processes with automated exception-based oversight.
- End-to-end compliance monitoring for all Government of India savings and financial schemes delivered through the post office network.

Despite this substantial increase in workload, complexity, and accountability, the pay structure of these cadres has not been revised to reflect the

enhanced functional burden, resulting in a persistent and deepening mismatch between responsibility and remuneration.

3.8 NEED FOR STRUCTURAL CORRECTION BY THE 8th CENTRAL PAY COMMISSION

In view of the cumulative distortions arising from successive Pay Commissions—the compression of the promotion ratio from 1:1.43:1.64 to virtual parity, the hierarchical inversion caused by MACP, the structural misclassification of TBOP/BCR, the disruption of horizontal relativities with the Inspectorate, and the non-implementation of the Dutta Committee's findings—there is an urgent and compelling need to restore the foundational principles of pay hierarchy. The 8th Central Pay Commission is respectfully requested to:

- Restore the vertical relativity between the PA/SA entry cadre and the LSG/HSG–II/HSG–I supervisory cadres, ensuring that the promotional pay advantage is meaningful and reflects the increased responsibility, accountability, and risk borne by supervisors.

- Restore the horizontal relativity between the general line supervisors and the Inspectorate cadre, in consonance with the long-standing recommendations of the 1st to 4th Central Pay Commissions.

- Reintroduce a Supervisory Allowance (equivalent to 10% of basic pay) for all officials in LSG, HSG–II, and HSG–I grades, on the lines of the 6th CPC's recommendation for Caretaker Allowance, to compensate for the unique operational and financial burden of supervisory duties.

3.9 PROPOSED PAY STRUCTURE AND MODERNIZATION OF NOMENCLATURE

3.9.1 Proposed Pay Levels (8th CPC)

In order to restore functional hierarchy, eliminate anomalies arising from MACP, and align pay with the enhanced legal, financial, and technological responsibilities conferred by the Post Office Act, 2023, the following revised pay structure and nomenclature are proposed:

Table 9: Proposed Pay Structure – 8th Central Pay Commission

Cadre / Proposed Designation	Proposed Level (8th CPC)	Justification
LSG – Supervisor / Manager	Level 7	Restores hierarchy; eliminates MACP-III inversion; ensures clear financial advantage above feeder cadre
HSG–II – Senior Supervisor / Deputy Postmaster	Level 8	Reflects senior supervisory and managerial role; restores parity with Inspectorate cadre
HSG–I – Head Postmaster / Senior Manager	Level 9	Recognizes Head of Office, DDO, and statutory functions under Post Office Act, 2023
HSG–I (NFG)	Level 9 (Non-Functional)	Maintains parity with substantive HSG–I; preserves administrative equity

This structure ensures clear vertical relativity, meaningful financial progression at each promotional level, and appropriate recognition of supervisory responsibilities. It also eliminates the existing anomaly where supervisors draw lower pay than their subordinates under MACP, thereby restoring the incentive for promotion and strengthening administrative efficiency.

3.9.2 Modernization of Nomenclature

The current archaic designations, which are a legacy of the pre-computerization era, no longer reflect the actual nature of supervisory work performed by these officials. In consonance with modern administrative parlance and to project the Department's evolved institutional character, the following redesignation is proposed:

- LSG officials: Redesignated as Supervisor or Manager.

- HSG–II officials: Redesignated as Senior Supervisor, Senior Manager, or Deputy Postmaster (where functioning under a Head Postmaster).

- HSG–I officials: Redesignated as Head Postmaster or Senior Manager, commensurate with their authority as Drawing and Disbursing Officers and statutory Head of Office.

3.10 CONCLUSION

The supervisory cadres from LSG to HSG–I (Non-Functional Grade) constitute the functional backbone of the Department of Posts. They perform indispensable roles encompassing financial control, administrative supervision, IT-enabled service delivery, and operational management under the enhanced statutory framework of the Post Office Act, 2023. The 3rd Central Pay Commission's principle—that responsibility must be defined by the degree of supervision exercised and the consequences of the officer's actions—finds its fullest expression in these cadres, whose members bear direct, personal, and statutory accountability for the transactions under their charge.

Successive Pay Commissions, particularly from the 5th CPC onwards, have progressively eroded the pay hierarchy of these cadres through Grade Pay equalization, MACP-induced inversion, structural misclassification of TBOP/BCR, and disruption of horizontal relativities with the Inspectorate. The recommendations of the Dutta Committee, which recognized the merit of the Staff Side's demands and proposed pay scales reflecting the historic 1:1.43:1.64 ratio, were never implemented despite agreements with the Staff Side—an injustice that has persisted across three Pay Commissions.

It is therefore earnestly requested that the 8th Central Pay Commission undertake a comprehensive review of the pay and allowances of these supervisory cadres, restore the principles of vertical relativity and horizontal parity, grant appropriate pay levels as proposed, reintroduce a Supervisory Allowance, and ensure that these vitally important roles are adequately recognized in the interest of administrative efficiency, institutional morale, and the continued modernization of the Department of Posts.

CHAPTER – IV

HIGHER SELECTION GRADE – I (HSG–I) & HSG–I (NFG): ROLE, RESPONSIBILITIES, PAY ANOMALY AND NEED FOR UPGRADATION TO GROUP 'B' IN 8th CPC

4.1 INTRODUCTION

The Higher Selection Grade–I (HSG–I) and HSG–I (Non-Functional Grade) constitute the highest level of non-gazetted supervisory and operational leadership in the Department of Posts. These officials function as Head Postmasters of major Head Post Offices, Deputy Postmasters in large establishments, and heads of major Sub Post Offices, exercising comprehensive control over financial, administrative, and operational functions. With the implementation of the Post Office Act, 2023, their role has evolved into that of executive managers responsible for digital postal operations, financial services, and citizen-centric service delivery, along with statutory authority comparable to Group 'B' officers.

They supervise high-value financial portfolios, ensure integrity of accountable postal operations, and lead a graduate-level workforce in a technology-driven environment. However, despite discharging executive functions, the cadre continues to remain non-gazetted and faces pay anomalies, including MACP-related parity with subordinates, resulting in a mismatch between responsibility, authority, and status.

4.2 SCALE, SPAN AND MAGNITUDE OF RESPONSIBILITIES

The HSG–I Postmaster functions as Head of Office of major establishments, exercising wide administrative, financial, and operational control over a large workforce comprising Postal Assistants, supervisory cadres, Postmen, MTS, Gramin Dak Sevaks, and outsourced staff—often exceeding 70 personnel. Under the Post Office Act, 2023, the Postmaster acts as an "Authorised Officer," responsible for operational integrity, regulatory compliance, and secure handling of postal articles. The magnitude of responsibility, including financial accountability, legal obligations, and non-deferrable service delivery, is clearly comparable to executive-level management roles.

4.3 FINANCIAL, TREASURY AND ACCOUNTING RESPONSIBILITIES

The HSG–I Postmaster functions as Head of Office and Drawing and Disbursing Officer (DDO), bearing statutory responsibility for receipt, custody, disbursement, and accounting of public funds. The role includes treasury management, drawal of funds, maintenance of balances, voucher verification, and timely submission of accounts. Digital financial operations through CBS/CSI, ATM management, Daily Transaction Report (DTR), and reconciliation of transactions form a core component of responsibilities. The Postmaster maintains joint custody of cash, stamps, IPOs, and valuables, with personal liability for losses under contributory negligence provisions.

The Postmaster also acts as sanctioning authority for Savings Bank and certificate claims, including complex cases, and ensures compliance with statutory requirements such as TDS and GST. With integration of PLI/RPLI under digital platforms, the role extends to insurance supervision and fund integrity. Overall, the HSG–I Postmaster functions as a Unit-Level Financial Controller responsible for financial accuracy, accountability, and system integrity.

4.4 ADMINISTRATIVE, STATUTORY AND LEGAL RESPONSIBILITIES

The HSG–I Postmaster exercises full administrative control over staff, including supervision, discipline, performance monitoring, leave sanction, service records, and handling of vigilance, audit, and grievance matters. Under the Post Office Act, 2023 and Post Office Rules, 2024, the Postmaster functions as a statutory authority with responsibility for secure mail handling and regulatory compliance. The role includes quasi-judicial powers such as interception, detention, or examination of postal articles under Section 9 of the Post Office Act, 2023, requiring strict documentation and coordination with authorities. Non-compliance may attract financial, legal, and disciplinary consequences, including personal liability.

4.5 TECHNOLOGICAL AND DIGITAL RESPONSIBILITIES

The HSG–I Postmaster functions as an IT-enabled operational manager overseeing integrated platforms such as CBS, CSI, IPPB, CIS, and DBT systems. Responsibilities include supervision of digital transactions, ensuring End-of-Day accuracy, real-time reconciliation, and system-based verification. The role involves control over digital workflows in banking, insurance, and logistics, monitoring Track & Trace systems, and ensuring seamless integration across platforms. The Postmaster is accountable for data integrity, cybersecurity compliance, and

prevention of unauthorized access, requiring continuous technical competence and oversight.

4.6 HISTORICAL PAY RELATIVITY – EROSION AND PRESENT IMBALANCE

Historically, a clear pay relativity existed between Postal Assistants and HSG–I, ensuring financial and status advantage for higher responsibilities. However, successive Pay Commissions have progressively reduced this gap:

CPC	PA Basic Pay	HSG–I Basic Pay	Ratio (Approx.)
1st CPC	₹60	₹250	1 : 4.2
2nd CPC	₹110	₹335	1 : 3.0
3rd CPC	₹260	₹700	1 : 2.7
4th CPC	₹975	₹2000	1 : 2.1
5th CPC	₹4000	₹6500	1 : 1.6
6th CPC	₹9,910 (GP 2400)	₹17,140(GP 4600)	1 : 1.7

In the current 7th CPC system, MACP progression allows subordinates to reach Level 7 (after 30 years of service), resulting in hierarchical inversion and violating the principle that higher responsibility must attract higher pay.

4.7 6th AND 7th CPC – COLLAPSE OF HIERARCHY

The 6th and 7th CPC further compressed pay differences by equating promotional posts with MACP upgradations, making promotion to HSG–I financially unattractive. Many officials reach higher levels through MACP before promotion, resulting in negligible financial benefit and collapse of promotional hierarchy. Promotion to HSG–I also involves transfer liability without adequate compensatory benefit, leading to reluctance among officials and shortage of experienced leadership.

4.8 FUNCTIONAL PARITY AND STATUTORY REQUIREMENT

Under the Post Office Act, 2023 and Post Office Rules, 2024, HSG–I officials perform statutory, financial, and operational roles comparable to Group 'B' officers. However, they continue to remain non-gazetted and at lower pay levels, resulting in

disturbed parity. This mismatch necessitates restoration of appropriate status and pay to ensure effective functioning.

4.9 PROPOSED PAY STRUCTURE (8th CPC)

Cadre	Proposed Level	Justification
HSG–I	Level 9	Reflects Head of Office/DDO role and statutory authority
HSG–I (NFG)	Level 10 and above	Recognizes senior managerial responsibility and executive-level parity

4.10 ADDITIONAL REQUIREMENTS

- Upgradation to Group 'B' Gazetted status in recognition of executive-level functions
- Appropriate re-designation reflecting executive role (e.g., Senior Postmaster/Head Postmaster)
- Postmaster Responsibility Allowance at minimum 10% of basic pay
- Restoration of 2:1 vertical relativity (PA : HSG–I) to maintain meaningful hierarchy
- 50% quote in PS Group B through LDCE

4.11 CONCLUSION

HSG–I and HSG–I (NFG) cadres represent the highest field-level leadership managing finance, administration, technology, and public services. However, their current pay and status do not reflect their responsibilities. The 8th Central Pay Commission is requested to grant appropriate status, pay structure, and allowances to restore hierarchy, motivation, and administrative efficiency in the modern postal system.

CHAPTER – V

PO & RMS ACCOUNTANTS

5.1 ROLE AND IMPORTANCE OF PO & RMS ACCOUNTANTS

The Accounts Branch in a Head Post Office (HPO) serves as the central node for consolidating the diverse financial transactions generated not only within the HPO itself but also across all Sub-Offices (SO) and Branch Offices (BO) placed in account with it. The HPO functions as the controlling, administrative, and supervisory base for the overall financial health of the entire postal division. The branch is responsible for compiling its own accounts alongside those of every subordinate office within its jurisdiction and for ensuring the timely submission of periodical returns to the Postal Accounts and Postal Audit offices. In practice, the Accounts Branch performs what may aptly be termed the "initial audit" — a function as critical to financial integrity as the final audit conducted by specialised audit wings.

The PO & RMS Accountants are the primary pillars upon which the entire structure of the Postal Accounting System rests. They play a pivotal role in the management of postal finances from the micro-level to the apex level, ensuring monetary transactions are correctly classified, maintaining accounts of revenue receipts and expenditures, and continuously monitoring the overall financial stability of departmental offices. The Accounts Branch functions as a combined Drawing, Disbursing, Accounting, and Auditing unit — a unique convergence of responsibilities not found in other comparable cadres within the Central Government.

Beyond mere bookkeeping, the Head Office is entrusted with interpreting complex financial rules and Government orders for its subordinate offices, and serves as a liaison providing clarifications to the Postal Accounts and Audit departments. The PO & RMS Accountants are solely responsible for accounting outputs, accuracy of statutory returns, and settlement of personal claims such as pay, allowances, leave, pension, gratuity, advances, and recoveries of officials. They serve as the primary financial advisors to Heads of Offices, and are the architects of budgetary proposals, revised estimates, maintenance of revenue and expenditure accounts, financial classification and consolidation, supporting top-level management with accurate and timely financial data.

Posts of Accountants were created for Divisional Offices with effect from 1st April 1967, specifically to manage the Budget Section and function as Divisional

Financial Advisors to the Superintendents of Post Offices (SPOs). The crucial work of scrutiny and passing of TA, OTA, CEA, OSA, Night Halt Allowance, medical, and contingent bills; checking memoranda of disbursement of pay and allowances; preparation of revised and budget estimates and anticipated final grants; and analysis of statements showing variations between budget grants and actual expenditure is performed by the Divisional Accountants, in addition to other routine and emergent duties.

A Special Officer appointed to examine the "Duties and Standards" of the Accounts Branch in Head Offices and Head Record Offices (HRO) aptly observed that accounts branches, dealing as they do with the pay and allowances of staff, are subjected to continuous disturbance by enquiries regarding leave, increments, arrears, and rules. Though not officially concerned with many such matters, the Accountant and staff are invariably consulted on account of their superior knowledge of rules and procedures — a reality that underscores the de facto advisory authority exercised by the cadre well beyond their prescribed duties.

A stark disparity further exists between the working conditions of PO & RMS Accountants and their counterparts in PAO/Audit offices. Junior/Senior Accountants in Postal Accounts/Audit offices function as specialised "case workers" focusing on specific areas such as GPF or Pension, guided by layers of supervising officers (JAO, AAO, AO, Sr. AO). In contrast, a PO & RMS Accountant is solely in charge of the entire Accounts Branch, carrying the full burden of responsibility as the final authority before the Head of Office — without any equivalent supervisory support.

5.2 DUTIES AND STANDARDS OF PO & RMS ACCOUNTANTS

Recruitment, Nature of Appointment, and Service Conditions

PO & RMS Accountants are appointed exclusively from Postal Assistants/Sorting Assistants who qualify in a highly competitive and specialised departmental examination specifically designed to test knowledge of accounting duties and functions. The examination is widely regarded as one of the most intellectually demanding assessments within the Department of Posts, often exceeding the complexity of the Inspector of Posts (IP) and other departmental examinations. Despite the high-order nature of their duties and the specialised skill set required to qualify, these officials have historically been denied commensurate pay, status, and career progression.

Examination Syllabus and Professional Knowledge Base

The PO & RMS Accountant examination requires comprehensive mastery of the following subjects:

1. Fundamental Rules (FR), Supplementary Rules (SR), Leave Rules, and Pension Rules.
2. Rules relating to Pay and Allowances, and Budget Estimates and Control (P&T Manual Vol. II).
3. P&T Manual Vol. IV, and Sub-Accounts/Accounts in Sub Post Offices (P&T Manual Vol. VI, Part III).
4. P&T Financial Handbook Vol. I and Vol. II.
5. All supplementary accounting rules, GST provisions, NPS guidelines, and executive instructions issued periodically by the Government and the Department.

This extensive syllabus reflects the advanced financial, statutory, and regulatory proficiency demanded of this cadre. With total computerisation of postal operations, Accountants have continuously upgraded their technical skills to navigate complex accounting requirements, digital systems, and modern statutory obligations — serving as the primary technical leaders and guides to Postal Assistants working within the Accounts Branch.

Evolution of Role under Digitisation and Modernisation

With the introduction of computerisation, digitisation, the Goods and Services Tax (GST) regime, the National Pension System (NPS), and electronic accounting systems including APT 2.0, PO & RMS Accountants have continuously evolved their functional role. They now operate as technical experts in accounting systems, compliance managers for statutory and financial rules, and proficient users of digital platforms including the GST portal. With the implementation of IT modernisation initiatives (IT 2.0), responsibilities have further expanded, demanding higher-level technical proficiency, advanced financial expertise, and continuous adaptation to changing fiscal laws and digital platforms.

5.3 COMPREHENSIVE LIST OF WORKS PERFORMED BY PO & RMS ACCOUNTANTS

The following is a comprehensive, though not exhaustive, enumeration of duties and functions performed by PO & RMS Accountants in the discharge of their official responsibilities. These tasks are identical in nature and complexity to those performed by Junior/Senior Accountants in other organised Accounts departments, including Postal Accounts and Audit:

Core Accounting and Establishment Duties

1. Maintenance of Service Books and service rolls.
2. Maintenance of Leave Accounts.
3. Preparation of Increment Certificates and Absentee Statements.
4. Maintenance of cash books and cash abstracts, including compilation of Daily Cash Accounts.
5. Issuance of Last Pay Certificates (LPC).
6. Maintenance of Security Bond Register and Establishment Registers.
7. Processing of pension cases in respect of Group 'C' officials, including DCRG, Commutation, Leave Encashment, CGEGIS, and forwarding pension papers to Audit for authorisation.
8. Maintenance of GPF ledger, calculation of interest, and final settlement of GPF accounts.
9. Scrutiny of NPC bills, acquittance rolls, and memoranda of pay and allowances.
10. Drawal of pension for officials who have opted for payment at Head Office and subordinate offices.
11. Processing of all personal claims (TA, LTC, Medical) for submission to Divisional Superintendents.
12. Verification of service history against pay bills.
13. Management of GDS SDBS Scheme, Group Insurance, Severance Amount, and Gratuity.
14. Maintenance of registers for bank drawings and remittances, and monitoring of bank scrolls.
15. Preparation of Budget Estimates, Revised Estimates, and control over expenditure; preparation of quarterly statements.
16. Attending ICIR/audit paras and dealing with audit objections raised by Internal, Statutory, and CAG authorities; submission of replies to DA(P)/OTDA(P).
17. Processing of RTF claims, Leave Encashment cases, CGEGIS, ex-gratia, and GDS severance payments.
18. Fixation of pay on promotion under TBOP/BCR/LSG/HSG-II and HSG-I; preparation of pay fixation memos for Pay Commission reports and drawal of arrears.
19. Transfer of Pension Payment Orders (PPO) within Circle and outside Circle.
20. Preparation of cash accounts and submission of audit returns.
21. Preparation of compliance reports, monthly statements, and quarterly statements to GM (Finance).

22. Processing of UCR, UCP, OHO, PLI payments, CD, PL, CDL, Post Box, and Bulk Bag schedules.
23. Handling Franking Machines, Earnest Money Deposits (EMD), and refunds.
24. Accounting for casual labour, part-time staff, and canteen personnel.
25. Processing SAS and Authorised Agents' Commission.
26. Management of court attachment cases, including recovery, remittance, and related correspondence.
27. Preparation of statements for P&T, Railway, and Telecom pension payments.
28. Handling court cases involving financial implications, including calculation of back-wages, interest, or arrears as directed by judicial orders.
29. Calculation of interest on House Building Advances (HBA) and Motor Vehicle/Scooter Advances.
30. Maintaining Service Books of HSG-I Postmasters at the Divisional level.
31. Verifying NPC bills and memoranda of pay and allowances at Divisional Office.
32. Sanctioning GDSGIS, ex-gratia, SDBS, and arrears for deceased pensioners.
33. Issuing Income Certificates as requested by staff for personal/legal purposes.
34. Service on Local Purchase Committees for procurement of computers, peripherals, furniture, stationery, and for conducting auctions of obsolete departmental items.
35. Checking of Business Post transactions.
36. Submission of comprehensive account returns on the 1st and 16th of every month, including 'A' Statements, BD/Non-BD, and related returns.

Income Tax Administration (TDS/TCS Compliance)

The introduction of Tax Deducted at Source (TDS) has transferred significant statutory compliance obligations to PO & RMS Accountants. The following multi-step annual and quarterly process is managed exclusively by the Accountants:

1. Calculating estimated income for all employees in February to ensure accurate monthly deductions for the following financial year.
2. Maintaining meticulous records of monthly tax recoveries for every official under the accounting jurisdiction.

3. Obtaining and verifying Permanent Account Numbers (PAN) for all employees to ensure error-free electronic filing.
4. Managing the e-filing of quarterly returns (Form 24Q) through authorised agencies or Chartered Accountants (CA).
5. Obtaining Form 27A from the CA, securing the Senior Postmaster's signature, and ensuring timely submission.
6. Sanctioning and effecting payments for e-filing service charges.
7. Performing final tax calculations in the last quarter; ensuring that tax is deducted from supplementary bills to avoid shortfalls.
8. Gathering all deduction data across various bills for each employee, supplying data to agents, and downloading the final Form 16 from the Income Tax Department's portal.
9. Sorting and distributing Form 16 to all offices under proper acknowledgement.
10. Filing revised returns when errors are detected and responding to notices issued by the Income Tax Department.
11. Submitting monthly 24G statements to the DA(P) and obtaining Book Identification Number (BIN) details quarterly before e-filing.

GST Compliance and Indirect Taxation

With effect from 01.07.2017, Service Tax was subsumed under the Goods and Services Tax (GST) regime under the Constitution (101st Amendment) Act, 2016. Prior to this, Service Tax was governed by the Finance Act, 1994 (Chapter V) and Service Tax Rules, 1994, under which the Department was required to levy, collect, and remit service tax. All Head Post Offices were registered with local Service Tax authorities as per Directorate instructions (No. PA/BOOK-I/SERVICE TAX/2006-07/73 to 174), and the Accountants were solely responsible for quarterly and half-yearly e-returns. Legacy compliance for the pre-GST period continues to be managed by the Accountants.

Under the GST regime, PO & RMS Accountants are responsible for the following:

1. Filing of GSTR-1, GSTR-3B, and other statutory GST returns within prescribed timelines.
2. Ensuring that GST figures tally with Circle book adjustments furnished by the PAO.
3. Monitoring and processing GST for the full range of taxable services, including Speed Post transactions, Postal Life Insurance (PLI) and Rural PLI, remittance services, services rendered to corporate/third-party clients, and sale of advertising space on postal property.

4. Monitoring adherence to mandatory filing deadlines; statutory late fees of Rs. 200/- per day as levied by the tax authority cannot be waived and carry legal penalties.

CENVAT Credit and Statutory Accounting

The principles of the Central Value Added Tax (CENVAT), as per Rule 6(1) of the CENVAT Credit Rules, introduced a specialised accounting layer. As per OM No. 56-4/2007-08-PA [TECH-I] dated 15.11.2010, Accountants are responsible for accurately accounting for and utilising CENVAT credit in respect of purchase of capital goods, office telephone bills, Annual Maintenance Charges (AMC) for computers, peripherals, printers, and other electronic equipment, and purchase of stationery. The preparation and e-filing of CENVAT returns — a function typically performed by Gazetted Accounts Officers or outsourced to Chartered Accountants in other Central Government departments — is managed exclusively by PO & RMS Accountants without any corresponding financial recognition.

Professional Tax Management

Additional statutory responsibilities mandated for the Accounts Branch include Professional Tax (PT) compliance, encompassing correct monthly deductions from staff salaries based on applicable slabs, remittance of PT amounts to the bank through prescribed challans, managing the monthly e-filing of Professional Tax through CAs including verification of data and challans, and processing necessary sanctions and ensuring timely payments to state authorities.

NPS Administration

Since implementation of the National Pension System (NPS) on 01.01.2004, which replaced the 1972 Pension Rules for all subsequent appointees, PO & RMS Accountants have been the central authority for managing the entire NPS lifecycle. This includes: facilitating registration of officials via S1 forms and obtaining PRAN for new appointees; ensuring accurate monthly recovery of official contributions and preparation of corresponding Government contributions; submitting monthly statements to Audit and maintaining rigorous internal accounting records; and collecting, processing, and submitting discharge benefit claims for subscribers leaving service. Preparation of advance schedules for NPS/SDBS before the 15th of each month, and meticulous tallying of recoveries from bills against these schedules, is also an exclusive responsibility of the Accountant.

5.4 JUSTIFICATION FOR HIGHER PAY

Historical Evolution and Systematic Erosion of Financial Recognition

The historical trajectory of financial recognition for PO & RMS Accountants reflects a gradual and systematic erosion of benefits over successive Pay Commissions. The 3rd Central Pay Commission (Chapter 23, Para 101) recognised the higher skills and responsibilities of this cadre, but granted only a nominal Special Pay of Rs. 45/- to Accountants and Rs. 35/- to Assistant Accountants, and stopped short of recommending a higher pay scale. It noted practical difficulties in forming a separate cadre and viewed structural changes as "inopportune" at that stage — effectively freezing the cadre's progress for decades.

The Department did subsequently grant an upgraded pay scale of Rs. 380-620 with effect from 01.11.1978, following discussions with the Staff Side. However, this scale became defunct following the introduction of the Time Bound One Promotion (TBOP/LSG) scheme in 1983, under which most Accountants were forced to opt for the time scale simply to avail themselves of TBOP, equated with LSG promotion after sixteen years of service. Thereafter, an Accountant Allowance was introduced as compensation for the specialised nature of duties. This too was abolished after the 7th Central Pay Commission (7th CPC), leaving the cadre without any form of financial compensation for the highly technical and sensitive responsibilities they continue to discharge.

A significant paradox persists: other cadres that upgrade their skills through qualifying examinations — such as Inspectors of Posts (IPO) or Junior Accounts Officers (JAO) — are elevated to higher pay scales. The PO & RMS Accountants, despite passing a more demanding examination, receive no enhanced pay and not even a Special Allowance since the 7th CPC. The DPS Headquarters, Rajasthan Circle, in his report, acknowledged this disparity and recommended the grant of Special Allowance, noting that the responsibilities of PO & RMS Accountants are comparable to those of Assistant Accounts Officers (AAO) working in GM offices.

Withdrawal of Special Pay — A Case of Administrative Injustice

Historically, PO & RMS Accountants were granted Special Pay in recognition of the arduous and specialised nature of their duties. The Government subsequently issued orders designating Special Pay as Special Allowance, as recommended by the 5th CPC in Para 109.5 of its report, and stipulated that it would be granted subject to the same conditions as stipulated in Fundamental Rule 9(25), which defines Special Pay as an addition to emoluments in consideration of the specially arduous nature of duties or a separate addition to work or responsibilities. The withdrawal of this allowance after the 7th CPC — without any compensatory mechanism — is contrary to the spirit of FR 9(25), against natural justice, and

constitutes a clear case of removal of compensation for arduous duty without replacement.

Comparative Pay Structure — Multi-CPC Analysis

The following table illustrates the disparity between the pay scales of Accountants in the Department of Posts and those in other departments/organisations across successive Pay Commissions:

Department / Organisation	Designation	5th CPC Scale	6th CPC (PB + GP)	7th CPC Level (Min. Pay)
Indian Audit & Accounts	Auditor/ Accountant	5000–8000	PB-2 + GP 4200	Level 6 (₹35,400)
Indian Audit & Accounts	Sr. Auditor/Accountant	5500–9000	PB-2 + GP 4200	Level 6 (₹35,400)
Indian Audit & Accounts	Section Officer (AAO)	6500–10500	PB-2 + GP 4800	Level 8 (₹47,600)
Railways	Accounts Assistant	5000–8000	PB-2 + GP 4200	Level 6 (₹35,400)
Railways	Divisional Accountant	5500–9000	PB-2 + GP 4200	Level 6 (₹35,400)
Ministry of Consumer Affairs	Accountant-cum-Cashier	5000–8000	PB-2 + GP 4200	Level 6 (₹35,400)
Ministry of Consumer Affairs	On Promotion (I)	5500–9000	PB-2 + GP 4200	Level 6 (₹35,400)
Ministry of Consumer Affairs	On Promotion (II)	6500–10500	PB-2 + GP 4600	Level 7 (₹44,900)
Survey of India	Accountant	5000–8000	PB-2 + GP 4200	Level 6 (₹35,400)
Survey of India	On Promotion (II)	6500–10500	PB-2 + GP 4600	Level 7 (₹44,900)
Postal Accounts & Finance	Auditor/ Accountant	5000–8000	PB-2 + GP 4200	Level 6 (₹35,400)
Postal Accounts & Finance	Section Officer (AAO)	6500–10500	PB-2 + GP 4800	Level 8 (₹47,600)
PO & RMS Accountant (DoP)	***Accountant (present)***	***4000–6000****	***PB-1 + GP 2400***	***Level 4 (₹25,500)***

*Note: Higher scales of pay were granted to Accountants in the Railways, Audit & Accounts, and Postal Accounts with effect from 01.01.1996 vide Ministry of Finance & Company Affairs OM No. F.NO. 6/82/E.III(B)/91 dated 28.02.2003. This order was, however, never implemented for Accountants working in Head Post Offices and Divisional Offices within the Department of Posts, despite their identical functional roles.

Pay Parity Distortion and Functional Discrimination

PO & RMS Accountants perform duties identical in nature and responsibility to those in organised Accounts Services, yet are denied parity in pay and career progression. Despite their critical role, they are placed in Pay Matrix Level 4 — the same as ordinary Postal Assistants/Sorting Assistants — and face career stagnation despite qualifying through a rigorous Circle-level examination. The following comparative analysis further illustrates the injustice:

Category	PO/RMS Accountant	AAO(GM Office) / Equivalent
Nature of Work	Technical & Financial	Technical & Financial
GST / Tax Compliance	Yes (sole responsibility)	Yes
Audit Handling	Yes (full charge)	Yes
TDS / TCS Compliance	Yes	Yes
NPS Administration	Yes (end-to-end)	Yes
Financial Accountability	High (sole charge)	High (with supervisory support)
Pay Level (7th CPC)	Level 4 (₹25,500)	Level 8 (₹47,600) and above
Special Allowance	Nil (abolished after 7th CPC)	Available in various forms
Supervisory Support	None — sole in-charge	Multiple layers of supervision

In other Central Government departments, Accounts personnel are granted risk/functional allowances or placed in organised Accounts cadres with better pay progression. Even in analogous roles, financial responsibility is compensated either through a higher pay level or a specific allowance — both of which are entirely absent in the Department of Posts. Lower Division Clerks (LDC) in Postal Accounts and Audit departments with Grade Pay of Rs. 1,900 (now Level 3), upon passing a qualifying examination similar in character to the Accountant examination, are placed in Grade Pay of Rs. 2800/- (now Level 5) as Junior Accountants. In stark contrast, a Postal Assistant at Grade Pay of Rs. 2400/- (Level 4), on passing the more demanding Accountant examination, receives only Rs. 360/- as Special Allowance with no enhanced pay — an allowance that was itself discontinued after the 6th CPC, leaving the official with no benefit whatsoever from qualifying in the examination.

A significant administrative anomaly also exists in respect of the Divisional Office Accountant, who functions as a Financial Advisor to a Gazetted Officer (SPOs), and the APM Accounts (an LSG post), who is equated to an ASP within purchase committees. It is administratively unjustifiable that officials ranked in the clerical or LSG cadre are expected to carry the responsibilities of a Financial Advisor or an ASP without receiving commensurate Grade Pay or Gazetted status.

5.5 DENIAL OF JUSTICE SINCE THE FOURTH CENTRAL PAY COMMISSION

The DG, P&T vide letter No. 9/4/80-SPB.II dated 21.01.1980 had categorically stipulated that since the examination for appointment of PO & RMS Accountants is competitive, merit lists should be prepared only against actual vacancies notified in each division. This direction has been consistently sidelined and ignored. The 5th Central Pay Commission dealt a significant blow to the cadre by merely redesignating Special Pay as Special Allowance of Rs. 180/-, viewing PO & RMS Accountants merely as slightly elevated Postal Assistants and failing to recognise their services as being at par with Accountants in other departments and in Postal Accounts.

One of the direct and adverse consequences of these negative recommendations was that many officials deserted the Accounts line and opted for the General Line at the time of TBOP/LSG promotion. Fresh candidates ceased appearing in the PO & RMS Accountants examination, as the cadre had lost its professional identity and offered no tangible financial benefit. The Department has since been compelled to recall officials who had opted out and deploy them compulsorily as Accountants — resulting in widespread demoralisation and a measurable decline in the quality of accounting work. This cycle is both administratively untenable and operationally unsustainable.

LDCs working in Postal Accounts and Audit departments with Grade Pay of Rs. 1,900 (Pay Band PB-1 under the 6th CPC; now Level 3), upon passing the qualifying examination and being posted as Junior Accountants, are placed in Grade Pay of Rs. 2800/- (equivalent to the LSG scale; now Level 5). In stark contrast, a Postal Assistant at Grade Pay of Rs. 2400/- (Level 4), after passing the more rigorous Accountant examination, was granted only Rs. 360/- as Special Allowance — an allowance that was not even counted for pay fixation and was subsequently abolished, providing virtually no benefit from qualifying in the tough examination. This documented injustice is both irrefutable and requires urgent rectification.

Omission of Norms and Workload Assessment

A significant and persisting grievance of the Accounts Branch is that several core functions have never been brought within the official workload norms by the Madan Kishore Committee or subsequent S.I.U. revisions (DG (P) No. 31-25/84-PE.I dated 06.07.1993). Consequently, officials perform the following routine tasks without any recognised time factor for workload assessment:

1. Compilation of Daily Cash Accounts and work relating to drawal, remittance, and allied treasury functions.
2. Processing UCR, UCP, OHO, PLI payments, CD, PL, CDL, Post Box, and Bulk Bag schedules.
3. Managing non-payable contingent bills, FHR, and electricity charges.
4. Processing all types of pensions including GF, GR, QF, and Railway EPF.
5. Preparation of Budget and Revised Estimates and statements for fixed/fluctuating charges.
6. Handling Franking Machines, Earnest Money Deposits (EMD), and refunds.
7. Accounting for casual labour, part-time staff, and canteen personnel.
8. Processing SAS and Authorised Agents' Commission.
9. For APM Accounts (LSG), the vital work of Cash Book posting has been entirely omitted from workload assessments.
10. Managing court attachment cases, including recovery, remittance, and related correspondence.
11. Obtaining S1 forms and coordinating PRAN generation for new appointees.

The 8th Central Pay Commission is requested to direct that all omitted items of work — including NPS administration, court attachments, e-filing responsibilities, and CENVAT compliance — be scientifically measured and included in the establishment norms for the Accounts Branch.

5.6 DENIAL OF FIXATION BENEFITS FOR SPECIAL ALLOWANCE ON PROMOTION

When the 5th Central Pay Commission enhanced the Special Allowance, the Government issued orders stating that Special Pay would henceforth be termed Special Allowance, as recommended in Para 109.5 of the report, and would be granted subject to the same conditions as stipulated in Fundamental Rule 9(25). FR 9(25) defines Special Pay as an addition to the emoluments of a post or a Government servant in consideration of the specially arduous nature of duties or a separate addition to work or responsibilities. Crucially, while the nomenclature changed, the legal character of the payment remained intact. The Directorate's order dated 04.05.1998 also reiterated that Special Allowance enjoys the same position as Special Pay had prior to the nomenclature change.

Historically, Special Pay granted to PO & RMS Accountants was consistently taken into account for pay fixation on promotion, protected under FR 22(c) [now FR 22(I)(a)(1)], as per Government of India, Ministry of Finance OM No. 6(1)-EII/B dated 08.01.1968. Neither FR 9(25) nor the associated Government decisions have been deleted from the Fundamental Rules. There is, therefore, no legal basis for excluding Special Allowance from pay fixation upon promotion.

A significant administrative disparity exists in this regard. The Special Allowance granted to JAO-qualified officials has been taken into account for pay fixation on promotion, vide Department of Posts letter No. 8(1)2004/PA-Admn/501 to 544 dated 29.10.2006, issued after concurrence of DoPT. Despite performing similar duties and passing equally rigorous examinations, the case for PO & RMS Accountants remained unresolved for a prolonged period, resulting in direct loss of emoluments upon promotion.

The Department of Posts itself recognised this anomaly in its D.O. Letter No. 4-3/2006-PCC dated 27.04.2007 to the 6th CPC, wherein it stated that PO & RMS Accountants were entitled to Special Pay in lieu of higher pay scales; that from 01.08.1997 Special Pay was termed as Special Allowance, due to which it was not being taken into account for fixation of pay; and that it recommended that this Special Allowance be taken into account on regular promotion to a higher grade as well as on placement in higher pay scales under Departmental Time Bound Promotions. Despite this departmental acknowledgement, the anomaly has remained unresolved.

5.7 JUDICIAL SUPPORT, CADRE STATUS, AND RECRUITMENT RULES

Judicial Support and Legal Recognition

The claims of PO & RMS Accountants have received consistent affirmation from the higher judiciary, lending legal authority to the administrative demands of the cadre:

i. The Hon'ble CAT, Bangalore in OA No. 296/2002 held that pay fixation must take Special Allowance into account as per GIO 28(a)(ii) of Appendix 8 of the Fundamental Rules. The Tribunal ruled that if Special Pay/Allowance was drawn continuously for a minimum of three years on the date of promotion, it must be treated as part of Basic Pay for fixation purposes. The order also directed cessation of any overpayment recoveries.

ii. The Writ Petition (WP No. 7593/2003) filed by the Department of Posts was dismissed on merit by the Hon'ble High Court of Karnataka, upholding the CAT judgment.
iii. Although the Central Government Standing Counsel advised against further appeal, the Department filed SLP No. CC 10080/2012 before the Hon'ble Supreme Court of India. The SLP was dismissed, thereby attaining finality in law on the principle that Special Allowance constitutes pay for fixation purposes.
iv. Pursuant to the Supreme Court's dismissal, the Directorate issued Office Memorandum dated 10.01.2013 in compliance. However, the Department arbitrarily restricted the benefit to cases where the allowance was drawn for three years prior to 22.04.1998. Since the allowance is categorised under FR 9(25), this arbitrary restriction has no legal basis and must be removed; the benefit must be extended to all similarly placed cases from 23.04.1998 onwards.

Justification for a Separate Organised Cadre

There exists a distinct post of "Accountant" within the departmental establishment structure of the Department of Posts. Appointment is made only after qualifying in a specialised departmental examination; duties are exclusive, technical, financial, and statutory in nature; and the role involves specialised accounting functions entirely distinct from general postal duties. The PO & RMS Accountants perform a hybrid role that blends the functions of a traditional Accountant, a Tax Consultant, and a Financial Auditor — managing statutory e-filing that requires professional-grade accounting skills without any specialised cadre status or Gazetted rank. With approximately 6,000 such posts nationwide, there exists a strong, rational, and legally tenable justification for the formal creation and recognition of a separate Accounts Cadre, distinct from the Postal Assistant/Sorting Assistant general line.

Recruitment Rules (RR) Position

HSG-II (Accounts) continues to be governed by the Recruitment Rules of 1976; LSG (Accounts) Recruitment Rules were amended in 2011. No separate updated Recruitment Rules exist for HSG-I and HSG-II (Accounts). HSG-I is treated as a common cadre, open to officials of both streams after completion of three years in HSG-II. This outdated Recruitment Rule structure has resulted in career stagnation, ambiguity in promotional hierarchy, and inequity between the Accounts and General Line streams — anomalies that require urgent administrative rectification. The existing requirement of graduation for Postal/Sorting Assistants

already meets the basic educational criteria for Recruitment Rules of organised Accounts cadres, providing a clear and ready justification for pay parity.

5.8 DEMANDS, CADRE RESTRUCTURING PROPOSALS, AND RECOMMENDATIONS TO THE 8TH CENTRAL PAY COMMISSION

Pay Structure and Financial Demands

In view of the complete withdrawal of Accountant Allowance after the 7th Central Pay Commission without any compensatory mechanism, and the resulting stark disparity between the level of responsibility and the remuneration provided, the following financial demands are placed before the 8th Central Pay Commission:

1. A Special Allowance of Rs. 2,000 to Rs. 4,000 per month be sanctioned to all PO & RMS Accountants, in recognition of the specialised, technical, and fiduciary nature of the duties discharged. Alternatively, the Accountant Allowance abolished after the 7th CPC be restored with suitable enhancement.
2. The Special Allowance be officially treated as Special Pay for the purpose of pay fixation on promotion/MACP, with retrospective effect from 01.01.1996, thereby ending the current practice of reducing an official's emoluments upon promotion.
3. The arbitrary restriction limiting fixation benefits to cases of continuous drawl of Special Pay of Rs. 90/- for three years before 22.04.1998 be removed; the benefit be extended to all similarly placed cases from 23.04.1998 onwards.
4. The long-overdue Ministry of Finance OM No. F.NO. 6/82/E.III(B)/91 dated 28.02.2003 granting higher scales to Accountants in Railways, Audit & Accounts, and Postal Accounts with effect from 01.01.1996 be implemented for Accountants in Head Post Offices and Divisional Offices within the Department of Posts.

Cadre Restructuring and Pay Matrix Revision

The Federation recommends the following cadre restructuring measures for consideration by the 8th Central Pay Commission:

1. PO & RMS Accountants be placed in Pay Matrix Level 6 (corresponding to the previous Grade Pay of Rs. 4,200/-), in recognition of their specialised skills and at par with organised Accounts cadres, with a clearly defined promotional hierarchy of Level 7 (HSG-II equivalent) → Level 8 (HSG-I equivalent) → Level 9 (Non-Functional Grade) after four years at Level 8. Further advancement should be structured in a 50:30:20 ratio across three promotional grades.
2. A separate organised Accountant Cadre of approximately 6,000 posts nationally be created, formally aligned with the Junior Accountant/Senior Accountant/Accounts Manager/AAO hierarchy prevalent in other organised Accounts organisations. PO & RMS Accountants should be redesignated as "Accountant/Senior Accountant" and APM Accounts as "Accounts Manager," reflecting their true functional status.
3. PO & RMS Accountants be placed at pay parity with Junior/Senior Accountants in the Postal Accounts and Audit & Accounts organisations; APM Accounts be treated at par with Section Officers.
4. The Accounts line in the Department of Posts be declared a separate specialised cadre with a dedicated promotional channel, preventing the current trend of officials deserting the cadre for the General Line.
5. Outdated Recruitment Rules of 1976 be updated with clearly defined career progression milestones, eligibility norms, and formal cadre distinction from the general Postal line.
6. The DG (P&T) letter No. 9/4/80-SPB.II dated 21.01.1980 directing that merit lists be prepared only against actual vacancies notified in each division be strictly implemented.

Constitutional and Legal Basis

The present disparity in pay and status between PO & RMS Accountants and their counterparts in analogous organised Accounts cadres violates Article 14 of the Constitution of India (Right to Equality) and the judicially recognised principle of Equal Pay for Equal Work. The financial implication of granting appropriate allowances and restructuring this cadre would be minimal, given the limited number of approximately 6,000 officials nationally, but the positive impact in terms of improved efficiency, statutory compliance, administrative morale, and mitigation of financial and audit-related risks would be substantial. The 8th Central Pay Commission is earnestly requested to rectify this long-standing anomaly, which has persisted through successive Pay Commissions to the continued detriment of the cadre and the administrative efficiency of the Department.

5.9 CONCLUSION

PO & RMS Accountants constitute a highly skilled, technically proficient, and indispensable financial backbone of the Department of Posts. Their role encompasses statutory tax compliance (including GST, TDS/TCS, NPS, and Professional Tax), financial control, initial audit functions, budget management, and critical accounting duties that are essential for the fiscal integrity and administrative soundness of the Department. The evolution of the accounting cadre — from basic bookkeeping to complex financial management encompassing GST filing, Income Tax processing, CENVAT administration, and rigorous financial compliance reporting — has necessitated constant adaptation to changing fiscal laws and digital platforms, carrying substantial professional risk and legal accountability.

These officials discharge duties of a technical, fiduciary, and legal character that are identical in substance and responsibility to those performed by Accountants in organised Accounts Services under other Central Government departments, yet continue to be denied parity in pay, allowances, cadre recognition, and career progression. The denial of appropriate pay structure, cadre recognition, and assured career progression to PO & RMS Accountants is administratively unsound, legally questionable, and morally unjust.

The 8th Central Pay Commission is most earnestly and respectfully requested to: undertake a fair and objective job evaluation of this cadre; revise the Pay Matrix level to Level 6 commensurate with the nature of duties performed; accord formal recognition to a separate Accounts Cadre with a dedicated promotional channel; restore and enhance the Special Allowance; ensure that Special Allowance is treated as Special Pay for pay fixation purposes; update the outdated Recruitment Rules; and guarantee dignified, structured, and assured career progression for all PO & RMS Accountants in the Department of Posts. A dedicated and motivated Accounts cadre is essential for the financial health of the Department — providing a fair deal to this cadre will ensure administrative efficiency, encourage fresh talent, and restore integrity to the Postal Accounting System.

CHAPTER – VI

PUBLIC RELATION INSPECTORS

6.1 INTRODUCTION

Attachment and Tenure

The posts of Public Relation Inspectors (Postal) (PRI–P) are attached to Head Post Offices and major Higher Selection Grade (HSG-II) and Lower Selection Grade (LSG) offices in major cities and urban clusters.

Functional Division of Supervision

A clear separation of supervisory responsibilities exists in field operations: in-office supervision of delivery staff (sorting, beat allocation within office premises, return handling) is performed by the Postmaster/Assistant Postmaster, while field supervision of delivery staff (Postmen, Mail Peons, and other outdoor staff on beats) is entrusted to the PRI–P, who monitors performance, movement, punctuality, and adherence to prescribed delivery standards.

6.2 JOB PROFILE AND OPERATIONAL RESPONSIBILITIES

The PRI–P functions as a mobile field executive and carries out extensive operational, financial, inspectional, and citizen-service responsibilities, which have further expanded under digitalisation and modern postal reforms. These include:

- Letter Box Monitoring and Verification – monitors punctual clearance using digital systems such as Nanyatha software; verifies clearance accuracy through GPS/system integration
- Schedule Maintenance and Field Supervision – maintains digital schedule of letter box clearance; uses MIS reports for cross-verification
- Franking Machine and Mailing Compliance – supervises licensed use of Remotely Managed Franking Machines (RMFM), ensuring compliance with electronic Statement of Mailing (SOM) submission
- Public Grievance Redressal – conducts field inquiries into public complaints using departmental complaint systems, ensuring time-bound resolution
- Cash and Stamp Verification in SOs/BOs – verifies cash and stamp balances in 'C' Class Sub Offices and Branch Offices
- Money Order / e-Money Order Verification – verifies payment of at least 100 money orders/e-money orders monthly

- Business Development – interacts with commercial establishments for procurement of Speed Post, BNPL, Business Post, and bulk mail services; promotes PLI/RPLI and IPPB services
- High-Value Transaction Verification – verifies high-value withdrawals in Savings Accounts
- Citizen Service Verification – verifies authenticity of Aadhaar services, Passport Seva (POPSK), and other citizen-centric services
- Legal and Court Representation Support – provides field verification reports for Court cases and Consumer Forums

6.3 MOBILE EXECUTIVE CHARACTER AND WORK CONDITIONS

The PRI–P functions as a Mobile Executive linking Postal Administration with the public at field level. The role requires continuous field movement, inspection duties, and unpredictable working hours. They must maintain strong awareness of delivery staff conduct and ensure discipline in outdoor operations. Despite the arduous and time-intensive nature of duties, no corresponding overtime compensation is provided.

6.4 DEMANDS: STATUS, PARITY AND COMPENSATION

Parity with Public Relation Officers (PRO)

The PRI–P cadre should be equated with Public Relation Officers in other Central/State Government organisations. The role is comparable in field representation, public interface, and operational responsibility.

Restoration of Special Pay

Historically, Special Pay was granted due to the arduous nature of duties but was withdrawn after the Third Pay Commission and subsumed under LSG. It is demanded that Special Pay/Allowance be restored at not less than 10% of Basic Pay, or a suitable compensatory allowance be granted recognizing field risk, mobility, and extended duty hours. Restoration of status parity, appropriate reclassification, and grant of compensatory allowance are essential for maintaining operational efficiency and motivation within the Department.

CHAPTER – VII

SYSTEMS ADMINISTRATORS

7.1 TRANSFORMATION OF POSTAL OPERATIONS AND ABSENCE OF STRUCTURED CADRE

In the Department of Posts, the role of System Administrator (SA) is not a separate sanctioned cadre but a functional assignment entrusted to officials drawn from the Postal Assistant/Sorting Assistant (PA/SA) cadre. These officials function as technical operators and system managers across core digital platforms such as Finacle (Core Banking), McCamish (Core Insurance), and mail processing systems including CRC/TMO. The System Managers are typically identified from among willing officials of the PA cadre by the respective Postal Units and selected through an interview process conducted by a designated selection committee.

Despite large-scale computerisation since 2000 and the ongoing rollout of APT 2.0, no dedicated sanctioned posts have been created for system administration. Instead, existing PA/SA officials with practical system knowledge are informally designated as System Administrators and entrusted with extensive technical responsibilities without a corresponding cadre structure, formal recruitment rules, or appropriate compensation.

7.2 EXPANDING NATURE OF DUTIES AND APT 2.0 RESPONSIBILITIES

The duties of System Administrators have expanded continuously in line with increasing digitisation. Their responsibilities include: maintenance and troubleshooting of hardware and software (computers, printers, UPS, scanners, CCTV, routers, switches); maintenance of AMC records and asset registers; system troubleshooting and OS-level issue resolution; network configuration and connectivity support; system security and antivirus management; and training and technical support to departmental staff.

With the implementation of APT 2.0 (Advanced Postal Technology), their role has shifted to end-to-end digital operations management, including: ensuring seamless functioning of APT 2.0, Finacle, and McCamish; implementing software updates, patches, and version migrations; managing user access control and system permissions; providing immediate technical assistance; and coordinating with higher technical support for server and application issues. APT 2.0 functions in

a fully integrated real-time environment where even minor delays directly affect financial transactions and citizen services.

7.3 SYSTEM ADMINISTRATOR AS A HIGHLY SENSITIVE POST

The role has evolved into one of the most sensitive and mission-critical functions in the Department. Any system failure, cyber incident, data breach, or technical disruption can result in financial loss, data integrity issues, service interruptions, and reputational damage. System Administrators are required to work 10–12 hours or more daily including holidays, with no fixed working hours, frequent travel, and no dedicated conveyance support.

7.4 JUSTIFIED DEMANDS FOR CADRE CREATION AND RECOGNITION

In view of the above, it is strongly recommended that:

- A dedicated IT cadre such as Systems Assistant/Systems Manager be created with formally sanctioned posts
- System Administrator posts be formally recognized as technical and highly sensitive positions
- Appropriate Pay Level (Level 7 or above) be granted commensurate with responsibilities
- Recruitment be structured through promotion from qualified PA/SA officials
- Conduct separate Selection process with higher pay
- Existing System Administrators be absorbed based on experience and expertise
- Structured career progression and formal training mechanisms be established
- All other Government departments with structured IT cadres be treated as benchmarks for this purpose

It is essential to recognize System Administrators as a specialized technical cadre performing highly sensitive duties and to align their service conditions with the critical nature of their responsibilities, ensuring efficiency, security, and sustainability of postal operations in the digital era.

CHAPTER – VIII

BUSINESS DEVELOPMENT & MARKETING AND ROLE OF MARKETING EXECUTIVES

8.1 BACKGROUND AND EVOLUTION

The Business Development and Marketing Directorate of the Department of Posts was reorganized during 2004–2005 with the primary objective of bringing a sharper and more focused approach towards marketing and revenue generation. Similar Business Development (BD) units have been established at the Circle, Regional, and Divisional levels. Over the years, the Department has transformed from a traditional mail delivery organization into a diversified, multi-service, and business-oriented institution.

The financial performance reflects this transformation significantly. Revenue generated from business and premium services grew from ₹1,849.05 crore in 2010–11 to ₹2,642.82 crore in 2013–14, and has further grown to approximately **₹13,240 crore in 2024–25**, with a target of **₹17,546 crore for 2025–26**. Around ₹10,155 crore had already been realized in the first three quarters of 2024–25, indicating a strong upward trend. This clearly establishes that business development has emerged as a core functional area and a critical driver of the Department's sustainability and growth.

To support these expanding activities, a number of posts at Group 'A' and Group 'B' levels have been created at higher administrative levels. However, no dedicated posts have been created at the grassroots level. Instead, officials from the Postal Assistant and Sorting Assistant cadre are assigned marketing responsibilities and designated as Marketing Executives without any formal cadre structure, financial incentive, or recognition commensurate with the nature of their duties.

8.2 ROLE AND CONTRIBUTION OF MARKETING EXECUTIVES

The remarkable growth in business revenue is largely attributable to the dedicated efforts of Marketing Executives, who function as the primary field-level agents of business development. Their duties are field-oriented and demand high commitment: extensive field visits to business establishments, government offices, PSUs, and private organizations; achieving specific targets fixed by the administration; working beyond normal office hours including Sundays and

holidays; and procuring business for Speed Post, Business Parcel, Logistics Post, PLI/RPLI, and IPPB services.

8.3 PRESENT STATUS AND ANOMALIES

Despite their critical contribution, Marketing Executives continue to be placed in Pay Matrix Level 4, the same as Postal Assistants and Sorting Assistants. They have no separate cadre identity, no structured promotional hierarchy, and no provision for performance-based incentives or allowances. This results in a significant mismatch between responsibilities assigned and compensation provided. The 7th Central Pay Commission did not recommend creation of a separate cadre, considering the role as a tenure-based functional assignment. However, ground realities have changed significantly since then.

8.4 DEMANDS AND RECOMMENDATIONS

A dedicated Marketing Cadre may be created with the following structured hierarchy:

Designation	Proposed Level	Status
Marketing Executive	Level 7	Non-Gazetted Group B
Senior Marketing Executive	Level 8	Non-Gazetted Group B
Marketing Manager	Level 9	Gazetted Group B
Business Development Manager	Level 10	Gazetted Group B

- Performance-linked incentive system based on revenue generation and target achievement
- Travel allowance enhancement, mobile reimbursement, and road mileage allowance to compensate for extensive field work
- Clear career progression mechanism with time-bound promotions and lateral movement opportunities
- Regular training programs in marketing, digital strategies, and customer management
- Incentives or honorarium for counter staff involved in promoting Retail Post and financial products

8.5 CONCLUSION

Marketing Executives constitute the backbone of the Department's business development efforts and serve as primary drivers of revenue growth in a competitive environment. Their current pay structure, lack of career progression, and absence of recognition do not reflect the importance and complexity of their role. The 8th Central Pay Commission is earnestly requested to undertake a comprehensive review and grant appropriate pay scales, incentives, and structured career progression.

CHAPTER – IX

WCTC INSTRUCTORS

9.1 Introduction

The Workplace Computer Training Centres (WCTCs) serve as the decentralized educational backbone of the Department of Posts. In an era of rapid digital transformation under **IT Modernization 2.0**, the role of the **WCTC Instructor** has shifted from a mere software guide to a high-level technical educator. These instructors are responsible for ensuring that the grassroots workforce—comprising thousands of Postal Assistants and Gramin Dak Sevaks—is proficient in the complex, mission-critical systems that power India Post today.

9.2 Profile of the WCTC Instructor

WCTC Instructors are not direct recruits; they are selected through a rigorous process from the cadre of Postal Assistants/Sorting Assistants. The current selection criteria highlight the high standards required for this post:

- **Experience:** A minimum of **8 years** of regular service in the PA/SA cadre.
- **Educational Benchmark:** Ideally a Graduate with specialized technical aptitude.
- **Technical Domain:** Mastery over the **Finacle (CBS)**, **McCamish (CIS)**, **APT 2.0 (CSI)**, and **Point of Sale (POS)** platforms.
- **Pedagogical Skill:** Demonstrated ability to impart training, often verified through a screening test and presentations.

9.3 Multifaceted Roles and Responsibilities

The Instructor functions at the intersection of IT Administration and Academic Instruction. Their daily duties involve:

- **Instructional Leadership:** Conducting intensive hands-on training for staff on all new modules.
- **Content Creation:** Developing localized training manuals, "How-to" guides, and troubleshooting FAQs to simplify complex software updates for field staff.

- **Lab Management:** Maintaining the WCTC infrastructure, including Local Area Networks (LAN), hardware troubleshooting, and ensuring 100% uptime for training environments.
- **Post-Training Support:** Acting as a "Help Desk" for trainees even after they return to their offices, often resolving real-time operational errors that would otherwise stall public services.

9.4 Strategic Comparison: The "Instructional Disparity"

A comparison with other Central Government training frameworks reveals a significant disparity in the treatment of those who train the workforce.

Feature	WCTC Instructor (DoP)	Training Instructor (Railways)	IT Trainer (NIC/MeitY)
Source Cadre	Level 4 (PA)	Senior Section Engineer / Staff	Dedicated Technical Cadre
Base Pay Level	**Level 4**	**Level 7 / 8**	**Level 10 / 11**
Allowance	12% Training Allowance	12% - 15% Training Allowance	Project / Special Pay
Impact	Trains for Largest Bank/Insurance	Trains for Safety/Engineering	Trains for Digital India

9.5 The Strategic Core: Why Level 4 is Inadequate

The current pay structure for WCTC Instructors is based on their parent cadre (Postal Assistant). This is strategically flawed for the following reasons:

1. **Complexity of Subject Matter:** The software handled—Finacle and McCamish—is identical to that used in commercial banks and insurance giants. In the banking sector, those who train staff on these platforms are **Scale II or Scale III Officers**. Paying a WCTC Instructor at Level 4 for identical work is a gross undervaluation of technical skill.
2. **The Multiplier Effect:** A single WCTC Instructor trains hundreds of staff. If the instructor's quality is not maintained through fair remuneration, the operational efficiency of the entire Division suffers.
3. **Functional Deputation vs. Career Progression:** Currently, being an instructor is a "temporary" duty. There is no incentive for a highly skilled PA to leave their home station and take on the high-pressure role of an instructor without a permanent pay upgrade.

9.6 Demands for the 8th Central Pay Commission

In light of the above, the following demands are placed before the Commission to professionalize the training wing of the Department:

- **Upgradation to Level 7:** Recognizing the 8 years of service and specialized technical expertise, the post of WCTC Instructor should be upgraded to a minimum of **Level 7**.
- **Creation of a Permanent Training Cadre:** To ensure continuity, a permanent cadre of "Technical Trainers" should be formed, allowing for career progression within the training wing.
- **Enhanced Training Allowance:** The 12% allowance should be calculated on the upgraded pay scale to reflect the high-stress nature of instructional work in a digital-first environment.
- **Certification Incentives:** Provision for reimbursement of national-level IT certifications (like Microsoft, Cisco, or Finacle) to keep instructors at the cutting edge of technology.

9.7 Conclusion

WCTC Instructors are the architects of the Department's digital competence. They transform traditional clerks into modern banking and insurance professionals. To continue this transformation, the Department must move away from the "stop-gap" arrangement of using PAs at lower pay scales. Granting executive status and commensurate pay at Level 7 is not just a matter of fairness—it is a strategic necessity for the digital future of India Post.

CHAPTER – X

DEVELOPMENT OFFICER (PLI)

10.1 Introduction

The post of Development Officer (PLI), formerly designated as "Group Leader," constitutes the principal marketing and business development function of the Department of Posts in respect of Postal Life Insurance (PLI) and Rural Postal Life Insurance (RPLI). The role has evolved into a field-oriented, target-driven, and revenue-centric assignment, operating in an increasingly competitive insurance market alongside public and private sector insurers. The Development Officer functions as the primary interface between the Department and its agency network, ensuring business growth, market expansion, and policy servicing across the Postal Division.

While recent policy initiatives, including the Promotional Incentive framework (2025–2026), have recognized the exclusive marketing nature of this role, the post continues to remain financially aligned with the general clerical structure, resulting in a significant mismatch between responsibilities and remuneration.

10.2 Recruitment, Eligibility and Status

The Development Officer is not a separate recruitment cadre but a functional selection from the existing operative line to ensure domain expertise in postal and insurance operations.

(a) **Source Cadre:** Selection is made from officials in the Postal Assistant cadre, including those in Lower Selection Grade or drawing higher pay under MACP.

(b) **Service Requirement:** Minimum of five years of regular service in the cadre.

(c) **Age Profile:** Generally drawn from the mid-career group (approximately 25–45 years), representing the most productive service period.

(d) **Selection Process:** Based on call for willingness, followed by written examination and/or assessment of marketing aptitude, business performance, and interview as prescribed by the competent authority.

(e) **Professional Certification:** The selected official is required to pass the prescribed licentiate examination within the stipulated period, failing which the assignment is liable to termination. This requirement places the Development Officer within a regulated professional framework comparable to the insurance sector.

(f) **Tenure:** The post is tenure-based, ordinarily for three years, extendable up to five years based on performance and administrative requirements.

(g) **Administrative Control:** The Development Officer is attached to the Divisional Office and functions under the direct supervision of the Divisional Head (SSPOs/SPOs).

10.3 Roles and Responsibilities

The Development Officer performs a composite role integrating marketing, supervision, compliance, and service delivery functions, as defined in departmental guidelines including Functional Role and Activity Chart (FRAC) and PLI operational instructions.

Sales Force Management and Training

The Development Officer is responsible for the recruitment, development, and effective management of Direct Agents and Field Officers within the Division. In this capacity, the officer provides continuous training, mentorship, and professional guidance to the agents to enhance their capability in business procurement and to support them in obtaining the required professional certifications. Further, the Development Officer closely monitors the performance and target achievement of the agents and maintains comprehensive and up-to-date records of their engagement and productivity for effective supervision and reporting.

Business Procurement and Marketing

The Development Officer is responsible for identifying prospective individual and institutional clients with a view to expanding the PLI/RPLI business. The officer organizes and participates in marketing campaigns, melas, and various outreach programmes to enhance visibility and business generation. Further, the Development Officer establishes and maintains institutional tie-ups with Government departments, Public Sector Undertakings, and other organizations for bulk business procurement. In addition, the officer maintains systematic lead databases and formulates localized marketing strategies based on field conditions and business potential to ensure sustained growth.

Quality Control and Compliance

The Development Officer is responsible for the scrutiny of proposal forms to ensure their completeness, accuracy, and adherence to prescribed rules and procedures prior to submission to the processing centres. The officer also coordinates the conduct of medical examinations in cases where such requirements are stipulated. Further, the Development Officer undertakes field verification in respect of death claims and high-value cases to ensure due diligence, prevent fraudulent practices, and maintain accountability. In addition, the officer is required to adhere to prescribed professional standards, including ensuring full and transparent disclosure of policy conditions, benefits, and other material information to prospective policyholders.

Post-Sales Service and Monitoring

The Development Officer assists in policy servicing and grievance redressal, while also taking necessary measures to ensure policy persistence and prevent lapsation. The officer supports the Divisional Head in achieving the prescribed insurance performance targets of the Division and functions as the nodal point for monitoring, consolidating, and reporting all divisional insurance performance metrics in a timely and accurate manner.

10.4 Compensation and Incentive Structure

(a) **Pay Structure:** The Development Officer continues to draw pay in the same level held prior to selection, typically in Pay Levels 4 to 7, without any structural upgradation.

(b) **Incentive:** A procurement incentive linked to new business premium mobilized through attached agents is admissible as per departmental norms.

(c) **Exclusions:** No renewal incentive is admissible, unlike in comparable insurance sector roles.

(d) **Observation:** The existing compensation framework does not adequately reflect the enhanced responsibilities, field intensity, and professional requirements of the post.

10.5 Comparative Analysis with Insurance Sector

Aspect	Development Officer (PLI)	Development Officer – Life Insurance Corporation of India /

		Private Insurers
Cadre Status	Functional assignment	Dedicated professional cadre
Pay Structure	Clerical pay levels	Executive pay scales
Role Nature	Marketing + compliance + supervision	Full-time marketing executive
Incentives	Limited (NBP-based)	Comprehensive (including renewal commission)
Career Progression	No distinct channel	Structured promotional hierarchy
Field Support	Limited	Institutional support (vehicles, allowances)

The above comparison highlights a significant disparity despite functional parity in duties such as agent management, business procurement, and client servicing.

10.6 Strategic Justification for Pay Upgradation

Fiduciary and Professional Responsibility

The Development Officer handles proposals involving long-term Government liabilities and is responsible for ensuring accuracy, compliance, and integrity in insurance transactions. The requirement of licentiate certification further establishes the role as professional and regulatory in nature.

Managerial and Supervisory Complexity

The role involves management of a decentralized workforce of agents, including diverse categories such as retired personnel and professionals, requiring leadership, coordination, and performance monitoring skills beyond clerical functions.

Revenue Generation Function

The Development Officer operates as a revenue-generating unit directly contributing to the PLI/RPLI Fund. The role aligns with positions identified in earlier Pay Commissions where higher pay scales were justified for posts with direct impact on revenue generation.

Operational Intensity and Field Requirements

The post is field-intensive, requiring extensive travel, client interaction, and marketing activities, often involving personal expenditure not fully compensated under existing provisions.

Structural Limitations

The continuation of the "multifunctional" staffing model fails to recognize the specialized skills required in modern insurance marketing, including digital outreach, financial analysis, and regulatory compliance. The absence of financial and career incentives acts as a deterrent for capable officials to opt for this assignment.

10.7 Recommendations for the 8th Central Pay Commission

In view of the above, the following measures are submitted for consideration:

a) **Reclassification of Post:** The Development Officer (PLI) may be recognized as a Group 'B' Executive/Marketing post.
b) **Pay Upgradation:** Placement in Pay Level 7 or above, commensurate with responsibilities and comparable roles in the financial sector.
c) **Introduction of Insurance Marketing Allowance:** To compensate for field-related expenses and incentivize performance.
d) **Enhanced Incentive Structure:** Inclusion of renewal-based incentives and performance-linked benefits.
e) **Logistical Support:** Provision of facilities such as subsidized vehicle advances and improved TA/DA norms for field duties.

10.8 Conclusion

The Development Officer (PLI) represents the frontline of the Department's engagement with the insurance market and plays a pivotal role in sustaining and expanding PLI/RPLI business. The continued alignment of this post with clerical pay structures, despite its executive, professional, and revenue-generating nature, is incongruent with its functional realities.

A structured upgradation in status, pay, and incentives is essential not only for ensuring parity with comparable roles in the insurance sector but also for strengthening the Department's competitive position and long-term financial sustainability. The matter is therefore submitted for favourable consideration by the 8th Central Pay Commission.

CHAPTER – XI

FOREIGN POST ADMINISTRATION

11.1 ADMINISTRATIVE FRAMEWORK AND ORGANIZATIONAL STRUCTURE

Foreign Post Administration in the Department of Posts functions as a specialized and sensitive wing dealing with international mail exchange, governed by the provisions of the Universal Postal Union (UPU), bilateral agreements, and national regulatory frameworks. The administration operates under the overall control of the Director General of Posts, with supervision at Circle level by the Chief Postmaster General.

Unit	Function
Offices of Exchange (OE)	Exchange of international mails
Foreign Post Offices (FPO)	Exchange + Customs examination and duty assessment
Sub-Foreign Post Offices (SFPO)	Customs processing without bag closure/opening

Major Foreign Post Offices are located at Delhi, Mumbai, Kolkata, Chennai, Bengaluru, and Kochi, handling all inbound and outbound international mail including letters, parcels, EMS articles, and accountable items. These offices function as authorized agents of the Customs Department, playing a critical role in enforcement of import/export regulations and revenue realization.

11.2 NATURE OF DUTIES AND SPECIAL CHALLENGES

All inbound foreign parcels and letter mail are subject to customs examination. Postal staff assist customs authorities in presentation and handling of articles; preparation of inventories; ensuring compliance with CN 22/CN 23 declarations; and recording assessments through prescribed documentation. The process involves handling high-value and sensitive items such as gold ornaments, diamonds, currency instruments, and regulated goods, requiring high integrity, vigilance, and technical understanding. The work environment also involves risk and health hazards, including handling damaged parcels, inflammable or hazardous substances, and contaminated materials.

With the introduction of IPS (International Postal System) and electronic data exchange, all accountable articles are tracked digitally at multiple stages. Foreign Post Offices handle articles of very high monetary value stored in strong rooms under double-lock security arrangements. Administrative staff handle settlement of foreign claims, maintenance of accounts with foreign postal administrations, and compliance with UPU regulations and bilateral agreements.

11.3 TECHNOLOGY INTEGRATION AND STAFFING INADEQUACY

The workload in Foreign Post Offices has increased substantially without corresponding revision of work norms. Additional responsibilities include processing through IPS, barcode-based tracking, digital customs data entry and reconciliation, and web-based complaints handling. The existing staff strength and coefficient norms are inadequate and do not reflect the complexity and volume of present-day operations, resulting in operational strain.

11.4 NEED FOR RECOGNITION AND RECOMMENDATIONS

It is submitted that the staff deployed in Foreign Post and other sensitive branches such as Customs, Strong Rooms, and accountable sections discharge duties of a highly sensitive, risk-prone, and responsibility-intensive nature, involving handling of international mail, regulatory compliance, and safeguarding of valuable consignments. In view of the complexity and criticality of these functions, it is proposed that a Special Allowance/Special Pay, not less than 10% of basic pay, may be granted to such staff in recognition of the onerous duties performed.

Further, the existing pay structure requires appropriate upgradation so as to bring it in line with the level of responsibility, accountability, and technical expertise involved in these assignments. The Foreign Post organisation may also be formally recognised as a specialised functional domain within the Department of Posts, necessitating dedicated and trained manpower with domain-specific competencies.

It is also essential that staffing norms for Foreign Post offices be revised based on actual workload, volume of international mail, and operational complexities, rather than continuing with outdated norms. Finally, a comprehensive and scientific job evaluation of Foreign Post staff may be undertaken by the 8th Central Pay Commission, with a view to ensuring appropriate pay structure, allowances, and career progression commensurate with the nature and scope of duties performed.

CHAPTER – XII

PROMOTIONAL AVENUES AND CAREER PROGRESSION IN THE OPERATIVE CADRE

12.1 INTRODUCTION AND BACKGROUND

The Operative Cadre comprising Postal Assistants (PA), and supervisory grades such as LSG, HSG-II, and HSG-I in the Department of Posts is presently facing structural imbalance, stagnation, and inequities in career progression. The cadre has undergone significant professional transformation, with graduate-level entry qualifications and mandatory computer proficiency now forming essential requirements for recruitment and functioning. However, the existing pay structure and promotional avenues have not kept pace with these developments, resulting in a clear mismatch between responsibilities, skill requirements, and career progression.

12.2 STRUCTURAL IMBALANCE IN POSTAL HIERARCHY

In the Central Government, the standard hierarchical progression is: Group C → Group B (Non-Gazetted) → Group B (Gazetted) → Group A (JTS/STS). However, in the Department of Posts, an informal bifurcation exists between the Administrative Line (Inspector Posts → ASP → SP → Higher levels) and the Operative Line (PA → LSG → HSG-II → HSG-I). This division is not formally codified in Recruitment Rules but has resulted in systemic discrimination, with the administrative line progressing to Gazetted and Group 'A' levels while the operative line remains largely confined to non-gazetted positions.

Operative Line	Administrative Line
Postal Assistant (Level 4)	Postal Assistant (Level 4)
LSG – Level 5 (Group C)	Inspector Posts – Level 7 (Group B Non-Gazetted)
HSG-II – Level 6 (Non-Gazetted Group B)	ASP – Level 8 (Gazetted Group B)
HSG-I – Level 7 (Non-Gazetted)	SP – Level 10 (Gazetted Group B)
HSG-I (NFG) – Level 8 (Non-Gazetted)	SSP – Group A (JTS)
—	DPS – Group A (STS)

12.3 STAGNATION AND MACP DISTORTION

The cadre is severely affected by stagnation, with actual promotion timelines extending to 12–20 years or more, Consequently, the MACP scheme (operative from 01.09.2008 with upgradations at 10, 20, and 30 years) has become the primary source of financial progression. However, this has led to a situation where officials draw higher pay levels without corresponding functional responsibilities, thereby weakening organizational hierarchy and efficiency.

12.4 CORE ISSUES AND EROSION OF PARITY

Up to the Fifth Central Pay Commission, parity existed between LSG Postmasters and Inspector Posts. However, post 6th and 7th CPC, this parity has been completely eroded. The existing framework suffers from: absence of Gazetted status for the HSG cadre; severely limited access to Group 'B' promotions; disproportionate pay alignment relative to responsibilities; reduced LDCE opportunities; structural discrimination arising from the informal bifurcation; and late-stage promotions without tangible financial benefit due to prior MACP upgradations.

12.4.1 Pay Scale Evolution Across Pay Commissions (3rd CPC to 7th CPC)

The evolution of pay scales and the shifting parity between the General Line (LSG/HSG) and the Administrative Line (Inspector of Posts) has been a significant point of discussion in the Department of Posts across various Pay Commissions. The table below provides a detailed comparison of pay scales from the 3rd CPC to the 7th CPC:

Cadre	3rd CPC (1973)	4th CPC (1986)	5th CPC (1996)	6th CPC (2006)	7th CPC (2016)
HSG I	₹700–900	₹2000–3200	₹6500–10500	GP ₹4600 (PB-2)	Level 7 (GP 4600)
Inspector of Posts (IP)	₹425–700	₹1640–2900	₹5500–9000	GP ₹4200→ ₹4600*	Level 7 (GP 4600)
HSG II	₹550–750	₹1600–2660	₹5000–8000	GP ₹4200 (PB-2)	Level 6 (GP 4200)
LSG	₹425–640	₹1400–2300	₹4500–7000	GP ₹2800 (PB-1)	Level 5 (GP 2800)

** The Inspector of Posts (IP) cadre was initially granted Grade Pay ₹4200 in the 6th CPC but was later upgraded to Grade Pay ₹4600 (Level 7) following various court rulings and departmental orders to maintain parity with comparable cadres.*

12.4.2 Evolution of HSG I (3rd CPC to 7th CPC)

- 3rd & 4th CPC: HSG I was the highest selection grade for the operative line, positioned significantly above the entry-level Inspector of Posts. During this era, HSG I officials held substantial administrative and financial powers.
- 5th CPC: HSG I was placed in the scale of ₹6500–10500, remaining superior to the Inspector of Posts (₹5500–9000). The gap between the two lines was distinct, with HSG I representing the peak of the General Line promotion path.
- 6th CPC: The Grade Pay system was introduced. HSG I was allotted GP ₹4600. While the IP cadre also moved toward this level, HSG I remained a Group 'B' (Non-Gazetted) post.
- 7th CPC: HSG I is now established in Level 7 of the Pay Matrix. A key recent development is the introduction of Non-Functional Grade (NFG) for HSG I officials, allowing them to move to Level 8 (GP 4800) after a certain period of service, further evolving the cadre's financial status.

12.4.3 Comparison of LSG, HSG II, and HSG I with Inspector of Posts

The relationship between the General Line (LSG/HSG) and the Administrative/Inspector Line has changed fundamentally over the decades:

A. The Shift in Parity (The "IP Upgrade")

Historically, the Inspector of Posts was considered an entry-level supervisory post, often filled by competitive examination (LDCE) from among Postal Assistants.

- Pre-5th CPC: The IP scale was comparable to or slightly above LSG/HSG II but below HSG I.
- Post-6th CPC: A major shift occurred when the IP cadre successfully argued for parity with Inspectors of other Central departments (like Income Tax or Central Excise). Consequently, their Grade Pay was raised to ₹4600, placing them on an equal pay level with HSG I.

B. Supervisory vs. Administrative Role

- LSG/HSG Officials: They represent the Operative/General Line. Their roles are primarily supervisory within Post Offices (e.g., LSG as Deputy Postmaster, HSG II as SPM of smaller offices, HSG I as Postmaster of Gazetted HOs).
- Inspector of Posts: This is the Administrative Line. While they share the same pay level as HSG I (Level 7), their role is field-oriented — covering inspection, investigation, and sub-divisional management.

C. Promotional Convergence

Both lines eventually converge at the PS Group 'B' (Postal Services Group B) level:

- HSG I officials are eligible for promotion to PS Group 'B' based on seniority-cum-fitness.
- Inspectors of Posts move to Assistant Superintendent of Posts (ASP) and then to PS Group 'B'.
- One of the long-standing demands in postal unions is that HSG I officials should be granted Gazetted status and better parity with the IP cadre in terms of promotion to PS Group 'B', to address the perceived stagnation in the General Line compared to the faster progression in the Inspector Line.

12.4.4 Summary of Cadre Status (7th CPC)

Feature	LSG	HSG II	HSG I	Inspector of Posts
7th CPC Level	Level 5	Level 6	Level 7	Level 7
Classification	Group C	Group C	Group B (Non-Gaz)	Group B (Non-Gaz)
Line	General/ Operative	General/ Operative	General/ Operative	Administrative
Key Entry	Seniority	Seniority	Seniority	LDCE / Direct Entry

12.5 PROPOSED STRUCTURAL REFORMS AND PROMOTIONAL MEASURES

- Abolish the informal division between Operative and Administrative lines and establish a unified promotion channel
- Merge Non-Gazetted Group 'B' posts into a common framework with unified seniority pool
- It is proposed that 50% of Group ‘B’ posts be filled through Limited Departmental Competitive Examination (LDCE) from the feeder cadres of LSG, HSG, Inspector of Posts (IP), and Assistant Superintendent of Posts (ASP), considering that the entry cadre for IP/ASP is the Postal Assistant cadre. The remaining 50% of posts may be filled on the basis of seniority-cum-fitness, restricted to eligible officials in the IP/ASP cadres.
- Reintroduce and conduct LDCE regularly at all levels to encourage talent, efficiency, and competitiveness
- Grant Gazetted Group 'B' status to HSG-I cadre in recognition of the level of responsibilities

- Create It is proposed to create an Operative Group ‘B’ cadre by identifying all DDO Postmaster posts and HSG-I Postmaster posts as Gazetted Group ‘B’ Postmaster positions, and including them in the Group ‘B’ gradation list.

Post	Proposed Level
Postal Assistant	Level 6
LSG	Level 7
HSG-II	Level 8
HSG-I	Level 9
HSG-I (NFG)	Level 10

The MACP scheme should be rationalized by aligning it with the functional hierarchy of posts, ensuring it operates only as a supplementary mechanism to address stagnation and does not act as a substitute for regular promotions.

12.6 ORGANIZATIONAL IMPACT AND CONCLUSION

The implementation of these reforms will significantly improve employee morale and motivation, enhance efficiency and accountability, strengthen financial and operational performance, and ensure improved quality of service delivery to the public. The Operative Cadre forms the foundation of the Department of Posts and plays a vital role in service delivery and revenue generation. The 8th Central Pay Commission is requested to ensure fair job evaluation, equitable career progression, and removal of long-standing structural discrimination in the Operative Cadre.

CHAPTER – XIII

TREASURERS AND ASSISTANT TREASURERS / CASH HANDLING ALLOWANCE

13.1 NATURE OF DUTIES AND RESPONSIBILITIES

The posts of Treasurer and Assistant Treasurer in the Department of Posts are entrusted to experienced Postal Assistants possessing not less than ten years of unblemished service and proven integrity, appointed on tenure basis after furnishing prescribed security due to the sensitive and fiduciary nature of their duties. Their responsibilities encompass: joint custody of cash, stamps, valuables, insured articles, and other accountable items along with the Postmaster/Sub Postmaster; disbursement of payments including pensions, savings instruments, and other public transactions; remittance and receipt of cash and stamps; supply and clearance of cash to counter officials; handling of treasury receipts and vouchers; management of stock of saleable postal items; clearing house operations; preparation of high-value instruments; and coordination with banks and subordinate offices.

These officials are exposed to operational risks such as handling counterfeit currency, managing large volumes of cash, and performing treasury-related functions without adequate specialized training or risk compensation. In many offices, single-handed functioning further aggravates the workload and accountability.

13.2 RECOMMENDATIONS TO THE 8th CENTRAL PAY COMMISSION

- A uniform nomenclature should be adopted across all departments to eliminate ambiguity and discrimination
- The scope of cash handling allowance should be extended to all eligible officials handling treasury functions, including those in 'A', 'B', and 'C' class offices
- The existing system of fidelity/security bonds should be abolished in line with the recommendation of the 5th Central Pay Commission, which observed that this practice does not serve any meaningful purpose in modern administrative systems

- The allowance may be reclassified as "Special Pay" and counted for all purposes including Dearness Allowance
- The quantum of such allowance should be rationalized and fixed at a minimum of 10% of basic pay, commensurate with financial risk and responsibility
- Restriction for allowing treasury allowance to one treasurer post in one office should be lifted.

CHAPTER – XIV

MODIFIED ASSURED CAREER PROGRESSION (MACP) – REFORM PROPOSAL

14.1 PRESENT MACP SCHEME – STRUCTURAL LIMITATIONS

The Modified Assured Career Progression (MACP) Scheme, introduced with effect from 01.09.2008 pursuant to the 6th Central Pay Commission recommendations (DoPT OM No. 35034/3/2008-Estt(D) dated 19th May 2009, with 7th CPC continuation effective from 25.07.2016 (DoPT OM No. 35034/3/2015-Estt.(D) dated 28.09.2016)), provides for three financial upgradations on completion of 10, 20, and 30 years of regular service. While the scheme ensures a minimum level of financial progression, its implementation within the Department of Posts has revealed significant structural and functional deficiencies:

- Prolonged stagnation requiring a ten-year wait per financial upgradation, inconsistent with the workload-intensive nature of postal operations
- Denial of MACP in cases where an official refuses promotion, irrespective of genuine constraints such as family circumstances, medical conditions, or transfer-related hardships – resulting in unjust financial penalties
- Linkage to APAR benchmarks (generally "Very Good"), which introduces subjectivity and inconsistency in grant of financial upgradation across units
- Growing disconnect between functional roles and financial upgradation – Postal Assistants continue to perform operative duties even after receiving higher pay levels under MACP, resulting in distortion of cadre hierarchy

14.2 PROPOSED MACP STRUCTURE – FIVE UPGRADATIONS

It is proposed to grant the **1st MACP after 6 years** of service, closely aligning with the existing promotional eligibility condition (5 years for LSG under Recruitment Rules), thereby providing fair financial progression where functional promotion is delayed. The proposed five-tier structure:

Years of Service	Proposed Financial Upgradation
6 Years	1st MACP
12 Years	2nd MACP
18 Years	3rd MACP
24 Years	4th MACP
30 Years	5th MACP

14.3 ONE-TIME CAREER PATH OPTION

It is proposed that officials may be given a one-time irrevocable option to choose between: (a) Promotion-Oriented Path – officials considered for regular DPC promotions and eligible for MACP in case of non-promotion; and (b) MACP-Oriented Path – officials receive only financial upgradations under MACP and shall not be considered for regular promotions. This will reduce administrative burden of DPCs, ensure availability of willing candidates for promotion, and minimize refusal of promotions.

14.4 REMOVAL OF RESTRICTION AND DE-LINKING OF APAR BENCHMARK

The provision that refusal of promotion disqualifies an official from MACP is inequitable and warrants removal. It is proposed that refusal of promotion shall not be treated as a disqualification for grant of MACP, and eligible officials may be allowed financial upgradation strictly based on length of service. Further, APAR benchmark should be completely delinked from MACP, or at minimum reduced to "Good" uniformly. Since MACP is a financial progression scheme and not a promotion, it should be based solely on length of service, ensuring fairness, transparency, and uniform implementation across all units. Moreover, when no benchmark is prescribed for promotion through Limited Departmental Competitive Examination (LDCE), there is no justification for prescribing a benchmark for MACP, which is fundamentally based on seniority.

14.5 RECOMMENDATIONS TO THE 8th CPC

- Introduction of five MACP upgradations at 6-year intervals (at 6, 12, 18, 24, and 30 years)
- Grant of 1st MACP after 6 years, in alignment with LSG promotional eligibility norms

- Provision of one-time career path option (promotion-oriented or MACP-oriented) to reduce DPC burden
- Removal of restriction on MACP due to refusal of promotion
- Complete delinking of APAR benchmarks from MACP; or at minimum reduction to "Good" uniformly
- Ensuring automatic and uniform financial progression based on length of service

CHAPTER – XV

WELFARE, WORKING CONDITIONS AND EMPOWERMENT OF WOMEN EMPLOYEES

15.1 CONSTITUTIONAL AND POLICY FRAMEWORK

The welfare of women employees in Government service is firmly grounded in constitutional and legal provisions. Articles 14 and 15(3) of the Constitution of India ensure equality before law and empower the State to make special provisions for women. Article 21 guarantees the right to life with dignity, encompassing health, safe working conditions, and work-life balance. Judicial pronouncements have recognized that measures such as Child Care Leave are not merely welfare provisions but are essential to ensure continued participation of women in the workforce.

15.2 PRESENT SCENARIO AND IMPLEMENTATION GAPS

The Department of Posts has implemented certain welfare measures such as grant of maternity leave (up to 180 days) and Child Care Leave (CCL) up to 730 days. However, CCL is often denied or restricted in practice due to staff shortages and administrative constraints. There is absence of provisions such as menstrual leave, limited availability of crèche facilities, rigid attendance systems, and lack of supportive work environment in many field units.

Women employees face a combination of biological, social, and occupational challenges including health-related issues arising from menstrual cycles, pregnancy, and postnatal care; dual responsibilities of professional duties and family care; and in urban areas, long commuting hours and safety concerns. Rigid attendance norms without flexibility disproportionately affect women employees in such circumstances.

15.3 RECOMMENDATIONS TO THE 8th CENTRAL PAY COMMISSION

- Grant of Special Casual Leave for menstrual health, in line with emerging practices in other sectors
- Ensuring full salary during the entire period of Child Care Leave (730 days)

- Liberal and uniform implementation of CCL without procedural hurdles, treating it as a statutory entitlement
- Establishment of crèche facilities in all major offices such as Head Post Offices and Divisional Offices
- Introduction of flexible working hours, grace time for late attendance, and compensatory working arrangements
- Priority in transfers on spouse/family grounds with uniform field-level implementation
- Provision of safe working environment, separate rest rooms, and appropriate infrastructure in all offices
- Consideration of work-from-home or hybrid arrangements for eligible categories such as system-related or back-office roles where feasible
- Construction of working women's hostels in major centres and earmarking of Government quarters for women employees

Core Principle: *"Provision of adequate welfare measures for women employees is not merely a social obligation but a strategic requirement for organizational efficiency and national development."*

CHAPTER – XVI

PAY FIXATION OF EX-SERVICEMEN RE-EMPLOYED AS POSTAL ASSISTANTS / SORTING ASSISTANTS

16.1 BACKGROUND

Ex-Servicemen, after rendering long and meritorious service in the Armed Forces, are re-employed in civil posts under the Government of India, including in the Department of Posts as Postal Assistants and Sorting Assistants. These officials bring valuable experience, discipline, and skill sets acquired during military service, significantly contributing to administrative efficiency. However, despite the existence of well-defined policy provisions governing pay fixation of re-employed Ex-Servicemen, implementation in respect of Postal Assistants/Sorting Assistants is inconsistent and, in many cases, denied altogether, resulting in financial loss, inequity, and avoidable litigation.

16.2 LEGAL AND POLICY FRAMEWORK

As per the Department of Personnel & Training O.M. dated **31.07.1986**, particularly Para 16(2), the military service rendered by Ex-Servicemen in clerical capacities, such as Combatant Clerks, is to be treated as equivalent to civil clerical posts (LDC/Junior Clerk) for the purpose of pay fixation on re-employment. The provisions envisage fixation of pay at a stage commensurate with the length of qualifying military service, with due application of Fundamental Rule FR-27. The cadre of Postal Assistants/Sorting Assistants, though re-designated over time, continues to represent the entry-level clerical and operative cadre of the Department, making these provisions logically and legally applicable.

16.3 RECOMMENDATIONS

- Explicit inclusion of Postal Assistants and Sorting Assistants within the scope of applicable DoP&T provisions relating to pay fixation of Ex-Servicemen re-employed in clerical posts
- Formulation of a uniform and transparent pay fixation policy applicable across all Circles and units
- Fixation of pay based on length of qualifying military service by granting appropriate stage equivalence in the civil pay structure

- Provision of clear guidelines regarding treatment of pension, including options for pay protection or pension adjustment in line with Government policy
- Issuance of standardized model fixation tables and instructions to ensure uniform implementation by all authorities
- Extension of benefits to all similarly placed employees, including retrospective correction wherever required, without recovery in cases where benefits have already been granted
- Establishment of a centralized mechanism within the Department for clarification and monitoring of such cases to avoid future discrepancies

Ex-Servicemen represent a category of employees who have served the nation with dedication and discipline. Ensuring fair and uniform pay fixation upon their re-employment is a matter of administrative propriety and a reflection of the Government's commitment to equity and justice. A clear and binding recommendation by the 8th Central Pay Commission will go a long way in resolving the existing anomalies and reducing litigation.

CHAPTER – XVII

TREATMENT OF PENSION LIABILITY IN THE DEPARTMENT OF POSTS

17.1 FUNDAMENTAL PRINCIPLE OF PENSION

Pension, under the established financial and constitutional framework of the Government of India, is recognized as a deferred wage earned by an employee for past service rendered. It constitutes a statutory and sovereign obligation of the State, not contingent upon the financial performance of the Department. In terms of Article 266 of the Constitution of India, all revenues received by the Government of India, all loans raised by it, and all moneys received in repayment of loans are credited to the Consolidated Fund of India; all lawful expenditure of the Government, including pension obligations, is met from this Fund. The Hon'ble Supreme Court has consistently affirmed that pension is not a bounty but a right. Successive Central Pay Commission recommendations have treated pension as a committed expenditure of the Government, distinct from operational or departmental expenditure.

17.2 EXISTING PRACTICE AND FINANCIAL DISTORTION

In deviation from the general practice followed across Central Government Departments, the pension and family pension expenditure pertaining to the Department of Posts is presently reflected as part of the departmental expenditure in financial accounts. This results in inclusion of pension liabilities within the overall expenditure, thereby inflating the perceived cost structure and adversely affecting the financial portrayal of the Department. The Department is often characterized as a "loss-making" entity; however, such characterization is significantly influenced by the inclusion of pension liabilities, which are not operational expenses. In other Ministries and Departments of the Government of India—including Defence, Railways, and Civil Ministries—pension liabilities are borne centrally as part of the Government's general expenditure and are not treated as an operational cost of the respective Department.

17.3 NATURE OF THE DEPARTMENT AND ISSUES OF EQUITY

The Department of Posts is fundamentally a public service organization entrusted with the discharge of sovereign and social obligations, including universal postal services, financial inclusion, rural outreach, and delivery of Government services. It is not a commercial or profit-oriented enterprise. Therefore, the application of commercial accounting principles—such as loading pension liabilities onto departmental accounts—is conceptually inappropriate and inconsistent with its role and mandate. The present system results in unequal treatment vis-à-vis other Central Government Departments, raising concerns of inter-departmental equity.

17.4 RECOMMENDATIONS

- Pension and family pension liabilities pertaining to employees of the Department of Posts may be fully delinked from departmental expenditure and treated as a charge on the Consolidated Fund of India
- The accounting framework may be revised to exclude pension liabilities from operational expenditure, thereby reflecting the true financial performance of the Department
- Uniform treatment of pension liability may be ensured across all Central Government Departments to maintain consistency and equity
- A comprehensive review of past accounting practices may be undertaken to assess the extent of distortion and to rationalize financial reporting going forward
- Appropriate policy directives may be issued to ensure that the Department of Posts is not subjected to differential financial treatment vis-à-vis other Departments

17.5 CONCLUSION

In view of the constitutional position, established financial principles, and prevailing practices across Central Government Departments, it is evident that pension liability constitutes a sovereign obligation of the State and is not intrinsically linked to the operational performance of any individual Department. The continued inclusion of pension and family pension expenditure within the accounts of the Department of Posts results in a distorted representation of its financial position and leads to inequitable comparison with other Departments where such liabilities are borne centrally. Considering the public service character of the Department and its non-commercial mandate, it is administratively appropriate that pension liabilities be delinked from departmental expenditure and treated uniformly as a charge on the Consolidated Fund of India. Such an approach would ensure accuracy in financial reporting, uphold the principle of inter-

departmental equity, and align the accounting treatment of the Department of Posts with the broader framework followed by the Government of India. The matter is submitted for favourable consideration.

CHAPTER – XVIII

ANOMALY IN PAY FIXATION UNDER 7th CPC ARISING FROM RESTRICTIVE INTERPRETATION OF RULE 5 OF CCS (RP) RULES, 2016 VIS-À-VIS FUNDAMENTAL RULE 23

18.1 BACKGROUND AND CORE ISSUE

The Federation of National Postal Organisations (FNPO) submits a significant and long-pending anomaly in pay fixation under the **CCS (Revised Pay) Rules, 2016**, which has resulted in serious and continuing discrimination among similarly placed employees in the Department of Posts. The anomaly has arisen primarily due to the restrictive and non-uniform interpretation of **Rule 5 of the CCS (RP) Rules, 2016**, coupled with the non-harmonious application of **Fundamental Rule 23 (FR 23)**, which permits retention of pay until the next or subsequent increment. In actual implementation, these provisions have not been applied uniformly, resulting in divergent pay fixation outcomes among similarly placed officials depending on the date of promotion (before or after 25.07.2016).

18.2 NATURE OF DISCRIMINATION

Employees promoted prior to 25.07.2016 were permitted beneficial fixation by exercising option under FR 23 read with Rule 5, while employees promoted on or after the said date have been denied similar benefit. This has resulted in permanent reduction in basic pay, cascading financial loss affecting allowances and pension, distorted senior–junior pay relationships, and violation of the principle of equal pay for equal work. The Hon'ble CAT Hyderabad Bench in OA No. 706/2021 observed lack of clarity in the term "subsequent increment" and improper unilateral interpretation. Directorate letters dated 07.10.2022 and 31.01.2023 allowed beneficial fixation; however, subsequent withdrawal vide letter dated 20.05.2024 resulted in recoveries from officials who had been granted benefits in good faith.

18.3 RECOMMENDATIONS

- Harmonious interpretation of Rule 5 and FR 23 without any cut-off date restriction
- Grant of one-time universal option to revise pay fixation in favour of employees

- Protection of pay with no recovery of past benefits granted in good faith
- Removal of cut-off date (25.07.2016) discrimination in grant of fixation benefit
- Issuance of uniform implementation guidelines across all Circles and units
- Authoritative clarification from Ministry of Finance to ensure consistent application

The FNPO earnestly requests the 8th Central Pay Commission to recommend corrective measures to ensure uniformity, fairness, and protection of employee interests by removing anomalies arising out of the interpretation of Rule 5 vis-à-vis FR 23.

CHAPTER – XIX

LEAVE RESERVE

19.1 EXISTING LEAVE RESERVE STRUCTURE AND OPERATIONAL DEFICIENCY

The issue of Leave Reserve (LR) in the Department of Posts assumes critical importance in the context of maintaining uninterrupted public service delivery and ensuring reasonable working conditions for staff. At present, the sanctioned strength of Leave Reserve in Post Offices is generally maintained at around 10 percent of the operative staff, which has been found to be grossly inadequate in view of prevailing operational realities. Field experience indicates that actual staff shortages in many offices often exceed 25–30 percent due to vacancies, leave, deputations, and other administrative factors. This inadequacy results in severe strain on the existing workforce, making it extremely difficult to grant leave even in genuine and emergent circumstances.

19.2 HISTORICAL PROVISIONS AND DEVIATION IN PRACTICE

Earlier authoritative provisions under the P&T Manual, Volume IV, envisaged higher levels of Leave Reserve, with indicative norms of approximately 17 percent for Post Offices and up to 20 percent for RMS units, while administrative offices were provided approximately 14 percent. However, over time, the effective implementation has been reduced to approximately 10 percent without corresponding amendments to the underlying principles. The 5th Central Pay Commission had specifically observed that Ministries and Departments with a higher concentration of women employees should consider maintaining a higher level of Leave Reserve. Despite this recommendation, the Department of Posts has not undertaken a commensurate revision.

19.3 IMPACT OF WELFARE MEASURES AND GROWING WOMEN WORKFORCE

The inadequacy of Leave Reserve has been further accentuated due to progressive welfare measures such as the introduction and liberalization of Child Care Leave (CCL) following the 6th Central Pay Commission. While such measures are essential for supporting women employees, the absence of adequate Leave

Reserve has rendered these provisions ineffective in practice, as officials are often unable to avail leave due to non-availability of substitutes. The growing proportion of women employees in the Department further strengthens the case for enhanced Leave Reserve.

In many Post Offices, including those under LSG and higher categories, supervisory officials including Postmasters are compelled to perform routine operative duties at counters on a daily basis due to staff shortages, resulting in neglect of their core supervisory responsibilities, extended working hours, and adverse impact on public service quality.

19.4 JUSTIFICATION FOR ENHANCEMENT TO 20% AND SUBMISSION TO 8th CPC

In view of the above, it is proposed that the Leave Reserve strength for Postal Assistants and other operative categories in Post Offices may be enhanced to at least 20 percent, in line with earlier departmental provisions and practical requirements. The general norm of 10 percent Leave Reserve prescribed for other Central Government Departments does not adequately reflect the unique operational nature of the Department of Posts, which functions as a frontline public service organization with time-bound and non-deferrable responsibilities.

Such a revision would facilitate timely grant of leave, improve operational efficiency, reduce undue workload on existing staff, and enable the Department to effectively implement its welfare policies while maintaining high standards of public service delivery. The above proposal is submitted for kind consideration of the 8th Central Pay Commission.

CHAPTER XX

SAVINGS BANK ALLOWANCE – MODERNISATION AND THE CASE FOR RESTRUCTURING

20.1 Introduction: The Post Office Savings Bank as a National Institution

The Post Office Savings Bank (POSB) is one of the oldest and most extensive banking institutions in India. Established in 1882, it presently operates through a wide network of approximately 1.65 lakh post offices, providing access to financial services in rural, semi-urban, and remote areas. The Department of Posts, acting as an agent of the Ministry of Finance, administers multiple Small Savings Schemes and manages a large number of accounts on a centralised digital platform.

The POSB also supports financial inclusion initiatives by facilitating Direct Benefit Transfers (DBT), pension disbursement, insurance premium collection, and other financial services. These operations are carried out by Postal Assistants, Assistant Postmasters, and supervisory staff, who are responsible for processing financial transactions in accordance with prescribed rules and procedures.

20.2 Historical Context: Origin and Abolition of the Savings Bank Allowance

The Savings Bank Allowance was introduced in 1999 as a compensatory measure for officials engaged in Savings Bank (SB) and Savings Certificate (SC) work, recognising the additional responsibilities associated with such duties. Eligibility was linked to qualification in a prescribed Aptitude Test.

The allowance was initially fixed at nominal rates and subsequently revised during the 6th CPC period. However, based on the recommendations of the 7th Central Pay Commission, the allowance was discontinued on the premise that such duties form part of the normal functions of the post.

20.3 Operational Aspects in the Present Framework

20.3.1 Deployment of Staff in SB/SC Work

Due to operational requirements, officials who may not have qualified the Aptitude Test are also assigned duties in SB and SC branches. These officials perform similar functions involving financial transactions and compliance requirements. The absence of any compensatory mechanism results in uniform pay irrespective of the nature of duties performed.

20.3.2 Role of Supervisory Officials

Assistant Postmasters (APMs) and supervisory officials are responsible for overall supervision and control of SB and SC branches, including ensuring financial accuracy and compliance. At present, no specific allowance is attached to such supervisory responsibilities.

20.3.3 Nature of Work and Accountability

The work in SB branches involves handling of financial transactions, adherence to prescribed procedures, and responsibility for accuracy. Errors in such operations may have financial implications, including recovery proceedings as per rules. The assignment requires attention to detail and adherence to established systems and controls.

20.4 Technological Transformation and Its Impact

The introduction of IT Modernisation initiatives, including Core Banking Solution (CBS) and APT framework, has significantly altered the operational processes in SB branches. Transactions are now processed through digital platforms, requiring familiarity with system-based operations and adherence to updated procedures.

Officials are also required to comply with regulatory requirements such as Know Your Customer (KYC) norms and other prescribed guidelines. In addition, integration with platforms such as India Post Payments Bank (IPPB) has introduced additional operational processes, including reconciliation and transaction management across systems.

The transition to digital systems has resulted in continuous updates to procedures and workflows, necessitating periodic training and adaptation by staff.

20.5 Organisational Considerations

The Department of Posts operates a wide financial services network through POSB alongside other financial platforms. The existing framework involves handling

multiple services through the same workforce. This arrangement requires coordination, system familiarity, and adherence to multiple procedural requirements.

The Department continues to deliver financial services at scale with a cost-efficient model, supported by its existing manpower and infrastructure.

20.6 Relevant Principles from Pay Commission Recommendations

20.6.1 Percentage-Based Approach

Previous Pay Commissions have, in certain cases, adopted a percentage-based approach for allowances linked to additional responsibilities, recognising variation in duties across pay levels.

20.6.2 Additional Charge Allowance

The concept of Additional Charge Allowance introduced in earlier recommendations provides a reference for compensating additional responsibilities undertaken by officials.

20.6.3 Concept of Special Pay

Earlier Pay Commissions have recognised that certain categories of work involving distinct responsibilities may warrant additional compensation in the form of Special Pay or Allowance.

20.6.4 Revenue Linkage

The Department receives agency charges for management of Small Savings operations. The functioning of SB branches contributes to the overall financial operations handled by the Department.

20.6.5 Comparison with Other Financial Functions

In certain organised accounts and financial cadres, specialised functions are associated with defined pay structures or allowances, reflecting the nature of duties.

20.7 Proposals for Consideration by the 8th Central Pay Commission

In view of the above, the following proposals are submitted for consideration:

1. The allowance related to SB/SC work may be reviewed and considered for reintroduction in an appropriate form, linked to the nature of duties performed.
2. A suitable framework may be evolved to extend such allowance to all officials deployed in SB/SC branches, including supervisory staff, based on functional responsibilities.
3. The rate of allowance may be considered on a rational basis, including the possibility of adopting a percentage-based approach consistent with earlier principles.
4. The allowance may be structured to reflect the current operational environment, including digital financial systems and compliance requirements.
5. Consideration may also be given to continuation of such allowance during periods of training or system transition related to SB operations.

20.8 Conclusion

The operational framework of SB branches has evolved significantly with the introduction of digital systems and expanded financial services. The duties performed involve financial transactions, compliance requirements, and system-based operations.

It is submitted that the existing framework may be reviewed to ensure that the compensation structure appropriately reflects the nature of responsibilities associated with SB/SC work, in line with established principles of job evaluation and administrative requirements.

CHAPTER – XXI

OVERTIME ALLOWANCE (OTA)

21.1 Introduction and Regulatory Framework

Overtime Allowance (OTA) is a compensatory payment admissible to Government servants for duties performed beyond prescribed working hours under the orders of competent authority. In the Department of Posts, OTA is primarily applicable to operational units such as Post Offices and Railway Mail Service (RMS), where activities are time-bound and directly linked to public service delivery.

The 7th Central Pay Commission recommended abolition of OTA for most categories, while permitting its continuation for operational staff and industrial employees governed by functional necessity or statutory provisions. Operational staff were defined as non-ministerial, non-Gazetted employees directly involved in the smooth and continuous functioning of services. In the postal context, this includes officials engaged in mail processing, counter operations, delivery, and other essential services. The Commission also observed that where OTA continues, the rates may require rational revision to maintain relevance with current pay structures.

21.2 Existing Procedural Framework and Controls

The grant of OTA in the Department of Posts is governed by established rules and procedural safeguards to ensure administrative discipline and financial control. OTA is admissible only when an official is required to perform duty beyond prescribed hours under written orders of competent authority, and claims are subject to verification through attendance records, including biometric systems wherever available. Prescribed claim formats include Form ACG-64 / ACG-64(a) for Post Offices, Form ACG-64(b) for Administrative Offices, and Form ACG-37 for RMS units on a four-weekly cycle.

Certification by the Head of Office is required to confirm that the work was essential and could not be postponed and that no compensatory leave has been granted in lieu of overtime. In RMS units, overtime beyond prescribed limits requires sanction of higher authority such as the Head of Circle. While these controls ensure financial prudence, their application often results in restrictive interpretation of “urgent work,” particularly in situations of sustained operational workload.

21.3 Statutory Backing under Post Office Act, 2023 and Regulations, 2024

The Post Office Act, 2023 and Post Office Regulations, 2024 have strengthened the statutory framework governing postal operations. Regulation 4 empowers competent authorities at Circle, Regional, and Divisional levels to fix and extend working hours of Post Offices based on operational requirements. It also provides for handling increased workload during periods of rush and permits functioning of Post Offices on Sundays and holidays in public interest.

These provisions establish that extended working hours are not merely exceptional but may arise as a regular operational requirement, thereby reinforcing the functional necessity for continuation of OTA or equivalent compensation mechanisms.

21.4 Operational Realities and Functional Necessity

The Department of Posts operates as a time-sensitive public service organisation where several activities cannot be deferred without affecting service delivery. Overtime requirements arise due to multiple operational factors, including:

- Late receipt and dispatch of mails in RMS and delivery units
- Peak transaction loads at counters, particularly during closing hours
- Mandatory completion of end-of-day financial transactions and reconciliation in CBS, APT, and other digital platforms
- Handling of Government services such as DBT, Aadhaar enrolment, and insurance services
- Seasonal workload variations and bulk institutional transactions
- Staff shortages and redistribution of duties among available personnel

These conditions make overtime an inherent operational necessity rather than an occasional requirement.

21.5 Coverage of Supervisory and Operative Cadres

Functional assessments indicate that supervisory cadres also perform substantial operative duties. Officials in Lower Selection Grade (LSG) perform a significant proportion of operative work, while HSG–II and HSG–I officials are engaged in operational supervision, system reconciliation, and financial accountability. In smaller establishments, supervisory officials often perform full operational duties due to limited staff strength.

Despite such functional involvement, OTA eligibility is often determined based on designation rather than nature of duties, leading to divergence between responsibility and compensation.

21.6 Issues in Existing OTA Structure

The present OTA framework reflects certain structural limitations, including outdated rate structures not aligned with current pay levels, restrictive interpretation of eligibility conditions, non-recognition of workload arising from staff shortages, and limited coverage of supervisory staff performing operative functions. In certain cases, duties performed on holidays are compensated through honorarium, which does not fully correspond to the nature and duration of work performed.

21.7 Comparative Framework across Central Government Organisations

A comparative assessment of overtime and additional duty compensation across major Central Government organisations indicates that such compensation is structured in accordance with the nature of operations. In Railways, operational and running staff are compensated through overtime or running allowance linked to pay levels, with higher rates applicable for rest days and holidays. In Defence establishments, industrial employees are governed by statutory provisions such as the Factories Act, under which overtime is compensated at double the ordinary rate of wages.

In other departments such as Ministry of Finance (CBDT/CBIC), compensation is provided through special or duty allowances for staff engaged in sensitive and high-intensity work. In organised accounts and audit departments, overtime is generally limited, with workload managed through structured cycles or compensatory mechanisms. In contrast, the Department of Posts, despite performing time-bound and operational functions similar toother service delivery organisations, continues to follow a legacy-based OTA structure not directly linked to current pay levels.

The comparative position indicates that across Government, compensation for extended duty is either linked to pay, supported by statutory provisions, or supplemented through allowances. The Department of Posts, having characteristics of both administrative and operational departments, requires alignment of its OTA framework with comparable sectors.

21.8 Workload Analysis and Operational Drivers

The workload pattern in the Department of Posts is characterised by continuous service delivery across multiple domains, including mail operations, financial services, and Government service delivery. The requirement for overtime arises due to structural factors such as:

- Time-bound nature of mail processing and delivery
- Mandatory daily financial reconciliation in digital systems
- Handling of high-volume transactions in POSB operations
- Integration of multiple services including DBT, insurance, and digital banking
- Peak workload periods such as financial year closing and savings campaigns
- Multi-functional deployment of staff across operational areas

Indicative workload distribution shows that RMS operations and accounts closure functions have a high likelihood of requiring overtime, while counter operations and delivery functions also require extended hours depending on workload conditions.

21.9 Staffing Constraints and Multi-functional Deployment

In many units, workload is compounded by vacancy positions and limited leave reserves, resulting in redistribution of duties among available staff. Officials are frequently required to perform multiple functions, including counter operations combined with accounts work, delivery combined with sorting duties, and supervisory roles combined with operative functions. This multi-functional deployment contributes to extension of working hours beyond prescribed limits and increases reliance on overtime as a mechanism for maintaining continuity of operations.

21.10 Financial Implications and Cost Efficiency

The financial implication of OTA is relatively limited when viewed in the context of overall establishment expenditure. OTA is governed by strict sanction procedures, limited eligibility, and controlled hours, resulting in low aggregate expenditure. In comparison, creation of additional permanent posts would involve significantly higher recurring expenditure, including pay, allowances, and pension liabilities.

From a cost perspective:

- OTA provides a flexible, need-based mechanism with low financial outlay
- Additional staffing involves fixed long-term expenditure
- OTA allows immediate response to workload fluctuations
- Recruitment and deployment of additional staff require time and administrative processes

Even with rational revision of OTA rates linked to current pay levels, the financial impact is expected to remain moderate due to the limited number of eligible staff and regulated sanction mechanism. At the same time, improved compensation is likely to contribute to enhanced efficiency, timely completion of work, and reduction in operational delays.

21.11 Administrative and Functional Considerations

A rationalised OTA framework would support operational efficiency by ensuring timely completion of time-bound activities, better utilisation of manpower, and improved accountability in service delivery. It would also facilitate handling of peak workloads without expansion of permanent establishment and support continuity of operations in critical service areas.

21.12 Recommendations for Consideration by the 8th Central Pay Commission

In view of the foregoing, the following proposals are submitted for consideration:

- Continuation of OTA for operational and functionally operative categories within the Department of Posts
- Revision of OTA rates by linking them to current pay levels through a rational formula based on hourly emoluments
- Extension of coverage based on nature of duties, including supervisory cadres performing operative functions
- Recognition of extended working hours arising from statutory provisions and digital operational requirements
- Provision of appropriate compensation for duties performed on holidays and weekly offs in proportion to actual duty hours
- Removal of restrictive conditions to enable flexible deployment of staff for overtime duties

21.13 Conclusion

The requirement for overtime in the Department of Posts arises from the inherent nature of its operations, statutory provisions, and evolving service responsibilities. OTA continues to serve as a necessary administrative mechanism for ensuring uninterrupted service delivery. A rationalised and updated framework aligned with current functional and financial realities would contribute to improved efficiency, equitable treatment of staff, and effective management of workload across operational units.

CHAPTER – XXII

Grant of Special Allowance to SBCO Personnel (Post Cadre Merger)

22.1 Background:

Following the cadre restructuring implemented w.e.f. 01.01.2023, the Savings Bank Control Organisation (SBCO) has been administratively merged with the Postal Assistant (PO) general line. While this merger was intended to enhance administrative flexibility and manpower utilisation, the specialised and statutory nature of SBCO functions remains unchanged.

22.2 Functional Distinction:

SBCO units continue to function as the **internal audit and control mechanism** for Post Office Savings Bank (POSB) operations. Officials posted in SBCO are entrusted with critical responsibilities including verification, audit, reconciliation, and compliance monitoring of high-value financial transactions. These duties are distinct from routine counter operations performed by general line Postal Assistants.

22.3 Nature of Duties:

With the implementation of Core Banking Solution (CBS – Finacle) and Core System Integration (CSI – APT), SBCO functions have evolved into **system-based financial audit roles**. Key responsibilities include:

- Verification and reconciliation of system-generated Lists of Transactions (LOTs)
- Detection of discrepancies such as irregular postings and unauthorized system interventions
- Monitoring high-value transactions and ensuring procedural compliance
- Ensuring adherence to KYC/AML norms in a digital environment

These functions involve high fiduciary responsibility and direct accountability, with potential financial and vigilance implications in case of lapses.

22.4 Impact of Digitisation:

The shift to a fully digitised, centralised banking platform has significantly increased the complexity and risk associated with SBCO duties. Officials are required to possess advanced system knowledge, analytical capability, and continuous adaptability, effectively performing the role of **system-based financial auditors**.

22.5 Existing Anomaly:

Post-merger, SBCO personnel performing specialised audit and verification functions continue to remain in **Level 4**, at par with general line Postal Assistants. In contrast, similar roles in other Government accounting/audit organisations are placed in **higher pay levels (Level 5/6)**. This has resulted in a clear mismatch between responsibilities and compensation.

22.6 Justification for Special Allowance:

- Aligns with Pay Commission principles of compensating **onerous and specialised duties**
- Follows precedent of **percentage-based allowances** (e.g., 10% Additional Post Allowance under 7th CPC)
- Addresses disparity without requiring immediate cadre restructuring
- Encourages skill development and willingness to serve in high-responsibility roles
- Strengthens internal audit and financial control mechanisms

22.7 Proposal:

In view of the above, the following framework is proposed for consideration:

The Special Allowance may be granted to all Postal Assistants who qualify in the prescribed SBCO Aptitude/Qualifying Test and are formally posted in SBCO units.

The allowance may be fixed at **10% of Basic Pay**, in line with the principles adopted by the 7th Central Pay Commission for compensating additional and specialised duties.

The allowance should remain admissible only during the period of actual deployment in SBCO units and may be treated as a distinct compensatory allowance linked to functional assignment.

Necessary administrative instructions may be issued to define eligibility conditions, certification procedures, and accountability standards associated with the allowance.

22.8 Conclusion:

The cadre merger has not diminished the specialised, high-risk, and audit-intensive nature of SBCO functions. Grant of a Special Allowance is necessary to ensure **fair compensation, functional parity, and sustained efficiency** of the Department's internal financial control system.

CHAPTER – XXIII

CADRE REPRESENTATION AND RATIONALISATION OF PSS GROUP ‘B’ RECRUITMENT

23.1 Introduction: Structure and Functional Role of PSS Group ‘B’

The Postal Service Group ‘B’ (PSS Group ‘B’) constitutes the supervisory and managerial layer within the Department of Posts, functioning as a critical interface between Group ‘C’ operative/supervisory cadres and Group ‘A’ Indian Postal Service. The cadre primarily includes posts such as Superintendent of Post Offices and equivalent positions, entrusted with administrative, financial, and disciplinary responsibilities at the Divisional level.

At present, recruitment to PSS Group ‘B’ is carried out through a combination of promotion and Limited Departmental Competitive Examination (LDCE). The existing structure broadly provides for promotion from the Inspector Posts (IP)/Assistant Superintendent of Posts (ASP) line along with a limited component of competitive selection. However, the present framework has led to certain structural imbalances affecting equitable representation and career progression across feeder cadres.

23.2 Existing Recruitment Framework and Emerging Concerns

The current recruitment mechanism has evolved over time through various cadre restructuring measures, including those introduced under the Time Bound One Promotion (TBOP) and Biennial Cadre Review (BCR) schemes, and subsequently the Modified Assured Career Progression (MACP) Scheme. While MACP has provided financial upgradation, it has not adequately addressed promotional stagnation.

It is observed that a portion of posts was adjusted or effectively reduced during earlier restructuring exercises, including SSC-related adjustments, without corresponding restoration in subsequent revisions. This has resulted in a contraction of promotional avenues in the higher supervisory grades.

Further, there exists limited representation of general line officials in the PSS Group ‘B’ recruitment process when viewed in relation to the overall strength of feeder cadres such as Postal Assistants (PA), Lower Selection Grade (LSG), and allied categories. This has led to concerns regarding equitable access to promotional opportunities.

23.3 Structural Issues Affecting Career Progression

The present system reflects certain systemic concerns impacting cadre management and administrative efficiency:

Firstly, prolonged stagnation is observed in operative and supervisory cadres, particularly in certain administrative wings, where officials experience significant delays in progression to higher grades. While MACP provides financial relief, it does not substitute for functional promotion.

Secondly, due to financial upgradations under MACP, instances arise where officials in lower functional roles draw pay equivalent to or approaching that of supervisory posts, resulting in distortion in hierarchical structure and functional authority.

Thirdly, the feeder structure for PSS Group ‘B’ remains relatively narrow in operational terms, with limited avenues for broader participation of eligible and experienced officials from interconnected cadres such as PA and LSG, despite their established role in the overall organisational hierarchy.

23.4 Functional Linkages Among Feeder Cadres

The Postal Assistant (PA) cadre forms the foundational base of the Department and serves as the primary source for progression to higher cadres. The Lower Selection Grade (LSG) is an established intermediary supervisory level and is recognised as a feeder stage for advancement to the Inspector Posts cadre.

This hierarchical linkage establishes a continuum of functional progression from PA to LSG and thereafter to IP/ASP levels. In this context, the exclusion or limited participation of certain feeder cadres in PSS Group ‘B’ recruitment results in a disconnect between functional responsibility and promotional opportunity.

A balanced approach to recruitment is therefore necessary to ensure that experience, service exposure, and institutional knowledge available across cadres are appropriately utilised in managerial positions.

23.5 Need for Rationalisation and Administrative Justification

In view of the structural and functional issues outlined above, there is a clear requirement to rationalise the existing recruitment framework for PSS Group 'B' to ensure equitable representation of all eligible feeder cadres, reduce stagnation across operative and supervisory levels, and align promotional avenues with the functional hierarchy of the Department. The present system, influenced by earlier cadre restructuring measures, has resulted in limited upward mobility, imbalance in representation, and a disconnect between experience and opportunity.

Rationalisation would facilitate a more balanced and inclusive structure by enabling participation of a wider pool of experienced and meritorious officials, thereby strengthening administrative efficiency and continuity. It would also help maintain organisational coherence across Postal, RMS, and administrative wings, ensure optimal utilisation of human resources, and restore a clear linkage between duties, responsibilities, and career progression. Further, such restructuring would support functional efficiency by enabling selection of suitable personnel for managerial roles, ensure organisational balance across cadres, and contribute to administrative continuity. Availability of fair and transparent promotional avenues is essential for sustaining employee motivation, improving morale, and ensuring that supervisory and managerial positions are staffed by suitably qualified and experienced personnel, thereby enhancing overall institutional effectiveness.

23.6 Proposed Alternatives for Recruitment Rationalisation

The following alternative frameworks are submitted for consideration, based on administrative requirements and established principles of cadre management:

(i) Introduction of a Seniority-Based Component

A defined proportion of vacancies may be earmarked for promotion based on seniority-cum-fitness among eligible departmental officials. This would enable experienced personnel with long service in the Department to access higher supervisory roles, thereby addressing stagnation.

(ii) Balanced Distribution Between Promotional and Competitive Streams

A structured distribution of vacancies between the IP/ASP promotional line and a broader competitive channel may be considered. Under such a framework,

eligible officials from IP/ASP as well as LSG cadres with prescribed service conditions may be permitted to compete, thereby expanding the talent pool.

(iii) Inclusive Representation of Feeder Cadres

Provision may be made to ensure that all major feeder cadres, including Postal Assistants, LSG, and IP line officials, have proportionate opportunity through a combination of Departmental Promotion Committee (DPC) and competitive examination mechanisms. This approach would maintain the pyramidal structure of the cadre while ensuring fairness.

23.7 Conclusion

The existing recruitment structure for PSS Group 'B' requires rationalisation to align with present organisational requirements, cadre dynamics, and principles of equitable career progression. The evolving role of departmental officials, coupled with structural changes introduced over time, necessitates a balanced and inclusive approach to recruitment.

A suitably revised framework incorporating seniority, merit, and proportional representation would contribute to strengthening the managerial capacity of the Department, while ensuring fairness and consistency in career advancement across cadres.

CHAPTER – XXIV

FIVE-DAY WORK WEEK FOR OPERATIVE CADRES IN THE DEPARTMENT

24.1 INTRODUCTION: THE HISTORICAL ANOMALY AND EXISTING DISPARITY

For over four decades, the Central Government has progressively transitioned its administrative machinery to a five-day work week, recognising the modern necessity of a structured two-day weekend. This reform, rooted in the recommendations of successive Pay Commissions, has been implemented across virtually every ministry, department, and public sector entity of the Union Government.

However, a significant and persistent anomaly continues to exist within the Department of Posts. While its administrative offices — the Postal Directorate, Circle Offices, Regional Offices, and Divisional Offices — enjoy a five-day regime with Saturday and Sunday as weekly rest days, the operative and field cadres comprising Postal Assistants, Sorting Assistants, Supervisors, Postmasters, and allied staff in Post Offices and Railway Mail Service (RMS) units continue to be governed by a six-day schedule. Saturday remains a full working day for these cadres, granting them only Sunday as their weekly off-day.

This chapter presents a comprehensive, evidence-based case for the universalisation of the five-day work week (with Saturday declared as a closed holiday) across all operative and field cadres in the Department of Posts. The demand is grounded in principles of administrative equity, employee welfare, operational modernisation, economic rationale, and alignment with established Central Government standards and international best practices.

24.2 POSITION IN OTHER CENTRAL GOVERNMENT DEPARTMENTS — A DETAILED COMPARISON

The Department of Posts currently stands as a stark outlier in the landscape of Central Government employment. The following comparative analysis demonstrates the extent of this anomaly:

Domestic Departmental Comparison

Department / Organisation	Work Week	Weekly Off Days	Working Hours / Week	Remarks
Central Secretariat / Most Ministries	5-Day	Saturday & Sunday	40 Hours	Implemented post 4th CPC
Income Tax Department (Field Offices)	5-Day	Saturday & Sunday	40 Hours	Public-facing with adjusted hours
Ministry of Defence / Defence Accounts	5-Day	Saturday & Sunday	40 Hours	Uniform across all cadres
Banking Sector (RBI / Nationalised Banks — Officers)	5-Day	Saturday & Sunday	40 Hours	2nd & 4th Sat. holiday, now 5-day norm
EPFO / ESIC (Field Offices)	5-Day	Saturday & Sunday	40 Hours	Field cadres included
Railway Administrative Offices	5-Day	Saturday & Sunday	40 Hours	Operational wings on shift basis
Dept. of Posts — Administrative Wing (Circle/Regional/Divisional Offices)	5-Day	Saturday & Sunday	40 Hours	Already on 5-day regime
Dept. of Posts — Operative Wing (Post Offices, RMS)	**6-Day**	Sunday Only	**~48 Hours**	**Anomaly — reform overdue**

As the table illustrates, the operative cadres of the Department of Posts work approximately 48 hours per week, a full 20% more than their counterparts in almost every other Central Government department. This additional burden — amounting to nearly 250 extra hours of work per annum — is neither acknowledged through a corresponding pay differential nor compensated through any other mechanism, constituting a de facto wage and welfare disparity.

The 40-Hour Norm and Its Violation

The standard of a 40-hour work week (eight hours per day, five days per week) has been firmly established as the normative framework for Central Government employment since the implementation of the 4th Central Pay Commission's recommendations. The continued imposition of a 48-hour week on operative postal staff violates this fundamental norm without any commensurate benefit to those employees.

It is pertinent to note that even within the Department of Posts itself, administrative cadres working in Circle Offices, Regional Offices, and Divisional Offices are fully compliant with the 40-hour norm. The selective application of a higher working hour burden exclusively on field-level operative cadres constitutes an internal class system that is inequitable and administratively indefensible.

International Postal Services — A Global Standard

The five-day work week is not merely an Indian administrative norm but a global standard for postal and public service organisations. Major postal administrations worldwide have universally adopted this framework:

Country / Organisation	Postal Service	Work Week	Notes
United Kingdom	Royal Mail	5-Day	Saturday deliveries managed through shift rotation
United States of America	USPS	5-Day (Offices)	Counter staff on contractual 5-day schedules
Australia	Australia Post	5-Day	Premium pay for Saturday; standard cadre on 5-day
Germany	Deutsche Post / DHL	5-Day	Employee welfare central to HR policy
India — Department of Posts (Operative)	India Post	**6-Day**	**Outlier — reform required urgently**

India's Department of Posts, as a signatory to Universal Postal Union (UPU) frameworks and aspiring to benchmark with international best practices, is obligated to align its service conditions with the global standard. The continuation of a six-day work week for its operative staff places it in the company of the most regressive postal administrations globally.

24.3 EVOLUTION OF WORK ENVIRONMENT: FROM MANUAL CLERKING TO HIGH-PRESSURE DIGITAL OPERATIONS

A critical dimension of this demand, often overlooked in administrative deliberations, is the fundamental transformation in the nature and intensity of work performed by operative postal cadres over the past two decades.

The Shift to Technology-Intensive Operations

The Department of Posts has undergone one of the most comprehensive digital transformation programmes in the Central Government. Today's operative cadres are required to operate a suite of complex, real-time digital platforms:

- Finacle Core Banking Solution (CBS) — for Savings Bank, Recurring Deposit, Fixed Deposit, and loan operations under Post Office Savings Schemes
- McCamish Platform — for postal life insurance and rural postal life insurance policy management, premium collection, and claims processing
- APT-based Customer Service Infrastructure (CSI) — for counter operations, speed post booking, parcel management, and administrative functions
- Aadhaar Enabled Payment System (AEPS) — for Direct Benefit Transfer (DBT) disbursements to millions of beneficiaries
- India Post Payments Bank (IPPB) Digital Platform — for banking, UPI, and mobile-based financial services
- e-Commerce Logistics Management — for last-mile delivery integration with major e-commerce platforms
- Government Schemes Integration — MGNREGS, PM-Kisan, scholarship disbursements, and other welfare payment systems

This represents a comprehensive shift from the relatively forgiving world of manual ledger entries and physical mail sorting to the high-stakes environment of real-time digital financial transactions, where every keystroke is immediately recorded, auditable, and carries direct financial consequences for both the customer and the employee.

Comparative Workload Analysis: Pre-IT vs. Post-IT Era

Parameter	Pre-IT Era (Manual)	Post-IT Era (Digital)
Primary Tool	Ledger / Register	Finacle CBS / APT / McCamish
Error Tolerance	Manual corrections possible	Zero-error digital transactions; audit trail
Concentration Demand	Moderate	High — sustained screen-based operations

Parameter	Pre-IT Era (Manual)	Post-IT Era (Digital)
Financial Accountability	End-of-day tallying	Real-time — instant liability
Services Handled	Mail, MO, Savings	CBS, Insurance, Aadhaar, e-Commerce, AEPS, DBT
Recovery Time Needed	1 day sufficient	2 days essential for neurological recovery

Cognitive Load and Digital Fatigue

The transition to digital-first operations has fundamentally altered the strenuousness of postal work. Operating Finacle, McCamish, and CSI simultaneously at a busy counter — while managing customer queues, ensuring zero-error transactions, and maintaining system responsiveness — demands a level of sustained mental concentration that is qualitatively different from and significantly more demanding than the clerical functions of the pre-IT era.

The pressure of zero-error digital transactions, combined with high-volume operations at retail counters and the simultaneous management of multiple government scheme deliveries, leads to significant cognitive fatigue and mental burnout. The neurological science on this is unambiguous: sustained screen-based work requiring high accuracy, pattern recognition, and immediate error-correction creates a form of fatigue — often described as digital fatigue or cognitive overload — that requires more than a single day of rest for adequate recovery.

The 8th Central Pay Commission must recognise that rest days are not merely leisure time but are physiological revitalisation windows essential for maintaining the long-term health, cognitive acuity, and sustained productivity of a technology-driven public service workforce.

22.4 IMPACT OF THE SIX-DAY WORK WEEK UNDER MODERN CONDITIONS

The continuation of a six-day work week in the present digital and workload-intensive environment has produced measurable and documented adverse consequences:

Occupational Health and Employee Strain

- Approximately 48 hours of continuous screen-based and counter-operative work per week significantly exceeds occupational health guidelines for sustained digital work environments
- Physical strain from standing-duty counter operations combined with the mental demands of multi-platform digital transactions creates a compounded occupational burden
- The absence of a second weekly rest day precludes adequate physical recovery, increasing the incidence of musculoskeletal disorders, visual strain, and stress-related conditions among the workforce
- Chronic fatigue is a documented driver of operational errors in financial transaction environments — a single working day's rest is insufficient for full neurological recovery after five days of intensive digital operations

Impact on Service Quality and Error Rate

The correlation between employee fatigue and operational errors in financial services is well-established. In the context of post office counter operations, where services range from CBS savings transactions to AEPS disbursements, the risk of fatigue-induced errors carries direct financial consequences for customers and liability implications for the employees concerned. A properly rested workforce is a demonstrably more accurate and efficient workforce.

Impact on Absenteeism and Informal Leave Patterns

The six-day work week is a significant driver of informal leave avoidance mechanisms, including the use of Casual Leave on Saturdays to effectively create a two-day weekend. This contributes to understaffing on Saturdays, irregular service delivery, and administrative difficulties in leave management. The formal declaration of Saturday as a closed holiday would institutionalise existing ground realities while improving administrative predictability and service consistency.

24.5 JUSTIFICATION: WORK-LIFE BALANCE, EMPLOYEE WELFARE, AND SOCIO-ECONOMIC RATIONALE

Work-Life Balance — A Pay Commission Mandate

Successive Pay Commissions, particularly the 6th and 7th Central Pay Commissions, have explicitly emphasised the importance of improving work-life balance as a mechanism for enhancing job satisfaction, reducing burnout, and improving overall organisational efficiency. The 6th CPC specifically noted that structured rest time is directly correlated with productivity enhancement, accuracy

in operations, and long-term employee retention. The 8th CPC is urged to extend this established principle to its logical conclusion — no Central Government employee, regardless of their cadre or field of posting, should be denied the recognised standard of a two-day weekend.

Empowerment of Women Employees — A Gender-Sensitive Reform

The Department of Posts has witnessed a significant and commendable increase in the recruitment and employment of women across its operative cadres. Women now constitute a substantial proportion of the workforce in Post Offices and RMS units. For these employees, the six-day work week creates a disproportionate burden — the well-documented double burden of professional responsibilities combined with primary domestic management responsibilities.

A five-day work week is, in this context, not merely an administrative convenience but a vital tool for gender-sensitive labour reform. The provision of a structured two-day weekend enables women employees to manage childcare, household management, and personal responsibilities more effectively, contributing to reduced workplace stress, improved retention, and enhanced career progression for women in public service.

Urban Commuting Burden

In major metropolitan and Class A cities — Chennai, Mumbai, Delhi, Kolkata, Bengaluru, Hyderabad, and others — employees in postal operative cadres routinely spend three to four hours daily in commute due to the geographic spread of post office locations relative to residential areas. A six-day work week imposes a disproportionate burden of travel time and associated costs, effectively reducing the net economic value of the employee's remuneration. The elimination of the Saturday working day would yield an annual saving of approximately 150-200 hours of commute time per employee — a significant quality-of-life improvement.

Resource Conservation and Environmental Alignment

The closure of post offices on Saturdays would yield tangible environmental and fiscal benefits. Across the approximately 1.65 lakh Post Offices in India, the elimination of one working day per week would result in substantial savings in electrical energy consumption, water usage, and fuel costs for departmental vehicles deployed for mail processing and delivery. This aligns directly with the Government of India's Green India initiative, its commitments under the National Action Plan on Climate Change, and the broader objective of reducing the carbon footprint of public service operations.

24.6 NEED FOR INSTITUTIONAL UNIFORMITY AND ADMINISTRATIVE EQUITY

The coexistence of a five-day work week for administrative cadres and a six-day work week for operative cadres within the same Department of Posts creates a structural internal inequity that is fundamentally at odds with principles of good governance and administrative fairness.

Same Recruitment — Different Treatment

Postal Assistants and Sorting Assistants — the backbone of the operative cadre — are recruited through the same competitive examination process as administrative staff, with identical educational qualifications (10+2 as minimum eligibility). They are placed in the same pay matrix level, governed by the same service rules, and subjected to the same departmental examination requirements for promotion. Yet, solely by virtue of their posting in a Post Office or RMS unit rather than a Divisional or Circle Office, they are required to work an additional 250+ hours per annum without corresponding compensation.

This differential treatment based purely on seat of posting — not on qualifications, responsibilities, or skill levels, all of which have converged significantly in the digital era — is administratively unjustifiable and constitutes a form of structural inequity that the 8th CPC is urged to correct.

Organisational Cohesion and Institutional Morale

The perception among operative cadres that they constitute a lesser class of employee within the same organisation — differentiated by working conditions despite equivalent qualifications and responsibilities — is a significant driver of institutional discontent, reduced morale, and poor organisational identification. The harmonisation of working days across all wings of the Department — Postal, RMS, and Administrative — is essential for institutional coherence, mutual respect between cadres, and the development of a unified organisational culture.

24.7 ADMINISTRATIVE AND OPERATIONAL FEASIBILITY

The demand for a five-day work week does not in any manner imply a reduction in the total weekly output of the Department or a compromising of public service delivery. The transition is entirely feasible through a package of carefully designed administrative measures:

Extended Weekday Working Hours

The most straightforward mechanism for maintaining the 40-hour weekly labour norm is the extension of weekday working hours. The current Saturday working hours in most post offices range from five to six hours. Distributing this workload across the five weekdays requires an extension of approximately one hour per day — a modest and operationally manageable adjustment. Revised weekday working hours of 9:00 AM to 6:00 PM (with a one-hour lunch break) would meet this requirement comfortably while maintaining the prescribed 40-hour weekly norm.

Digital Availability as a Service Continuity Mechanism

The digital transformation of postal services has significantly reduced the dependence of customers on physical counter visits for routine financial transactions. With the widespread proliferation of:

- India Post Payments Bank Mobile Application
- Internet Banking through IPPB and Post Office Savings Account portals
- ATM networks at select post offices
- Aadhaar-based banking through Business Correspondents
- Online booking of Speed Post, Registered Post, and parcels

Basic financial services are now available on a 24/7 basis through digital channels, substantially reducing the criticality of Saturday counter operations for the majority of customers. The volume analysis of Saturday transactions across post offices consistently shows that Saturday workload constitutes the lowest transaction volume of the week — a pattern that further supports the case for its designation as a closed holiday.

Shift Rationalisation in RMS and Large Offices

In RMS units and Head Post Offices where operational continuity requirements are more stringent, the existing framework of shift-based operations provides a ready mechanism for managing a five-day week. Shift rationalisation — with staggered days off across employee groups ensuring that minimum operational strength is maintained on all working days — has already been successfully demonstrated in railways, airports, and other continuous-service government establishments. The Department has the administrative infrastructure and operational experience to implement a similar framework.

Seasonal and Peak Load Management

The Department's experience with managing peak postal seasons (festival periods, examination results, financial year-end) through overtime, additional shift deployment, and temporary staff augmentation demonstrates its operational flexibility. This established capability provides adequate assurance that the transition to a five-day week can be managed without compromising service quality during peak demand periods.

24.8 ECONOMIC AND SYSTEMIC CONSIDERATIONS

Beyond employee welfare and equity, the five-day work week offers tangible economic and systemic benefits to the Department and the Government:

- Reduction in operational costs, including electricity, water, and building maintenance expenses, across approximately 1.65 lakh post offices on every Saturday — yielding significant cumulative annual savings
- Reduced fuel consumption in departmental vehicles used for mail dispatch, collection, and delivery operations on Saturdays
- Reduction in overtime and Saturday-specific administrative overheads
- Contribution to reduced urban congestion and public transport pressure on Saturdays — a recognised urban governance benefit
- Improved employee health outcomes leading to reduced medical expenditure under the Central Government Health Scheme (CGHS) — a long-term fiscal benefit
- Enhanced employee retention and reduced training costs associated with attrition, particularly in metro areas where alternative employment options create retention challenges

24.9 IMPACT ON PRODUCTIVITY, MORALE, AND SERVICE DELIVERY

The relationship between structured rest time, employee morale, and service quality is well-documented in both administrative research and international best practice. The evidence is unambiguous: a properly rested workforce delivers better quality service.

National and international administrative practice consistently demonstrates that:

- A structured five-day work week contributes to improved employee morale and reduced occupational stress

- Reduced absenteeism and informal leave avoidance follow from the availability of adequate structured rest time
- Enhanced cognitive performance and reduced error rates are documented outcomes of adequate weekly rest in digital transaction environments
- Improved quality of public interaction results from employees who are rested, engaged, and not operating under chronic fatigue
- Better customer experience during the five working days more than compensates for the loss of Saturday counter availability, particularly given digital service alternatives

In the specific context of the Department of Posts — where services encompass financial transactions under CBS, insurance operations, Aadhaar authentication, government scheme disbursements, and logistics — the quality of staff engagement is directly correlated with institutional performance outcomes. The five-day week is, in this sense, not merely a welfare measure but a strategic investment in service quality.

The elimination of the asymmetric hierarchy — where field staff feel systemically disadvantaged compared to their administrative counterparts despite equivalent responsibilities — will yield a significant and sustainable improvement in organisational morale, institutional loyalty, and quality of public interaction across all post offices and RMS units.

24.10 RECOMMENDATION

In light of the foregoing comprehensive analysis, it is earnestly urged that the 8th Central Pay Commission recommend that Saturday be declared a closed holiday for all operative and field cadres within the Department of Posts, including Post Offices and Railway Mail Service establishments.

The specific recommendations are as follows:

- ✓ Declaration of Saturday as a closed holiday for all Post Offices and RMS units across India, placing operative cadres on parity with administrative cadres and all other Central Government departments
- ✓ Extension of weekday working hours by approximately one hour per day to ensure compliance with the 40-hour weekly norm, without reduction in total weekly service hours
- ✓ Shift rationalisation in RMS units and major Head Post Offices to ensure operational continuity requirements are met through existing shift frameworks

- ✓ Promotion of digital service channels to ensure availability of essential financial services during the closed holiday
- ✓ A phased implementation plan with adequate lead time for operational preparation, staff communication, and public awareness
- ✓ Review after one year of implementation with operational and service quality metrics to assess outcomes

CONCLUSION

The extension of the five-day work week to operative cadres of the Department of Posts is not a privilege or a luxury. It is a necessary and long-overdue correction of a structural anomaly that has persisted for decades within the Central Government's largest civilian employer.

It represents the alignment of the Department of Posts with prevailing Central Government norms, international postal service standards, and the modern understanding of occupational health and productivity. It is a measure grounded in administrative equity — ensuring that no employee of the same Department, performing equivalent functions with equivalent qualifications, is denied the standard working conditions enjoyed by their colleagues simply because of their field of posting.

It is a reform demanded by the digital transformation of postal operations, which has fundamentally altered the cognitive demands placed on operative staff, making adequate weekly rest not a convenience but a physiological necessity. It is a measure that is administratively feasible, economically rational, and operationally sound — supported by the Department's demonstrated capacity for digital service delivery, shift management, and operational flexibility.

The 8th Central Pay Commission has a historic opportunity to close this chapter of internal inequity within one of India's most valued public service institutions. The operative cadres of the Department of Posts — who serve millions of citizens daily across the length and breadth of the country, often in remote and challenging environments — have earned, and deserve, this reform.

CHAPTER XXV

MATTERS MERITING THE NOTICE OF THE 8th CENTRAL PAY COMMISSION

CATEGORY A — WAGE REVISION & PAY STRUCTURE

25.1 Need-Based Minimum Wage: The Case for ₹69,000 Minimum Basic Pay

25.1.1 Constitutional Basis — Model Employer Mandate

The foundational principle for wage revision is the Government's constitutional obligation to act as a 'Model Employer.' The Apex Court in Bhupendra Nath Hazarika vs. State of Assam held that a model employer must ensure the 'legitimate aspirations of the employees are not guillotined.' For the Department of Posts, which identifies its workforce as its primary infrastructure, providing a living wage — not a mere subsistence wage — is a statutory necessity.

25.1.2 India's Fiscal Capacity and the Vacancy Dividend

As of 2026, India's GDP stands at approximately ₹4.5 trillion, growing at 7.6% per annum. This significantly enhances the Government's capacity to fund higher pay. Notably, DoP faces a 24% vacancy level, with approximately 9.5 lakh sanctioned posts unfilled across the Central Government. This creates a 'vacancy dividend' — budgetary savings from unfilled positions — which should be redirected to fairly compensate the 30.84 lakh employees managing increased workloads. Pay and Allowances constitute only 13.4% of total revenue expenditure, indicating no primary fiscal strain.

25.1.3 Modernising the Consumption Unit: The Five-Unit Formula

The 1957 Dr. Aykroyd formula is demographically obsolete. Previous commissions used a three-unit family model. The 8th CPC era demands transition to a Five-Unit Model (Employee, Spouse, two children, and dependent parents). This shift is legally rooted in the Maintenance and Welfare of Parents and Senior Citizens Act, 2007, which mandates that children support their parents. With life expectancy

at age 60 reaching nearly 80 years, intergenerational financial responsibility is a documented reality that the minimum wage must account for.

25.1.4 Digital Skill Premium and Post-Pandemic Cost Realities

The operational landscape of India Post has been transformed by digital ecosystems — CSI, Finacle, and DakPay — requiring a higher technical baseline. Simultaneously, a recognised 15% disparity exists between official labour indices and actual retail prices for protein-rich diets and essential services. Factoring in Viksit Bharat necessities — high-speed data, urban transport — and the Supreme Court-mandated 25% addition for social obligations (marriage, education, festivals), the scientifically calculated Minimum Basic Pay is justified at ₹69,000.

25.1.5 Departmental Revenue Performance

The Department of Posts achieved ₹10,155 crore in revenue during the first three quarters of FY 2025–26, representing 8.2% year-on-year growth against an annual target of ₹17,546 crore. This performance demonstrates the Department's transition from cost-centre to profit-oriented service, driven by Citizen Centric Services and Parcel verticals. A revised pay structure is essential to retain the skilled personnel driving this transformation.

25.1.6 Comparative Summary Table — 7th CPC vs. 8th CPC (Proposed)

Parameter	7th CPC (Current)	8th CPC (Proposed)
Minimum Basic Pay	₹18,000	₹69,000
Family Units (Consumption Model)	3 Units	5 Units (Statutory Requirement)
Fitment Factor	2.57	3.833
Annual Increment Rate	3%	6%
HRA — 'X' Class City	27% (post DA trigger)	40% (base)
HRA — 'Y' Class City	18% (post DA trigger)	35% (base)
HRA — 'Z' Class City	9% (post DA trigger)	30% (base)

Legal Basis: Bhupendra Nath Hazarika vs. State of Assam; Maintenance and Welfare of Parents and Senior Citizens Act, 2007; Supreme Court directives on social obligations component in wage calculation.

25.2 Annual Increment Revision: From 3% to 6%

25.2.1 Inadequacy of the Flat 3% Rate

Since the 6th CPC, the annual increment has remained at 3% of Basic Pay. The cumulative effect of this rate, even when paired with Dearness Allowance, fails to generate a meaningful increase in real income, particularly as costs of urban housing, specialised healthcare, and higher education consistently outpace indexing mechanisms.

25.2.2 Benchmark Analysis — 2026

Entity / Sector	Current Annual Increment (2026)	Benchmark / Proposed
Central Government (7th CPC)	3%	To be revised under 8th CPC
Leading PSUs / Select State Govts	4% – 5%	Existing practice
India Inc. (Avg. Projected, EY Future of Pay 2026)	9.1%	Market benchmark
Department of Posts (8th CPC Demand)	—	6% (Proposed)

25.2.3 Cognitive Load and Digital Upskilling

The workforce has transitioned from manual processing to managing real-time digital ecosystems — CSI (Core System Integration), Finacle, and IPVS. This shift has placed an unprecedented cognitive load on employees, requiring continuous upskilling. A 6% increment serves as a vital performance incentive, acknowledging increased technical proficiency.

25.2.4 Socio-Economic and Life-Cycle Rationale

Under the Maintenance of Parents and Senior Citizens Act, 2007, employees carry compounding intergenerational costs. The 3% rate does not account for 21st-century lifestyle requirements including high-speed connectivity, digital education tools, and urban mobility. A 6% increment ensures real-term improvement rather than inflationary stagnation.

25.3 Rectifying Pay Fixation Anomalies: Restoring FR 23 and Rule 5 Option

25.3.1 The Erosion of Pay Equity under 7th CPC Rule 5

The CCS (RP) Rules, 2016, arbitrarily limited the option window for switching to a new pay structure to the notification date of 25.07.2016. This nullified the protection of Fundamental Rule (FR) 23, which historically allowed employees to elect the most beneficial date up to the date of a next or subsequent increment. The result is an inequitable 'split-regime' where two employees with identical service records carry vastly different basic salaries solely due to the timing of a promotion or MACP grant.

25.3.2 Comparative Option Window Analysis

Pay Commission	Implementation Date	Notification Date	Option Window	Impact
5th CPC	01.01.1996	Various	Not Limited	FR 23 fully respected
6th CPC	01.01.2006	29.08.2008	32 Months	All promotees in period benefited
7th CPC	01.01.2016	25.07.2016	7 Months	Options restricted; pay inversions created
8th CPC (Proposed)	01.01.2026	—	Minimum 24 Months	Full FR 23 restoration demanded

25.3.3 Judicial and Administrative Background

The Hon'ble CAT Hyderabad in OA 706/2021 (Shri Y. Madhava Rao) observed that DoP failed to seek proper clarification before denying these benefits. The Department issued corrective orders in 2022 and 2023 to allow options for MACP cases; these were unilaterally withdrawn on 20.05.2024 following a rigid Ministry of Finance clarification. This reversal left thousands of frontline staff facing arrear recoveries, violating principles of natural justice and administrative consistency.

25.3.4 Pay Inversion — Quantified Impact

Current restrictions have produced pay inversions where a junior promoted after the cutoff receives approximately ₹2,800 less in basic pay than a peer promoted days earlier in the same role. Across the cadre, this compounds into significant lifetime earnings loss and depressed pension.

25.3.5 Formal Recommendations

1. Restoration of Flexible Switching: Right to switch to new pay scale must be flexible until the date of a subsequent increment or promotion, not curtailed by notification date.
2. Milestone-Linked Options: Option for pay fixation must be linked to the employee's most beneficial milestone — Increment, Promotion, or MACP — rather than the publication date of rules.
3. Extended Option Window: A minimum 24-month window (consistent with 6th CPC practice) must be provided for the 8th CPC.
4. 'Save-All' Clause: A specific clause to prevent recovery of arrears in cases where departments previously interpreted rules in the employee's favour based on judicial directions.
5. Alignment with Financial Upgradations: Option must remain valid until the first MACP condition is fulfilled, preventing 'split-regime' salary gaps.

25.4 Abolition of the PLB Calculation Ceiling and Bonus Reform

25.4.1 Stagnation of the ₹7,000 Ceiling

The Productivity Linked Bonus (PLB) and Ad-hoc Bonus are undermined by an archaic calculation ceiling, currently capped at ₹7,000. In the economic landscape of 2026, this cap is entirely detached from the actual salary structure and cost of living. The bonus has ceased to function as a productivity incentive and has become an administrative formality, failing to recognise actual employee output.

25.4.2 Proposed Formula-Based Calculation

PLB / Bonus Amount = (Basic Pay + DA) ÷ 30.4 × Number of Days Declared

This formula ensures the reward is proportional to seniority and responsibility, maintaining its incentive character across the pay hierarchy.

25.4.3 Specific Recommendations

1. Elimination of the ₹7,000 Cap: Formally remove the static calculation ceiling for PLB and Ad-hoc Bonus across all Central Government departments.
2. Formula-Based Calculation as above — transparent and linked to actual emoluments.
3. Minimum Bonus Floor for GDS: While removing the ceiling, establish a minimum floor ensuring lowest TRCA-slab Gramin Dak Sevaks receive a substantial, dignified incentive.
4. Excellence Premium: An additional 5–10% bonus for Post Offices or units that exceed annual revenue targets, encouraging collective growth.
5. Timely Disbursement: Bonus orders to be finalised and credited at least 15 days prior to major national festivals to serve their intended purpose.

CATEGORY B — ALLOWANCES & ADVANCES

25.5 House Rent Allowance (HRA): Dynamic Structure

25.5.1 Inadequacy of Current Rates

Under the 7th CPC framework, HRA is calculated as a fixed percentage based on city classification. The resulting rates have proven insufficient; in urban centres and Tier-II cities, housing costs have significantly outpaced general inflation. The 'wait-and-jump' approach — where HRA remains stagnant until arbitrary DA milestones — does not reflect the continuous annual rental market cycle.

25.5.2 Proposed Dynamic Formula

Rather than waiting for DA to cross 50% or 100% milestones, HRA should increase proportionately with every semi-annual DA revision. For every 1% DA increase, the HRA percentage for each category should increase by a corresponding factor (0.1%–0.2%), functioning as a real-time cost-of-living adjustment.

25.5.3 Recommendations

1. Revised Base Slabs: 35% ('X' cities), 25% ('Y' cities), 15% ('Z' cities).

2. Semi-Annual Dynamic Scaling: Abandon the fixed milestone rule; link HRA linearly to the DA index.
3. City Re-Classification: Comprehensive review of city categories based on 2026 population density and rental indices, upgrading 'Z' cities exhibiting 'Y'-class rental profiles.
4. Special Area HRA: 'Remote/High-Cost Area' HRA for border regions, extreme terrains where supply-side constraints make housing disproportionately expensive.
5. 'Save-Home' Pay Protection: HRA never reduced when an employee transfers to a lower-classification city if the family is maintained in a higher-class city for educational or medical reasons.

25.6 Transport Allowance (TPTA) and Field-Duty Reimbursement

25.6.1 Inadequacy and the Wear-and-Tear Gap

For officials utilising personal vehicles for departmental duties such as marketing, delivery oversight, or rural inspections, the current reimbursement is inadequate. In 2026, fixed mileage rates become rapidly obsolete due to global energy market volatility. Frequent field travel also causes accelerated wear and tear — servicing, tyres, general maintenance — that the current allowance overlooks.

25.6.2 Recommendations

1. Fuel-Linked Mileage Formula: Mileage rate (per km) to be automatically adjusted quarterly based on average local fuel price.
2. Maintenance & Insurance Premium: 25% markup over base fuel-cost-per-km for maintenance, depreciation, and higher insurance risk of frequent professional usage.
3. TPTA Enhancement: Standard Transport Allowance to be increased 30% across all levels.
4. Green Mobility Incentive: EV users to receive a 'Green Mobility Incentive' equivalent to the fuel-linked rate of ICE vehicles, offsetting higher EV purchase cost.
5. Inclusion of GDS and Delivery Staff: Dynamic reimbursement extended to GDS and mobile delivery staff using cycles or mopeds for last-mile delivery.

25.7 Composite Transfer Grant (CTG): Restoration to 100%

25.7.1 Rationale

Prior to the 7th CPC, CTG was set at 100% of last drawn Basic Pay. Its reduction to 80% fails to account for modern relocation costs: professional packing services, advance rent deposits of 3–6 months' rent in urban centres, spouse income disruption, and incidental transitional costs. We demand restoration to 100%.

25.7.2 Recommendations

1. Uniform 100% Entitlement: CTG fixed at 100% of Basic Pay for all transfers involving a change of station of more than 20 km.
2. Short-Distance Transfer Grant: One-third (33%) of Basic Pay for transfers within the same station requiring change of residence.
3. Island and Remote Area Premium: Additional 25% premium (totalling 125% of Basic Pay) for transfers to/from North-Eastern states, Andaman & Nicobar, and Lakshadweep territories.
4. Tax-Free Status: Full CTG amount to be exempt from Income Tax without detailed voucher submission.
5. Advance Disbursement: CTG disbursed as an advance at the time of the transfer order, adjusted in the final transfer bill.

25.8 Deputation Duty Allowance: Removing Ceilings

25.8.1 The Disincentive Effect of Monetary Ceilings

Current restrictive monetary ceilings on Deputation Duty Allowance act as a deterrent rather than an incentive. Officials — particularly those volunteering for the Army Postal Service (APS) operating under military discipline in difficult terrains — face an allowance that does not scale with seniority or task complexity, disproportionately affecting senior officials.

25.8.2 Recommendations

The existing system of deputation-related benefits requires comprehensive rationalisation to ensure fairness, transparency, and alignment with contemporary service conditions. In this regard, it is proposed that all existing upper monetary ceilings be abolished so that the admissible benefits remain directly proportional to

Basic Pay, thereby maintaining equity across different pay levels. Further, a revised structure of percentage-based compensation may be adopted, with 10% of Basic Pay for deputations within the same station and 15% for deputations involving change of station or assignment to specialised wings such as the Army Postal Service (APS).

In addition, recognising the growing role of technology-driven operations within the Department of Posts, it is proposed that officials deputed to IT-intensive or cloud-based operational environments be granted an additional 5% as a Technical Expertise Premium. To safeguard career progression, deputation periods should be treated as continuous service for the purpose of notional increments and seniority in the parent cadre, ensuring that employees are not disadvantaged for undertaking such assignments.

Further, in order to maintain parity and inclusivity, Gramin Dak Sevaks (GDS) deployed on specialised duties or projects should be extended a Special Duty Allowance on the same percentage-based framework. This approach will ensure uniformity, incentivise skill-based deployment, and support organisational efficiency while upholding principles of equity across all categories of staff.

25.9 Restoration of Abolished and Rationalisation of Other Allowances

25.9.1 The 'Abolition List' of the 7th CPC — A Call for Review

The 7th CPC abolished over 53 allowances, including several operationally relevant to the Department of Posts. Their abolition has created 'pay compression' and removed recognition of specialised duties.

25.9.2 Recommendations

1. Restoration of Merit-Based Allowances: Reintroduce Cash Handling Allowance (crucial for IPPB and Finacle operations) and Shorthand/Typing Allowances for administrative cadres, revised to 2026 wage levels.
2. Inflation-Linked Revision: All restored allowances to be increased by a factor of at least 2.25–3.0, matching the projected fitment factor, and enhanced by 25% whenever DA reaches 50%.
3. Hazard and Risk Re-Evaluation: Fresh assessment of roles involving physical risk or fiduciary responsibility; Risk Allowance to be reinstated for frontline staff managing heavy logistics and high-value financial assets.

4. Abolition of the Abolition List: 8th CPC to review all 53+ abolished allowances and restore those remaining operationally relevant to DoP's current digital and logistics framework.
5. Tripling of Minor Operational Allowances: Washing Allowance to ₹1,800/month; Cycle Allowance to ₹600/month; similar 3× hikes for Caretaking and Cash Handling; Footwear reimbursement to be included.

25.10 Fixed Travel Allowance and Voucher-Free Daily Allowance Model

25.10.1 The Rural Operational Context

Officials — particularly those in Pay Level 8 and below — operate frequently in remote rural and semi-urban areas where local transport operators and lodges do not provide GST-compliant receipts. Forcing these employees to produce perfect paperwork is unrealistic and punitive. The clerical cost of scrutinising minor claims often exceeds the claim value.

25.10.2 Recommendations

1. Voucher-Free Accommodation: Officials up to Pay Level 8 may claim accommodation at a fixed daily rate without vouchers, provided stay is at a station more than 20 km from headquarters.
2. Fixed Local Transit Allowance: A fixed 'Local Journey Allowance' of ₹300–₹500 per day (city-category based) to cover auto-rickshaw and local taxi fares.
3. Automatic Digital Settlement: Claims submitted via APT portal under the fixed-rate model to be auto-approved and credited within 15 days of tour certification.
4. Inclusion of GDS and Mail Overseers: Fixed-rate model extended to Gramin Dak Sevaks and mobile staff who face the greatest documentation challenges.
5. Rationalized Food Allowance: Daily Allowance significantly enhanced to reflect 2026 cost of living, without individual food bill submissions.

25.11 Interest-Free Advances: Festival, Natural Calamity, and Technology

25.11.1 Restoration of the Festival Advance

The Festival Advance — abolished by the 7th CPC — was a cornerstone of the Government's welfare framework. Its absence forces lower and middle-level staff toward high-interest private credit during festive cycles. The advance is a fully recoverable loan with zero long-term financial burden on the exchequer.

25.11.2 Recommendations

1. Mandatory Reinstatement: Festival Advance restored as an interest-free facility for all employees up to Pay Level 8 (and GDS).
2. Revised Advance Limit: ₹20,000 or one month's basic pay, whichever is lower.
3. Simplified Recovery: 10 equal monthly instalments starting the month following the festival.
4. Digital Disbursement: Disbursed through Finacle/CSI within 48 hours of application.
5. Natural Calamity Advance: Increased to ₹50,000 or three months' basic pay (whichever higher), provided interest-free during certified disasters.
6. Technology Advance: Personal Computer Advance ceiling raised to ₹1.5 lakh; House Building Advance to ₹75 lakh — see 25.16 for full HBA provisions.

25.12 Income Tax Reforms for Salaried Central Government Employees

25.12.1 Redefining Compensatory vs. Income

Allowances such as DA, HRA, and Transport Allowance are compensatory — intended to offset rising living costs, not to represent wealth growth. Taxing these creates a circular logic: the Government provides inflation relief only to reclaim a portion via the tax code. These allowances must be fully exempted from Income Tax.

25.12.2 Recommendations

1. Exemption of DA from Taxable Income: DA, being an inflation-neutralisation tool, should be treated as non-taxable reimbursement.

2. HRA Reform: HRA exemption limit to be decoupled from the archaic '10% of salary' rule and linked to actual median rental rates of the posting city.
3. Inflation-Linked Standard Deduction: Base Standard Deduction increased to ₹1,00,000 with annual revision linked to the DA percentage.
4. Tax-Free Gratuity Enhancement: Tax-exempt gratuity limit raised to ₹30 lakh (from current ₹20 lakh) reflecting higher 8th CPC Basic Pay.
5. Exemption for Technical and Uniform Allowances: Dress Allowance, Digital Literacy Incentive, and all professional-requirement allowances to be fully exempt.

CATEGORY C — CAREER PROGRESSION & SERVICE MATTERS

25.13 Recognition of Ad-Hoc Service for MACP and Seniority

25.13.1 The Administrative Delay Penalty

A significant number of DoP employees serve in officiating or ad-hoc capacities — sometimes for years — due to delayed Departmental Promotion Committees (DPCs) or recruitment irregularities. Excluding this period from qualifying service for MACP is a violation of fairness, penalising the employee for the Department's administrative shortcomings. Functionally, an ad-hoc appointee delivers identical output and bears identical risk to a regular appointee.

25.13.2 Recommendations

1. Mandatory Inclusion Clause: Amend MACP guidelines to explicitly state that all continuous ad-hoc/officiating service followed by regular appointment without a break shall be treated as regular service for financial upgradation.
2. Retrospective Adjustment: A one-time window to review MACP dates of currently serving employees who had significant ad-hoc periods, with arrear adjustment.
3. DPC Accountability: If a DPC is delayed by more than 12 months, the eventual appointment must be granted a 'Deemed Date of Regularisation' from when the vacancy first arose.

4. GDS-to-MTS Transitions: Period served by a GDS while officiating in a departmental vacancy to be counted toward future MACP residency upon regularisation.
5. Eligibility for Departmental Examinations: Recognition of ad-hoc service must extend to eligibility for departmental promotional examinations.

25.14 Officiating Pay: Restoring FR 26-B and FR 31

25.14.1 Accountability Without Compensation — A Constitutional Violation

Under DoPT instructions of 2011, officiating pay is permissible only if the official is already fully eligible for the next regular promotion. This ignores operational reality: vacancies frequently necessitate lower-cadre officials to manage higher-level seats for extended periods. Demanding higher accountability (fiduciary, administrative) for lower pay violates the constitutional principle of Equal Pay for Equal Work.

25.14.2 Recommendations

1. Abolition of Eligibility Barriers: The 2011 DoPT instructions to be superseded; officiating pay linked to performance of duties rather than eligibility for regular promotion.
2. Proportionate Increment (Higher Responsibility Allowance): One increment in the higher Pay Level for every month of officiating service, applicable after an initial threshold of 14 days.
3. Accumulation of Service Weightage: Officiating periods recognised as weightage toward final pay fixation upon regular promotion.
4. Automatic Pay Fixation under FR 22(I)(a)(1): Benefit of pay fixation automatically extended to officiating arrangements exceeding three months.

25.15 Proficiency Pay for Talent Retention and Excellence

25.15.1 The Skill-Stagnation Paradox

Modern recruitment increasingly draws highly educated candidates — post-graduates, technical degree holders — into entry-level postal cadres, yet remote

promotional avenues cause professional stagnation and talent drain to the private sector. The Department of Posts now operates as a diversified service provider offering banking (IPPB), insurance (PLI), and e-commerce logistics. Proficiency Pay, proven in Nationalised Banks (JAIIB/CAIIB additional increments), is a logical parallel.

25.15.2 Recommendations

1. Qualification-Linked Increments: Two additional increments for officials possessing or acquiring professional degrees (MBA, MCA, Law, or specialised diplomas) directly relevant to DoP's operational verticals.
2. Specialized Skill Allowance: A recurring monthly Proficiency Pay for those clearing departmental certifications in Financial Services, IT Security, or Logistics Management.
3. One-Time Lump-Sum Incentive: For employees acquiring prestigious national or international certifications (CPA, Six Sigma, advanced Digital Marketing) enhancing the Department's institutional standing.
4. Career-Long Learning Path: Proficiency Pay to be periodic, allowing employees to reach new 'proficiency tiers' as technical knowledge deepens.

25.16 Training and Skill Upgradation Allowance

25.16.1 Navigating IT 2.0 and Cloud-Native Landscapes

DoP employees now manage sophisticated digital ecosystems — APT (back-office and logistics) and McCamish (insurance and financial services) — requiring constant adaptation. Yet no professional or financial recognition is given for the specialised skills acquired through ad-hoc training. A formal Digital Literacy Incentive and Technical Upgradation Grant would shift the paradigm from 'mandated training' to 'incentivised mastery,' creating a pool of Digital Champions within every Post Office.

25.16.2 Recommendations

1. Digital Literacy Incentive (DLI): Monthly allowance of ₹500–₹1,000 for officials passing advanced departmental certification exams in APT, McCamish, or Finacle operations.

2. One-Time Skill Grant: Lump sum of ₹10,000 for employees acquiring industry-recognised certifications in Cyber Security, Data Analytics, or Digital Financial Services.
3. Modernised Training Infrastructure: Funds to upgrade Regional Training Centres (RTCs) with high-speed cloud labs, allowing practice in sandbox environments.
4. GDS Mobile Proficiency Allowance: GDS to be eligible for a specialised 'Mobile Proficiency Allowance' upon completing digital service training (IPPB, RICT devices).
5. Training-at-Home Recognition: Data & Device Subsidy for officials utilising government-approved e-learning portals (iGOT Karmayogi) outside office hours.

25.17 Support for Sports Personnel

25.17.1 Sportspersons as Institutional Ambassadors

Sports personnel — Olympic, Asian Games, Commonwealth Games, and National Championship athletes — are the Department's most visible ambassadors. Their dedication to training often disadvantages them in departmental examinations and desk-based milestones relative to peers, creating an inadvertent career penalty. Specific measures are needed to valorise these ambassadors.

25.17.2 Recommendations

1. Tiered Sports Increments: 3 permanent, non-absorbable increments for International medals (Olympics/World Championships); 2 for Continental medals (Asian/Commonwealth Games); 1 for National Championship gold.
2. Fast-Track In-Situ Promotion: Active athletes maintaining national ranking eligible for promotion to next higher grade after 5 years of service, irrespective of vacancy.
3. Sports Diet & Kit Allowance: Monthly allowance for active personnel on the national circuit to offset specialised nutrition, equipment, and physiotherapy costs.

4. Dedicated On-Duty (OD) Leave: Streamlined process granting OD status for training camps and competitions, ensuring leave balance and attendance remain unaffected.
5. Sports Mentor Designation: Post-career 'Sports Mentor' role within Postal Circles for veteran athletes to transition into coaching and talent-scouting.

25.18 Parity Between Secretariat and Field Offices

25.18.1 The Historical Disparity

Officials in Central Secretariat Service (CSS) have historically enjoyed faster promotion timelines and higher entry-level pay scales than counterparts in field formations (Post Offices, Sub-Offices, Circle Offices) — despite handling comparable administrative responsibilities. In the digitally connected landscape of 2026, the roles are increasingly integrated. This is a relic of colonial-era bureaucracy that must be retired.

25.18.2 Recommendations

1. Uniform Pay Scale Alignment: Exact pay parity between Assistant Section Officers/Section Officers in the Secretariat and corresponding supervisory cadres in DoP.
2. Standardised Promotion Timelines: Uniform residency periods for promotions across both wings.
3. Common Examinations: Common departmental examinations for promotions allowing field officials to compete for Secretariat vacancies.
4. Equalisation of Allowances: Desk Allowance and Training Allowance available to Secretariat staff to be extended to Field Office staff performing equivalent duties.
5. Cadre Restructuring: Comprehensive cadre review of postal administrative and operative wings to create promotional avenues matching the CSS hierarchy depth.

CATEGORY D — LEAVE, WORK-LIFE BALANCE & FAMILY WELFARE

25.19 Modernising Leave Management

25.19.1 Earned Leave Encashment During Active Service

EL encashment is currently accessible primarily at retirement or restricted to LTC cycles. Employees hold a substantial 'leave bank' yet cannot access its monetary value during active careers for medical emergencies or education, forcing reliance on high-interest personal loans. We propose encashment of 10–15 days of EL per year at any time, provided a minimum balance of 60 days is maintained — a social security valve with no additional lifetime government liability.

25.19.2 Eliminating the 'Sandwich Rule'

The current practice of debiting intervening closed holidays (Saturdays, Sundays, Gazetted Holidays) from an employee's leave account when they fall within a leave period is inequitable. These are officially sanctioned closures; they should remain non-working days regardless of individual leave status. Modern labour standards do not support this practice.

25.19.3 HPL Commutation and Enhancement of EL Accumulation Ceiling

The arbitrary 300-day EL cap should be enhanced to 450 days, accounting for staff shortages that prevent regular leave. At retirement, unutilised HPL should be commutable and encashable at full-pay rate.

25.19.4 Recommendations

1. Periodic Active-Service Encashment: Annual encashment of up to 15 days EL, independent of LTC.
2. Statutory Elimination of Sandwich Rule: Sundays and public holidays falling within EL or HPL not to be counted as leave consumed.
3. EL Accumulation Ceiling: Enhanced to 450 days.
4. Full-Pay HPL Commutation at Retirement: Total unutilised HPL commuted and encashed at full-pay at superannuation.
5. GDS Parity: Leave encashment and accumulation benefits extended to Gramin Dak Sevaks.

25.20 Restoration of Casual Leave (CL) — 12-Day Entitlement

The 5th CPC reduced CL from 12 to 8 days. In the high-pressure digital service environment of 2026, 8 days is frequently insufficient for unforeseen personal exigencies, medical emergencies, and social obligations. CL is non-monetisable, non-accumulative, and non-encashable — making its restoration a zero-cost welfare measure with significant morale impact.

25.20.1 Recommendations

1. Restoration of 12-Day CL: Annual CL entitlement reinstated to 12 days for all regular employees.
2. GDS Parity: 12-day CL extended to GDS personnel.
3. Removal of Restrictive Pairing: CL to be allowable in half-day increments or combined with closed holidays without sandwiching penalty.
4. Special Provisions for Disabled Employees: Additional 4 days (totalling 16 days) for medical check-ups and maintenance of assistive devices.

25.21 Parental Leave — Paternity, Adoption, and Child Care Leave Reforms

25.21.1 Increasing Paternity Leave to 30 Days

The current 15-day Paternity Leave is frequently exhausted managing the mother's physical recovery and newborn logistics alone. Expansion to 30 days allows enhanced child development (documented long-term emotional benefits), reduces postpartum depression risk for the mother through shared household duties, and dismantles the outdated 'ideal worker' bias.

25.21.2 Adoption Leave Parity at 180 Days

Parenthood is defined by care and commitment, not biology. Child Adoption Leave must be aligned to the 180-day Maternity Leave standard and made fully accessible to male government servants. This prevents 'maternity bias' in recruitment when all primary childcare leave paths are standardised.

25.21.3 Child Care Leave (CCL) Reforms

CCL for women currently reduces to 80% salary during the second year (365 days), creating a financial penalty for motherhood that often forces premature return to work. Full salary for all 730 days is essential.

25.21.4 Recommendations

1. Enhancement of Paternity Leave: 15 days → 30 days, taken in up to two spells within six months of the child's birth.
2. Equal Adoption Leave for Male Employees: 180 days on par with Maternity Leave for primary or co-adoptive fathers.
1. Universal Extension of CCL: Extended to all married male Central Government employees with at least 50% of the entitlement available to female employees (365 days over service period).
2. 100% Salary for Entire CCL: Remove the 20% salary reduction for the second 365-day tranche.
3. Flexible CCL Spells: Minimum spell reduced to 5 days.
4. GDS Inclusion: Paternity, Adoption, and CCL benefits extended to GDS.
5. Age Neutrality in Adoption: Remove age caps on the adopted child.
6. Seniority Protection: CCL taken by male employees treated as service on duty for seniority, increments, and pension.

25.22 Enhanced Provisions for Women Employees

25.22.1 Menstrual Leave — A Health-First Approach

Many women experience significant physical discomfort that can impact productivity and health. Requiring use of limited Sick Leave or EL for a biological regularity is not supportive. One day of Menstrual Leave per month (12 days annually), non-cumulative, without a medical certificate requirement, would place the Central Government at the forefront of modern HR practices.

25.22.2 Recommendations

1. Monthly Menstrual Leave: 12 days per year, one per month, non-cumulative, no medical certificate.

2. Crèche and Lactation Rooms: Modern crèche facilities and private lactation rooms mandated in all Head Post Offices and Administrative Buildings.
3. GDS Parity: 730-day CCL (100% TRCA) and monthly Menstrual Leave extended to GDS women.
4. Flexible Return from Maternity Leave: Gradual reintegration options including part-time work for up to 6 months post-Maternity Leave.

25.23 Leave Travel Concession (LTC) — Modernisation and GDS Inclusion

25.23.1 International Expansion and Booking Liberalisation

The current LTC scope is limited to domestic boundaries. Visiting neighbouring SAARC countries (Nepal, Bhutan, Sri Lanka) is often more cost-effective and aligns with the Government's 'Neighbourhood First' policy. The mandatory requirement to book exclusively through authorised travel agents prevents access to economical 'Early Bird' fares on mainstream digital platforms.

25.23.2 GDS Exclusion — A Critical Welfare Gap

Gramin Dak Sevaks, as the backbone of the rural postal network, are excluded from LTC. This denies them the same travel benefits as departmental employees, treating them as second-class members of the same department.

25.23.3 Fixed Compensation for Unutilised LTC

In a 24/7 digital postal environment with 24% vacancy levels, it is often impossible for employees to avail LTC within the four-year block. The most dedicated employees are penalised under the current 'use-it-or-lose-it' policy.

25.23.4 Recommendations

1. SAARC/Neighbouring Country Extension: 'All India LTC' to include SAARC nations and selected neighbours once per block.
2. Booking Autonomy: LTC bookings via any digital platform permitted, subject to fare parity with authorised agents.

3. LTC for GDS: Home Town and All-India LTC extended to all GDS completing three years of continuous service.
4. Air Travel for All Levels: Air travel permitted for all pay levels for 'All India LTC.'
5. Fixed Monetary Compensation for Unutilised LTC: One month's Basic Pay plus DA payable if LTC cannot be availed within a four-year block due to administrative exigency.
6. Encashment Option: Employees may encash LTC entitlement at 75% of estimated value at the start of the final year of the block.
7. Automatic Carry-Forward: If compensation is not chosen, unutilised LTC to carry forward into the first two years of the next block.
8. Restoration of Daily Allowance During LTC Travel.

25.24 Five-Day Work Week for Operative Postal Staff

25.24.1 Eliminating the Six-Day Anomaly

While the majority of Central Government departments have operated on a five-day work week for decades, operative postal staff labour under a six-day schedule — despite administrative offices within the same Department enjoying a five-day week. In 2026, with cadres managing complex real-time digital banking, insurance, and retail platforms requiring sustained mental concentration, a two-day weekend is a physiological necessity for recovery and sustained productivity.

25.24.2 Recommendations

1. Declaration of Saturday as Closed Holiday: All operative offices — Post Offices and RMS units — to transition to a Monday-to-Friday five-day week.
2. Offsetting Working Hours: Extended weekday hours (9:00 AM to 6:00 PM) to maintain a 40-hour week.
3. Modernised Counter Timings: Extended daily window to serve high-volume retail and financial transactions more effectively.
4. GDS Parity: Five-day work week extended to GDS, recognising equivalent physical and mental demands of rural postal work.
5. Strategic Weekend Maintenance: Essential back-end operations to be handled through a rotational 'Duty Off' system ensuring every employee retains two consecutive rest days.

25.25 Rationalisation of Public Holidays

The framework governing holidays and rest days requires rationalisation to ensure adequacy of rest, regional sensitivity, and parity across categories of staff within the Department of Posts. It is proposed that the annual quota of Restricted Holidays be enhanced from the existing level to five days, enabling employees to observe festivals and personal commitments in a diverse socio-cultural environment. In order to prevent loss of rest days due to calendar alignment, a "compensatory Monday/Friday" mechanism may be introduced for all compulsory holidays falling on weekends, ensuring that employees receive the full number of distinct holidays in a year.

Further, administrative flexibility may be provided to Heads of Circles to interchange up to five compulsory holidays—excluding the three National Holidays—to better align with regional and cultural priorities. Parity considerations also necessitate that similar benefits, including compensatory holidays and enhanced Restricted Holidays, be extended to Gramin Dak Sevaks (GDS), who form an integral part of the service delivery framework.

Additionally, in recognition of operational exigencies requiring duty on notified holidays, a system-driven approach may be adopted wherein compensatory off-days are automatically credited to a designated "Special Leave" account through HRMS. This would ensure transparency, uniformity, and timely grant of benefits, while reducing administrative delays and improving employee welfare.

25.26 Enhanced Compensation for National Holiday Duty

The compensation framework for duty performed on National Holidays requires strengthening to ensure fairness and adequate recognition of service rendered under essential conditions within the Department of Posts. It is proposed that the monetary compensation for duty on the three National Holidays be fixed at 200% of daily wages, calculated on Basic Pay plus Dearness Allowance, thereby providing a clear and equitable standard across all cadres.

In cases where monetary compensation is not availed, a mandatory compensatory mechanism may be instituted by granting two days of Special Casual Leave for each such instance, to be utilised within a period of six months. Additionally, recognising the operational challenges associated with night duties—particularly in mail transmission, logistics, and security—an additional 25%

weightage may be provided for employees whose duty extends into night hours on National Holidays.

To ensure equity and inclusiveness, the enhanced compensation framework may also be extended uniformly to Gramin Dak Sevaks (GDS). Further, to promote transparency and administrative efficiency, all compensatory benefits—whether in the form of leave or enhanced payment—should be automatically credited through HRMS or payroll systems based on due certification by the competent supervisory authority.

CATEGORY E — WELFARE, SOCIAL SECURITY & MEDICAL

25.27 Humanitarian Waiver of Dues for Families of Deceased Employees

25.27.1 Protecting Terminal Benefits

When an employee dies in harness, the Department currently recovers outstanding HBA, Computer Advance, and other Government loans from terminal benefits — Death Gratuity, Leave Encashment, Commutation of Pension. This depletes the family's survival corpus, effectively penalising dependents for an untimely tragedy. Terminal benefits are deferred social security, not discretionary income subject to routine debt-recovery procedures.

25.27.2 State Precedents

West Bengal has exempted bereaved families from such recoveries since 1981. Tamil Nadu utilises an 'insurance-linked' model within loan instalments — a nominal service-period contribution ensures the outstanding balance is automatically offset upon death. As India's economy grows, the Central Government must adopt these benchmarks.

25.27.3 Recommendations

1. Total Waiver of Advances: Outstanding principal and interest for HBA, Vehicle Advance, and Personal Computer Advance automatically waived upon death in harness.

2. No Recovery from Gratuity: Pension and Gratuity Rules to be amended to prohibit adjustment of Government dues (excluding overpayment of pay) from Death Gratuity.
3. Mandatory Insurance Integration: All future Government loans under 8th CPC to be mandatorily bundled with low-premium group insurance, providing a 'self-liquidating' mechanism upon the borrower's death.
4. GDS Application: Waiver policy extended to GDS; no recovery from their Ex-gratia Gratuity or Severance Amount.
5. Refund of Recent Recoveries: Recoveries made from terminal benefits during the transition period prior to 8th CPC notification to be refunded as one-time relief.

25.28 Funeral Expenses Grant — Ensuring Dignity in Bereavement

25.28.1 Statutory Independence from Welfare Funds

Currently, assistance for last rites is restricted to discretionary grants from Circle Welfare Funds — subject to availability and administrative delays. The Funeral Expense Grant must be a statutory departmental entitlement, independent of and in addition to Welfare Fund relief, treated as a final service-related obligation payable by the Department.

25.28.2 Recommendations

1. Mandatory Funeral Grant: Equivalent to one month's last drawn Basic Pay or ₹30,000, whichever is higher (adjusted for 2026 cost-of-living indicators).
2. Immediate Disbursement: Sanctioned and paid within 24 hours of notification of death via the Drawing and Disbursing Officer (DDO) from departmental budget.
3. Universal Applicability: Applies to all officials dying in harness regardless of cadre, length of service, or nature of duties.
4. Inflation-Linked Revision: Floor value increased by 25% whenever DA on the revised pay structure crosses 50%.

25.29 CGEGIS Revision — Closing the 40-Year Security Gap

25.29.1 Obsolescence of Existing Coverage

The Central Government Employees Group Insurance Scheme (CGEGIS) insurance slabs have remained substantially tethered to 4th Pay Commission recommendations — over 40 years ago. The 7th CPC explicitly acknowledged this disparity and recommended substantial upward revision. Despite this, the Government maintained the 1980s-era slabs, leaving millions without a credible safety net. The current payouts fail to cover even basic survival costs for a bereaved family in 2026.

25.29.2 Recommendations

1. Immediate Implementation of 7th CPC Slabs as Baseline: ₹15,00,000 for Group C; ₹25,00,000 for Group B; ₹50,00,000 for Group A — these are minimum baselines, not targets.
2. 8th CPC Forward Revision: Coverage enhanced proportionately above 7th CPC levels to reflect 2026 salary structures.
3. Inflation-Indexed Insurance Growth: CGEGIS coverage automatically revised upward by 25% whenever DA reaches 50% on the revised pay structure.
4. 70:30 Savings-to-Insurance Ratio: Maintain equitable ratio ensuring insurance cover provides immediate protection and savings element provides superannuation lump sum.
5. Optional Top-Up Facility: Employees may voluntarily increase monthly subscription for higher coverage up to ₹1 crore at group-negotiated rates.

25.30 Medical Facilities and CGHS Reforms

25.30.1 Geographic Expansion — Dedicated Hospital Model

A significant disparity exists between metropolitan CGHS coverage and the rest of the country. The Indian Railways' robust, self-reliant healthcare model — with dedicated hospitals and in-house diagnostics — is the target benchmark. CGHS must expand to all District Headquarters where more than 1,000 Central Government employees and pensioners reside.

25.30.2 Recommendations

1. Nationwide CGHS Coverage: Wellness Centre in every district meeting the threshold criterion.

2. Market-Linked Reimbursement: CGHS package rates revised annually based on Medical Inflation Index.
3. Digital Smart Health Card: Unified card providing instant, cashless access to any empanelled hospital without fresh physical referrals for chronic conditions.
4. Streamlined Referrals: CGHS doctors granted autonomy to refer directly to empanelled private hospitals, eliminating mandatory first-reference to Government hospitals.
5. FMA Enhancement: Fixed Medical Allowance for non-CGHS areas increased to ₹3,000/month.
6. Emergency Admission Autonomy: Empanelled hospitals mandated to admit CGHS beneficiaries in emergencies on ID card alone; referral generated post-facto within 48 hours.
7. Elimination of 'NA' Medicine Crisis: Overhaul of procurement and supply chain to ensure uninterrupted availability of life-saving and chronic-care medications.
8. Overhaul of CS(MA) Rules, 1944: Full reimbursement at actual market rates for treatments in authorised private hospitals; rules modernised to reflect 2026 medical costs.

25.31 House Building Advance (HBA) — Enhancement and Interest Rationalisation

25.31.1 Disconnection from Real Estate Reality

The current HBA ceiling of ₹25 lakh — capped at 34 months' basic pay — is no longer sufficient to secure even a modest dwelling in most urban or semi-urban areas in 2026, where land and construction material costs have surged. This forces employees to seek high-interest top-up loans from commercial banks at 9%–12%, causing long-term financial instability. The Government's housing mission ('Housing for All') is undermined when its own employees cannot access meaningful support.

25.31.2 Recommendations

1. Revised Advance Limit: 60 months of Basic Pay, maximum ceiling of ₹60 lakh for new construction or purchase.
2. Expansion and Renovation Ceiling: Raised to ₹20 lakh for structural modifications and modern amenities.

3. Interest Rate Cut: Uniform 5% Simple Interest, decoupled from commercial benchmarks.
4. Automatic Ceiling Indexing: Maximum HBA ceiling automatically increased by 20% whenever DA crosses 50%.
5. Streamlined Disbursement: Digitalise HBA application and NOC process through APT portal; first instalment released within 30 days of approval.
6. Second HBA Eligibility: Employees who utilised HBA early in their career may apply for a second advance for expansion or renovation after 15 years of service, provided previous advance is settled.

25.32 Special Disability Leave (SDL) — Extension to Critical Illness

25.32.1 Evolving the Scope for Modern Healthcare

SDL is currently restricted to injuries from accidents in the direct line of official duty. Employees suffering from life-threatening diseases — Cancer, End-stage Renal Failure, advanced Cardiovascular ailments — face the same or greater loss of functional capacity. Under current rules, they exhaust EL and HPL, often entering 'Leave Without Pay' during the most expensive phase of their illness.

25.32.2 Recommendations

1. Inclusion of 'Critical Illness' Category: Amend Leave Rules to include a certified list of Life-Threatening and Debilitating Diseases (per CGHS specialist classifications) as valid grounds for SDL.
2. Extended Duration: Up to 24 months (continuous or broken spells) to cover the entire active treatment and initial recovery period.
3. Full Pay Protection: First 120 days at full pay; remainder at half pay.
4. Simplified Certification: Fast-Track Approval where certification from a Government Hospital or CGHS-empanelled specialist is sufficient, bypassing lengthy administrative inquiries.
5. Non-Depletion of EL/HPL: SDL for critical illness must not be debited against existing EL or HPL accounts.

25.33 Welfare for Differently-Abled Employees and Caregivers

The welfare framework for differently-abled employees and those with caregiving responsibilities requires targeted strengthening to ensure inclusivity and equal opportunity within the Department of Posts. It is proposed that the existing Transport Allowance at higher rates be enhanced by doubling its current level for employees with orthopedic, visual, or hearing impairments, with appropriate indexation to prevailing private transport costs to reflect actual mobility challenges.

Further, reimbursement provisions under the Central Services (Medical Attendance) Rules and CGHS may be updated to allow coverage of modern assistive technologies—such as motorised wheelchairs, advanced digital hearing aids, and AI-enabled screen readers—at actual market rates, ensuring that employees have access to contemporary support systems. In addition, a dedicated provision of 20 days of "Caregiver Leave" per year may be introduced for parents of children with benchmark disabilities (40% or more), to be granted as a non-cumulative benefit over and above existing leave entitlements.

Institutional support may also be strengthened through mandatory allocation of an "Accessibility Budget" at the level of Head Post Offices for infrastructure improvements, including ramps, tactile pathways, and accessible sanitation facilities. Finally, to ensure continuity of medical care and therapy, differently-abled employees and parents of children with special needs may be granted exemption from mandatory rotational transfers. These measures would collectively promote a more inclusive, supportive, and equitable work environment aligned with contemporary standards of public administration.

25.34 Postal Welfare Fund and Departmental Benevolent Fund — Enhancement

25.34.1 Recommendations — Postal Welfare Fund

The existing framework for compassionate financial assistance requires substantial enhancement to address immediate hardship and rising living costs, while ensuring timely support to bereaved families within the Department of Posts. It is proposed that the quantum of Immediate Death Relief be increased to ₹1,00,000 for departmental employees and ₹50,000 for Gramin Dak Sevaks (GDS), with a strict timeline for disbursement within 48 hours to meet urgent needs. In addition, the Funeral Grant may be revised to a minimum of ₹20,000, reflecting the prevailing costs associated with last rites and related obligations.

Further, the educational support framework may be strengthened by enhancing the annual scholarship for children of deceased employees by 100%, with additional provisions for higher-cost professional courses such as Medicine, Engineering, and Law. Recognising the financial distress caused by severe health conditions, a one-time special grant of ₹2,00,000 may also be introduced for employees or their dependents diagnosed with life-threatening illnesses.

To ensure efficiency and avoid procedural delays, the powers for sanction and disbursement may be fully delegated to Divisional Heads and Postmasters General, with approval based on basic documentary evidence such as a death certificate. This simplified mechanism would ensure prompt, compassionate, and transparent delivery of benefits, reinforcing institutional support during critical circumstances.

25.34.2 Recommendations — Departmental Benevolent Fund

The provisions of the Benevolent Fund require strengthening to ensure timely and adequate humanitarian support in cases of death, illness, and disability within the Department of Posts. It is proposed that a mandatory minimum ex-gratia amount of ₹1,00,000 be fixed in cases of death in harness, irrespective of the employee's pay level, so as to provide immediate financial relief to the bereaved family. In addition, a one-time grant of ₹75,000 may be introduced for specified critical illnesses such as cancer and renal failure, aimed at supporting caregiving expenses and specialised nutritional requirements.

Further, a structured, sliding-scale grant may be instituted for employees who suffer permanent or partial disability while on duty, including incidents arising out of operational risks such as mail transit accidents. To preserve the real value of assistance, the Government's annual contribution to the Benevolent Fund may be automatically indexed to the Consumer Price Index for Industrial Workers (CPI-IW), ensuring that benefits keep pace with inflation.

Additionally, a dedicated benefit slab may be introduced for Gramin Dak Sevaks (GDS) under the Benevolent Fund framework, ensuring that the rural workforce receives equitable and proportionate humanitarian relief. These measures would collectively strengthen the social security net, enhance institutional responsiveness, and uphold the principles of compassion and equity in employee welfare.

25.35 Children Education Allowance (CEA) and Hostel Subsidy — Extension to Graduation

25.35.1 The Shifting Educational Baseline

In 2026, an undergraduate degree — not merely Class XII — is the minimum baseline for meaningful employability. The financial strain on Government employees peaks during children's transition to higher education, compounded by urban concentration of quality colleges and consequent relocation/hostel costs.

25.35.2 Recommendations

1. Extension to Undergraduate Degrees: CEA and Hostel Subsidy to cover the first undergraduate degree (3–5 years) across general (BA, BSc, BCom) and professional (B.Tech, MBBS, BBA, BCA, Nursing, Law) programmes.
2. Revised Age Limit: Raised to 25 years (or 27 years for children with disabilities).
3. Automatic Inflation Indexing: Quantum increased by 25% whenever DA increases by 50%.
4. GDS Inclusion: Extension applied to children of GDS who face greatest geographical and financial barriers to higher education.

CATEGORY F — ADMINISTRATIVE, DISCIPLINARY & GRIEVANCE REFORMS

25.36 Revision of CCS (Conduct) and CCA Rules — Towards Administrative Justice

25.36.1 Defining the Indefinite — Ending Overreach

Rule 3(1)(ii) ('devotion to duty') and Rule 3(1)(iii) ('unbecoming of a Government servant') are used as catch-all clauses due to lack of precise definitions, often invoked for personal or trivial matters unrelated to official duties. The rules — framed in 1964 — predate the internet and contain no digital ethics provisions. They require fundamental revision.

25.36.2 Recommendations

The disciplinary framework governing service conditions requires comprehensive reform to ensure timeliness, transparency, and fairness within the Department of Posts. It is proposed that statutory timelines be introduced by amending Rule 14 and Rule 16 to mandate completion of all major penalty proceedings within a strict six-month period, with defined accountability for the Inquiry Officer in case of delays. Further, the existing Code of Conduct may be made more precise by replacing vague expressions such as “unbecoming conduct” with a clearly defined and illustrative set of prohibited actions, supported by explanations and practical scenarios to avoid ambiguity in interpretation.

In view of the increasing integration of digital systems in official functioning, a formal Digital Ethics Framework may be incorporated to clearly define the scope of “workplace” and “duty” in an IT-enabled environment. This would ensure that employees are protected from unwarranted disciplinary action arising out of personal digital activities unrelated to official responsibilities. Additionally, to reduce repetitive litigation and ensure uniformity, a general application clause may be introduced whereby interpretations of rules settled by a High Court or the Supreme Court of India are automatically extended to all similarly placed employees.

To strengthen accountability and fairness, safeguards may be instituted against malicious or biased initiation of disciplinary proceedings, including provision for appropriate action where such proceedings are found by judicial forums to be unsustainable. Structural reforms may also be introduced to ensure neutrality in adjudication, such as appointing Inquiry Officers independent of the reporting hierarchy of the charging authority through a transparent, system-driven mechanism. Further, the principles of natural justice require clear separation between the authority framing charges and the authority imposing penalties, in line with the doctrine *nemo debet esse judex in propria causa*.

Finally, the disciplinary system may adopt a more balanced and reform-oriented approach by incorporating a holistic evaluation model, wherein the intent of the official and the circumstances surrounding an error are duly considered. The emphasis should be on corrective administration and capacity building rather than purely punitive action, thereby fostering a fair, accountable, and progressive work environment.

25.37 Protection Under Article 311 — Ending Punitive Contributory Negligence Recoveries

25.37.1 The Subsidiary Offender Paradox

Rule 16 of CCS (CCA) Rules, 1965, mandates realistic assessment of 'contributory negligence.' Yet Sub-Postmasters (SPMs) and Postal Assistants are routinely held pecuniarily responsible for financial losses from burglaries or sophisticated thefts entirely beyond their control. Identifying 'subsidiary offenders' based on minor procedural lapses with no direct causal link to the actual loss violates Article 311's protections and creates a climate of fear that stifles operational efficiency.

25.37.2 Modernising Risk — Beyond the No-Insurance Archaism

The rule that 'Government property cannot be insured' was feasible in a manual era; it is fundamentally incompatible with modern postal, banking, and logistics operations worth thousands of crores. In 2026, the Department functions as a critical financial hub. Aligning with Nationalised Banks and private logistics companies — where financial risk is managed through professional insurers — is an imperative.

25.37.3 Recommendations

The framework governing financial liability and risk management requires modernization to align with the operational realities of the Department of Posts. It is proposed that the existing approach of non-insurance be revisited, and comprehensive insurance coverage be made mandatory for all high-value assets, including cash chests, stamp stocks, and remittances in transit. Such a shift would reduce undue financial exposure on employees and place risk mitigation on institutional mechanisms rather than individual liability.

Further, the policy on pecuniary recoveries may be rationalized by restricting recoveries strictly to cases involving direct and established involvement in fraud or theft. Employees with only procedural or technical lapses, often termed as “subsidiary offenders,” should not be subjected to financial recoveries in the absence of mala fide intent. To ensure fairness and consistency, an independent appellate mechanism may be instituted at the Circle level in the form of a high-level technical committee to review all contributory negligence cases involving recoveries beyond ₹50,000.

In addition, emphasis may be placed on preventive measures through targeted investment in security infrastructure, including CCTV surveillance, biometric access controls, and GPS-enabled tracking systems for mail and cash transit. Strengthening such systems would significantly reduce the incidence of losses at the source, thereby minimizing disputes and the need for recoveries from employees, while promoting a more accountable and secure operational environment.

25.38 Revival of Grievance Redressal and Statutory Arbitration

25.38.1 Revitalising the Joint Consultative Machinery (JCM)

JCM functioning has become sporadic. This breakdown has led to an explosion of litigation in Central Administrative Tribunals (CAT) and High Courts. Mandatory monthly meetings at Divisional, Circle, and National levels would address grievances at the nascent stage, preventing costly legal escalation and reducing the burden on the judiciary.

25.38.2 Recommendations

1. Mandatory JCM Calendar: Statutory order mandating JCM meetings on the first working Monday of every month at Divisional level, with penalties for non-compliance.
2. Time-Bound Grievance Resolution: Digital Grievance Tracking System where every employee complaint must be resolved or escalated within 30 days.
3. Statutory Arbitration Mechanism: Legally empowered Statutory Arbitration Board — with retired judicial officers and neutral experts — to take over disputes unsettled through JCM for more than six months; decisions legally binding.
4. 'Stop-Litigation' Policy: If a subordinate office loses in CAT, no automatic appeal to High Court unless a major policy question is involved.
5. Quarterly Review: High-level committee reviewing all pending court cases quarterly with authority to withdraw those based on settled law or minor technicalities.

25.39 Implementation of Pending Arbitration Awards

25.39.1 Restoring the Rule of Law in Labour Relations

Over the past decade, numerous Board of Arbitration rulings on pay scales, allowances, and working conditions have been decided in favour of employees but remain stalled by executive delays and 'statements of financial constraint' that ignore the legal finality of arbitration. Non-implementation dismantles employee trust in institutional dialogue and forces recourse to the judiciary — the very outcome the JCM system was designed to prevent.

25.39.2 Recommendations

It is proposed that a mandatory implementation window of six months be prescribed for all Board of Arbitration awards, with deviation permitted only through a specific Parliamentary resolution on limited grounds such as national security or severe economic exigency. To address prolonged delays, cases where awards remain unimplemented beyond three years may be settled through a one-time lump-sum payment of arrears, along with an additional 6% interest to compensate for administrative delay.

Further, procedural bottlenecks may be removed by introducing an automatic notification mechanism, whereby the Ministry of Finance issues the required financial sanction immediately upon finalisation of the award, without the need for repeated inter-ministerial consultations. Priority may also be accorded to awards relating to pay parity, grade pay rationalisation, and anomaly removal, as these form the foundational basis for subsequent pay revisions, including fixation under the 8th Central Pay Commission.

In addition, a system of periodic oversight may be institutionalised by placing an Annual Status Report on arbitration awards before the appropriate national consultative forum. This would enhance transparency, ensure continuous monitoring, and reinforce accountability in the implementation of adjudicated decisions, thereby strengthening trust in the dispute resolution framework.

25.40 Correction of Historical Wage Anomalies — Clean Slate for 8th CPC

25.40.1 6th and 7th CPC Legacy Issues

The legacy issues arising from the 6th and 7th Central Pay Commissions continue to have a significant bearing on pay parity, seniority, and pension outcomes across the Department of Posts. In particular, unresolved Grade Pay disparities originating from the 6th CPC have led to persistent inconsistencies affecting a large number of officials. Additionally, the "Rule 5 Option" anomaly under the 7th CPC—where employees promoted or granted MACP between January and July 2016 suffered financial disadvantage due to option date constraints—remains inadequately addressed. Proceeding with the implementation of 8th CPC pay structures without first rectifying these anomalies would result in the compounding of existing inequities and distort the foundational pay matrix.

In this context, it is essential to undertake a structured and time-bound corrective exercise prior to the notification of revised pay scales. A dedicated "Anomalies Correction Cell" may be constituted at the Departmental level to systematically identify and resolve all pending issues relating to Grade Pay, Pay Levels, and fixation anomalies. A uniform and equitable solution to the Rule 5 issue may be implemented by allowing all affected employees a fresh opportunity to exercise their option, ensuring that promotions and MACP benefits are not adversely impacted by technical cut-off dates. Similarly, the long-standing disparity in entry pay between Direct Recruits and Promotees originating from the 6th CPC requires resolution to restore parity and fairness.

Further, anomalies relating to the grant of Modified Assured Career Progression (MACP), particularly those arising from retrospective changes in benchmark criteria (such as the shift from "Good" to "Very Good"), may be corrected to ensure that employees are not unfairly denied financial upgradation. In cases where such anomalies have remained unresolved for extended periods, especially beyond five years, the payment of arrears may be accompanied by a nominal interest component to compensate for the erosion of real income. Addressing these issues in a comprehensive and pre-emptive manner will ensure that the transition to the 8th CPC framework is equitable, transparent, and free from inherited distortions.

CATEGORY G — ORGANISATIONAL, INFRASTRUCTURE & STRUCTURAL REFORMS

25.41 Compassionate Appointments — Abolishing the 5% Ceiling

25.41.1 A Lottery of Chance, Not a System of Justice

The present system of compassionate appointments requires urgent rationalisation to ensure that its core objective—providing immediate relief to families in financial distress—is effectively fulfilled within the Department of Posts. The existing ceiling of 5% on vacancies has resulted in genuine and deserving cases being either rejected or subjected to prolonged delays solely due to exhaustion of quota, irrespective of the severity of financial hardship. This approach, which prioritises quota over need, leads to inequitable outcomes and undermines the very purpose of compassionate appointment, which is intended as a social security measure rather than a mode of regular recruitment.

In order to address these concerns, compassionate appointment may be treated as a distinct administrative category outside the purview of normal recruitment ceilings, thereby ensuring that cases are assessed based on merit of distress rather than availability of vacancies. A transparent and uniform Weightage Point System may be adopted across all departments, incorporating objective criteria such as number of dependents, remaining years of service of the deceased employee, presence of minor children, and quantum of terminal benefits received. Further, a strict timeline may be prescribed for disposal of applications, with all cases to be finalised within six months of the employee's demise through a reasoned and speaking order.

To remedy the existing backlog caused by the quota restriction, a one-time special drive may be undertaken to clear pending cases of eligible families who have remained on waiting lists. In addition, parity may be extended to the families of Gramin Dak Sevaks (GDS) who die in harness, by bringing them under the same objective and transparent criteria. Finally, to ensure optimal utilisation of human resources, dependents possessing higher educational qualifications may be considered for appointment to posts commensurate with their skills and capabilities, rather than being confined to entry-level positions by default. These measures would restore the intended humanitarian character of compassionate appointments while ensuring fairness, transparency, and administrative efficiency.

25.42 Opposition to Downsizing, Outsourcing, and Contractorisation

25.42.1 Sovereign Functions Cannot Be Commodified

The discharge of core sovereign functions—such as mail processing, delivery, counter operations, banking, and insurance—must remain within the exclusive domain of regular departmental personnel of the Department of Posts. These functions involve direct public interface, fiduciary responsibility, and handling of sensitive citizen data, which necessitate adherence to statutory conduct rules and institutional accountability. In the contemporary environment, where postal operations are deeply integrated with financial services and digital platforms, indiscriminate outsourcing introduces risks relating to data privacy, operational integrity, and national security that cannot be fully mitigated through third-party arrangements.

In this context, it is proposed that outsourcing of perennial and day-to-day operational tasks be formally prohibited, thereby preserving the integrity of core services. At the same time, a one-time regularisation framework may be considered for long-serving casual or contractual workers who have been performing departmental duties over extended periods, ensuring both fairness and continuity of experienced manpower. For non-core support services that may continue to be outsourced, stringent safeguards may be instituted, including mandatory security vetting and periodic data-handling audits of vendor personnel.

Further, the role of Gramin Dak Sevaks (GDS) may be strengthened and further integrated into the departmental framework as the primary agents for last-mile delivery, particularly in rural areas, rather than resorting to external outsourcing. Additionally, any proposal involving downsizing or restructuring of workforce should be preceded by a comprehensive and independent assessment of its social and security implications. Such a calibrated approach would balance efficiency with accountability, while safeguarding the public trust and institutional mandate of the Department.

25.43 Regularisation and Elimination of Contractorisation

The engagement and service conditions of casual, contingent, and daily-rated workers within the Department of Posts require structured reform to ensure fairness, stability, and alignment with established labour standards. It is proposed that completion of 240 days of service in a year should automatically confer Temporary Status, along with corresponding pay scale benefits, thereby recognising continuity of service and reducing uncertainty. To further streamline workforce integration, a fast-track mechanism may be introduced by earmarking 50% of Multi-Tasking Staff (MTS) recruitment vacancies for absorption of such workers based on length of service and experience.

Pending regularisation, all daily-rated workers may be ensured compliance with Minimum Wages applicable to Central Government establishments, along with an additional 25% welfare premium to address social security gaps. In addition, essential functions such as security and cleaning may be formally classified as perennial departmental activities, with recruitment and management undertaken directly by the Department rather than through external manpower agencies. Priority may also be accorded to Gramin Dak Sevaks (GDS) who are effectively discharging full-time duties in lieu of casual workers, by providing them preferential consideration in MTS regularisation. These measures would promote equitable treatment, reduce dependency on informal labour arrangements, and strengthen the institutional workforce framework.

25.44 Re-Classification of Posts — Unified Two-Tier System

25.44.1 Retiring Colonial-Era Group Classification

The existing four-group classification system—Group A, B, C, and MTS—has increasingly resulted in administrative complexity and perceived disparities in service conditions within the Department of Posts. In the context of modern organisational practices, a simplified two-tier structure comprising an Executive Cadre (covering supervisory, managerial, and policy roles) and a Non-Executive Cadre (covering operational, clerical, and support functions) would provide a more rational and uniform basis for determining service entitlements and career progression.

In this regard, it is proposed that the existing group-based nomenclature be formally discontinued and replaced with Executive and Non-Executive classifications across all service records and administrative frameworks. Correspondingly, entitlement structures may be standardised, with Executive Cadre employees being eligible for higher-tier benefits such as private ward facilities under CGHS and air or first AC travel under LTC, while Non-Executive Cadre employees may be provided semi-private ward facilities and at least second AC rail travel, thereby eliminating lower-tier classifications such as general ward and sleeper class for regular employees.

Further, a unified group insurance structure may be introduced with two broad categories offering enhanced coverage limits. To ensure mobility and inclusiveness within the system, a structured bridge mechanism may also be established through internal certification and assessment, enabling Non-Executive employees to transition into Executive roles based on merit, performance, and

seniority. Such a framework would simplify administration, promote equity, and align service conditions with contemporary organisational standards.

25.45 Humane and Transparent Transfer Policy

It is proposed that the Department be treated as a unified national cadre for the purpose of transfers, with full protection of seniority in all inter-circle and inter-district movements, thereby eliminating disparities arising from territorial boundaries. To further enhance transparency and objectivity, a fully automated, merit-based online transfer portal may be introduced, operating on a clearly defined point-based ranking system with time-bound outcomes and minimal manual intervention.

In addition, priority may be accorded to family-related considerations by mandating that spouse-category transfer requests be processed within six months, subject to availability of vacancies. Special provisions may also be extended to employees with caregiving responsibilities, including tenure extension or transfer immunity for those supporting elderly parents above 75 years of age or children with benchmark disabilities exceeding 40%. Furthermore, the policy may be liberalised to allow mutual transfers throughout the year for officials in the same pay level, with a simplified and time-bound process for obtaining necessary clearances. These measures would ensure a balanced approach that integrates administrative requirements with employee-centric considerations.

25.46 Regional Recruitment for Enhanced Public Service

25.46.1 Bridging the Linguistic Gap

The issue of language compatibility and regional familiarity has a direct bearing on service delivery within the Department of Posts, particularly given its role as the most frequent interface between the Government and the rural populace. Centrally recruited staff are often posted to regions where they lack proficiency in the local language, leading to communication barriers at counters, errors in delivery, and a decline in the quality of citizen interaction. In a linguistically diverse country like India, regional recruitment and language competence are not merely administrative conveniences but operational necessities for ensuring effective public service.

In this context, it is proposed that recruitment powers for Group C and MTS cadres be decentralised and vested with the respective Heads of Circles, such as Postmasters General and Chief Postmasters General, enabling recruitment aligned with local requirements. Candidates may be required to demonstrate proficiency in the local language of the Circle, preferably through having studied it up to the secondary or higher secondary level, as an essential eligibility condition. Further, merit lists may be prepared and operated at the Circle or Regional level to ensure that recruitment reflects local merit and service needs.

To address staffing challenges in difficult and remote areas, suitable hardship allowances may be extended to local recruits who opt for postings in tribal, hilly, or otherwise underserved regions within their own Circles. Additionally, priority may be accorded to Gramin Dak Sevaks (GDS), who are already rooted in local communities, for promotion to MTS and Postman cadres within their respective Divisions. Such measures would enhance service efficiency, improve public interaction, and strengthen the Department's grassroots connectivity.

25.47 Universal Coverage of Kendriya Vidyalayas — One District, One KV

25.47.1 Education as a Pillar of Administrative Mobility

The widespread geographical presence of Central Government employees, particularly within the Department of Posts, necessitates a robust and uniform educational support system for their families. Employees posted to remote, rural, or newly created districts often face serious challenges in accessing quality schooling for their children, which in many cases leads to compelled family separation and consequent impact on morale, productivity, and mental well-being. A consistent network of Kendriya Vidyalaya Sangathan institutions provides not only quality education but also curricular continuity across transfers, making it an essential support mechanism for transferable government personnel.

In this context, a policy of "One District, One Kendriya Vidyalaya" may be adopted, with phased budgetary support to ensure that no district remains uncovered within the next plan period. Priority may be accorded to newly formed districts by integrating the establishment of Kendriya Vidyalayas alongside the development of administrative infrastructure. To address the specific needs of postal employees serving in non-metropolitan and underserved areas, a dedicated admission quota may be considered for their children in Kendriya Vidyalayas, ensuring equitable access to quality education.

Further, inclusion of children of Gramin Dak Sevaks (GDS) under the Central Government priority category for admissions in rural and semi-urban Kendriya Vidyalayas may be extended, recognising their integral role in public service delivery. For extremely remote or inaccessible areas where establishing full-fledged institutions may take time, interim solutions such as digitally enabled or hybrid Kendriya Vidyalaya extensions—supported by high-speed connectivity and local facilitation—may be developed. These measures would ensure educational continuity, reduce family disruption, and contribute to improved employee welfare and retention.

25.48 Modernisation of Holiday Homes and Transit Hostels

The staff welfare infrastructure within the Department of Posts requires systematic expansion and modernisation to meet the needs of a widely dispersed workforce. In this regard, a phased programme may be undertaken to establish at least ten new Holiday Homes annually over a five-year period, with priority given to major pilgrimage centres such as Ayodhya, Tirupati, and Varanasi, as well as prominent tourist destinations including Goa, Shimla, and Munnar. In addition, dedicated Touring Officers' Hostels may be created in key administrative cities to facilitate accommodation for officials on transfer, inspection duty, or short-term training assignments.

To ensure sustainability and quality, a dedicated "Staff Welfare Maintenance Fund" may be instituted for each Postal Circle to support regular upkeep, renovation, and modernisation of these facilities. Inclusive access may be ensured by reserving a defined proportion of accommodation, such as 20%, for Gramin Dak Sevaks (GDS) and lower-grade field staff, thereby extending welfare benefits equitably across all categories. Further, inter-departmental collaboration may be explored through reciprocal booking arrangements with other government organisations such as the Indian Railways and Defence establishments, enabling broader access to holiday home networks.

To enhance transparency and user convenience, a centralised online booking system on the lines of the e-Sampada platform may be introduced, featuring real-time availability, instant confirmation, integrated digital payments, and a feedback mechanism for continuous service improvement. These measures would strengthen employee welfare, promote work-life balance, and improve utilisation and management of departmental facilities.

25.49 Establishment of a Permanent Wage Review Body

25.49.1 Beyond the Decade-Long 'Wait and Watch'

The 10-year Pay Commission cycle is ill-suited for the rapid economic shifts of the 21st century. By the time a new commission is formed, real wages have often been significantly eroded by inflation. A Permanent Wage Review Body (PWRB) would replace this stagnant model with dynamic, trigger-based adjustments. It would also smooth the massive one-time 'arrear shocks' of the current system, enabling more predictable budgetary planning.

25.49.2 Recommendations

1. Statutory Authority: Establish PWRB as a statutory body under the Ministry of Finance, with representation from administrative experts and the JCM Staff Side.
2. Automatic Fitment Review: Whenever DA/DR reaches 50%, PWRB to recommend a revised Fitment Factor within 90 days.
3. Annual Allowance Audit: Annual review of sector-specific allowances ensuring alignment with current market costs.
4. Data-Driven Adjustments: Quarterly recommendations based on real-time CPI-IW data.
5. Sunset of the 10-Year Cycle: 8th CPC to be declared the final periodic commission; all future wage-setting responsibilities transitioned to PWRB.

Summary of Key Quantitative Demands

Demand	Current Position (7th CPC)	Proposed (8th CPC)
Minimum Basic Pay	₹18,000	₹69,000
Fitment Factor	2.57	3.833
Annual Increment	3%	6%
HRA — X City (Base)	24%	40%
HRA — Y City (Base)	16%	35%
HRA — Z City (Base)	8%	30%
CGEGIS — Group C	₹1,50,000 (4th CPC era)	₹15,00,000 + (minimum

Demand	Current Position (7th CPC)	Proposed (8th CPC)
		baseline)
Funeral Grant Floor	Discretionary / Circle Fund	₹30,000 or 1 month BP
HBA Maximum Ceiling	₹25 lakh	₹60 lakh
HBA Interest Rate	7.1%–7.5%	5% (Simple Interest)
PLB Calculation Ceiling	₹7,000	Abolished — actual BP+DA
Festival Advance	Abolished (7th CPC)	Restored — ₹20,000, 10 EMIs
CEA / Hostel Subsidy	Up to Class XII	Up to Graduation (Age 25)
Paternity Leave	15 days	30 days
Casual Leave	8 days	12 days (restored)
CCL Salary (Second Year)	80% of Pay	100% of Pay
Death Relief (Welfare Fund)	Varies by Circle	₹1,00,000 (minimum statutory)
CTG Entitlement	80% of Basic Pay	100% of Basic Pay
Fixed Medical Allowance (FMA)	₹1,000/month	₹3,000/month
Standard Deduction (Income Tax)	₹50,000 (static)	₹1,00,000 (CPI-linked)

NATIONAL UNION OF POSTAL EMPLOYEES

Postmen & Multi-Tasking Staff, Group-C (Central Headquarters)

Affiliated to FNPO · Recognised by Government of India under JCM (National Council)

MEMORANDUM — PART III

SECTIONAL DEMANDS

Submitted to the VIIIth Central Pay Commission, 2026

Covering the Following Cadres:

Postmen Gr-C · MTS Gr-C (all sub-categories) · Sorting Postmen · Head Postmen · Cash Overseers · Mail Overseers · Foreign Post Packers · Allied Cadres

SUBMITTED BY

Shri. Nisar Mujawar,

General Secretary

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Ref.: NUPE/Postmen & MTS Gr-C/VIIIth CPC/Memo/7/2026-27

Date: April 20, 2026

COVERING LETTER

To,

The Honourable Chairman,

8th Central Pay Commission, Government of India, New Delhi.

Subject: Memorandum on Sectional Pay and Service Matters — Postmen Gr-C, MTS Gr-C (all sub-categories), and Allied Cadres — Submitted to the 8th Central Pay Commission, 2026.

Respected Sir / Madam,

We have the honour to submit this Memorandum on behalf of the National Union of Postal Employees — Postmen & MTS, Gr-C (CHQ), affiliated to the Federation of National Postal Organisations (FNPO), a Federation recognised by the Government of India under the National Council (JCM).

The cadres represented in this Memorandum — Postmen Gr-C, MTS Gr-C (in all its sub-categories), Sorting Postmen, Head Postmen, Cash Overseers, Mail Overseers, Foreign Post Packers, and allied categories — together constitute the operational frontline of the Department of Posts. They are the employees who physically touch every article of mail, every money order, every parcel, every insurance policy, and every IPPB banking transaction that India Post processes. Without them, the postal network does not function. Yet they have been, without exception, the least compensated and the least structurally advanced cadres in every Pay Commission cycle since Independence.

This Memorandum is grounded entirely in:

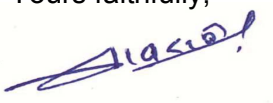
- Documented and officially notified changes in the nature and scope of duties since the 7th CPC;
- Judicial orders from the CAT, High Courts, and the Supreme Court of India that remain unimplemented;
- Objective pay comparisons with counterpart cadres in other Central Government departments;
- Official departmental data on mail volumes, staffing, and workload; and
- A transparent minimum wage calculation following the standard laid down by the Supreme Court of India in its 1991 judgment, aligned with the minimum wage formula adopted by the NC-JCM Staff Side in its Memorandum to the 8th CPC dated 14.04.2026.

NC-JCM Fitment Factor Alignment:

The NC-JCM Staff Side Memorandum to the 8th CPC (No. NC-JCM-2026/8th CPC dated 14.04.2026) has computed a minimum wage of Rs. 69,000/- per month for the lowest Group-C pay level on the basis of a 5-unit family norm and a fitment factor of 3.833. This Union's pay demands are fully aligned with and grounded in this NC-JCM computation. The minimum pay figures demanded in this Memorandum reflect the application of the 3.833 fitment factor to the respective 7th CPC pay levels, adjusted for the cadre restructuring proposal submitted by this Union.

The undersigned humbly requests that the Union be called for oral evidence at the appropriate stage of the Commission's inquiry.

Yours faithfully,



Nisar Mujawar

General Secretary

National Union of Postal Employees — Postmen & MTS, Gr-C

CHQ New Delhi- 110054

CHAPTER I — THE CASE FOR REVISION OF PAY, CADRE STRUCTURE AND SERVICE CONDITIONS OF POSTMEN AND MULTI-TASKING STAFF (MTS), GROUP-C, DEPARTMENT OF POSTS

1.1 Introduction — Scale and Significance of the Department

The Department of Posts represents the largest postal network in the world and functions as a vital instrument of governance, communication, and financial inclusion across the country. As per the Annual Report 2024–25, the network comprises 1,64,987 post offices, of which 1,49,164 (90.4%) are located in rural areas, thereby ensuring last-mile connectivity even in the remotest regions of India.

On a daily basis, the Department processes 474.53 crore mail articles and handles 9,103.39 lakh Money Orders amounting to Rs. 1,542.55 crore. These extensive operations are not carried out by automated systems alone but are physically executed by approximately 59,000 Postmen and 11,083 Multi-Tasking Staff (MTS), Group-C employees. Every postal article delivered, every parcel handled, every financial transaction completed at the doorstep of a citizen is carried out by these frontline employees. They constitute the backbone of the Department and the primary interface between the Government and the public.

1.2 Historical Importance and Public Trust

The Postman has historically symbolised dedication, honesty, and service to society. The role has been widely recognised as one of trust and human connection, particularly in rural India where the Postman often serves as the most accessible representative of the Government. Postmen function not merely as delivery personnel but as trusted intermediaries who maintain close relationships with the community. Their work reflects values such as commitment, efficiency, and public service, and they have rightly been recognised as the 'Brand Ambassadors' of the Department of Posts.

1.3 Nature of the Department and Structural Constraints

The Department of Posts operates under a Universal Service Obligation, ensuring affordable and accessible postal services to all sections of society. It is a socially committed public utility service and cannot be evaluated solely on commercial profit and loss considerations. Nevertheless, the Department faces structural constraints that compound the difficulties of its frontline workforce:

- Financial losses arising from rural postal operations not being fully compensated through Government support, requiring cross-subsidisation from commercial services;
- Pension liabilities of retired employees being borne by the Department instead of the Consolidated Fund of India, creating a significant recurring expenditure obligation; and
- Revenue erosion due to the expansion of private courier services exploiting statutory gaps in postal regulation.

Despite these challenges, the Department continues to deliver essential services through the dedication and efficiency of its frontline workforce, particularly Postmen and MTS. It is submitted that these structural constraints — which the employee cadres have had no part in creating —

cannot be used as a justification to deny just and fair compensation to the workforce that bears the burden of operational delivery.

1.4 Expansion of Business Activities and Role of Postmen

Over the years, the Department has diversified into various business activities including Speed Post, Logistics Post, Direct Post, and Bill Mail Services. The success of these initiatives is largely dependent on the active participation of Postmen. In addition to their core delivery functions, Postmen are now entrusted with:

- Address verification services for telecom companies and financial institutions;
- Collection and promotion of Speed Post and parcel services, contributing directly to revenue generation;
- Delivery of Aadhaar-related communications and government correspondence under various welfare schemes; and
- Marketing and servicing of Postal Life Insurance (PLI) and Rural Postal Life Insurance (RPLI), which constitute a significant revenue stream for the Department.

These activities contribute significantly to revenue generation and public service delivery. Yet the additional workload thus imposed upon Postmen has not been accompanied by any corresponding improvement in their pay structure, allowances, or designational status. The Commission is respectfully requested to recognise that a cadre generating revenue and delivering public services of this scale deserves pay commensurate with its contribution.

1.5 IT Modernisation and Transformation of Roles

The IT Modernisation Project of the Department has brought about a fundamental shift from manual operations to a digital and technology-driven system. Postmen and MTS are now required to perform duties that were previously assigned to clerical and technical staff. Their responsibilities now include:

- Operation of smartphones and handheld devices issued or procured for departmental use;
- Real-time data entry and updating of delivery status on APT/IMA/DSS platforms;
- Scanning and tracking of Speed Post and registered articles via DSS application; and
- Handling digital financial transactions and biometric authentication for IPPB services and Aadhaar updation.

This transformation has effectively converted Postmen and MTS into multi-skilled, technology-enabled personnel, significantly increasing their functional responsibilities. The pay structure, however, continues to reflect the pre-digitalisation duties of 2016. This is the foundational anomaly that this Memorandum seeks to correct.

1.6 Post–7th CPC Duty Expansion and Functional Transformation

The pay structure determined under the 7th Central Pay Commission was based on duties prevailing as of the reference date in 2016. Since then, there has been a substantial, documented, and officially notified expansion in the scope of work of both Postmen and MTS. The following comparative statement, drawn from official departmental circulars, captures this transformation:

Sl. No.	Nature of Duty	Pre-7th CPC (Before 2016)	Post-7th CPC (After 2016)
1	Mail Delivery	Physical delivery only	Delivery + digital confirmation via IMA/DSS app
2	Data Entry	Not required	Mandatory before and during beat (APT/, systems)
3	Scanning & Tracking	Not applicable	Real-time scanning via mobile at time of delivery
4	Banking / Insurance Services	Not applicable	Full IPPB banking services including AePS, NEFT, Two & Four Wheeler Insurance, Accidental Insurance
5	Aadhaar Work	Not applicable	Enrolment, updation, Digital Life Certificates
6	Customer Interface	Limited	High — banking, government schemes, DBT, services
7	Government Schemes	Minimal role	Active implementation —PM Kisan, Mukhymantri Ladaki Bahin Yojana, Matruvandana etc.
8	IT Usage	Nil	Mandatory smartphone and app usage for all functions

The role of Postmen and MTS has shifted comprehensively from manual delivery to multi-functional digital service delivery. MTS employees have similarly been assigned additional duties involving computer operations, record maintenance, dispatch management, and customer interaction under official orders. Each of these duties, taken individually, would justify a revision of pay scales. Collectively, they represent a complete redefinition of the roles of these cadres — a redefinition that has not been accompanied by any structural revision of compensation.

1.7 Pay Disparity and the Principle of Fair Compensation

Despite the significant expansion in duties and responsibilities, the pay structure of these cadres remains disproportionately low — Postman: Level-3 (Rs. 21,700); MTS: Level-1 (Rs. 18,000). These are among the lowest pay levels in the Central Government, even though these employees now perform multi-dimensional roles involving financial responsibility, technical operations, and public interaction. The principle of 'Equal Pay for Equal Work', enshrined in Article 39(d) of the Constitution and made enforceable through Articles 14 and 16, is directly applicable: employees performing duties of comparable complexity and responsibility must receive commensurate compensation. Hence the pay level of Postmen needs to be upgraded from level 3 to Level 4 and for MTS pay level 1 to 3.

1.8 Career Stagnation and Absence of Promotional Avenues

A major concern affecting Postmen and MTS is the total absence of a structured promotional hierarchy. These cadres have virtually no regular promotional avenues and depend solely on

the Modified Assured Career Progression (MACP) scheme for any financial advancement. This results in severe career stagnation, erosion of morale, and the complete non-recognition of accumulated experience and skill. In contrast, other cadres in the same Department — notably PA/SA — enjoy four formal promotions plus three MACPs, aggregating to seven financial advancements in a career. Postmen and MTS receive three MACPs only. Employees entering from the Gramin Dak Sevak (GDS) cadre are further disadvantaged, as their prior service is not counted for MACP benefits — an injustice affecting 75–90% of Postmen and MTS currently in service.

1.9 Judicial Pronouncements Supporting Pay Revision

The issue of pay disparity and non-recognition of duties performed by these cadres has been examined by multiple judicial forums, all of which have consistently upheld the principle that pay must be commensurate with duties and responsibilities actually performed. The following judicial pronouncements are directly relevant to the demands in this Memorandum:

Forum	Case Reference	Holding / Direction
Delhi High Court	WP No. 3225/2007 in OA No. 164/2005 — Dharam Singh & Others vs. Union of India	The Court held that non-grant of proportionate pay to MTS Gr-C cadre, given the duties formally entrusted to them through official orders, was unjust and amounted to an anomaly in fixation of pay.
CAT Kolkata Bench + Supreme Court	OA No. 225/1991 — upheld in SC Civil Appeal No. 11923/1996 dated 18.07.2000	The Tribunal directed grant of pay scale 950-1400 to Daftary cadre, recognising the nature of their work as above semi-skilled. Upheld by the Supreme Court.
Supreme Court	SLP No. 535/88 in OA No. 2724/1992 (CAT Principal Bench)	The hazardous and skilled nature of the work performed by Foreign Post Packers was judicially recognised, including chemical exposure, handling of prohibited goods, and international postal convention compliance.
DG (Posts)	Order No. 1-22008-PCC dated 04.11.2013	Directed that TBOP and BCR be treated as equivalent to ACP-I and ACP-II for MACP computation and that eligible Postmen/MTS receive the 3% increment effective from 01.09.2009. As of the date of this Memorandum, this order remains unimplemented in all Circles.

From the above judicial pronouncements, the following legal principles are clearly established:

(a) pay must reflect actual duties performed, not merely designation;

(b) denial of appropriate pay for higher duties amounts to a pay anomaly;

(c) the doctrine of Equal Pay for Equal Work is enforceable as a constitutional right; and

(d) financial upgradations and benefits, once recognised, must be uniformly and timely implemented across all Circles.

1.10 Constitutional Mandate — Articles 14, 16, and 39(d)

The present issue also involves constitutional principles of the highest order. Article 14 of the Constitution guarantees equality before law and equal protection of laws. Article 16 ensures equality of opportunity in public employment. Article 39(d) directs the State to ensure equal pay for equal work as a Directive Principle of State Policy. These provisions, read together and as interpreted by the Supreme Court in a long line of decisions including Randhir Singh vs. Union of India (1982) 1 SCC 618, mandate that employees performing similar duties must be treated equally, that arbitrary classification in pay and service conditions is impermissible, and that fairness must be maintained in all aspects of public employment.

The existing pay structure of Postmen and MTS suffers from:

(a) unequal pay despite identical or higher duties than higher-paid cadres;

(b) arbitrary classification based on designation rather than function actually performed;

(c) total absence of career progression; and

(d) non-recognition of skill, risk, and responsibility.

These factors render the present structure inconsistent with constitutional guarantees and warrant urgent corrective intervention by this Commission.

1.11 Undisputed Facts — The Summary Case

From the foregoing, the following facts are evident and undisputed on the basis of official records:

- The duties of Postmen and MTS have undergone a fundamental transformation since the 7th CPC, encompassing delivery, financial services, and digital operations that were previously the exclusive preserve of PA/SA cadre;
- The pay structure of these cadres has not kept pace with this transformation, creating a documented and quantifiable pay anomaly;
- Career stagnation is severe — no formal promotions exist, and the GDS service exclusion from MACP computation affects the majority of serving employees;
- Judicial and constitutional principles comprehensively support revision; and
- The Department's own official orders confirm the additional duties assigned — creating a legally sustainable and factually unassailable case for pay revision.

Postmen and MTS constitute the backbone of the Department of Posts and the foundation of last-mile service delivery in India. Their role has evolved into a multi-functional, technology-driven, and responsibility-intensive function critical to the success of multiple national government initiatives. The existing pay structure does not reflect the realities of their duties. A comprehensive revision is therefore essential to ensure fairness, motivation, operational efficiency, and constitutional compliance. Accordingly, this Chapter establishes a strong and justified case for the revision of pay scales, cadre restructuring, and improvement of service conditions, as detailed in the Chapters that follow.

CHAPTER II — MTS GR-C: SUB-CATEGORIES, DOCUMENTED DUTIES, AND PAY DEMANDS

2.1 Constitutional, Legal, and Service Jurisprudence Basis for Pay Revision

The demand for revision of pay scale of Multi-Tasking Staff (MTS) Gr-C cadre in the Department of Posts is firmly grounded in established constitutional principles, judicial precedents, and the settled jurisprudence of service law governing public employment in India.

Article 39(d) of the Constitution of India enshrines the Directive Principle of State Policy mandating 'equal pay for equal work.' Although non-justiciable by itself, this principle has been repeatedly elevated by judicial interpretation into an enforceable right when read with Articles 14 and 16, which guarantee equality before law and equality of opportunity in public employment. The Supreme Court of India has consistently held that where employees perform substantially identical or equivalent duties, denial of equal pay constitutes arbitrary discrimination violative of Articles 14 and 16 — Randhir Singh vs. Union of India (1982) 1 SCC 618; State of Punjab vs. Jagjit Singh (2017) 1 SCC 148.

The present case of MTS Gr-C employees falls squarely within this constitutional violation. They discharge duties equivalent to those of Postal Assistants (PA/SA), Drivers, Machine Operators, and Banking Correspondents, yet are compensated at the lowest pay level in the Central Government (Level-1 — Rs. 18,000). The following judicial and quasi-judicial precedents further support the demand for immediate pay restructuring:

Case / Authority	Finding / Direction
CAT Kolkata OA No. 225/1991	Directed grant of a higher pay scale to the Daftary cadre, recognising that their duties involve supervisory and accountability functions beyond ordinary Group 'D' work.
SC Civil Appeal No. 11923/1996	Upheld the CAT's direction and confirmed that Daftaries are entitled to a higher pay scale (Rs. 950–1400), above the general Group 'D' scale.
SC SLP No. 535/88 in OA No. 2724/1992	Judicially recognised the hazardous nature of sealing wax operations performed by Foreign Post Packers. Despite this recognition, no hazard compensation has ever been implemented.
P&T Departmental Council (JCM) Agreement	The Department agreed to upgrade Van Peons/Transit Mail Peons to Mail Guard cadre, recognising parity of duties. This agreement remains unimplemented.
Union of India v. SomasundaramViswanath (1989) & Vijay Singh Rao v. State of Haryana (1986)	These judgments reaffirm that executive instructions cannot override statutory recruitment rules, highlighting the illegality in arbitrary redesignation of skilled 'Packers' as 'Peons.'

Union of India v. S.D. Gupta (1996)	Executive instructions can only supplement, not supplant, statutory rules — a principle directly applicable to the reassignment of PA/SA duties to MTS without corresponding pay revision.

The cumulative weight of these authorities establishes that: MTS employees are performing skilled, technical, and hazardous duties; compensation at Level-1 is legally unsustainable and constitutionally impermissible; and immediate pay restructuring is both constitutionally mandated and judicially endorsed.

2.2 Documented Duties of MTS Gr-C — The Official Position

The Multi-Tasking Staff (MTS) Gr-C cadre in India Post is not a uniform category of attendants. It comprises at least twelve distinct sub-categories, each with a specific, documented, and in some cases technically demanding set of duties formally prescribed by Government Orders. Prior to the 6th CPC, this cadre was designated 'Group D.' Upon redesignation as MTS, the Department formally assigned 14 additional computer-handling duties previously belonging to the PA/SA cadre — without any pay revision whatsoever.

The duties of MTS Gr-C are prescribed by Government Orders, particularly DoPT Memo No. AB-14017/6/2009-Estt(RR) dated 30.04.2010 and Department of Posts OM No. 1-20/2008-PCC dated 24.09.2010. These orders assign multi-domain responsibilities including clerical, technical, operational, and financial functions:

Sl. No.	Duty Description	Nature of Work
1	Maintenance of registers with computer data entry	Technical / Clerical
2	Submission of routine administrative reports	Administrative
3	Preparation of indents	Stores / Administrative
4	Photocopying and fax operations	Clerical
5	Delivery of Dak	Operational
6	Watch and ward duties	Security
7	Driving vehicles	Skilled Technical
8	Sale of stamps and booking assistance	Core PA/SA Function
9	Speed Post data scanning	Core Technical
10	Mail sorting assistance	Operational
11	Customer enquiry handling	Public Interface
12	IPPB banking duties	Financial / Banking

2.3 Additional Duties Assigned Without Any Pay Revision

2.3.1 Aadhaar Enrolment and Updation — DoP Order dated 22.01.2019

By order No. 36-15/2017-BD&MD(Pt.-V) dated 22nd January, 2019, issued by the Business Development & Marketing Directorate, Department of Posts, MTS and GDS staff were formally authorised to be deployed at Aadhaar Enrolment and Updation Centres in Post Offices. This order directs that MTS and GDS can be deployed for working on Aadhaar counters by providing necessary training and certification in coordination with the respective Regional Office of UIDAI.

This order constitutes a formal governmental direction to assign sensitive biometric data processing work — involving citizens' Aadhaar identity records — to MTS employees compensated at Level-1 pay. Aadhaar operations require: biometric data handling under the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016; identity verification under regulatory oversight; and UIDAI-certified operations with individual accountability. These are skilled, regulated, and legally accountable functions. Their assignment to Level-1 employees without corresponding pay revision constitutes a pay anomaly that this Commission is respectfully requested to remedy.

2.3.2 CBS Passbook Operations — SB Order No. 13/2021

By SB Order No. 13/2021 (No. FS-13/7/2020-FS dated 28.06.2021), the FS Division of the Department of Posts created a separate work class (User Work Class-008) enabling MTS employees to perform the following live CBS banking operations on the Finacle core banking platform — the same software used by major commercial banks such as SBI and Canara Bank:

- HPBP — Print entries in passbook;
- HACCBAL — Check account details and balance;
- HAFI — Check last print date; and
- HPR — View passbook details.

MTS employees are thereby performing live CBS banking operations involving access to and processing of actual customer account data. This work is performed at Level-1 pay. The official order explicitly states that the list of assigned functions is 'illustrative and not exhaustive,' with the Department reserving the right to assign additional duties at will and without any corresponding pay revision. The Commission should note that these CBS functions are indistinguishable from core duties of PA/SA cadre — yet MTS is paid at Level-1 and PA/SA at Level-4.

2.4 Duty vs. Pay Disparity — Critical Analysis

The following table, derived from official duty assignments and applicable pay levels of equivalent cadres, demonstrates the systemic nature of the pay anomaly:

Duty Performed by MTS	Equivalent Cadre in GoI	Present MTS Pay	Demanded Pay Level
Data entry (APT/CBS)	PA/SA	Level-1	Level-3
Speed Post scanning	PA/SA	Level-1	Level-3

IPPB banking operations	BC/PA	Level-1	Level-3
Aadhaar enrolment and updation	UIDAI-Certified Operator	Level-1	Level-4
Driving departmental vehicles	Government Driver	Level-1	Level-3
Machine operation (franking, stitching)	Skilled Worker	Level-1	Level-4
Sealing wax operations (Foreign Post)	Foreign Post Packer	Level-1	Level-4 + Hazard Allowance

Key Finding — Systemic Wage Suppression:

The Government is effectively extracting Level-4 work at Level-1 wages across every sub-category of the MTS cadre. This constitutes systemic wage suppression that violates the constitutional guarantees under Articles 14, 16, and 39(d), and which the 8th Central Pay Commission is respectfully urged to comprehensively remedy.

2.5 Sub-Category Detailed Profiles and Demands

2.5.1 Post Office MTS — The Invisible Engine of Every Post Office

Post Office MTS are the operational backbone of every post office in India. Their duties, as prescribed in P&T Manual Vol. IV Rules 735 and 736, encompass a remarkably diverse range of functions that span physical, technical, financial, and administrative domains. On any given working day, the same individual may:

- Handle and carry mail bags between the post office, mail carriers, and MMS vehicles — bags routinely weighing 20 to 50 kg or more;
- Operate stamp cancellation machines, Xerox machines, franking machines, and bag-stitching machines — each requiring specific knowledge of machine settings, maintenance protocols, and accountability for equipment outputs;
- Perform stamping and facing of loose mail articles, requiring knowledge of postal regulations on article classification;
- Open letter bags, parcel bags, Speed Post bags, and sort contents by branch (Delivery, Parcel, Registration, Speed Post, EMO);
- Assist in the Savings Bank branch — physical retrieval and return of account opening forms, voucher stitching and binding, sealing of insured letters and parcels;
- Perform sealing of bags with sealing wax — a task that exposes the employee to carcinogenic sealing wax fumes; and
- Perform all 14 additional computer duties assigned by DoP OM dated 24.09.2010, including IPPB banking work.

A Post Office MTS is not a sweeper or a peon in the traditional sense. This is skilled, multi-domain work performed simultaneously and without supervisory support. The demand for Level-3 (Rs. 69,000 under 8th CPC at NC-JCM fitment) is not aspirational — it is a direct reflection of the documented functional profile. Hence the pay level of MTS needs to be upgraded from level 1 to level 3.

Demand	Particulars
Pay Revision	Pay Level-3 (Rs. 69,000 minimum under 8th CPC) for all Post Office MTS — effective from 01.01.2026
Cadre Classification	Formal recognition as 'Skilled and Technical' cadre — reflected in Service Rules and Recruitment Rules

2.5.2 Mail Peons (MTS) — The Railway Interface Cadre

Mail Peons are posted at post offices near railway stations to convey mails to and from the station, exchange bags with RMS sections, and clear letter boxes at the railway platform. Their duties, prescribed in P&T Manual Vol. VI, are time-critical and carry formal accountability chains that make the Mail Peon personally liable for every discrepancy:

- Arriving at the railway platform at least 10 minutes before train arrival with all mail bags — regardless of weather, time of day, or personal circumstances, since a delay of 5 minutes at the platform cascades into missed trains and delayed mail for thousands of addressees across the circuit;
- Identifying bags by their labels, verifying bag counts against mail lists (both original and duplicate copies), and maintaining a record of every discrepancy under formal receipt;
- Handing over bags to the Head Sorter of the relevant RMS section under receipt — creating a direct personal accountability chain;
- Receiving articles for registration from the public at the Railway Station, issuing receipts, and making over the articles to the post office registration clerk on return — functions identical to those of a Postal Assistant at the counter; and
- Maintaining Form MS-28 (late train register) — a document with administrative and audit significance.

This level of time-critical, legally accountable, and functionally diverse work is compensated at Level-1. The Mail Peon performing public-counter functions identical to a Postal Assistant receives Rs. 7,500 per month less than his counterpart indoors. This anomaly is directly contrary to the constitutional principle of equal pay for equal work and must be corrected.

Demand	Particulars
Pay Revision	Pay Level-3 (Rs. 69,000 minimum under 8th CPC — NC-JCM fitment)

2.5.3 Letter Box Peons (MTS)— The Daily Last-Mile Frontier

Letter Box Peons clear all letter boxes in their designated area — both office letter boxes and street letter boxes — and transport the collected mail back to the post office for processing. Their work involves:

- Walking 15–20 km per day in all weather conditions, carrying a load of 10–20 kg of collected mail;
- Replacing old time-plates on street letter boxes with new ones — a physical maintenance task with administrative significance;
- Stamping and bundling all collected articles and preparing mail bags at the post office
- Loading and unloading mail bags to and from Mail Motor Vehicles; and
- Performing all 14 additional computer duties including IPPB work.

A private logistics company employing an individual to collect parcels from multiple points across a 15–20 km route daily, process them at a hub, and upload tracking data into a computerised system would invariably classify such a role as semi-skilled to skilled and compensate accordingly. The Government of India, however, continues to classify the same role as 'semi-skilled' under Pay Level-1. This disparity — between what the market would recognise and what the Government pays — constitutes an unjustifiable incongruity that this Commission is respectfully requested to correct.

Demand	Particulars
Pay Revision	Up gradation to Pay Level-3 (Rs. 69,000 minimum — NC-JCM fitment)
Fuel Allowance	Rs. 1,500 per month — with immediate effect from 01.01.2026

2.5.4 Foreign Post Office Packers — A Documented Occupational Health Crisis

Foreign Post Packers are employed in four major Foreign Post Offices — Kolkata (110 staff), Mumbai (140 staff), Chennai (75 staff), Delhi (83 staff), totalling approximately 408 staff — plus Sub-Foreign Post Offices in State Capitals. Their duties are among the most specialised and hazardous in the entire postal system:

- Handling parcels and letters exchanged with 152 UPU member countries under the Geneva International Convention, requiring strict compliance with complex international postal rules;
- Opening articles for Customs examination — including articles containing fragile goods, precious stones, acids, medicines, and obnoxious or toxic materials that can cause immediate harm on contact;
- Repacking articles in their original form after Customs examination, requiring care to avoid damage to fragile contents and maintain tamper evidence for customs clearance purposes; and
- Sealing articles and bags with sealing wax — the primary source of the severe occupational health hazard documented below.

OCCUPATIONAL HEALTH CRISIS — FOREIGN POST PACKERS

The smoke emitted by burning sealing wax contains carcinogenic compounds including polycyclic aromatic hydrocarbons (PAHs) and carbon monoxide. Prolonged inhalation is a medically documented cause of:

• Pulmonary Tuberculosis (TB) — documented in 80–90% of long-serving Foreign Post Packers across all four major FPOs;

• Chronic Obstructive Pulmonary Disease (COPD), including emphysema and chronic bronchitis; and

• Lung Cancer and occupational Asthma.

The Supreme Court of India (SLP No. 535/88 in OA No. 2724/1992) has judicially acknowledged the hazardous nature of this work. Despite this judicial recognition spanning over three decades, no Hazard Allowance has ever been paid, no mandatory health screening has been conducted, and no protective equipment has been supplied to Foreign Post Packers.

This is not a pending policy matter — it is an unimplemented judicial direction. The 8th Central Pay Commission is respectfully requested to make a specific direction for immediate implementation.

Beyond the health dimension, the work of Foreign Post Packers is also technically demanding. Rule 37 (page 43) and Rule 47 (page 49) of P.O. Guide Part II, and the Foreign Post Manual, prescribe detailed procedures for special packing and make-up of foreign post articles — expertise that takes years to acquire and cannot be performed without specialist training in international postal conventions. This is skilled work by any reasonable professional standard.

Demand	Particulars
Pay Revision	Pay Level-3 (Rs. 69,000 minimum — NC-JCM fitment) consistent with judicial directions in SC SLP 535/88
Hazard Allowance	Rs. 3,000 per month — with immediate effect from 01.01.2026
Protective Equipment	N95/industrial-grade respirators (P100 rated), safety gloves, and eye protection — supplied at departmental cost
Medical Screening	Mandatory chest X-ray, pulmonary function test (PFT), and blood CBC every six months at departmental expense
Occupational Compensation	Occupational disease compensation of Rs. 5 lakhs ex-gratia for any Foreign Post Packer diagnosed with respiratory illness attributable to workplace exposure, as certified by a government medical officer; plus early medical retirement on full pension

2.5.5 MTS in Postal Store Depots (PSD) — An Industrial Workforce at Level-1 Pay

PSD MTS operate industrial machinery — printing machines, Xerox machines, cutting machines, canvas bag cleaning machines, and bag-stitching machines — for the production and supply of postal stationery and equipment to post offices across the Circle. They also drive supply vans (equivalent to departmental drivers classified at Level-4), seal and label valuable stationery bags with accountability for contents, perform loading and unloading operations involving significant physical risk of injury, conduct bag-cleaning operations exposing employees to chemical solvent fumes, and perform all 14 computer duties including IPPB work.

PSD MTS are, in effect, running a manufacturing and logistics operation for the Department. Their classification at Level-1 is not consistent with the technical and industrial nature of their work by any standard of job evaluation. Level-4 is demanded, on parity with industrial workers performing equivalent roles in other Central Government establishments.

Demand	Particulars
Pay Revision	Pay Level-4 (Rs. 83,200 minimum — NC-JCM fitment)
Machine Operation Allowance	Rs. 1,500 per month for employees regularly operating industrial machines

2.5.6 Conservancy, Gardening, and Watch/Ward MTS — Dignity Beyond Designation

Even employees in traditionally non-technical roles — sweepers, gardeners, and night guards — have been formally assigned the same 14 additional computer duties and IPPB work by the DoPT OM and DoP OM referenced above. This formal duty expansion cannot be ignored on the ground of designation alone. Furthermore, Night Guards perform functions directly analogous to those of Central Police Organization (CPO) watchmen — guarding premises containing government cash, postal stationery, insurance policies, and valuables — but without any weapon for self-defense, without security equipment, and without any Risk Allowance. A CPO watchman guarding comparable assets receives Level-3 pay, a Kit Allowance, and a defined security protocol. A Post Office Night Guard guarding the same category of government assets receives Level-1 pay — with no equipment and no risk compensation.

The Commission is respectfully invited to consider whether an employee's legal obligation to guard government property and personal liability for any loss should not be accompanied by fair compensation for that obligation. The answer, on any principled basis, must be in the affirmative.

Demand	Particulars
Pay Revision	Pay Level-3 (Rs. 69,000 minimum — NC-JCM fitment) for all MTS sub-categories
Risk Allowance	Rs. 3,000 per month for Night Guards protecting government cash and valuables without security equipment

CHAPTER III — POSTMEN GR-C: DOCUMENTED DUTIES, RESPONSIBILITIES, AND PAY DEMANDS

3.1 The Postman — Cutting Edge of the Department

The Postman is the cutting edge of the Department of Posts. He represents the Department in the lanes and by-lanes of this vast country and acts as the visible symbol of the institution in the minds of the common people. A large majority of customers may not regularly visit a post office, but they interact frequently with the Postman and judge the quality of service of the entire Department based on his performance — as he is the final link in the production chain who delivers the end product to the customer.

For a service organization like the Department of Posts, the Postman is not merely a functionary but also an image builder. Door-to-door delivery of postal articles remains a manual activity even in developed countries such as the USA, UK, and Australia. In the Indian context, the Postman's role carries an additional dimension of public trust: he must decide whether an accountable article should be delivered to a particular person; the legal system reposes significant trust in him, as the remarks recorded by a Postman regarding delivery or non-delivery are treated as conclusive evidence in courts of law. This is a function that no automated system can replicate.

3.2 A Day in the Life of a Postman in 2026 — The Full Documented Picture

The Commission is invited to consider what a Postman's working day actually looks like in 2026, as documented by the Department's own circulars and operational orders:

Time	Activities Performed by the Postman
08:30 – 09:00	Reports to duty. Collects articles allotted for his beat — Speed Post, registered letters, ordinary mail, parcels (NDC/IDC), money orders, IPPB delivery requests.
09:00 – 10:30	Sorts all articles beat-wise (reading full addresses and arranging in delivery sequence — a skilled cognitive task). Prepares APT delivery sheets and enters all articles with scanning via IMA/DSS application on his smartphone. Checks IPPB transaction requests for his beat and to attend the IPPB customer attended at post office.
10.30 – 11.00	Lunch Time
11:00 – 16:30	Goes on delivery beat — covering 20–50 km on foot or two-wheeler. Delivers ordinary articles. Obtains signatures for registered articles. Pays money orders (verifying payee identity). Processes IPPB deposits/withdrawals at customer's doorstep using biometric device. Delivers NDC/IDC parcels. Collects Speed Post articles for booking. Conducts Aadhaar update services. Issues Digital Life Certificates (DLC) where assigned. Canvasses for PLI/RPLI and postal investment schemes.

16:00 – 16:30	Returns to post office. Reconciles accounts — cash received from EMOs, VP/COD amounts, IPPB transactions. Hands over cash to Treasurer. Enters all undelivered articles in APT with specific non-delivery reasons. Prepares OTA/incentive bills if applicable.
16:30 – 17:00 (if ordered)	Second delivery (in offices with split duty) — additional beat, late receipts, special deliveries. In many offices, Postmen also cover additional beats of absent colleagues at no additional pay.

This is not the work of a Level-3 employee; hence the pay level of Postman is needs to upgraded from level 3 to level 4. This is simultaneously the work of a data-entry operator, a banking agent, a marketing executive, a sales executive, a logistics executive, an identity-verification officer, a cashier, and a delivery professional — all performed in the field, under time pressure, with personal financial liability for every rupee of government money in his possession. The Commission is respectfully requested to assess pay based on this documented functional reality, not based on the designation printed on the appointment order.

3.3 The 17 Additional PA/SA Duties — An Irrefutable Case

DoP Memo No. 24-20/2008-PE.I dated 25.11.2008 formally assigned 17 additional computer-handling duties to Postmen. These duties, by the Department's own rules, belong to the PA/SA cadre (Level-4). The following table places them side by side with the consequences for the Postman if they are not performed:

No.	Duty (Originally PA/SA — Now Assigned to Postmen)	Consequence for Postman if Not Done
1	Data entry of all mail articles in APT modules before proceeding on delivery beat	Articles cannot be tracked — delay complaints, administrative action against Postman
2	Scanning of articles using DSS App or IMA app at time of delivery	Delivery status not updated — Speed Post complaints, departmental inquiry
3	Uploading tracking data on SpeedNet / Speed Post tracking server	Breach of SLA commitments — departmental responsibility attributed to Postman
4	IPPB account opening at customer's doorstep using biometric device and smartphone	Business target shortfall — adverse APAR entry for the Postman
5	IPPB cash deposits and withdrawals — processing payments with AePS authentication	Customer inconvenience; if cash discrepancy, Postman is personally liable for recovery
6	Preparation of delivery lists for registered articles on computer	Office cannot commence delivery — administrative delay attributable to Postman
7	Preparation of incentive bills and OTA bills on computer	Postman loses his own financial entitlement — no other official prepares it

8	PLI/RPLI canvassing; SB/RD account opening; address verification for Aadhaar/DLC; pickup booking; return data entry; undelivered remarks entry in ,; money order online delivery via mobile; etc.	Each carries specific departmental accountability — Postman is personally answerable for non-performance of each duty

The Commission is asked to note that in every instance listed above, if the Postman fails to perform the duty, he faces departmental action. This is not voluntary additional work. It is mandatory, performed daily, and was previously compensated at the PA/SA level. It is now performed at Level-3 pay — a pay anomaly of the most direct kind.

3.4 Accountability Under Law — The Postman's Legal Liability

The Post Office Act and the P&T Manual impose penal accountability on the Postman for every article in his charge. The legal exposure of a Postman in 2026 includes:

- Section 52 of the India Post Office Act, 1898: Wilful detention or delay of any postal article — imprisonment up to 2 years or fine or both;
- P&T Manual Vol. VI, Part I, Chapter 4, Rule 42: Wrong delivery — punishable under departmental proceedings and CCS (CCA) Rules 1965, up to and including dismissal;
- False return of article as undeliverable — liable to prosecution in a court of law under the Post Office Act; and
- Personal financial liability for every rupee of EMO, COD, VPP/VPL, and IPPB cash carried on beat — any shortage is recovered directly from pay.

The Postman is, in legal terms, a government officer with full statutory accountability under multiple laws. He is treated in pay terms as a peon. This dissonance between legal accountability and financial compensation is perhaps the single most compelling argument for the pay revision demanded in this Memorandum. No other cadre in the Central Government carries this combination of statutory personal liability and minimum-scale compensation.

3.5 The Cash Hazard — An Unarmed Security Officer

Every day, the Postman of 2026 carries on his person: cash for payment of Electronic Money Orders (EMOs) ranging from hundreds to tens of thousands of rupees per beat; cash for COD and Value Payable Letters and Parcels collected from recipients; IPPB withdrawal cash drawn from customer accounts; and cash from Speed Post pick-up booking. The aggregate cash carried by a Postman on any given delivery day can range from Rs. 5,000 to Rs. 1,00,000 or more — in a bag on his body, on a two-wheeler, traversing localities ranging from residential areas to slums, from naxal-affected villages to crime-prone urban zones. He has no weapon, no escort, no armoured vehicle, no GPS tracking of his movements, and no Risk Allowance.

By comparison, a bank business correspondent carrying Rs. 10,000 in a rural kiosk is provided with a cash box, a lockable drawer, and sometimes armed guard reimbursement. A government cashier handling the same amounts in an office has a locked strong room and a Cash Handling Allowance. The Postman has none of these protections — and receives no Cash Handling Allowance. The demand for a Cash Handling Allowance of Rs. 3,000 per month for Postmen is therefore not an additional benefit — it is the correction of a glaring and legally indefensible discrimination.

3.6 Category-Wise Pay Demands

3.6.1 Entry Grade — Postman Gr-C / DSV: Level-4 (Rs. 83,200)

The following matrix shows the duty-based comparison that justifies Level-4 for the Entry Grade Postman:

Function Performed by Entry Grade Postman	Equivalent Cadre in GoI	Pay Level of Equivalent Cadre
Beat sorting — reading full addresses, sequencing for delivery	Sorting Assistant (SA)	Level-4 (Rs. 25,500 min.)
, data entry and IMA scanning before and during delivery	Data Entry Operator Grade A	Level-4
IPPB banking at doorstep — AePS, deposits, withdrawals, NEFT	Business Correspondent Agent (nationalized bank)	Commission + fixed pay equivalent to Level-4
Identity verification before payment of MO and insured articles	Public Relation Inspector (Postal)	Level-4
Cash handling — EMO, VPL, IPPB cash on beat	Cashier / Treasurer (Post Office)	Level-4 + Cash Handling Allowance
Two-wheeler driving for delivery	Government Driver	Level-4 (GP 2400)
PLI/RPLI canvassing and SB/RD account opening	Postal Assistant (DO PLI/PRI)	Level-4
Aadhaar update and Digital Life Certificates (biometric device)	Common Service Centre Operator	Equivalent to Level-4
NDC parcel delivery — heavy loads, door-to-door	Logistics Delivery Executive (private sector)	Market equivalent: Rs. 20,000–35,000 per month

Every function listed above is currently performed by Entry Grade Postmen daily. Every equivalent cadre is compensated at Level-4 or above. The composite of all these functions — performed simultaneously by one individual in the field — justifies Level-4 (Rs. 83,200) for the Entry Grade. The Union is not demanding parity with PA/SA at entry level as a blanket claim: it is demanding pay that is proportionate to the actual composite burden of work performed, with a clear promotional pathway as detailed below.

3.6.2 Grade I (Like LSG)— Sorting Postman (Beat Sorter): Level-5 (Rs. 1,12,000)

The Sorting Postman is a senior Postman assigned to the indoor sorting function of the post office. A Sorting Assistant (SA) in a Sorting Office sorts articles by PIN code — a largely mechanical, index-based task. A Sorting Postman, by contrast, sorts all articles for all beats in the office — by beat number, by building, by street, by block, by floor. This requires complete memorization of the entire addressing system of the post office jurisdiction — sometimes spanning thousands of addresses across a geographically complex area. When a mis-coded or

mis-sent article arrives, the Sorting Postman must read the full address, identify the correct beat and destination, and manually redirect — a task requiring genuine knowledge and cognitive skill that cannot be automated.

Continuous reading of addresses under varying light conditions also causes eye strain — a documented occupational health risk specific to this sub-cadre. The Sorting Postman typically has 15–25 years of service and irreplaceable institutional knowledge. Yet under the current structure, Sorting Postman is not treated as a promotional post — it is filled by seniority with no pay distinction from the Postman on delivery beat. This is both irrational and unjust.

Demand	Particulars
Grade I Designation	Sorting Postman / Beat Sorter — treated as a distinct promotional post
Pay Level	Level-5 (Rs. 1,12,000 minimum — NC-JCM fitment)
Promotion Channel	From Entry Grade (Postman/DSV) on completion of 7 years in Entry Grade, through DPC on seniority-cum-fitness basis

3.6.3 Grade II (Like HSG-II) — Head Postman / Cash Overseer / Mail Overseer: Level-6 (Rs. 1,35,700)

The Head Postman and Mail Overseer are supervisory officials whose duties, prescribed in P&T Manual Vol. VI, Part III, include: checking delivery remarks on all undelivered ordinary and registered mail; verifying addresses on returned letters; arranging daily beats for all Postmen; arranging substitutes for absent Postmen; making window delivery of accountable articles; making window payment of money orders; escorting cash conveyance where required; verifying money order payments made by Postmen as a control function; and handling enquiries into minor complaints under orders of the Postmaster. The Overseer performs, in practice, approximately 50% of the duties of an Inspector of Post Offices (IP) or Assistant Superintendent of Post Offices (ASP) — yet receives Level-4 at best, with no supervisory differential and no risk premium.

Demand	Particulars
Grade II Designation	Head Postman / Cash Overseer / Mail Overseer — unified supervisory promotional grade
Pay Level	Level-6 (Rs. 1,35,700 minimum — NC-JCM fitment, GP 4200)
Cash Handling Allowance	Rs. 3,000 per month for cash remittance duties
Risk Allowance	Rs. 3,000 per month
Promotion Channel	From Grade I (Sorting Postman) on completion of 5 years in Grade I, through DPC on seniority-cum-fitness basis
Security Escort	Mandatory police or armed escort for all remittances above Rs. 5 lakhs

3.6.4 Grade III (Like HSG-I) — Overseer Postman: Level-7 (Rs. 1,82,500)

Cash Overseers perform the single most financially dangerous function in the Department of Posts — the unescorted conveyance of government cash between sub-post offices, banks, and head post offices. Cash Overseers in Maharashtra, Andhra Pradesh, Karnataka, Tamil Nadu, and other Circles routinely carry remittances of Rs. 5 lakhs to Rs. 25 lakhs per trip, unescorted, on routes that often pass through remote areas and, in some cases, Left Wing Extremist (LWE) affected zones where robbery and violence are documented risks. The Cash Overseer has no weapon, no armoured vehicle, no GPS tracking, no panic button, and no insurance for the cash being carried. If the cash is lost or stolen, the Cash Overseer is personally liable under departmental rules for the full amount. No Cash Handling Allowance, no Risk Allowance, and no Conveyance Allowance is currently paid. A bank employee carrying Rs. 50,000 in a cash van has an armed guard, GPS tracking, and insurance — and receives a cash handling allowance. The contrast could not be more stark.

Demand	Particulars
Grade III Designation	Overseer Postman — senior field supervisory post
Pay Level	Level-7 (Rs. 1,82,500 minimum — NC-JCM fitment, GP 4600)
Cash Handling Allowance	Rs. 3,000 per month carrying cash remittance duties
Security Escort	Mandatory police or armed escort for all remittances above Rs. 5 lakhs

3.6.5 Grade IV (Like NFG) — PR Postman / Caretaker (Apex Grade): Level-8 (Rs. 2,15,100)

The Public Relation Postmen performs duties that are explicitly inspectorial and quasi-supervisory in nature; verification of passbooks of all savings schemes at Post Offices — a financial audit function; verification of high-value withdrawals — a fraud-prevention function; conducting enquiries into miscellaneous matters as directed by SDI/ASP; assisting the Sub-Divisional Head in PLI/RPLI business targets; and conveyance of cash to Post Offices. The PR Postman effectively performs 25% of the inspection and supervisory work of an SDI/ASP and 25% work of Public Relation Inspector, yet receives no TA/DA for outstation field visits. The PR Postman functions as an Assistant to the PRIP, performing beat supervision, TA/CEA/Medical bill verification, KVIC verification, and public relations management.

Demand	Particulars
Grade IV Designation	PR Postman / Caretaker — Apex Grade of the restructured Postman cadre
Pay Level	Level-8 (Rs. 2,15,100 minimum — NC-JCM fitment, GP 4800)
Supervisory Allowance	Rs. 3,000 per month
TA/DA	Field supervisory duties compensated at par with PRIP rates, including lodging charges for outstation visits

CHAPTER IV — PROMOTIONAL STRUCTURE, MACP, AND CAREER PROGRESSION

4.1 The Fundamental Structural Injustice — Quantified

The following comparison quantifies the career advancement gap between the PA/SA cadre and the Postmen/MTS cadres. This is not a marginal difference — it is a structural chasm that has compounded over multiple Pay Commission cycles without correction:

Career Parameter	PA/SA Cadre	Postman / MTS Cadre
Entry Pay Level	Level-4 (Rs. 25,500 min.)	Level-3 (Postman) / Level-1 (MTS)
Number of Formal Promotions	4 (LSG → HSG-II → HSG-I → NFG)	ZERO
Number of MACP Upgradations	3 (at 10, 20, 30 years)	3 only (at 10, 20, 30 years)
Maximum Career Advancement (Promotions + MACPs)	7 financial advancements (4 formal promotion+ 3 MACP)	3 financial advancements (MACP only)
Highest Attainable Pay Level in Career	Level-8 or above (NFG/HSG-I)	Level-6 at best (if all 3 MACPs received)
Change in Designation	PA → LSG PA/SPM→ HSG-II → HSG-I → NFG	Postman → Postman → Postman (30 years, no change)
Induction Training Received	Yes — 3 months institutional training	NONE

The above table establishes an undeniable fact: Postmen and MTS cadres are structurally discriminated against in every single dimension of career progression — entry pay, promotion frequency, MACP count, designation change, and training — when compared to the PA/SA cadre that performs closely related work in the same organisation under the same Group-C classification. This structural discrimination has no legal, administrative, or functional justification.

4.2 The Four-Grade Promotion Demand — Fully Justified

The Union demands four formal promotional rungs for the Postman cadre, consistent with the cadre restructuring proposal submitted to the DDG(VP) Committee (Ref. Q-25/27/2025-PE-I-DOP). The proposed structure creates a logical, functionally differentiated hierarchy:

Grade / Designation	7th CPC Level	7th CPC Min. Pay (Rs.)	8th CPC Demand Level	8th CPC Min. Pay (Rs.) — NC-JCM 3.833 Fitment
MTS Gr-C — All sub-categories	Level-1	18,000	Level-3	69,000
Foreign Post Packers	Level-2	19,900	Level-4 + Hazard Allowance	83,200 + Rs. 5,000/month
Entry Grade — Postman Gr-C / DSV	Level-3	21,700	Level-4	83,200
Grade I — Sorting Postman / Beat Sorter (Like LSG)	Level-3	21,700	Level-5	1,12,000
Grade II — Head Postman / Cash Overseer / Mail Overseer (Like HSG-II)	Level-3	21,700	Level-6	1,35,700
Grade III — Overseer Postman (Like HSG-I)	Level-3	21,700	Level-7	1,82,500
Grade IV — PR Postman / Caretaker (Apex Grade) (Like NFG)	Level-3	21,700	Level-8	2,15,100

The NC-JCM Staff Side Memorandum (dated 14.04.2026) proposes merger of certain levels into consolidated Pay Scales at the 3.833 fitment. Under that proposal, Postman Entry Grade (currently Level-3) moves to Level-4 with a minimum of Rs. 83,200. This Union's demands are consistent with and supplementary to the NC-JCM common service matters position. All figures in the above table are derived by applying the NC-JCM fitment factor of 3.833 to the relevant 7th CPC pay levels, with no independent inflation.

4.3 Automatic Promotion: Postmen to PA/SA — The Case

The Union demands that after completing 10 years of qualifying service, Postmen be eligible for automatic promotion to the PA/SA cadre on Seniority-cum-Fitness, with 25% of the LDCE quota vacancies in PA/SA earmarked for this channel. The justification is comprehensive:

- A Postman with 10+ years of service has already been performing 17 duties of the PA/SA cadre daily — his practical knowledge of postal operations, from sorting to delivery to , entry to IPPB processing, is equal to or greater than that of a fresh PA/SA direct recruit;
- PA/SA direct recruits receive 3 months of institutional training to learn what the Postman already does every day — the training investment by the Department is demonstrably lower for a promoted Postman than for a fresh recruit;
- The physical demands of outdoor field duty — 30–50 km daily, carrying loads, in all weather conditions — are unsustainable for a Postman beyond 45–50 years of age;

absorption into indoor work at that stage is a matter of occupational fairness and human dignity; and

- 40% of PA/SA vacancies are already reserved for Limited Departmental Competitive Examination (LDCE) candidates from within the Department — converting 25% of the LDCE quota to Seniority-cum-Fitness automatic promotion channels this institutional knowledge efficiently.

4.4 MACP Reforms — Five Specific Demands

4.4.1 Decoupling of MACP from Regular Promotion

The MACP Scheme is constituted as a financial upgradation scheme to compensate for stagnation due to lack of promotional opportunities — not as a substitute for or an adjunct to regular promotion. DoPT OM dated 18.09.2009 (Para 5 and 6.2) already mandates that 'MACP will be given as a financial upgradation and will not count as a regular promotion.' However, in practice, if an employee declines a regular promotion for genuine and unavoidable personal, medical, or administrative reasons, the benefit of MACP is withheld or deferred until such promotion is accepted — effectively linking MACP to promotion and defeating the scheme's stated purpose. This causes serious, documented hardship to employees and must be corrected through a clear Commission recommendation. MACP must be formally and explicitly decoupled from regular promotion. Refusal of promotion shall not result in denial or postponement of MACP benefits.

4.4.2 Counting of GDS Service for MACP

Of the approximately 59,000 Postmen currently serving in India Post, the majority were recruited from the Gramin Dak Sevak (GDS) cadre after years of rural postal service. GDS service is currently excluded entirely from MACP computation. This means a Postman who served 8 years as a GDS BPM — handling SB accounts, money orders, PLI, and IPPB in rural areas — restarts his MACP clock at zero on regularisation as a Postman. He receives his 1st MACP at age 38, 2nd at age 48, and 3rd at age 58 — just before retirement. A directly recruited Postman at age 22 receives his 1st MACP at age 32 and retires with substantially greater financial benefit. This injustice affects 75–90% of Postmen cadre strength. The Commission must recommend that GDS service be counted for MACP computation from the date of regularisation as MTS/Postmen, with a one-time benefit to all currently serving employees deprived of MACP due to this exclusion.

4.4.3 Enhancement of MACP to 5 Up gradations

The number of MACPs must be increased from 3 to 5, at intervals of 6, 12, 18, 24 and 30 years of qualifying service within the cadre, aligned with the NC-JCM common demand for a minimum of five financial advancements in a 30-year career. The present 3-MACP structure at 10, 20, and 30 years provides only three financial advancements for employees who have no formal promotions — an outcome that is manifestly inequitable when compared to the 7 advancements available in the PA/SA cadre.

4.4.4 Implementation of DG (Posts) Order dated 04.11.2013

DG (Posts) Order No. 1-22008-PCC dated 04.11.2013, directing a 3% increment with effect from 01.09.2009 for all eligible Postmen and MTS Gr-C employees under MACP (TBOP/BCR conversion), remains unimplemented in all Circles across India as of the date of this Memorandum. This is a Directorate-level order issued over a decade ago that has simply not

been complied with by field formations. The Commission is respectfully requested to recommend a time-bound compliance audit to be conducted within six months of the submission of its Report, with personal accountability fixed on Circle Heads for non-compliance.

4.4.5 Rationalisation of APAR Benchmark Criteria for MACP

In the present system, the grant of MACP is linked to the condition that APAR grading of the last 5 years must fall within the benchmark of 'Good' to 'Very Good.' Towards the later stage of service, this condition permanently deprives the employee of the financial up gradation. The Union requests that either:

(a) the APAR linkage with MACP be delinked entirely in the interest of equity; or

(b) a more reasonable provision be introduced whereby any 3 APARs out of the last 6 years, meeting the benchmark of 'Good' and above, be considered sufficient for grant of MACP — a balanced approach that recognizes overall performance without undue penalization for isolated grading instances.

4.5 Annual Increment —

The present annual increment is 3% of the basic pay. This raise in pay is not commensurate with the rising inflation and growing market. Considering the steep escalation in inflation, the existing annual increment may be increased from 3% to 6%.

CHAPTER V — ALLOWANCES: SPECIFIC DEMANDS WITH FULL JUSTIFICATION

5.1 Uniform / Kit Allowance — Rs. 30,000 per Year

The uniform is mandatory for Postmen and MTS Gr-C. It is not an optional dress code — departmental rules require uniform to be worn on all working days, and absence of uniform is expressly a ground for disciplinary action. The full kit required for a Postman performing outdoor duties encompasses: summer uniform (2 sets per year); winter uniform with jacket/sweater (2 sets per year); warm great coat or overcoat (1 per 3 years); raincoat (1 per 3 years); woollen jersey (1 per 2 years); shoes (2 pairs per year — outdoor duty causes rapid wear); socks (4 pairs per year); belt, nameplate, umbrella, and postman delivery bag; stitching charges for all garments; washing and maintenance charges; and shoe polish and brush.

The market cost of the above kit, at current rates, exceeds Rs. 30,000 per year. The present allowance of Rs. 5,000 — which has not been revised in years — covers barely one pair of shoes and a single set of uniform fabric at 2026 prices.

Comparator Cadre	Annual Kit/Uniform Allowance	Postman Current Allowance
CPO Constable (CISF/BSF/CRPF)	Rs. 25,000–30,000 per year	Rs. 5,000 per year
Railway Protection Force (RPF) Rakshak	Rs. 20,000–25,000 per year (Outfit Allowance)	Rs. 5,000 per year
Nursing Staff (Central Government)	Rs. 18,000–22,000 per year (Kit Allowance)	Rs. 5,000 per year
Army Personnel	Outfit Allowance equivalent to Rs. 30,000+	Rs. 5,000 per year

Demand: Rs. 30,000 per year as a consolidated Uniform/Kit Allowance (cash payment to employee), to be revised automatically at each Pay Commission cycle.

5.2 Cash Handling Allowance

A Cashier or Treasurer in a post office, handling government cash in a secured room during office hours, receives a Cash Handling Allowance. A Postman carrying larger amounts of government cash on an open public road without any security, escort, or protective equipment receives nothing. This discriminatory exclusion cannot be justified on any principled basis. The Commission is respectfully requested to correct it:

Cadre	Demanded Monthly Allowance	Justification
Postman Gr-C / DSV (carrying EMO/VPL/IPPB cash on beat)	Rs. 3,000 per month	Carries government cash in open public spaces without escort — higher risk than Cashier in secured room with strong room
Stamp Vendor (handling revenue stationery)	Rs. 3,000 per month	Maintains and accounts for revenue-bearing stationery; any shortage is personal liability recoverable from pay
Cash Overseer (inter-office cash conveyance, unescorted)	Rs. 3,000 per month	Carries lakhs of rupees unescorted in open conveyances; highest cash-handling risk profile in the entire Department

5.3 Risk Allowances

The following table presents risk allowance demands by category, with the documented risk basis and legal/judicial grounding for each:

Category	Nature of Risk	Demanded Allowance	Legal Basis
Foreign Post Packers	Carcinogenic sealing wax fumes; toxic article handling; international compliance liability	Rs. 3,000/month + respirators + biannual health screening	SC SLP No. 535/88 — judicially acknowledged hazard
MTS handling Insured Articles	High-value article accountability; personal liability for any shortage	Rs. 1,500/month	Parity with CAO Risk Allowance
PSD MTS — bag cleaning operations	Chemical solvent fume exposure during canvas bag cleaning	Rs. 1,500/month	Documented occupational chemical exposure
Postman / Mail Overseer / Cash Overseer — unescorted remittance	Armed robbery risk; remote area travel; personal financial liability for full amount	Rs. 3,000/month + Rs. 3,000 conveyance	Bank BC standard; absence of any current allowance
RLO MTS — Returned Letter Office	Handling prohibited goods; confidentiality obligations; exposure to unknown materials	Rs. 1,500/month	Nature of duty and personal liability

5.4 OTA / Fixed Monetary Compensation — Correction of a Long-Standing Anomaly

Postmen are currently paid a flat rate of Rs. 47/- for a Combined Delivery Beat (3 additional hours) and Rs. 94/- for a Full Delivery Beat (5–6 additional hours) — rates fixed vide Department of Posts, Communication No.10-7/2001-PE-II dated 14/08/2015 hat have never been revised in last Pay Commission cycle. These figures represent a fraction of any rational valuation of additional work time and cannot be justified by reference to any comparable Central Government overtime standard.

The Union demands that OTA/Fixed Monetary Compensation for all Postmen be calculated on basic pay at the standard hourly rate, as follows:

Type of Additional Duty	Hours	Rate per Hour (at Rs. 83,200 basic)	Demanded OTA Amount
Combined Delivery Beat	Less than 3 hours	Rs. 83,200 ÷ 200 = Rs. 416/-	Rs. 1,248/- per occasion
Full Delivery Beat	More than 3 hours but less than 6 hours	Rs. 83,200 ÷ 200 = Rs. 416/-	Rs. 2,496/- per occasion
Duty performed on Holiday/Sunday	Full day	Full Day	1 day salary

This formulation aligns with the standard hourly rate formula applicable to Central Government employees and eliminates the irrationality of a flat rate that has not been revised in decades despite multiple Pay Commission cycles.

5.5 Split Duty Allowance — Rs. 150 to Rs. 1,500

Split duty requires the Postman to make two separate trips to and from the post office per day — reporting in the morning, proceeding on delivery, returning for a mid-day break, and returning again for a second delivery — at his own expense. The current Split Duty Allowance of Rs. 150 per month is a figure fixed decades ago that does not cover a single round trip by public transport in any Indian city in 2026. In Delhi, a single return auto rickshaw trip costs Rs. 80–120. In Mumbai, a bus commute costs Rs. 25–50 per trip. The annual economic burden on a Postman performing split duty is several thousand rupees — against a compensatory allowance of Rs. 150 per month.

Demand: Rs. 1,500 per month — a 10-fold increase that still falls well below the actual cost of additional daily commuting imposed by split duty.

5.6 Children's Education and Hostel Allowance — NC-JCM Aligned

Parameter	7th CPC Rate	8th CPC Demand (NC-JCM Aligned)
Education Allowance (per child per year)	Rs. 27,000 (up to 10+2)	Rs. 1,20,000 (up to Post Graduation)

Hostel Subsidy (per child per year)	Rs. 81,000	Rs. 4,20,000
Level of Education Covered	10+2 only	Up to Graduation including engineering, polytechnic, and professional degrees

The NC-JCM Memorandum (Q.2) demands CEA Rs. 10,000/month (Rs. 1,20,000/year) and Hostel Subsidy Rs. 35,000/month (Rs. 4,20,000/year). This Union's demands are exactly aligned with the NC-JCM common service demand. The present ceiling at 10+2 is not merely inadequate — it is a structural barrier that effectively limits the higher education of children of Postmen and MTS. The 8th CPC is respectfully requested to remove this ceiling and extend coverage to Graduation level, as demanded by the NC-JCM Staff Side.

5.7 CGHS and Medical — Specific Reforms

The following reforms to medical facilities are essential to ensure that the health security available to Postmen and MTS is commensurate with their service obligations:

- Cashless treatment facility under CGHS to be extended to all working employees — not just retirees. A Postman admitted in a medical emergency should not have to spend from personal funds and await reimbursement;
- Medi-claim policy of Rs. 20 lakhs per employee, covering employee plus spouse plus 2 children plus 2 dependent parents, to be provided as an additional benefit with premium deducted from monthly salary — necessary because CGHS dispensaries routinely refer patients to government hospitals without providing treatment, and reimbursement from postal administration is slow and contested;
- CGHS dispensary timings to be extended: 6:00 AM to 2:00 PM (shift 1) and 2:00 PM to 10:00 PM (shift 2) — the present hours exclude Postmen who report before 7 AM and cannot visit a dispensary during duty hours;
- CGHS Plastic Card holders to be allowed direct treatment at all government-recognized empanelled hospitals without prior referral from CGHS dispensary — the referral system is a bureaucratic barrier that delays treatment and adversely affects patient outcomes; and
- Medical certificate from any MBBS-qualified practitioner to be accepted for sick leave — the current requirement for CGHS/AMA certificates only is impractical for staff in remote areas and for those requiring emergency treatment outside office hours.
- Presently the CGHS facility is provided to the central government servants residing under 8 km radius from the CGHS city only. This condition of residence to avail the cashless treatment is stringent to the CG Servant which restricts to get better medical facilities. This condition needs to be quashed out and open for all central government employees.

CHAPTER VI — SERVICE CONDITIONS, GDS INTEGRATION AND PENSION DEMANDS

6.1 APAR — Systemic Bias Against Postmen and MTS

The Annual Performance Assessment Report (APAR) of a Postman or MTS is written by the Sub-Postmaster (SPM) of the post office where they are posted. The SPM is typically a member of a different service association or union — often a rival organization to NUPE. This creates a structural conflict of interest: the reporting authority has an organizational incentive to award lower grading to members of a competing union, which directly and materially affects MACP eligibility. This conflict has been documented and raised before multiple Postal Pay Revision Committees and internal administrative review mechanisms.

Additionally, Postmen and MTS perform their duties primarily in the field — under time pressure, in diverse and often difficult environmental conditions. Minor procedural deviations that would go entirely unnoticed in an indoor setting are visible in field duty and are disproportionately recorded as grounds for lower APAR ratings. The result is a systemic bias in the performance assessment system that disadvantages field-duty employees relative to their indoor counterparts.

Demands:

- For MTS, Postmen, and PA/SA cadres: APAR to have only two grades — 'Good' and 'Very Good.' The 'Average' grade must be eliminated for these levels. An employee performing the enumerated multi-domain duties daily cannot meaningfully be described as 'average' — the grade is used pejoratively as a mechanism to deny MACP;
- For officers above Group-C: “Good”, "Very Good,” and “Outstanding” may continue; and
- A formal provision for review of APAR by a Reviewing Authority at the Divisional/Regional level must be incorporated into the APAR guidelines in all cases where the reporting Sub-Postmaster belongs to a different service association — preventing the structural conflict of interest from affecting an employee's service record.
- The Union requests that either:

  (a) the APAR linkage with MACP be delinked entirely in the interest of equity; or

  (b) a more reasonable provision be introduced whereby any 3 APARs out of the last 6 years, meeting the benchmark of 'Good' and above, be considered sufficient for grant of MACP — a balanced approach that recognizes overall performance without undue penalization for isolated grading instances.

6.2 Compassionate Appointment — A Humanitarian Imperative

When a Central Government employee dies in service, the family loses its primary breadwinner without warning. The dependent family — spouse, children, elderly parents — is left without income at the moment of deepest personal crisis. The current compassionate appointment quota of 5% of annual vacancies is the Government's mechanism to provide employment to one dependent in these circumstances. It is wholly inadequate: in practice, the waiting list for compassionate appointments stretches years — and in some Circles, decades. Families that have already suffered an irreversible tragedy are left in a sustained state of financial crisis while awaiting a vacancy under a 5% quota.

The Railway Department provides a constructive model: compassionate appointment is permitted even when vacancies are not available, by creating a temporary post at minimum scale and regularising the employee after 3 years on passing a qualifying examination. The Union demands the same approach for India Post, which serves the largest workforce per unit of Postal Department in the country:

- Compassionate appointment quota to be enhanced from 5% to 25% of aggregate annual vacancies;
- Where vacancies are not available: the dependent to be appointed on a minimum pay scale (Level-1) and regularised to the post for which they are qualified after 3–5 years, on passing a qualifying departmental examination;
- GDS vacancies to be offered as an alternative to eligible dependents where regular MTS/Postmen vacancies are unavailable; and
- No educational qualification bar beyond Class 8 for the widow or widower of a deceased employee.

6.3 Infrastructure and Working Conditions

The physical infrastructure of post offices — where Postmen and MTS spend their pre-delivery and post-delivery hours — fails to meet the minimum standards of a dignified workplace. The following infrastructure improvements are demanded as non-negotiable minimum standards:

- Dedicated, enclosed Delivery Halls for all Postmen — currently 90% of post offices seat Postmen in open verandahs or corridors, with no weather protection and no security for the articles being sorted before delivery;
- Separate restrooms for outdoor staff during split duty intervals — Postmen returning from a beat in summer heat, monsoon rain, or winter cold have no designated facility to sit, rest, or change before the second delivery;
- Separate, functional, clean toilets and changing rooms for women Postmen and MTS staff at all post offices — this is a basic minimum condition of dignified employment under any standard of labour law and must be mandated by the Commission; and
- An ambulance on rate contract maintained by each Postal Division, available for emergency evacuation of staff injured on duty in the field.

6.4 Pension and Retirement — Specific Demands

The retirement security of Postmen and MTS — who spend 30–40 years in physically demanding, financially exposed, and constitutionally accountable public service — must be comprehensively protected. The following pension and retirement demands are submitted:

- Old Pension Scheme (OPS) to be restored for all Central Government employees recruited on or after 01.01.2004, consistent with the NC-JCM Staff Side demand (Q.9). The NPS — based on market returns with no guaranteed quantum — does not provide the retirement security that a career government employee deserves after four decades of statutory accountability;
- Pension increase linked to age: 5% additional at 65 years; 10% at 70 years; 15% at 75 years; 20% at 80 years; 100% (doubling) at 85 years — applied cumulatively to total pension at each age milestone;
- No income tax on retirement receipts: DCRG, GPF corpus, RPLI/PLI maturity proceeds, and monthly pension to be fully tax-exempt — an employee who has served for 38–40

years should not lose a portion of his retirement corpus to income tax as recognised in the Nakara judgment (1983) which held that pension ensures 'dignity in old age'; and

- LTC for retirees: retired employees up to 75 years of age to receive LTC once every 5 years, covering the employee and spouse.

Demand	Specific Provision	NC-JCM Alignment
Gratuity Ceiling	Enhanced from Rs. 20 lakhs to Rs. 50 lakhs (minimum)	NC-JCM Q.9 demands Rs. 75 lakhs; NUPE demands minimum Rs. 50 lakhs
Family Pension	Enhanced from 30% to 40% of last drawn pay; minimum Rs. 15,000/month	NC-JCM Q.9 demands 50%; NUPE minimum: 40%
Leave Encashment	Ceiling enhanced from 300 to 450 days; one-time encashment of 100–150 days during service	NC-JCM Q.9 demands 600 days; NUPE minimum: 450 days
Commutation Restoration	Restored after 11 years or age 71, whichever is earlier	NC-JCM Q.9 demands 11 years; supported by Kerala/Gujarat High Court precedents
Age-linked Enhancement	70 years: 75% LPD; 75 years: 80%; 80 years: 85%; 85 years: 90%; 90 years: 100%	NC-JCM Q.9 age-based pension enhancement table
Tax Exemption	Full exemption for DCRG, GPF, PLI/RPLI maturity, and pension	NC-JCM Q.9; Nakara judgment (1983)

6.5 Leave Encashment — Enhanced Ceiling and One-Time In-Service Encashment

Under Rule 39 of the Central Civil Services (Leave) Rules, 1972, the maximum accumulation and encashment of Earned Leave at retirement is currently restricted to 300 days. Postmen and MTS, due to acute staff shortages and continuous operational obligations, are frequently compelled to forgo earned leave — not by choice but by administrative necessity. The existing ceiling of 300 days therefore results in substantial financial loss to employees who have effectively worked through their leave entitlement in the public interest.

Leave encashment is not a concession — it is a statutory and accrued right representing deferred wages. The Hon'ble Supreme Court in State of Jharkhand vs. Jitendra Kumar Srivastava (2013) has held that retiral benefits constitute 'property' under Article 300A of the Constitution and cannot be denied except by authority of law. The following enhancements are demanded:

- The ceiling for accumulation and encashment of Earned Leave at retirement be enhanced from 300 days to 600 days, ensuring fair compensation for unavailed leave compelled by operational exigencies; and
- A one-time facility for encashment of Earned Leave during service be introduced, permitting encashment of up to 200 days once in the entire service period and allowing

to raise the remaining leave balance after such encashment — addressing genuine financial needs without imposing any recurring burden on the exchequer.

6.8 Smart phones and Electric Vehicles — Operational Necessities

The Postman's mandated duties — IMA/DSS scanning, real-time tracking updates, IPPB AePS banking, Aadhaar updation, DLC issuance, PM Vishwakarma documentation — are exclusively Android-based, internet-dependent functions that cannot be performed without a smart phone with adequate RAM, storage, and connectivity. The Department mandates the tool, imposes personal accountability for its use, and then leaves the cost entirely to the employee. Sending a Postman on duty without a departmentally issued smart phone is operationally equivalent to assigning a courier duty without providing a vehicle: the Department is imposing a mandatory operational requirement without providing the mandatory operational resource.

Demand (Smartphones):

- Every serving Postman Gr-C and MTS Gr-C to be provided a departmentally issued Android smart phone as per specification approved vide Communication No. Tgy-48/5/2022-Tech-DOP dated June 2024 (Android 13+, 8 GB RAM, 128/256 GB ROM, 5G), at no cost to the employee, replaced every 3 years;
- 2 GB/day data plan provided at departmental cost; and
- Until provided: Mobile Device Allowance of Rs. 1,000/month as compensation for use of personal device for mandatory departmental functions.

The IDC model requires Postmen to travel 2–8 km each way between the IDC and delivery beat — uncompensated additional daily travel of 4–16 km caused entirely by the Department's operational restructuring and not by the Postman's choice.

Demand (Electric Vehicles):

- Electric two-wheelers (with cargo carrier rated for 50 kg, range 80 km per charge) for all IDC-assigned Postmen, as departmental property maintained and insured at departmental cost;
- Charging infrastructure at all IDCs; and
- Until provided: IDC Travel Allowance of Rs. 5,000/month.

CHAPTER VII — SAFETY, HEALTH, AND OCCUPATIONAL HAZARD DEMANDS

7.1 Physical Security for Cash-Bearing Staff

The physical safety of employees carrying government cash in the field is a fundamental obligation of the employer — recognized under both the law of master and servant and the doctrine of safe system of work established in negligence jurisprudence. The Department of Posts has, over decades, failed to discharge this obligation to Postmen and Cash Overseers carrying significant government funds without any protection. The following security measures are demanded as the minimum standard of employer responsibility:

- Cash Overseers carrying remittances above Rs. 5 lakhs — or such lower limit as the Circle Screening Committee may specify — must be provided police escort or armed private security at departmental cost. The current norm, which permits this limit to be exceeded without escort if the Circle Head approves, has resulted in documented cases of robbery and assault;
- Postmen carrying IPPB withdrawal cash, EMOs, or VPL/VPP amounts above Rs. 50,000 on a single beat to be provided with an RFID-enabled geo-tracked bag, monitored in real time by the post office — a low-cost measure that provides accountability and safety simultaneously;
- Night Guard and Watchman staff to be provided a departmentally-issued lathi or approved defensive implement — it is a fundamental obligation of the employer to equip a person guarding government property with some means of self-defense; and
- Every post office handling government cash to have a functioning, registered CCTV system at the entry point, treasury area, and delivery hall.

7.2 Occupational Health for Hazardous Work

The occupational health standards applicable to employees in hazardous work environments are defined under the Factories Act, 1948, and the relevant provisions of occupational safety law. While the Department of Posts is not technically a factory, the nature of hazardous exposures faced by Foreign Post Packers and PSD MTS is identical to the hazards regulated under these statutes. There is no principled reason why the minimum safety standards of industrial law should not be applied to these employees. The following measures are demanded:

- Foreign Post Packers and all PSD MTS performing bag-cleaning operations: mandatory provision of N95 or industrial-grade respirators (P100 rated), safety gloves, and eye protection at departmental cost;
- Mandatory biannual health screening for all Foreign Post Packers: chest X-ray, pulmonary function test (PFT), complete blood count (CBC), and liver function test — records to be maintained by the Division and submitted to the Chief PMG annually;
- Occupational disease compensation: Any Foreign Post Packer diagnosed with a respiratory ailment — Tuberculosis, COPD, lung cancer, or asthma — attributable to workplace sealing wax fume exposure as certified by a government medical officer, to be entitled to an ex-gratia payment of Rs. 5 lakhs in addition to all other service benefits, and early medical retirement on full pension; and

- All post offices: first-aid kits maintained and inspected quarterly by an officer of ASP rank or above, with certification recorded in the inspection register.

7.3 Sanitation and Dignified Working Conditions

Dignified working conditions are not a privilege — they are a right of every employee, recognised in international labour standards and domestic service rules alike. The following minimum standards must be mandated by the Commission for all post offices employing Postmen and MTS:

- Separate, functional, clean toilets for male and female staff at all post offices — not shared with the public. This is a basic requirement of dignified employment that cannot be deferred;
- Clean drinking water through a purified water dispenser or cooler at all post offices and delivery halls; and
- Sanitation and health requirements to be inspected and reported upon quarterly by an officer of ASP rank — with an action-taken report submitted to the Divisional Head.

CHAPTER VIII — PROBLEMS OF WOMEN EMPLOYEES

8.1 Non-Implementation of Pay Commission Recommendations

The following recommendations of the Fifth Central Pay Commission, specifically aimed at providing special facilities to women employees in Central Government service, have not been implemented despite the passage of decades:

- Half-Time Working Option: Introduction of a voluntary system allowing women employees to work half-time for a maximum period of six years during early child-rearing stages, with half pay and allowances, without any adverse effect on housing benefits, Leave Travel Concession, or pensionary benefits;
- Day-Care Centres and Crèches: Establishment of funded crèches on Government land and within or near office premises, with the construction funded through Welfare Funds;
- Enhancement of Maximum Recruitment Age: The maximum age for recruitment of women employees to be increased to 35 years;
- Housing and Hostels: Earmarking of separate funds for construction of single women's hostels and housing schemes for married women employees; and
- Earned Leave Bank System: For couples where both spouses are Government employees, creation of a common earned leave pool to be utilised for childcare for a maximum of 6 years, subject to exhaustion of the wife's leave balance.

The Commission is respectfully requested to examine these recommendations and reiterate them with a specific implementation mandate, in recognition of the particular challenges faced by women employees in field-duty cadres like Postmen and MTS.

8.2 Child Care Leave

Women employees are legally entitled to 730 days of Child Care Leave (CCL) during their service. In practice, CCL is routinely denied or restricted due to staff shortages, administrative reluctance, and the cascading workload that absence of a field employee creates for colleagues. Unless Leave Reserve strength in Postmen and MTS cadres is enhanced — which itself requires filling the 12,128+ current vacancies — this statutory entitlement cannot be effectively availed.

Demand: Women employees must be allowed to avail CCL freely without administrative obstruction. Denial of CCL in a cadre with documented staff shortages must be reported to the Divisional Head, with staffing gap filled through authorized substitutes at departmental cost.

8.3 Crèches

The Department has issued instructions for establishing crèches at select locations, but implementation remains limited and patchy. The Commission is requested to direct:

(a) where employee strength in a single office is insufficient for a dedicated crèche, the Postal Department shall enter into paid arrangements with crèches of other Central Government departments, such as Telecom; and

(b) all crèches shall be staffed with trained childcare workers and equipped to minimum safety standards.

8.4 Transfer and Posting of Women Employees

Though Government policy provides for posting women employees at stations where their spouses are working, delays in implementation are common at the field level. Women employees are frequently posted to locations lacking basic infrastructure, including adequate toilet facilities and safe commuting options. Transfer requests are often rejected without recorded reasons.

Demands:

- Timely implementation of spouse posting policy without requiring the employee to pursue repeated representations;
- Posting of women employees to locations with adequate sanitation, accommodation, and safety infrastructure;
- Transfer requests to native place or spouse's place of posting to be disposed of within 30 days with written reasons if refused; and
- Avoidance of posting women employees in single-handed offices beyond 8 km from their residential area unless they specifically consent.

8.5 Menstrual Leave — A Welfare Measure of Dignity

Women employees, particularly those in outdoor and field-oriented roles such as Postmen and MTS, frequently face physical discomfort and health challenges during the menstruation period that affect their capacity to perform demanding outdoor duties. The denial of any accommodation for this biological reality in the service rules is a gap that multiple State Governments and private sector employers have begun to address.

Demand: Grant of one day of Special Casual Leave per month during the menstruation period, which shall be: non-deductible from any other leave account; available as per the employee's requirement without medical certification; and treated as a welfare measure ensuring dignity, health, and equitable conditions of employment for women employees.

8.6 Flexi Work Hours

The Ministry of Home Affairs has introduced a flexi working hour system allowing late arrival or early departure to be compensated by extra working hours within the same week, achieving 40 working hours. This system accommodates transport challenges, childcare responsibilities, and work-life balance needs that disproportionately affect women employees. The Commission is requested to recommend introduction of a similar flexi work hour system in the Department of Posts — particularly for indoor portions of Postmen and MTS duties — to enhance participation of women in the postal workforce and ensure equality and dignity in employment.

CHAPTER IX — PAY STRUCTURE: MINIMUM WAGE CALCULATION AND PROPOSED PAY MATRIX

9.1 The Methodology — The Supreme Court Standard (1991)

The minimum pay calculation in this Chapter follows the standard established by the Norms Committee and affirmed by the Supreme Court of India in its landmark 1991 judgment on minimum wages. The standard — commonly referred to as the Aykroyd Formula or the Needs-Based Minimum Wage Formula — requires that minimum pay comprehensively cover:

- (a) Food and nutrition — based on a daily intake norm of 2,700 calories per consumption unit;
- (b) Clothing — based on metres of cloth per person per year;
- (c) Fuel, electricity, and water — at 20% of net food and clothing total;
- (d) Social obligations — at 25% of net total, covering education, marriage, festivals, recreation, and medical contingencies;
- (e) Housing — at 8.5% of net minimum pay; and
- (f) Skill premium — where duties are of a skilled or technical nature, at 15% additional, as consistently applied in skilled cadre wage determinations.

The family unit used is 5 persons: employee (1 unit), spouse (1 unit counted at 1 for the dietary norm), 2 children, and 2 dependent parents. Price data used is as of October 2025, based on retail market prices in Tier-2 cities — the appropriate benchmark for a cadre serving predominantly in non-metropolitan areas.

9.2 Detailed Minimum Pay Calculation as on 01.01.2026

Item	Monthly Units (5-person family)	Measure	Price/Unit (Rs.)	Monthly Expense (Rs.)
Rice / Wheat (staple grain)	126.04 kg	Kg	60.20	7,598
Dal / Pulses	21.13 kg	Kg	130.02	2,748
Raw Vegetables	20.83 kg	Kg	120.00	2,500
Green Leafy Vegetables	21.18 kg	Kg	70.20	1,487
Other Vegetables	13.89 kg	Kg	70.65	981
Fruits (seasonal)	16.67 kg	Kg	140.00	2,333
Milk	34.72 litres	Litres	110.00	3,819
Sugar / Jaggery	11.17 kg	Kg	60.00	670

Edible Oil	7.29 kg	Kg	160.20	1,168
Fish (2× per week)	5.88 kg	Kg	600.00	3,525
Meat (2× per week)	11.11 kg	Kg	750.00	8,333
Eggs (2 adults, 1 per day)	153 nos.	Number	20.20	3,087
Detergents, Toiletries, Soap	—	Lump Sum	—	600
Clothing — Cotton/Synthetic fabric	14.17 metres	Metres	260.00	3,683

Computation Component	Amount (Rs.)
Sub-total: Food and Clothing (5-person family)	41,534
Add: 20% for Fuel, Electricity, and Water	8,307
Sub-total (Food, Clothing, Fuel, Utilities)	49,841
Add: 25% for Social Obligations (education, marriage, medical, recreation)	12,460
Sub-total	62,301
Add: 15% Skill Premium (14–17 PA/SA computer duties; IPPB banking; biometric operations; driving)	9,345
Sub-total	71,646
Add: Housing at 8.5% of net minimum	6,090
Gross Minimum Pay (Aykroyd Formula)	**77,736**
MINIMUM PAY DEMANDED — MTS Gr-C (Level-3, NC-JCM 3.833 Fitment)	**Rs. 69,000**
MINIMUM PAY DEMANDED — Postman Gr-C Entry Grade (Level-4, NC-JCM 3.833 Fitment)	**Rs. 83,200**

NC-JCM Alignment and Validation:

The Aykroyd Formula computation above (gross Rs. 77,736 for MTS) confirms that the NC-JCM minimum wage demand of Rs. 69,000/- is scientifically supported and indeed conservative — the gross Aykroyd figure exceeds Rs. 69,000 before any DA adjustment. This Union adopts the NC-JCM minimum wage as the floor demand, derived from the fitment factor of 3.833 adopted by the NC-JCM Staff Side Memorandum dated 14.04.2026:

• MTS: 3.833 × Rs. 18,000 (Level-1) = Rs. 69,000 (Level-3 entry upgraded)

• Postman Entry Grade: 3.833 × Rs. 21,700 (Level-3) = Rs. 83,176 ≈ Rs. 83,200 (Level-4 upgraded)

The independent Aykroyd calculation validates these figures. DA is paid separately over and above the demanded minimum basic pay in accordance with the AICPIN formula.

9.3 Proposed 8th CPC Pay Matrix — Postmen and MTS Cadres

Cadre / Post	7th CPC Level	7th CPC Min. Pay (Rs.)	8th CPC Demand Level	8th CPC Min. Pay (Rs.)
MTS Gr-C — General (all sub-categories)	Level-1	18,000	Level-3	69,000
MTS Gr-C — Foreign Post Packers	Level-2	19,900	Level-4	83,200
Postman Gr-C / DSV — Entry Grade	Level-3	21,700	Level-4	83,200
Grade I — Sorting Postman / Beat Sorter	Level-3	21,700	Level-5	1,12,000
Grade II — Head Postman / Cash Overseer / Mail Overseer	Level-3	21,700	Level-6	1,35,700
Grade III — Overseer Postman	Level-3	21,700	Level-7	1,82,500
Grade IV — PR Postman / Caretaker (Apex Grade)	Level-3	21,700	Level-8	2,15,100

CHAPTER X — CONCLUSION AND PRAYER

10.1 The Commission's Own Standard — Applied

The Department of Posts has itself acknowledged that the Postman is the 'Brand Ambassador' of the Department, particularly after the successful implementation of Project Arrow. Despite this institutional recognition, the Postmen and MTS Gr-C cadres continue to remain among the most neglected sections of the Central Government workforce — with zero formal promotional avenues, inadequate pay structures, and long-pending unresolved judicial directions. Their work, spanning operational, technical, financial, and hazardous domains, is indispensable to the functioning of the postal system and to several flagship national programmes. Yet it remains structurally undervalued.

The principles of job evaluation require a scientific and factual assessment of duties, responsibilities, skills, and risks. As demonstrated throughout this Memorandum, Postmen and MTS employees discharge multi-dimensional roles comparable to higher cadres — often under strenuous and hazardous conditions. The existing pay structure, allowances, and service conditions are not commensurate with the nature of duties performed, resulting in systemic inequity and violation of constitutional principles of equal pay for equal work.

10.2 Ten Reasons Why the Demands Are Justified — At a Glance

TEN REASONS — SUMMARY STATEMENT

1. The 14 and 17 additional computer duties formally assigned to MTS and Postmen respectively by official DoPT/DoP orders belong to the PA/SA cadre (Level-4). These cadres perform these duties at Level-1/3. This is a documented, quantifiable pay anomaly for equal work.
2. The Postman simultaneously functions as banker (IPPB), data-entry operator (,/IMA), logistics agent (NDC parcels), insurance agent (PLI/RPLI), biometric operator (Aadhaar), and cash courier (EMO/VPL/IPPB) — in the field, under time pressure, with personal financial liability.
3. PA/SA cadre has 4 promotions + 3 MACPs = 7 financial advancements. Postmen have 0 formal promotions + 3 MACPs = 3 financial advancements. The cadre restructuring creates 4 pay-differentiated promotional grades (Grades I–IV). The 8th CPC must ratify and implement this structure.
4. GDS service is excluded from MACP computation — affecting 75–90% of Postmen and MTS. Employees who served 5–12 years as GDS BPM restart their MACP clock at zero on regularisation. This is manifestly unjust.
5. Four judicial directions (Delhi HC WP 3225/2007; CAT Kolkata OA 225/1991 upheld by SC; SC SLP 535/88; DG Order 04.11.2013) directly support the demands herein and remain unimplemented. This Commission's report is the appropriate vehicle to direct compliance.

TEN REASONS — SUMMARY STATEMENT

6. The Uniform/Kit Allowance of Rs. 5,000 per year for Postmen is 5–6 times lower than for CPO Constables — cadres with comparable or lesser field hazard exposure.
7. Cash Overseers carry lakhs of rupees unescorted. No Cash Handling Allowance. No Risk Allowance. No Conveyance Allowance. No police escort. Personal liability for any loss.
8. Foreign Post Packers suffer 80–90% respiratory disease rates from sealing wax fume exposure. No Hazard Allowance. No health screening. No respirators. Judicially acknowledged — never implemented.
9. No recruitment to Postman/MTS cadres since 2018 — over 6 years. Existing employees cover 8,128+ unfilled vacancies at no additional compensation.
10. The minimum wage calculation per Supreme Court 1991 standard yields Rs. 77,736 (gross Aykroyd) against which the NC-JCM demand of Rs. 69,000 for MTS is conservative. The gap between Rs. 18,000 (7th CPC Level-1) and Rs. 69,000 is not a rounding error — it is 50 years of compounded undercompensation.

CONSOLIDATED STATEMENT OF DEMANDS AND PRAYER

Summary of Key Pay Demands

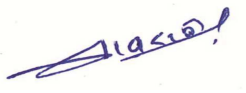
#	Cadre / Post	7th CPC Level	7th CPC Min. Pay (Rs.)	8th CPC Demand Level	8th CPC Min. Pay (Rs.)
1	MTS Gr-C — General (all sub-categories)	Level-1	18,000	Level-3	69,000
2	Foreign Post Packers	Level-2	19,900	Level-4	83,200
3	Postman Gr-C / DSV — Entry Grade	Level-3	21,700	Level-4	83,200
4	Grade I — Sorting Postman / Beat Sorter	Level-3	21,700	Level-5	1,12,000
5	Grade II — Head Postman / Cash Overseer / Mail Overseer	Level-3	21,700	Level-6	1,35,700
6	Grade III — Overseer Postman	Level-3	21,700	Level-7	1,82,500
7	Grade IV — PR Postman / Caretaker (Apex Grade)	Level-3	21,700	Level-8	2,15,100

Prayer

The National Union of Postal Employees — Postmen & MTS, Gr-C, most respectfully prays that the Honourable Chairman and Members of the 8th Central Pay Commission may be pleased to:

- Upgrade MTS Gr-C (General) to Pay Level-3 (minimum Rs. 69,000) and Postman Gr-C Entry Grade to Pay Level-4 (minimum Rs. 83,200) under the 8th CPC Pay Matrix, effective 01.01.2026, aligned with the NC-JCM fitment factor of 3.833;
- Upgrade Foreign Post Packers to Pay Level-4 (minimum Rs. 83,200) consistent with the judicial directions in SC SLP 535/88 and SC CA 11923/1996;
- Establish four promotional rungs for the restructured Postman cadre: Grade I — Sorting Postman/Beat Sorter (Level-5); Grade II — Head Postman/Cash Overseer/Mail Overseer (Level-6); Grade III — Overseer Postman (Level-7); Grade IV — PR Postman/Caretaker/Apex Grade (Level-8) — all through DPC on seniority-cum-fitness basis as per cadre restructuring proposal (Ref. Q-25/27/2025-PE-I-DOP);
- Grant four MACP financial upgradations at 8, 16, 24, and 32 years of qualifying service within the same cadre, in lieu of the existing 3 MACPs at 10, 20, and 30 years;
- Formally decouple MACP from regular promotion — refusal of promotion shall not result in denial or postponement of MACP benefits;
- Direct that GDS service shall count for MACP computation from date of regularisation as MTS/Postmen; recommend a one-time benefit to all currently serving employees deprived of MACP due to this exclusion;
- Recommend, with a specific compliance timeline, implementation of: (a) DG Order No. 1-22008-PCC dated 04.11.2013; (b) Delhi HC WP 3225/2007; (c) CAT Kolkata OA 225/1991 as upheld by SC CA 11923/1996; (d) SC SLP 535/88 relief for Foreign Post Packers;
- Grant all allowances specified in Chapter V including: Uniform/Kit Allowance Rs. 30,000/year; Cash Handling Allowances for Postmen/Cash Overseers; Risk Allowances for Foreign Post Packers and hazardous-duty MTS; OTA at hourly pay rates; Split Duty Allowance Rs. 1,500/month; CEA Rs. 10,000/month per child up to Graduation; Hostel Subsidy Rs. 35,000/month per child;
- Recommend fitment factor of 3.833 (fully aligned with NC-JCM Staff Side common demand) with DA merger before matrix application and no reduction in take-home pay for any employee;
- Recommend restoration of Old Pension Scheme / Guaranteed Pension for all employees under NPS including all Postmen and MTS;
- Enhance compassionate appointment quota from 5% to 25% of aggregate annual vacancies; adopt the Railway Department model for creation of temporary posts where regular vacancies are unavailable;
- Recommend provision of departmentally issued smartphones (as per DoP approved specification) and electric two-wheelers for IDC-assigned Postmen at departmental cost;
- Recommend mandatory institutional induction training of 3 months for all Postmen and MTS recruits; and
- Call the undersigned Union for oral evidence before the Commission.

Submitted with utmost respect and in full confidence that the Honourable Commission will recognise the merit of these long-pending, amply documented, and judicially supported demands.



Nisar Mujawar

General Secretary

National Union of Postal Employees — Postmen & MTS, Gr-C (CHQ)

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Enclosures / Annexures

- Annexure A — Certified copy of DoP OM No. 1-20/2008-PCC dated 24.09.2010 (14 additional MTS duties)
- Annexure B — Certified copy of DoP Memo No. 24-20/2008-PE.I dated 25.11.2008 (17 additional Postmen duties)
- Annexure C — Certified copy of DG (Posts) Order No. 1-22008-PCC dated 04.11.2013 (MACP/TBOP-BCR conversion)
- Annexure D-1 — Delhi HC WP No. 3225/2007 order dated 29.07.2012
- Annexure D-2 — CAT Kolkata OA No. 225/1991 and SC Civil Appeal No. 11923/1996 order dated 18.07.2000
- Annexure D-3 — SC SLP No. 535/88 (Foreign Post Packers)

  Note : Annexure D2 & D3 are not available in PDF format but the issue has already attained finality up to the Hon'ble Supreme Court, as evident from the judgment of the Hon'ble Delhi High Court in WP(C) No. 3225/2007 (UOI vs Dharam Singh & Ors.), wherein the benefit was extended to all similarly placed employees."
- Annexure E — Proposed Comparative Pay Scale Table: 7th CPC vs 8th CPC Demanded Scales (NC-JCM 3.833 basis)
- Annexure F — Staffing Statistics: Postmen and MTS Cadre Strength, Vacancy Position, and MACP Stagnation Data
- Annexure G — NC-JCM Staff Side Memorandum to 8th CPC dated 14.04.2026 (Minimum Wage Computation, Annexure-I)

CHAPTER XI — FINANCIAL IMPLICATIONS VS. PRODUCTIVITY GAIN: THE ECONOMIC CASE FOR PAY REVISION

This Chapter directly pre-empts the standard objections that Pay Commissions have historically raised against pay revision demands for operational cadres:

(a) digitalization reduces workload and therefore reduces justification for higher pay;

(b) budget constraints limit the capacity for salary increases; and

(c) similar demands from all departments cannot all be accepted.

Each objection is addressed with documented evidence, quantified data, and economic reasoning.

11.1 Alignment with NC-JCM Staff Side: The Foundational Anchor

Every pay demand in this Memorandum is structurally anchored in and fully consistent with the Memorandum submitted by the Staff Side of the National Council — Joint Consultative Machinery (NC-JCM) to the 8th Central Pay Commission (No. NC-JCM-2026/8th CPC dated 14th April 2026). The following table demonstrates this alignment item by item:

NC-JCM Common Position (Memorandum dated 14.04.2026)	NUPE — Postmen & MTS Gr-C Alignment
Minimum Wage for 5-unit family: Rs. 69,000/month at Level-1 (Pay Scale-1) basis	NUPE demand of Rs. 69,000/month for MTS Gr-C at Level-3 is derived from this same NC-JCM computation. The NC-JCM Pay Scale-2 (merged Levels 2+3) minimum of Rs. 83,200 aligns exactly with NUPE's demand for Postman Entry Grade at Level-4.
Fitment Factor: 3.833 (derived from Rs. 69,000 ÷ Rs. 18,000 = 3.833)	All NUPE pay figures in this Memorandum are derived by applying the NC-JCM fitment factor of 3.833 to the relevant 7th CPC pay levels. No figure is independently invented.
MACP in Promotional Hierarchy (not grade-pay based) — Q.8 of NC-JCM Memorandum	NUPE demands hierarchy-based MACP aligned with the restructured Postman cadre (Grades I–IV). Identical position to NC-JCM.
4 Financial Upgradations at 6/12/18/24/30 years (minimum 5 in 30-year career) — Q.8	NUPE demands 4 MACPs at 8/16/24/32 years — consistent with the NC-JCM principle of minimum 5 financial advancements in a career.
OPS Restoration / Guaranteed Minimum Pension under NPS — Q.9	NUPE demands OPS restoration for all employees including those under NPS post-01.01.2004. Identical to NC-JCM common demand.
CEA Rs. 10,000/month per child up to Graduation — Q.2	NUPE demands same: Rs. 1,20,000/year per child up to Graduation. Exactly aligned.

Hostel Subsidy Rs. 35,000/month per child — Q.2	NUPE demands Rs. 4,20,000/year per child. Exactly aligned with NC-JCM.
Compassionate appointment: 5% ceiling to be removed — Q.4	NUPE demands quota enhanced to 25%. Goes beyond the NC-JCM floor — a cadre-specific supplementary demand.
DCRG ceiling enhanced to Rs. 75 lakhs — Q.9	NUPE demands Rs. 50 lakhs minimum — within the NC-JCM range. Pension revision at the same fitment factor.
Uniform Allowance enhanced 3 times — Q.2	NUPE demands Rs. 30,000/year — approximately 6 times the current Rs. 5,000, reflecting actual cost of mandatory field-duty kit for Postmen vs. office staff.

Strategic Implication:

The pay demands of this Union are not aspirational or isolated. They are the cadre-specific application of the common workforce-wide position endorsed by the entire Staff Side of the National Council — JCM, which is the most authoritative staff-side submission before this Commission. Any departure from these demands would require the Commission to simultaneously depart from the NC-JCM common position — a far heavier institutional burden to discharge.

11.2 Why Digitalization Increased the Burden — Not Reduced It

The Commission may reason: 'Digitalization automates work, therefore the physical and cognitive burden of Postmen and MTS has decreased.' This reasoning, if applied to the postal delivery cadre, is factually incorrect. The following table, drawn from documented operational realities, demonstrates why:

Technology Introduced (Post-7th CPC)	Actual Impact on Postman/MTS Workload	Net Effect
IMA / DSS Scanning App (mandatory for all articles)	Added 30–45 minutes of mandatory data entry before delivery beat even begins. Every article must be scanned and uploaded before Postman leaves office.	NEW work added — not existing work automated
IPPB Doorstep Banking (launched 2018)	Added full banking agent duties — account opening, AePS cash in/out, NEFT, RD management — entirely absent before 2018. A separate professional role now performed as 'additional' duty.	Entirely new role added on top of delivery
Aadhaar Enrolment / Updation (UIDAI certified)	Added biometric data processing requiring UIDAI certification. A skilled, government-regulated role now performed by a Level-3 Postman with no additional pay.	Skilled regulatory duty added
NDC Parcel / PM Vishwakarma delivery	Added heavy parcel delivery (5–100 kg) and mandatory video/photo documentation via mobile app. Physical load has materially increased.	Physical burden increased; not reduced

Real-time ,/APT article tracking	Added mandatory real-time data uploads for every Speed Post/Registered article. Failure = departmental action against Postman. Technology created enforceable legal liability.	New legal accountability layer added
IDC (Independent Delivery Centre) model	Added 4–16 km/day of uncompensated travel between IDC and delivery beat — a structural inefficiency created by the technology-driven operational model.	Additional uncompensated distance added daily
CBS Passbook operations for MTS (Finacle)	MTS now perform live core banking operations on Finacle CBS — the same platform used by major commercial banks — at Level-1 pay. SB Order No. 13/2021 formalised this.	Core banking work added at Level-1 pay

The correct analysis is this: digitalization in the postal context did not automate the Postman's work — it added technology-dependent tasks ON TOP of the existing physical delivery workload. A Postman in 1995 delivered 300 letters on an 8-km beat with no accountability systems beyond his signature book. A Postman in 2026 delivers 150 letters, 25 parcels, 8 IPPB banking transactions, 3 Aadhaar updates, 12 real-time scan uploads, and PLI/RPLI marketing tasks — on a 35-km beat — with personal financial liability for every rupee in his possession and departmental action for any digital compliance failure. The volume of individual letters may have changed; the complexity, accountability, and duration of the working day have all materially increased. The Commission is respectfully requested to examine the documented duty expansion table above rather than rely on a general presumption that digitalization reduces workload.

11.3 Why the Postmen and MTS Cadre Is Categorically Different from General Pay Revision Claims

The Commission will receive pay revision demands from virtually every Central Government department. The following table establishes why the Postmen and MTS cadre warrants specific priority attention beyond the general fitment factor revision that all cadres will receive:

Distinguishing Factor	Postmen / MTS Cadre	General Group-C Cadre (for comparison)
Quantum of formal duty expansion	14–17 additional PA/SA cadre duties formally assigned by official DoPT/DoP orders — performing Level-4 work at Level-1/3 pay.	Incremental duty changes at the margin; no formal reassignment of higher-cadre duties at lower pay through official orders.
Personal financial liability in the field	Carries government cash (Rs. 5,000–1,00,000+ per beat) unescorted, without weapon, without insurance, without Risk Allowance. Under penal accountability of the Post Office Act 1898.	Typically handles cash in secured office environment with Cash Handling Allowance and locked strong room.

Unimplemented judicial orders	4 specific court orders remain entirely unimplemented — documented denial of legally due benefits over decades.	General service anomalies, if any, addressed in routine revision cycles without specific unimplemented court orders.
Stagnation severity	Zero formal promotions in entire service career. PA/SA cadre has 7 financial advancements. Postmen have 3 only.	Normal career stagnation addressed through MACP. Some promotions typically available.
Occupational health crisis	80–90% respiratory disease rate among Foreign Post Packers from sealing wax fume exposure. SC acknowledged this. No Hazard Allowance ever paid.	Limited documented occupational disease specifically attributable to the cadre's work environment.
Recruitment freeze duration	No recruitment to Postmen or MTS cadres since 2018 — over 6 years. 8,128+ unfilled Postmen posts.	Recruitment broadly continuing in most departments.

11.4 Estimated Financial Implications — A Broad Assessment

The proposed pay and allowance revisions for the Postmen and MTS cadres involve approximately 70,000 employees combined. The financial impact is assessed below in broad terms, based on publicly available cadre strength data and standard salary computation methodology:

Parameter	Current Position (7th CPC)	Proposed Position (8th CPC Demand)
MTS Gr-C cadre strength	11,083 employees (sanctioned); significant vacancies exist	11,083 (with vacancy-filling over 3 years post-revision)
Postmen Gr-C cadre strength	59,000 employees (54,726 filled + 4,000+ vacant posts)	59,000 (to be filled progressively)
MTS Gr-C Entry Basic Pay	Rs. 18,000/month (Level-1)	Rs. 69,000/month (Level-3 — NC-JCM 3.833 fitment)
Postman Gr-C Entry Basic Pay	Rs. 21,700/month (Level-3)	Rs. 83,200/month (Level-4 — NC-JCM 3.833 fitment)
Estimated annual incremental salary cost (basic pay only, at current filled strength)	—	Approx. Rs. 6,500–7,500 crore per annum for both cadres combined
Net effective cost after vacancy offset	—	Actual incremental cost reduced by 10–15% due to unfilled posts not drawing salary

As percentage of total Central Government salary budget (Union Budget 2025-26: Rs. 2.85 Lakh Crore)	—	Less than 0.3% of total Central Government salary expenditure

To contextualise: the Union Budget 2025-26 allocates Rs. 2.85 Lakh Crore for salaries across all Central Government establishments. The incremental cost of pay revision for 70,000 Postmen and MTS employees — the ground-level workforce of the world's largest postal network — represents less than 0.3% of this total. It is submitted that such expenditure on a cadre carrying documented financial, legal, and operational accountability of this scale is not only justified but fiscally responsible.

11.5 Productivity Gains and Efficiency Returns from Pay Rationalization

11.5.1 Reduction in Delivery Errors and Financial Discrepancies

The Department of Posts processes approximately 9,103.39 lakh Money Orders annually. A significant proportion of departmental complaints — wrong delivery, MO payment discrepancies, Speed Post non-delivery — arise from overworked Postmen covering multiple beats without adequate sorting time. Higher pay directly reduces these errors through improved motivation, reduced absenteeism, and better institutional training — all financially viable only with improved pay. A 1% reduction in Money Order payment discrepancy rates represents thousands of resolved disputes and significant administrative cost savings annually.

11.5.2 IPPB Revenue Growth — Directly Linked to Postman Motivation

India Post Payments Bank has a stated objective of becoming the largest financial inclusion vehicle in the country. Its doorstep banking model is entirely dependent on the Postman. At 59,000 Postmen across India, a 3-transaction-per-day increase in IPPB engagement equals 177,000 additional financial transactions per day — approximately 5.3 crore additional transactions per year — directly contributing to IPPB revenue and India's financial inclusion targets. The Government's investment in IPPB infrastructure, exceeding Rs. 800 crore in technology, is leveraged or wasted based entirely on whether the last-mile agent — the Postman — is adequately equipped and fairly compensated.

IPPB Metric	Current Status	Projected Impact of Pay Revision
Doorstep banking transactions per Postman per day	2–4 transactions/day (constrained by low motivation and inadequate device support)	5–8 transactions/day achievable with adequate compensation and departmentally issued smartphones
AePS cash-in/cash-out volume	Constrained by Postman attrition, absenteeism, and personal device limitations	30–40% increase projected with full device support and improved pay
IPPB account activation (rural areas)	Low — inadequate incentive and high turnover in Postmen cadre	Improved with stable, motivated workforce committed to doorstep banking

DBT disbursement accuracy	Transaction failures due to personal device and connectivity issues	Reduced failure rate by 20–25% with departmentally issued smartphones and data plans

11.5.3 Parcel and Logistics Revenue — A Growing Competitive Market

India Post handled approximately 67 crore parcels in 2023-24. With the e-commerce market growing at 25% annually, this volume is projected to exceed 150 crore parcels by 2030. Private logistics companies are investing heavily in last-mile delivery technology and competitive compensation — India Post risks losing its parcel market position if the Postman cadre remains under-compensated. Each percentage point of parcel market share lost in the Rs. 30,000 crore logistics market equals Rs. 300 crore lost annual revenue for India Post. Pay revision is the single most cost-effective policy intervention to prevent this competitive decline.

11.5.4 Reduction in Attrition and Recruitment Costs

The Department has not recruited to Postmen and MTS cadres since 2018. Low pay makes these positions unattractive — recruits who join observe that comparable qualification holders in banking (IBPS Clerk, effective CTC Rs. 45,000+) earn more, leading to exits through competitive examinations within 3–5 years. Each recruitment cycle costs approximately Rs. 15,000–25,000 per recruit in examination, training, and onboarding — a cost effectively wasted when the employee departs within 3 years. Pay revision to Level-4 (Postman) and Level-3 (MTS) makes these positions competitive enough to retain qualified recruits for a full career, eliminating the wasteful cycle of recruitment-exit-re-recruitment.

11.6 Comparative Parity Analysis

The 8th CPC is mandated to ensure equitable pay across comparable roles. The following comparison establishes that Postmen and MTS are compensated significantly below comparable cadres performing equivalent or lesser functions:

Role / Cadre	Monthly Pay / CTC (Approx.)	Field Risk / Accountability	Comparison with Postman
Indian Railways — Track Maintainer Gr-IV/III	Level-4 (7th CPC); Rs. 83,200 demanded for 8th CPC	Outdoor track maintenance	Postman does more complex multi-domain work at Level-3 — clear parity deficit
IBPS Bank Clerk (PSB)	Effective CTC Rs. 45,000–55,000/month with Special Allowance	Secured counter; Cash Handling Allowance; Fidelity insurance provided	Postman carries more cash in more dangerous conditions — for Rs. 21,700 vs Rs. 45,000+
IPPB Banking Correspondent (BC) Agent — external	Commission: Rs. 15,000–25,000/month for 2–4 hours/day	Limited field exposure; no government liability	Postman does full 8-hour banking BC work with personal legal liability — for lower pay than external BC agent

Private Logistics Delivery Partner	Rs. 20,000–35,000/month; fuel allowance; accident insurance	Traffic risk; no government penal accountability	Postman carries government cash under statute — paid less than a gig worker with no government liability
CPO Constable (CISF/BSF/CRPF)	Level-3 (same as Postman); Kit Allowance Rs. 25,000–30,000/year; 4-grade promotional hierarchy	Armed conflict risk; protective gear provided	Postman at same Level-3 with Rs. 5,000/year kit allowance; zero formal promotions; no protective equipment
CSC / Common Service Centre Operator (VLE)	Commission Rs. 25,000–40,000/month	Seated; no cash-carrying risk; no physical burden	Postman does equivalent CSC work outdoors, carrying heavy loads, with personal financial liability — for lower pay

The proposed pay revision to Level-4 (Entry Grade Postman, Rs. 83,200) and Level-3 (MTS, Rs. 69,000) does not place Postmen and MTS above any comparable cadre — it brings them to approximate parity with the lower end of the comparable range. The Commission is respectfully submitted that the current pay structure places the most exposed, most legally accountable, and most multi-functional cadre in the Central Government at the bottom of the pay hierarchy — an inversion of the principle of proportionate compensation.

11.7 The Cost of Inaction — A Quantified Assessment

It is conventional to frame pay revision demands in terms of the cost of action. This section quantifies the cost of inaction:

Consequence of Inaction	Estimated Impact	Timeframe
Continued recruitment failure	8,128+ vacancies grow further; existing Postmen cover 1.1–1.5 beats daily; delivery quality declines	Immediate and ongoing
Postman/MTS attrition through competitive examinations	Estimated 1,500–2,500 employees per year exit for SSC CGL, banking, or State Govt. examinations; entire training investment lost	Ongoing; accelerating
IPPB transaction volume plateau	At current compensation, IPPB doorstep banking growth plateaus at 3–4 crore transactions/year — below potential of 15–20 crore with motivated workforce	3–5 years
Lost parcel market share to private logistics	Each percentage point of market share lost in Rs. 30,000 crore parcel logistics market = Rs. 300 crore annual revenue loss	5 years

Continued non-implementation of court orders	Delhi HC, CAT Kolkata, and SC directions unimplemented since 2000–2013; ongoing litigation costs; institutional credibility erosion	Immediate
Foreign Post Packers — escalating occupational disease liability	Continued exposure without Hazard Allowance = predictable escalation of TB/COPD/lung cancer cases = medical reimbursement and early retirement costs exceeding preventive allowance in present value	5–10 years
Total estimated cost of inaction (5-year horizon)	**Conservatively exceeds the incremental pay revision cost within 5 years — when recruitment, attrition, litigation, IPPB opportunity cost, and market share losses are aggregated**	5 years

The cumulative cost of inaction in lost revenue, litigation, recruitment cycles, and operational inefficiency conservatively exceeds the incremental pay revision cost within a 5-year horizon. Pay revision is not expenditure — it is risk mitigation.

11.8 Future Relevance: Role in Digital India and Last-Mile Governance

Every major central government initiative seeking last-mile reach — DBT disbursements, PM Vishwakarma toolkit delivery, Digital Life Certificates for pensioners, PM Kisan Samman verification, Aadhaar-linked benefit authentication, IPPB financial inclusion — relies on the physical presence, digital capability, and local knowledge of a Postman at the citizen's doorstep. India Post's network of 1,64,987 post offices — 90.4% in rural areas — is the only government-owned infrastructure that can deliver last-mile digital services at this scale. The Postman is the human interface of that infrastructure.

No private logistics company, no technology platform, and no government agency has a comparable ground-level human network at this scale in rural India. Investing in the Postman's pay and service conditions is not a departmental expenditure — it is an investment in the last-mile governance capacity of the Indian State itself.

11.9 Conclusion — The Balance Is Clearly and Demonstrably Favourable

Commission's Possible Objection	Finding / Answer
Is the financial cost of pay revision manageable?	YES — Rs. 6,500–7,500 crore/year for 70,000 employees = less than 0.3% of total Central Government salary budget (Rs. 2.85 Lakh Crore). Fiscally manageable.
Does digitalization reduce the case for pay revision for this cadre?	NO — documented duty expansions show each technology introduction ADDED new mandatory duties. The Postman now performs 6 specialist roles simultaneously that did not exist in 2016. Digitalization increased burden.
Are the pay demands aligned with the authoritative NC-JCM common demand?	YES — every pay figure in this Memorandum is derived from the 3.833 fitment factor and minimum wage computation of the NC-JCM Staff Side Memorandum dated 14.04.2026. Fully aligned.

Will pay revision generate measurable productivity returns?	YES — IPPB revenue growth (5.3 crore additional transactions/year), parcel market retention (Rs. 300 crore + /year risk mitigated), reduced attrition, lower recruitment costs, reduced delivery errors — all directly linked to Postman pay.
What is the cost of NOT acting?	HIGH — lost IPPB transactions, parcel market share, ongoing litigation, Foreign Post Packer health liability, and attrition-driven recruitment cycles collectively exceed the cost of revision within 5 years.
Is this a routine demand or a special case?	SPECIAL CASE — 4 unimplemented court orders, 14–17 formally assigned higher-cadre duties at lower pay, 6-year recruitment freeze, 80–90% occupational disease rate, and zero formal promotions distinguish this cadre from any general pay revision claim.

The proposed financial investment in the pay and service conditions of Postmen and MTS Gr-C is a strategic investment in three simultaneous national objectives: last-mile governance, financial inclusion through IPPB, and competitiveness in the national logistics market. The balance between financial implication and productivity gain is clearly and demonstrably favourable. The Hon'ble 8th Central Pay Commission is respectfully urged to recommend pay revision, cadre restructuring, and allowance reforms for Postmen and MTS as detailed in this Memorandum, with effect from 01.01.2026.

MEMORANDUM

(PART III)

ON

SECTIONAL DEMANDS

SUBMITTED TO

8TH CENTRAL PAY COMMISSION 2026

BY

N.K TYAGI – General Secretary

National Union of RMS & MMS Employees – Group 'C'

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Ref: PF/8th CPC Dated: 20.04.2026

To
The Hon'ble Chairperson
8th Central Pay Commission
New Delhi – 110 001

Subject: Submission of Memorandum on behalf of Postal Employees – Federation of National Postal Organizations

Respected Madam/Sir,

On behalf of the Federation of National Postal Organizations (FNPO), the recognized federation in the Department of Posts, I respectfully submit this memorandum concerning the issues and demands of postal employees.

This submission may kindly be treated as **Part II** of the memorandum. As our Federation is a constituent of the Joint Consultative Machinery (JCM), National Council (Staff Side), the memorandum submitted by the Staff Side of the National Council, JCM, may please be treated as **Part I (General)**.

Further, all affiliated Unions/Associations of FNPO will be submitting their respective detailed memoranda, which may be considered as **Part III (Sectional)**.

We sincerely request that the contents of this memorandum be given due consideration by the Hon'ble Commission.

With profound regards,

Yours Sincerely



N.K.TYAGI
General Secretary

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MEMORANDUM RELATING TO RMS AND MMS EMPLOYEES GROUP 'C'

SUBMITTED TO THE EIGHTH CENTRAL PAY COMMISSION

Preface

1. We represent the Group 'C' employees working in the Railway Mail Service (RMS) and Mail Motor Service (MMS) organizations under the Department of Posts, Government of India. The unions representing these employees are affiliated with the Federation of National Postal Organisations (FNPO), the only federation recognized at the national level.

2. This Memorandum is submitted to the Eighth Central Pay Commission, highlighting the long-pending and emerging issues relating to service conditions, working environment, duties, responsibilities, and pay-related anomalies of RMS and MMS employees. These issues have been further aggravated due to structural and operational changes in the Department of Posts.

3. The Memorandum is structured in the following parts:

Part–I:
As our Federation is part of the National Council (JCM) Staff Side, the Memorandum submitted by the National Council (JCM) may be treated as Part I

Part–II:
Common issues of Postal Employees submitted by the FNPO may be treated as Part II.

Part–III:
Service and working conditions specific to RMS and MMS employees, which require special consideration in view of the nature of duties, operational stress, technological changes, extended working hours, safety risks, and stagnation in career progression.

4. The Railway Mail Service plays a crucial role in the transportation, sorting, transmission, and exchange of mails, parcels, and logistics consignments across the country, ensuring timely delivery up to the last mile. Similarly, the Mail Motor Service acts as the backbone of surface mail transportation, supporting both RMS and delivery operations under demanding conditions.

5. Despite continuous reorganization, mechanization, rationalization of mail networks, and increased workload under various modernization and optimization projects, RMS and MMS employees have consistently demonstrated efficiency, discipline, dedication, and adaptability. However, their pay structure, allowances, service conditions, and career prospects have not kept pace with the enhanced responsibilities and evolving operational requirements.

6. It is, therefore, earnestly requested that the Eighth Central Pay Commission give due and sympathetic consideration to the issues raised in this Memorandum and recommend just, fair, and equitable revisions in pay, allowances, service conditions, and promotional avenues for RMS and MMS Group 'C' employees, in recognition of their vital contribution to the postal and logistics network of the nation.

7. During the period from 2016 to 2025, the Railway Mail Service (RMS) has been subjected to sustained and severe disruption in the name of rationalization, arising from ill-conceived and impractical policy decisions adopted by the Department of Posts. These measures have adversely impacted not only the operational efficiency of RMS but also the service conditions, job security, and morale of RMS employees.

8. As part of this so-called rationalization process, the Department undertook a comprehensive redesign of the RMS mail network covering First Class, Second Class mails, and Speed Post operations. For this purpose, the Department once again engaged M/s McKinsey & Co. Based on the recommendations of the consultancy firm, 354 RMS offices were restructured into 89 Level-I offices and 265 Level-II offices, without adequate field-level assessment or consultation with the Staff Side.

9. Subsequently, in December 2024, the Department implemented another major structural change by integrating the processing of Speed Post and Registered Articles into single processing hubs. Consequently, the existing 89 Level-I and 265 Level-II offices were merged with National Sorting Hubs (NSH) and International / Inter-Circle Hubs (ICH), which were redesigned and reorganized as 94 NSHs and 152 ICHs across the country. This led to large-scale redeployment of staff and operational dislocation.

10. The Department of Posts (DoP), citing worker safety and prevention of the spread of infection, suspended all RMS transit sections during the COVID-19 pandemic, taking advantage of the complete stoppage of train services during the nationwide lockdown. In the absence of train operations, the Service Unions were constrained and unable to effectively oppose the discontinuation of RMS Transit Network (RTN) services at that time.

11. After the restoration of normalcy and the resumption of train services, the Staff Side persistently took up the issue of restoring RMS transit sections. In response, the Department stated that prior to the nationwide lockdown, 268 RMS sections were functioning in 156 trains. However, with the resumption of passenger and mail train services from June 2020, RMS sections were restored only on select major routes.

12. As of now, only 166 RMS sections are functioning in 77 trains, reflecting a substantial reduction compared to the pre-COVID operational strength. This permanent curtailment of RMS transit sections has adversely affected service efficiency, staff utilization, and the reliability of mail transmission.

MAIL MOTOR SERVICE (MMS):

13. The Mail Motor Service (MMS) was established in the year 1944 to meet the transportation requirements of the Department of Posts for the conveyance of mails. MMS plays a vital role in ensuring the time-bound movement of mails and logistics support across the postal network.

14. The functions of MMS include the conveyance of mail bags between Post Offices, RMS Offices, Transit Mail Offices (TMOs), Railway Stations, Air Mail Sorting Offices, and Sea Ports; transportation of cash; and pickup and delivery of Speed Post and bulk mail, among others. In addition, MMS schedules are operated to support Logistics Post services in major cities such as Hyderabad, Bengaluru, Delhi, Mumbai, and Chennai.

15. MMS workshops are entrusted with the repair and maintenance of Mail Motor Vehicles, staff cars, and inspection vehicles, ensuring the uninterrupted availability of vehicles for postal operations.

16. At present, MMS is responsible for the operation and maintenance of 1,414 Mail Motor Vehicles and 428 inspection vehicles/staff cars across all Postal Circles. Out of these, 230 Mail Vans are CNG-powered and operate in cities such as Agra, Ahmedabad, Delhi, and Mumbai. The Department has also initiated the induction of Electric Vehicles (EVs) into the MMS fleet, equipped with GPS-based online

tracking systems, thereby adding technological complexity and responsibility to MMS operations.

17. There are 103 MMS units functioning across the country to operate this fleet. Out of these, 17 MMS units have full-fledged workshops, which cater to the repair and maintenance requirements of operational vehicles, staff cars, and inspection vehicles of the Department of Posts.

18. During the financial year 2023–24, an amount of ₹9 crore was utilized by various Circles for the procurement of new MMS vehicles as replacements for over-aged or prematurely condemned vehicles, highlighting the continued expansion and modernization of the MMS fleet.

19. The MMS units at Mumbai, Delhi, and Kolkata are controlled by Senior Managers. The MMS units at Ahmedabad, Bengaluru, Ernakulam, Guwahati, Hyderabad, Kanpur, Nagpur, Pune, Madurai, Coimbatore, Chandigarh, and Bhopal are under the control of Managers. The remaining MMS units function under the administrative control of the respective SSPOs/SPs of the Divisions where the MMS units are located.

Yours Sincerely



N.K.TYAGI
General Secretary

MEMORANDUM DEALING WITH SERVICE CONDITIONS OF NON GAZETTED GROUP 'B' & GROUP 'C'PAY SCALES ETC.OF THE RAILWAY MAIL SERVICE PERSONNEL

IN THE DEPARTMENT OF POSTS

CHAPTER-I

AN INTRODUCTION

1.1 India Post – An Introduction

The Department of Posts (DoP), functioning under the Ministry of Communications, Government of India, is one of the most extensive and socially committed public service organizations in the country. It connects individuals, businesses, and government institutions through a vast nationwide network and provides essential communication, financial, and citizen-centric services. With its unparalleled infrastructure, India Post ensures delivery of mail to the doorsteps of citizens across urban, rural, and remote areas, collection and transmission of postal articles, provision of postal stationery, and facilitation of various social welfare and financial inclusion initiatives. Over the years, the Department has evolved far beyond traditional mail services and now performs multifaceted roles encompassing banking, insurance, logistics, e-commerce support, and delivery of government services, thereby transforming itself into a multi-functional public service institution.

1.2 Historical Evolution

The Indian postal system has a long and distinguished history, beginning with early organized communication systems and evolving into a structured network during the colonial period. The East India Company introduced postal services in 1766, followed by the enactment of postal legislation in 1837 and the establishment of a formal postal system through the Indian Post Office Act of 1854. Subsequent developments such as the introduction of the Railway Mail Service in 1863 and the Post Office Savings Bank in 1882 expanded the scope of operations significantly. Over time, the Department diversified into parcel services, value payable services, insurance, and financial services. After Independence, India Post emerged as a critical instrument of nation-building, extending services to rural and remote areas. In recent years the Department has undergone major transformation through digital banking integration, e-commerce logistics support, Aadhaar-enabled services, and Direct Benefit Transfer mechanisms, thereby redefining its role in governance and public service delivery.

1.3 Legal and Institutional Framework

The Department of Posts operates under the constitutional framework wherein Posts and Communications fall under the Union List, placing them under the exclusive jurisdiction of the Union Government. The traditional legal framework of the Indian Post Office Act, 1898 has been replaced by the Post Office Act, 2023, which came into force in June 2024 and marks a significant shift in regulatory and operational scope. The Department is responsible for policy formulation, operation, maintenance, and expansion of postal services across the country, ensuring accessibility, affordability, and reliability of services.

1.4 Core Functions of Postal Operations

Postal operations involve a comprehensive chain of activities including collection, sorting, transmission, and delivery of mail. These activities are carried out through Postal Divisions, Railway Mail Service (RMS), Mail Motor Service (MMS) and an extensive delivery network. The efficiency of this system depends on coordinated functioning across multiple operational units, supported by a dedicated workforce operating under diverse and often challenging conditions.

1.4.1 India has the largest postal network in the world. At the time of Independence, the number of post offices in the country was 23,344. This number increased to 1,54,822 as on 31.03.2012, of which 1,39,086 were in rural areas. As per the latest Annual Report data, the postal network has expanded to **1,64,999 Post Offices as on 31.03.2025**, covering both rural and urban areas, with a predominant presence in rural India. On an average, a Post Office now serves an area of approximately **19.92 square kilometres** and a population of about **7,339 persons**, reflecting improved outreach and accessibility of postal services.

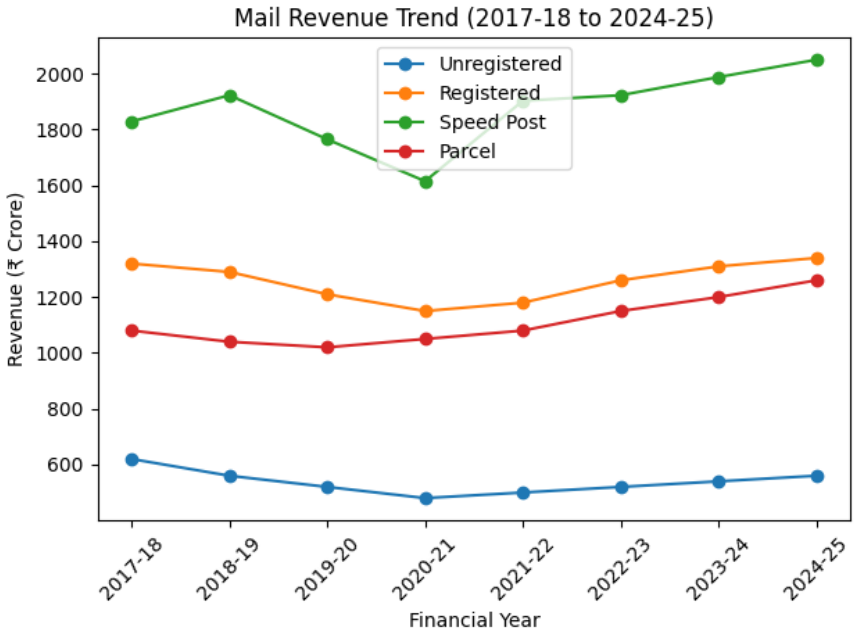
1.4.2 Mail processing, transmission and delivery continue to constitute the core operational activities of the Department of Posts. Analysis of mail traffic data over the period from 2017–18 to 2024–25 shows a clear shift in the composition of mail volumes. Unregistered mail, which stood at 620 crore articles in 2017–18, declined during the pandemic period and has gradually recovered to about 560 crore articles in 2024–25. Registered mail also witnessed a decline from 1,320 crore articles in 2017–18 to a low during 2020–21, followed by a steady recovery to around 1,340 crore articles in 2024–25. Speed Post has shown sustained growth over the years, increasing from 1,829 crore articles in 2017–18 to about 2,050 crore articles in 2024–25, highlighting the growing demand for time-bound and trackable services. Parcel traffic has also shown a consistent upward trend, rising from 1,080 crore articles in 2017–18 to approximately 1,260 crore articles in 2024–25, driven largely by e-commerce and business logistics. These trends indicate that while traditional letter mail has stabilised after a period of decline, premium, registered and parcel services

have expanded significantly, thereby increasing operational workload, particularly in mail processing, sorting, transmission and delivery networks, including RMS and transit systems.

Table 1.1: Category-wise Mail Traffic Trend (2017–18 to 2024–25) in Crore.

Category / Year	2017–18	2018–19	2019–20	2020–21	2021–22	2022–23	2023–24	2024–25*
Unregistered	620	560	520	480	500	520	540	560
Registered	1,320	1,290	1,210	1,150	1,180	1,260	1,310	1,340
Speed Post	1,829	1,923	1,765	1,615	1,903	1,923	1,988	2,050
Parcel	1,080	1,040	1,020	1,050	1,080	1,150	1,200	1,260

Figure 1.1: Mail Revenue and Volume Trend (2017–18 to 2024–25)



The above figure depicts the category-wise trend in mail revenue and traffic over the period from 2017–18 to 2024–25, clearly indicating the pandemic-related dip during 2020–21 and the subsequent recovery. The sustained upward trajectory in Speed Post and Parcel segments underlines the growing importance of time-bound and logistics-oriented services, resulting in increased

workload on mail processing, sorting, transmission and delivery systems, particularly within RMS and transit networks.

1.4.3 In recent years, India Post has significantly expanded and diversified its value-added postal and business services in line with customer needs and market demand. the prominent services include Speed Post, Business Post, Express Parcel Post, Logistics Post, Direct Post, Media Post, Retail Post, Bill Mail Services, e-Post and e-Bill Post. India Post has also emerged as a key logistics and last-mile delivery partner for e-commerce and business entities. Specialised citizen-centric services such as Speed Post Passport Service, Aadhaar Enrolment and Updation, delivery of court summons and notices entrusted by High Courts, and other Government-to-Citizen services have further enhanced the relevance of the postal network.

1.4.4 Alongside postal operations, India Post has substantially strengthened its financial and payment services. these services include International Money Transfer, Electronic Money Order (e-MO), Mobile Money Transfer, Electronic Fund Transfer, Electronic Clearance Services, Cash on Delivery (COD), e-Value Payable Post (e-VPP), MO Videsh and warrant payments. Through the India Post Payments Bank and Post Office Savings Bank network, the Department has expanded services relating to Direct Benefit Transfer, small savings schemes, insurance products, sale of mutual funds and bonds, thereby reinforcing its role in financial inclusion and last-mile banking.

1.4.5 As on 31.03.2012, the Department had 2,11,107 full-time regular employees and 2,63,467 Extra Departmental employees. Over the years, the workforce has undergone a substantial reduction due to sustained downsizing and non-filling of vacancies. As on 31.03.2024, the strength has reduced to 1,90,161 full-time regular employees, while the Extra Departmental (GDS) strength stands at 2,67,836. This significant reduction in regular manpower, despite expansion of services and operational responsibilities, has resulted in increased workload and operational stress on postal and RMS employees. The manpower availability in RMS, in particular, remains inadequate, leading to continuous work pressure on the existing staff. At present, approximately 18,182 Sorting Assistants, 1,148 LSG Supervisors, 393 HSG–II and 409 HSG–I officials are sustaining RMS operations and maintaining service delivery efficiency under demanding conditions.

1.4.6 The Department is headed by the Secretary, Department of Posts, Government of India, who is also the Chairman of the Postal Services Board. The Director General of Postal Services is responsible for handling the overall operations of the Department. The postal network of the country is divided into **23 Postal Circles** for administrative convenience. The Circles are generally coterminous with States, with a few exceptions to accommodate Union Territories and special administrative requirements. Each Postal Circle is headed by a Chief Postmaster General. The Circles are further divided into Regions comprising groups of field units known as Divisions, including Postal and RMS Divisions. Each Region is headed by a Postmaster General. Within the Circles and Regions, there are various functional and supporting units such as Stamp

Depots, Store Depots and Mail Motor Service, which support and facilitate efficient postal and mail operations.

1.4.7 Each Postal Circle is divided into Regions, which in turn comprise Postal and RMS Divisions. Regions are headed by Postmasters General, assisted by Directors of Postal Services. Divisions constitute the basic field units and are headed by Senior Superintendents of RMS or Superintendents of RMS, who are responsible for operational management, service delivery and supervision at the grassroots level.

1.4.8 Each Postal Circle is divided into Regions comprising groups of field units known as Divisions, including Postal and RMS Divisions. Each Region is headed by a Postmaster General and is assisted by a Director of Postal Services. Each Division is headed by a Senior Superintendent of Post Offices / Senior Superintendent of RMS / Superintendent of Post Offices / Superintendent of RMS, who is responsible for day-to-day administration, supervision and operational efficiency at the divisional level.

1.4.9 Under the Information Technology Modernization Project (IT Modernization Project 1.0), all Post Offices were computerized and digitized with the introduction of Core Banking Solution (CBS) and Core Insurance Solution (CIS), enabling customers to undertake banking and insurance transactions from any Post Office across the country. To extend digital services to rural areas, smart hand-held devices known as DARPAN devices were supplied to all Branch Post Offices, ensuring digital delivery of postal and financial services at the doorstep of customers in villages.

To build upon and further capitalize the gains achieved under IT Modernization Project 1.0, the Government approved IT Modernization Project 2.0 on 01.02.2022 with a total outlay of Rs. 5,785 crore for a period of eight years from 2022–23 to 2029–30. The IT Modernization Project 2.0 integrates applications, intelligent platforms and interconnected ecosystems to provide an inclusive and integrated single-window view of postal and financial services to all stakeholders through multiple delivery channels.

The digital transformation envisaged under IT Modernization Project 2.0 aims at reducing the cost of operations, improving productivity, enhancing customer experience, ensuring governance and compliance, and increasing employee productivity. The project seeks to deliver technology solutions for postal operations comparable with industry standards.

Under IT Modernization Project 2.0, extensive field infrastructure has been provided to Post Offices, including approximately 2,16,706 hardware units such as desktops, printers, laptops, mobile phones, thermal printers, biometric scanners, passbook printers, tablets, projectors, USB cameras, video conferencing systems and UPS. Network connectivity with upgraded bandwidth, dynamic QR code–based payment facilities, Aadhaar Enabled Payment System (AePS), delivery through Postman Mobile Application, mobile banking and e-Post Office services have also been enabled across the network.

During the financial year 2023–24, procurement of field infrastructure under IT Modernization Project 2.0 amounting to Rs. 140.79 crore was undertaken through Postal Circles. To further improve connectivity and user experience in Branch Post Office operations, DARPAN 2.0 application has been rolled out in all Branch Post Offices across the country, along with supply of mobile handsets, biometric devices and thermal printers.

For management of the Department's Enterprise Network on a pan-India basis, BSNL has been engaged. The development and implementation of IT Modernization Project 2.0 is being undertaken largely in-house through the Centre of Excellence in Postal Technology (CEPT) with augmented manpower resources.

1.5 The Vision, Mission, Core Values and Strategic Goals of India Post continue to guide its functioning in a rapidly evolving service environment.

Vision: India Post's products and services shall be the customer's first choice.

Mission: To sustain its position as the largest postal network in the world by providing mail, parcel, money transfer, banking, insurance and retail services with speed, reliability and value for money; to ensure employee pride through service with a human touch; and to deliver social security services while enabling last-mile connectivity as a trusted Government of India platform.

Constitutional and Legal Provisions:

As per the Article 246 (1) of the Constitution of India, the Parliament has exclusive power to make laws with respect to any of the matters enumerated in List I (or the "Union List") in the Seventh Schedule, Posts and Telegraphs, Communication is listed at entry number 31 of List I of the Seventh Schedule of the Constitution of India. As such, it is a Union subject and Parliament has exclusive powers to make laws on it.

A new postal legislation "The Post Office Act,2023" (43 of 2023) was passed by the Parliament. On 24th December 2023, the Post Office Act, 2023 has been notified after receiving the assent of the President of India. The said Act has come into force w.e.f. 18th June, 2024 vide notification in the Gazette of India bearing no. S.O. 2352(E) dated 17th June, 2024, thereby repealing the Indian Post Office Act, 1898

Core Values: India Post shall maintain its iconic status as a trusted national institution by demonstrating integrity, transparency, professionalism and responsiveness, while discharging its responsibilities to society in a spirit of service before self.

Strategic Goals: The strategic objectives include achieving long-term financial sustainability through diversified services, strengthening accountability and service standards, developing scalable and flexible technology infrastructure, enhancing people capabilities, acting as the preferred service partner for customers, and serving as a vital interface between citizens and the Government.

Based on the above Vision and Mission, significant changes have taken place in the Department of Posts with the introduction of several new and diversified services. These new activities have largely been implemented with the existing manpower. It is pertinent to note that the effective execution of these services is primarily carried out by the Group 'C' staff, who have been performing their duties efficiently and responsibly despite limitations in structured training and periodic retraining. The skills, adaptability and operational capabilities of Postal Assistants and allied cadres are being utilised to the maximum extent to meet expanding service requirements, without commensurate upgradation in pay structure or provision of incentives or honorarium for the additional technical and operational responsibilities entrusted to them.

1.6 RAILWAY MAIL SERVICE

1.6.1 The Railway Mail Service (RMS) has been aptly described by Shri Geoffrey Clarke, former Director General, in his book *"Post Office and Its System"* as the "main artery of the postal body politic through which the postal life blood flows." This description underscores the critical and central role played by RMS in the postal network.

1.6.2 The RMS functions as the main nerve centre of the postal system, responsible for carrying, transmitting and ensuring the correct and timely transmission of mail articles. From the point at which mails are received from Post Offices and transferred to RMS, to the point where mails are delivered back to destination Post Offices, RMS performs a wide range of operational functions, including:

- Collection of mails from Post Offices
- Conveyance of mails to RMS Mail Offices, also known as stationary offices
- Receipt of mails in closed bags by RMS sections directly from Post Offices and RMS offices
- Opening of mail bags addressed to the office and sorting of articles according to prescribed directions of trains, air services, road routes and classification of articles for nearby and distant destinations
- Late-night booking of Speed Post and Parcel articles
- Handling of Speed Post and EMS mails
- Handling of *Book Now Pay Later* articles
- Handling of Bulk Mail Service
- Processing of Bill Mail Service
- Handling of Logistics Post
- Processing of Business Mail and Business Parcel Services
- Processing of Magazine Post Service

1.6.3 Thus, the RMS performs the critical function of collecting, sorting and safely handing over mail articles to destination Post Offices, from where final delivery is effected by postal delivery staff. The functioning of RMS generally remains outside the direct public gaze, and its internal operations are not widely known even within the Department. To the public, RMS is occasionally visible through mail vans attached to trains or transport vehicles. However, the complex, time-bound and precision-driven operations carried out within RMS offices and

transit sections remain largely unseen. In effect, the efficiency, reliability and speed of postal service delivery to citizens and business entities are substantially dependent on the uninterrupted and effective functioning of the Railway Mail Service.

1.6.4 With the advancement of Information Technology in the Department of Posts, RMS operations have undergone significant transformation. Computerised registration channels, which were initially introduced in metro cities during the mid-1990s, have since been replaced and integrated into end-to-end digital platforms under successive IT modernization initiatives. Under IT Modernization Project 1.0, mail offices and RMS units were brought under centralized, networked applications enabling electronic booking, processing, tracking and monitoring of mail articles. Parcel, Speed Post and registered mail operations were migrated to integrated digital systems, ensuring real-time visibility and standardised processing across the network.

Under IT Modernization Project 2.0, RMS operations are being further strengthened through unified and integrated applications, enhanced network connectivity, upgraded hardware infrastructure and mobile-enabled operational tools. The new systems provide seamless integration of mail processing, sorting, dispatch and delivery functions, replacing legacy and standalone software applications. The modernization initiative aims at achieving complete digitization of RMS operations, improving accuracy, transparency, operational efficiency and service quality, while ensuring interoperability with postal, logistics and financial service platforms across the Department.

1.7 BRIEF HISTORY

1.7.1 The RMS branch of the Postal Services was first created in the year 1870 and was placed under the charge of a *Superintendent*. In 1880, the designation was changed to *Inspector General of RMS*, who also functioned as Assistant Director General till 1890. In 1905, the organisation underwent a minor modification. With further expansion and with a view to rendering efficient service, RMS administration was placed under three Deputy Postmasters General with headquarters at Ambala, Calcutta and Poona. In the year 1921, in pursuance of the recommendations of the Ryan Committee, RMS was entrusted to the Heads of Circles. In 1934, the Postal Enquiry Committee, popularly known as the *Pasricha Committee*, examined the functioning of both the Postal and RMS wings.

1.7.2 In the year 1948, based on the recommendations of the First Pay Commission, an Expert Committee was appointed to examine issues relating to working hours, weekly holidays, overtime and out-station allowance, etc. However, many of the valuable recommendations of the Committee were not considered or implemented.

1.7.3 During 1957–58, another Committee headed by Shri R. V. Marathe, the then Deputy Director General (Staff), was appointed to evaluate the functioning of RMS and to address its problems. One of the major recommendations of the Committee was that RMS administration should be placed under the exclusive control of the Heads of Circles and separated from the Postal wing. As this recommendation was not implemented in full, the initial steps taken proved unsuccessful and the scheme was ultimately scrapped in the year 1967.

1.7.4 The *"All-Up Scheme"* was introduced in the Railway Mail Service with the objective of completing sorting work on the same day and dispatching all mails by

air. Under this scheme, running RMS sections performed the sorting of lakhs of mail articles in moving trains. This system was abolished in the year 1984. The discontinuation of the All-Up Scheme resulted in accumulation of unsorted mails in RMS offices, and the sorting offices introduced thereafter could not cater to operational requirements to the extent achieved under the earlier system.

The Department, as a part of modernization, appointed McKensey Consultancy for the improvement of the mail, sorting and delivery system; not only for the consultation, but also to implement its decisions under the guise of Mail Network Optimization which has resulted in further deterioration of service in the recent past in the functioning of the RMS and the sorting offices. The Mail Network Optimization project introduced after their consultations came to stay with many modifications. In between there were more abolition of sorting offices which were protested by the service unions and after sometime it was halted to some extent. But the damages caused to the service were not retrieved.Meanwhile, the Department experienced with the engagement of air freight carriers as a part of MNOP which was dropped subsequently due to the delay of mails and causing heavy loss to the Government exchequer.

1.7.5 The main object of briefing thisbackground is that the administration underwent several changes and efforts were made to tone up its efficiency and improve the structure of the administration, butdesired improvement is yet to come.

Despite the fact that the Airlines are operating their services between distant cities and towns, instead of utilizing such services, still the mails are being routed through the railways. The conversion of all sorting sections into transit sections and abolition of sorting in the running trains &back routing of mails caused heavy impairment to the service.

1.7.6 As the representatives of Major organizations, we are having a concern with the developments, butvery optimistic, in the days to come, the organization will rise up to the occasion and clamp the service a better and efficient one.

As part of modernization and efficiency-oriented reforms, the Department subsequently undertook structured initiatives for rationalization of mail processing and transmission. In recent years, projects such as *Mail Network Rationalization* and *Mail Processing and Optimization Programme (MPOP)* were introduced with the objective of streamlining mail flow, optimizing routing patterns, consolidating operational units and improving end-to-end visibility of mail movement. These initiatives involved reorganization of sorting arrangements, modification of transit patterns and rationalization of mail offices. While the stated objective was to enhance efficiency and reduce transit time, the implementation of these projects posed operational challenges, particularly affecting RMS and sorting offices at the field level.

1.7.7 The purpose of presenting this background is to highlight that RMS administration has undergone several structural and operational changes over the decades, with repeated efforts to improve efficiency and strengthen the organizational framework. Despite the introduction of new projects and rationalization measures, the desired level of sustained improvement in RMS functioning has yet to be fully achieved.

1.7.8 Experience gained from successive modernization, rationalization and optimization initiatives indicates that structural changes in the mail network, without corresponding strengthening of RMS infrastructure and manpower, adversely affect operational efficiency. The RMS has been required to shoulder increased responsibilities arising from consolidation of operations and revised routing patterns under MPOP, without commensurate augmentation of manpower, training or field-level support.

1.7.9 In the backdrop of these developments, it has become evident that future restructuring or modernization of RMS must be preceded by comprehensive assessment of workload, operational realities and service obligations. Lessons drawn from earlier rationalization initiatives underline the importance of preserving functional integrity of sorting and transit operations while adopting reforms.

1.7.10 The cumulative impact of repeated structural changes and rationalization exercises demonstrates that RMS remains a critical operational arm of the Department, whose effectiveness directly influences the quality and timeliness of postal services. Any dilution of RMS capacity has a cascading effect on mail transmission and delivery.

1.7.11 Historical experience clearly establishes that reforms in RMS must be carefully designed, operationally tested and supported by adequate infrastructure, technology and human resources. Reforms implemented without such safeguards have resulted in service disruption and inefficiencies.

1.7.12 It therefore emerges that future initiatives relating to rationalization, optimization or modernization of RMS should be undertaken through phased implementation, stakeholder consultation and detailed impact assessment to ensure that service quality and operational resilience are maintained.

1.7.13 This brief historical overview underscores the enduring importance of the Railway Mail Service in the postal network and highlights that sustainable improvement in its functioning can be achieved only through balanced, evidence-based and inclusive reform measures, drawing upon lessons from past experience.

CHAPTER – II

JOB EVALUATION – SORTING ASSISTANT

JUSTIFICATION FOR HIGHER PAY TO SORTING ASSISTANTS

2:1 Accepted Principles

2.1.1 Transformation of RMS into a Technology-Driven Logistics Organisation.

The Department of Posts has undergone a paradigm shift in its operational, technological and organizational framework during the last decade. With the implementation of the Mail Network Optimisation Project (MNOP), Parcel Network Optimisation Project (PNOP), establishment of L1 and L2 National / Intra-Circle Sorting Hubs, Automated Mail Processing Centres (AMPCs), and adoption of end-to-end IT-enabled logistics systems, the Railway Mail Service (RMS) has transformed from a conventional mail handling setup into a technology-driven public logistics organization.

Further the e-commerce industry in India has exploded and efficient logistics and delivery movement services have become vital to deal with the tremendous rise in demand. The India Post has already delivered itself as a key player in this industry therefore there is be increased requirement of manpower with positions as mail handlers, sorters and logistics coordinators.

The Hon'ble Finance Minister, in the Union Budget 2025–26, has explicitly announced the vision of transforming India Post into a "Large Public Logistics Organization". This policy shift has substantially expanded the scale, complexity and accountability of mail processing and transmission functions, placing significantly enhanced responsibility on Sorting Assistants.

2.1.2 Historical Parity with Postal Assistants and Need for Strengthening.

Sorting Assistants have historically been equated with Postal Assistants in matters of pay and allowances based on the principle of equal pay for equal work. Both cadres are governed by identical service rules, disciplinary framework and recruitment standards. However, the actual job content, working conditions, skill intensity, risk exposure and working hours of Sorting Assistants are demonstrably higher.

2.2 Though Postal Assistant (PA) and Sorting Assistant (SA) posts have the same rank of clerical cadre but their job profiles, trainings and operational needs are completely different and therefore there is a continuous demand with every Pay Commission to clearly draw a line between the two cadres based on its roles.

Key differences:

1. Postal Assistant is basically Front Line Workers and usually first point of contact with Customer or performing operational tasks on front lines. Sorting Assistant on the other hand involves less customer interaction and more Strategic planning or decision making in disposal of his work.
2. A Postal Assistant work is more diverse, including working in APT 2.O (POS) & Finacle, maintaining of records, managing cash and assisting with other post office operations while Sorting Assistant roles comes with higher responsibilities requiring advance skills & complex knowledge in respect of geographical location, area, pincode, etc.
3. Sorting Assistant generally have to work round the clock in arduous operational conditions, uncertain work load and are generally prone to various postal items hazardous to the health of a human being. He also lacks basic social life as he has to generally work in night shifts for all backend activities of logistic handling processing and transmission. Whereas Postal Assistant generally works during day hours in a Post Office and generally enjoys a work a more stable work life balance than a Sorting Assistant who works in substantial hours of evening and night.
4. The promotional opportunities for Postal Assistant are more frequent than that of limited promotional opportunities for Sorting Assistant depending on competitiveness.
5. Postal Assistant work pressure can be moderate, involving customer service, handling mail and administrative task. The pace can vary based on location and time of year. On the other hand Sorting Assistant handles a more complex work pressure due to nature of sorting of large volumes of mails and ensuring timely processing, especially during peak seasons.
6. Postal Assistant enjoys all Sundays and Gazetted Holidays but Sorting Assistant has to work on all Sundays and Gazetted Holidays for ensuring prompt delivery of articles to Postal Customers.
7. The Sorting Assistant handles a variety of Sophisticated Equipment's and Industrial Sortation Systems which requires precise skills and knowledge whereas the Postal Assistant work basically on a Computer and handles limited IT products.
8. The Post Office is located in almost all the Cities and Corners of the Country but an RMS Office is located in limited jurisdiction and therefore the Sorting Assistant has to work in the allotted Division/Unit/Office as per the prerogative of the Department and has very limited chances of getting the desired transfer near to his location. This contributes to his additional expenditure both on living, accommodation and food.

9. In particular, Sorting Assistant job require greater strength, involve higher hazard and risk than a Postal Assistant job.

Undoubtedly the role of Sorting Assistant in a Logistic Organization is of utmost importance and therefore it is emphasized that the pay of a Sorting Assistant should be higher than that of a Postal Assistant as both the cadres have many key differences which are elaborated at above and as the work of Sorting Assistant is more of cumbersome, highly skilled operative cum clerical cadre.

2.3Applications of Fair Wages Committee Criteria.

2.3.0 Relevance of Fair Wages Committee Criteria.

The Fair Wages Committee, while determining wage differentials among various categories of employees, laid down certain well-defined and universally accepted criteria to assess the relative weight of duties, responsibilities and working conditions attached to a post. These criteria have consistently been relied upon by successive Pay Commissions for evaluating claims for higher pay scales.

The Fair Wages Committee applied the following criteria for higher wage differentials:

a) Degree of skill.
b) The strain of work.
c) The experience involved.
d) The training required.
e) The responsibility undertaken.
f) The mental and physical requirements.
g) The disagreeableness of the work.
h) The hazard attendant to the work.
i) The fatigue involved

An objective and realistic application of the above criteria to the duties performed by Sorting Assistants of the Railway Mail Service, particularly under the present system of SSC–CGL recruitment, Mail and Parcel Network Optimisation, Hub-and-Spoke logistics, Automation and IT 2.0–based operations, clearly establishes that Sorting Assistants satisfy each of these parameters to a far greater extent than other clerical categories in the Central Government. The details under each criterion are discussed below.

2:3.1 Detailed analysis with Contemporary Comparison

2:3.1(a) Degree of Skill – Advanced Logistics and IT Competency

Sorting Assistants are now recruited through the SSC–CGL (Graduate Level) examination, placing them at par with other executive and professional cadres of the Government of India. The job demands a rare combination of clerical competence and advanced operational skill. A Sorting Assistant must possess in depth geographical knowledge of the entire country, mastery over PIN code, district and hub based sorting patterns, and the ability to take real time routing decisions to ensure adherence to strict transit schedules. With the introduction of IT 2.0 architecture, automated sortation systems, volumetric scanners, RFID barcode, QR based tracking, and centralized dashboards, Sorting Assistants are required to work seamlessly with multiple software platforms and hardware interfaces. In contrast, other clerks largely perform desk based, procedure driven tasks with limited scope of operational decision making and restricted exposure to complex logistics software.

2:3.1(b) Strain of Work – Combined Physical and Mental Pressure

The strain involved in RMS duties is both physical and mental. Sorting Assistants work continuously for eight to twelve hours, largely standing, walking, lifting heavy mail bags and handling high volumes of articles under severe time pressure. Unlike other clerical posts where workload fluctuations are predictable and largely sedentary, RMS hubs function in a production unit environment with daily peak workloads driven by e commerce traffic. Even with automation, the human interface has intensified, as Sorting Assistants must monitor systems, resolve exceptions, handle odd shaped parcels and ensure zero error processing. The strain is continuous and cumulative, leaving little scope for rest or recovery during duty hours.

2:3.1(c) Experience Involved – Impact on National Mail Flow

Experience in the RMS is not merely additive but decisively impacts operational efficiency and national mail flow. A seasoned Sorting Assistant develops speed, accuracy and judgment through years of hands on exposure to changing sorting patterns, network realignments under MNOP/PNOP, and dynamic traffic conditions. Errors at this level have nationwide repercussions. In other clerical posts, experience improves efficiency but mistakes are largely reversible through procedural checks without systemic impact.

2:3.1(d) Training Required – Continuous and Technology-Driven.

Sorting Assistants undergo rigorous institutional, induction and practical training before being entrusted with independent duties. Training encompasses postal manuals, operational rules, IT applications, hub logistics, air/rail/road connectivity and now IT 2.0 based systems. Unlike other clerks whose training stabilizes after initial years, Sorting Assistants require continuous retraining due to frequent software upgrades, introduction of new modules, automation tools and upcoming initiatives

such as DIGIPIN, which will further enhance geo coded sorting complexity. Thus, training for a Sorting Assistant is career long and not a one time requirement.

2:3.1(e) Responsibility Undertaken – Custody and Financial Accountability.

Sorting Assistants are custodians of insured articles, high value parcels, Speed Post consignments and sensitive documents. Under contributory negligence rules, they are personally liable for losses arising from tampering, misrouting, seal defects or weight discrepancies, often resulting in direct monetary recoveries. In hub operations, they coordinate receipt, processing and dispatch under tight timelines, where accountability is absolute. Other clerical cadres generally operate under institutional responsibility frameworks, with minimal personal financial liability.

2:3.1(f) Mental and Physical Requirements – High Endurance and Alertness.

The RMS job requires sustained alertness, rapid visual recognition, hand eye coordination and physical endurance. Night shifts, rotating duties and continuous screen based monitoring under IT 2.0 systems impose severe cognitive load while physical exertion continues simultaneously. Other clerical posts predominantly involve mental work in fixed day schedules with negligible physical demands.

2:3.1(g) Disagreeableness of Work – Adverse Working Environment.

Sorting Assistants work in environments characterized by dust, dirt, poor ventilation, extreme temperatures and constant noise from mechanised systems. Duties extend to nights, Sundays and Gazetted Holidays, resulting in social isolation and disruption of family life. In contrast, other clerks generally work in clean office environments with predictable hours and regular holidays.

2:3.1(h) Hazard Attendant to Work – Occupational Risks.

RMS duties expose Sorting Assistants to occupational hazards including biological contaminants from mail articles, heat stress in hubs and mail vans, and risks associated with railway platforms and moving logistics operations. Incidence of musculoskeletal disorders, sleep disorders and repetitive strain injuries is significantly higher. Such hazards are virtually absent in other clerical cadres.

2:3.1(i) Fatigue Involved – Continuous and Cumulative Fatigue.

The cumulative effect of extended working hours, night shifts, physical exertion and mental pressure results in chronic fatigue among Sorting Assistants. This fatigue directly affects operational accuracy, yet relief mechanisms are limited due to rigid transit schedules. Fatigue in other clerical posts is largely mental and recoverable without systemic consequences.

2:4 Conversions of Working Hours – Comparative Analysis

2:4:1 Excess Annual Working Hours

Due to continuous operations, Sorting Assistants work substantially more days and hours in a year compared to other clerical employees. Sorting Assistants work on Sundays and Gazetted Holidays with weekly offs granted only in lieu, while other clerks enjoy closed Saturdays and holidays. On an annual basis, a Sorting Assistant works approximately 285 days, whereas clerks in administrative offices work about 233 days.

When converted into hours:

• Sorting Assistant: 285 days × 8 hours = 2280 hours per year
• Other clerks: 233 days × 8.5 hours = 1980.5 hours per year

This results in an excess workload of nearly 300 hours annually, equivalent to about 52 additional working days, without commensurate compensation.

2:5 Justifications of Higher Pay Scales – Staff Side Demand

2:5:1 Justification Based on Job Evaluation

The foregoing analysis conclusively establishes that Sorting Assistants, recruited through SSC CGL and functioning in a technology intensive logistics environment under IT 2.0 and network optimisation regimes, perform duties involving higher skill, strain, responsibility, risk and fatigue than other clerical cadres.

The Staff Side, therefore, demands that Sorting Assistants be granted Grade Pay ₹4200 (pre revised) with corresponding Basic Pay of ₹1,08,000, along with appropriate recognition of higher qualifications and extended working hours, while maintaining full parity with Postal Assistants. All factors of arduousness, night duty, denial of holidays, technological adaptation and personal liability must find due reflection in the pay structure of the Sorting Assistant.

2:6 Workload and Operational Intensity of Sorting Assistants

2:6:1 High-Speed Multi-Tasking in Parcel Operations

The operational intensity is particularly evident in Parcel Hubs and high-volume RMS units. A Sorting Assistant is required to handle multiple operational points such as bag opening, scanning, segregation, closing, and dispatch. In a typical shift, a Sorting Assistant processes around 400 parcels, with each parcel requiring handling within 5–10 seconds.

Within this limited time, the official must perform multiple concurrent tasks including physical handling, barcode scanning, system validation, preliminary sorting into multiple destinations, identification of insured articles requiring approval, and verification of weight and routing. At the time of closing, the Sorting Assistant must again scan each article, correctly identify destination PIN codes, and ensure accurate bagging within similarly constrained time frames.

In addition, Sorting Assistants work in branches such as Mail Agent sections dealing with closed bags, where responsibility is even higher. They must verify bag condition, seals, and documentation while ensuring accurate scanning and dispatch under strict timelines. This level of operational intensity requires high coordination of physical effort and cognitive processing, comparable to industrial logistics environments.

2:7 Responsibilities in Parcel Hubs

2:7:1 End-to-End Processing and System Accountability

In Parcel Hubs, Sorting Assistants perform critical functions in the end-to-end processing of parcels within a fully digital environment. Their responsibilities begin with the receipt of mail bags, followed by systematic opening, verification of contents, and scanning of each parcel using APT 2.0-enabled devices. Every article must be accurately captured in the system, ensuring real-time data recording and traceability.

They carry out both primary and secondary sorting operations based on destination mapping and hub-based logistics patterns. This requires high levels of speed and precision, as each parcel must be processed within a few seconds while ensuring complete accuracy. They are also responsible for identifying exceptions such as misrouted articles, insured items requiring special handling, and discrepancies in weight or routing, and must take immediate corrective action within the system.

During the closing stage, Sorting Assistants must ensure 100% scanning compliance, accurate bag mapping, and proper system validation before dispatch. They also handle Mail Agent functions involving closed bags, where verification of seal integrity, bag condition, and documentation is essential. These responsibilities involve a high degree of accountability and demand continuous coordination between physical operations and system-based validation.

2:8 Responsibilities in Speed Post Centres

2:8:1 Handling of Time-Sensitive Premium Articles

In Speed Post Centres, Sorting Assistants are responsible for handling time-sensitive premium mail under strict delivery standards and full postage refund policies. With APT 2.0, every Speed Post article is processed through real-time tracking systems, requiring immediate scanning, validation, and routing.

They must ensure accurate system entry and continuous updating of article status, as any delay or discrepancy becomes instantly visible in the system and directly affects service performance. Sorting Assistants are required to adhere strictly to dispatch schedules linked to various modes of transport, including air, rail, and surface connectivity.

They are also responsible for handling system-generated alerts such as delayed articles, incorrect routing, or pending scans. These issues must be resolved promptly

to maintain delivery commitments. The role demands a high degree of concentration, speed, and precision, as even minor errors can have a direct impact on service quality.

2:9 Responsibilities in Transit Mail Offices (TMO Points)

2:9:1 Real-Time Transit Operations and Risk Management

At Transit Mail Offices, Sorting Assistants perform critical transit and exchange operations under APT 2.0 monitoring systems. Their responsibilities include scanning inward and outward bags, verifying bag labels, ensuring seal integrity, and maintaining accurate system records for each transaction.

They are responsible for ensuring that all bag movements are recorded in real time, maintaining complete digital traceability of transit operations. They must ensure correct exchange of bags between units and prevent any misrouting or delay in transit.

In cases of discrepancies such as missing bags, damaged seals, or incorrect routing, Sorting Assistants are required to immediately update the system and initiate corrective measures. These duties are often performed in dynamic environments such as railway platforms and transit points, involving both time pressure and physical risk.

2:10 Responsibilities in HRO Units

2:10:1 Administrative and System-Based Workforce Support

In HRO units, Sorting Assistants perform system-based administrative and operational support functions within the APT 2.0 framework. Their responsibilities include maintaining staff-related data, assisting in duty allocation, recording attendance, and supporting manpower planning in a 24×7 operational environment.

They handle user login management, role-based access control, and system data entry related to staff deployment. They also support supervisors in monitoring workforce utilisation, maintaining duty rosters, and ensuring compliance with service rules.

Additionally, they are responsible for ensuring data accuracy, resolving discrepancies in staff records, and supporting digital audit requirements. Their role in HRO units requires a combination of operational knowledge, administrative capability, and technical proficiency.

Additional Responsibility – Performance of Counter Operations

In addition to the core operational duties performed within the Railway Mail Service, Sorting Assistants are also required to undertake counter operations whenever deployed in combined offices, mail offices, and other functional units. In such roles, they perform booking of mail and parcels, handling of customer transactions, acceptance of accountable articles, operation of IT-enabled counter systems, and management of financial transactions. These duties involve direct public interaction, adherence to strict procedural and financial rules, and real-time system updates under IT 2.0 platforms.

The performance of counter duties further expands the functional scope of Sorting Assistants beyond backend logistics operations to frontline customer service responsibilities, thereby increasing their overall workload, accountability, and skill requirements. This additional role clearly establishes that Sorting Assistants are not confined to a single operational domain but are multi-functional employees handling both logistics operations and public interface duties, which must be duly recognized in their pay structure and service conditions.

2:11 Day-to-Day Difficulties Faced

2:11:1 Operational, Technical and Infrastructure Challenges

Despite their critical role, Sorting Assistants face numerous operational challenges on a daily basis, particularly under the APT 2.0 system environment.

They frequently encounter technical issues, including scanner malfunctions, network connectivity problems, system slowdowns, and data mismatches. Since all operations are system-dependent, any disruption can directly affect workflow and requires immediate attention.

Sorting Assistants operate under extreme time pressure, particularly in Parcel Hubs and Speed Hub Centres, where large volumes of mail must be processed within strict timelines. Peak periods, especially driven by e-commerce traffic, significantly increase workload and operational stress.

Staff shortages are a persistent challenge, requiring Sorting Assistants to handle multiple operational points simultaneously, thereby increasing both physical and mental strain.

They also work under infrastructure constraints, including limited space, congestion, inadequate equipment, and suboptimal working conditions. These factors further complicate operational efficiency.

Handling misrouted articles, incorrect bagging, and system discrepancies adds to the complexity of their work, as these issues must be resolved immediately to avoid delays in dispatch and delivery.

Moreover, Sorting Assistants function under continuous accountability and audit pressure, as every action is recorded within APT 2.0, and any discrepancy may lead to financial liability or disciplinary action.

2:12 How Sorting Assistants Overcome These Challenges

2:12:1 Adaptability, Technical Competence and Operational Resilience

Sorting Assistants overcome these challenges through high levels of operational adaptability, technical competence, and sustained effort.

In the event of system failures, they adopt alternate working methods, coordinate with technical support teams, and ensure continuity of operations without disruption. They are capable of quickly identifying and rectifying system discrepancies, thereby maintaining data integrity and workflow consistency.

They manage high workloads by prioritising tasks, optimising workflow, and maintaining speed and accuracy even under pressure. During staff shortages, they take on additional responsibilities and ensure that all operational stages are completed within prescribed timelines.

Misrouted articles and operational errors are addressed through immediate corrective action, including re-routing, re-scanning, and system updates, ensuring that service standards are not compromised.

Despite infrastructure limitations, they maintain efficiency through effective coordination and optimal utilisation of available resources. Their ability to work continuously during night shifts, extended hours, and high-pressure conditions reflects their resilience and professional competence.

2:13 Justification of Higher Pay Scales – Staff Side Demand

The foregoing analysis conclusively establishes that Nevertheless, and according to the evidence gathered all through the research, arduous work could be horizontally defined as ***"Occupations involving the exposure of the worker over a period of time to one or several factors leading to professional situations susceptible to leave long-lasting and irreversible effects on his/her health; these factors are related to physical constraints, psychosocial risks, an aggressive physical environment, working organization and working rhythms, including shift work".***

The facts enumerated above will conclusively indicate that the sorting assistants in the Railway Mail Service have to undertake comparatively more skilled and physical job with strains, risks, responsibility and disagreeableness than a Postal Assistant, a clerk in Bank, Insurance or for that matter, any sedentary

worker in other departments. The Department is also continuously referring this to CPCs that the Sorting Assistant cannot be equated with the Postal Assistants based on their skills, trainings, nature and hours of work, etc and hence they needs to be paid an extra pay equal to the extent of 10% of the Pay and the Grade Pay than the Postal Assistants.

We plead that this process should be considered on each factor of arduousness, fatigue, risk, responsibility, strain, day and night duty; denial of holidays, being away from hearth and home, coupled with skill and training, all these factors should find reflection in his pay.

The Staff Side, therefore, demands that Sorting Assistants be granted **Grade Pay ₹4200 (pre-revised)** with corresponding **Level 6**, along with appropriate recognition of higher qualifications and extended working hours, while maintaining full parity with Postal Assistants. All factors of arduousness, night duty, denial of holidays, technological adaptation and personal liability must find due reflection in the pay structure of the Sorting Assistant cadre.

CHAPTER – III

LSG & HSG–II SUPERVISORS

JUSTIFICATION FOR HIGHER PAY

3.1 – Nature of the Cadre and Structural Importance

The cadres of Lower Selection Grade (LSG) and Higher Selection Grade–II (HSG–II) constitute the first and second levels of the supervisory hierarchy in the Department of Posts, particularly within **RMS Units**. These posts represent the critical transition from execution-level work to frontline supervisory and managerial responsibility in high-intensity logistics environments.

However, over successive pay revisions, including the Seventh Central Pay Commission, these cadres have lost both financial and functional distinctiveness, resulting in a situation where promotion does not carry commensurate monetary benefit or status recognition. This has led to stagnation in careers, erosion of supervisory authority, and dilution of accountability, necessitating urgent correction in the forthcoming pay revision.

3.2 – Skill and Supervisory Competence Required

LSG and HSG–II officials are required to possess advanced supervisory, operational, and technical skills far exceeding those required at the clerical level. Their role demands comprehensive expertise in mail processing, parcel logistics, hub-based operations, and routing systems within **RMS Units**, where operations are time-bound and volume-intensive.

They must demonstrate advanced IT proficiency in handling IT 2.0 platforms, APT 2.0 dashboards, automated sortation systems, scanners, and real-time monitoring tools. They are required to take instant operational decisions to ensure adherence to strict dispatch schedules linked to air, rail, and surface connectivity.

They simultaneously manage manpower, monitor system outputs, and coordinate workflow across multiple operational points. Their analytical ability enables them to identify bottlenecks, resolve operational discrepancies, and maintain throughput efficiency. They function as real-time operational controllers and system supervisors, ensuring uninterrupted logistics flow.

3.3 – Nature of Duties and Day-to-Day Operational Responsibility in RMS Units

The duties performed by LSG and HSG–II supervisors in **RMS Units** are continuous, time-bound, and directly linked to daily operational output.

Their day-to-day work involves supervision of bag opening, article scanning, segregation, sorting, bagging, and dispatch under compressed timelines. They ensure that each article is properly scanned, validated in the system, and sorted according to destination within limited processing time. They continuously monitor workflow to prevent accumulation of pendency and ensure that all mail and parcels are processed within cut-off schedules.

During closing operations, they ensure that every article is correctly scanned, mapped to the appropriate destination bag, and dispatched in accordance with routing plans. They also supervise Mail Agent sections handling closed bags, verifying seal integrity, bag condition, and dispatch accuracy, which involves higher levels of accountability.

They handle time-sensitive articles governed by strict delivery standards, ensuring real-time scanning, accurate routing, and timely dispatch linked to transport connectivity. They continuously monitor IT dashboards, verify system data, coordinate between sections and shifts, and ensure uninterrupted operations across all stages of processing.

3.4 – Problems Faced and Operational Challenges in RMS Units

LSG and HSG–II supervisors in **RMS Units** face multiple operational challenges on a daily basis, requiring immediate resolution to maintain workflow continuity.

They handle system-related issues such as scanner malfunctions, network failures, data mismatches, and software errors, ensuring that operations continue without disruption. They rectify misrouted and missent articles, manage sorting errors, and ensure correct re-routing within strict timelines.

They manage operations under acute staff shortages, dynamically reallocating manpower across sections such as opening, sorting, and dispatch to maintain workflow. During peak periods, particularly due to e-commerce traffic, they handle sudden surges in volume while ensuring adherence to dispatch schedules.

They also address infrastructure constraints, including limited workspace, congestion, and equipment shortages within RMS Units. In addition, they

ensure compliance with security and vigilance requirements, prevent losses, and maintain accountability in handling insured and high-value articles.

They act as the first point of resolution for all operational disruptions, ensuring that pendency is cleared, workflow is restored, and service standards are maintained without delay.

3.5 – Workload and Operational Intensity

The workload handled by LSG and HSG–II supervisors is exceptionally high, particularly in **RMS Units** where operations are continuous and time-bound. They supervise processing of large volumes of mail and parcels per shift, monitor high-speed operations where each article is processed within seconds, and ensure strict adherence to dispatch schedules.

They must continuously monitor operations, prevent delays, and ensure seamless workflow under severe time pressure. The supervisory role is therefore performed under continuous operational stress, high workload, and zero-error tolerance, comparable to industrial production systems.

3.6 – Leadership, Personnel Management and Training

LSG and HSG–II officials function as team leaders and mentors in **RMS Units**. They guide staff, provide on-the-job training in advanced systems, maintain discipline, and ensure productivity under demanding conditions. They also handle staff grievances and maintain industrial harmony.

3.7 – Functional, Financial and Public Accountability

These supervisors carry significant accountability in managing operational output, financial transactions, and public service delivery within **RMS Units**. They ensure proper handling of accountable articles, prevent revenue loss, and address customer complaints. They are also held accountable under contributory negligence provisions, bearing personal responsibility for lapses.

3.8 – Disturbed Relativities and Structural Anomalies

The current pay structure has resulted in serious anomalies, where promotion to LSG does not provide financial benefit due to MACP overlap, and supervisory roles are equated with non-supervisory positions. This undermines the very purpose of promotion.

3.9 – Impact of Modernisation and Technology

With IT 2.0, APT 2.0, MNOP, PNOP, and hub-based logistics systems, supervisory roles in **RMS Units** have become highly technology-intensive. Real-time monitoring, system control, and decision-making have become essential, while compensation has not kept pace with these increased responsibilities.

3.10 – Justification for Higher Pay under 8th CPC

In view of the above, it is clearly established that LSG and HSG–II supervisors in RMS offices perform highly demanding supervisory, operational, and technical roles involving continuous decision-making, problem-solving, and accountability under high-pressure conditions.

Therefore, a substantial upward revision of pay under the 8th CPC is fully justified, to ensure fair compensation, restore the value of supervisory roles, and sustain efficiency in postal logistics operations.

3:11 WE DEMAND

3:11:1 In view of the facts placed above, the Staff Side reiterates that LSG and HSG II are not mere clerical promotions but constitute the **core supervisory and managerial cadres** at the grassroots level in the Department of Posts, particularly in RMS operations sustained through IT 2.0 and APT 2.0 platforms.

3:11:2 Promotion to LSG and HSG II must carry **distinct financial and status differentiation**, failing which promotion loses its meaning and becomes counterproductive to efficiency, morale and accountability.

3:11:3 Notwithstanding the Staff Side's consistent demand for abolition of the Grade Pay system, and its replacement with a rational minimum pay structure, the Staff Side places the following proposal as an interim and pragmatic measure for immediate redressal of long-pending injustice to supervisory cadres:

(a) The pay of **LSG (Supervisor / Manager)** shall be fixed at the level corresponding to the **existing Grade Pay of ₹4600**, with corresponding **Level 7** under the revised pay structure.

(b) The pay of **HSG II (Senior Supervisor / Senior Manager)** shall be fixed at the level corresponding to the **existing Grade Pay of ₹4800**, with corresponding **Level 8** which is equivalent to the **proposed Staff Side,** Can be retained by using Fitment Factor 3.833 (As suggested by NJCM in Part I memorandum)

3:11:4 This proposal is fully justified considering that LSG and HSG II supervisors today perform **managerial, technical and administrative functions**,

supervise large operational units under APT 2.0–based workflows, ensure compliance with SOPs under MNOP/PNOP, and bear personal accountability for personnel, finance and service delivery.

3:11:5 The above fixation will also restore **vertical and horizontal relativities** that existed prior to the Fifth Central Pay Commission and were subsequently distorted due to the introduction of ACP/MACP schemes and the Pay Band/Pay Matrix system.

3:11:6 In addition, the Staff Side reiterates its demand for introduction of a **Supervisory Allowance**, at a rate not less than **10% of Basic Pay**, for LSG and HSG II supervisors, in recognition of their enhanced workload, technological adaptation, extended hours of duty and heightened responsibility.

In the transformed scenario where the Department of Posts is functioning as a **technology-driven public logistics organisation**, the success of operations critically depends on the efficiency, leadership and accountability of LSG and HSG II supervisors. Denial of commensurate pay and recognition to these cadres undermines not only employee morale but also organisational performance.

The Staff Side, therefore, submits that the above demands are **reasonable, justified and administratively necessary**, and prays that the same may be favourably considered in the interest of justice, efficiency and long-term sustainability of postal and RMS operations.

CHAPTER – IV

HIGHER SELECTION GRADE – I (HSG–I)

JUSTIFICATION FOR HIGHER PAY

4.1 – Position and Span of Control

Higher Selection Grade–I officials function as Heads of Mail Offices, RMS Units, exercising administrative and operational control over a large workforce comprising up to 70–75 Sorting Assistants, around 10 LSG/HSG–II Supervisors, and a considerable number of Multi-Tasking Staff, Gramin Dak Sevaks, and contingent employees. The span of control is extensive, multi-layered, and dynamic, requiring continuous supervision, coordination, and decision-making to ensure uninterrupted mail and parcel operations across all functional points.

4.2 – Day-to-Day Work and Operational Responsibilities in RMS units.

The day-to-day functioning of HSG–I officials is highly intensive and directly linked to operational output. They are responsible for overall planning, supervision, and execution of all activities within **RMS Units**.

Their daily work begins with deployment of manpower across operational points such as bag receipt, opening, scanning, sorting, segregation, bagging, and dispatch. They ensure that all operations are carried out within strict timelines and that dispatch schedules linked to air, rail, and surface connectivity are adhered to without delay.

Within RMS Units, they supervise high-volume mail and parcel processing, ensuring smooth workflow across multiple sorting points and preventing accumulation of pendency. They ensure that time-sensitive articles are processed, routed, and dispatched in accordance with prescribed delivery standards.

They continuously monitor operational performance through IT 2.0 and APT 2.0 dashboards, verify throughput, and ensure system accuracy. They coordinate between shifts and sections to maintain continuity of operations and personally supervise critical activities such as closing of bags, verification of accountable articles, and clearance of pending mail, often extending beyond normal working hours.

4.3 – Control over Staff and Administration

As Heads of Office, HSG–I officials exercise full administrative, supervisory, and disciplinary control over staff. They are responsible for manpower deployment, maintaining discipline, resolving grievances, and ensuring compliance with rules and procedures.

They guide subordinate supervisors, monitor their performance, and ensure proper execution of duties. They also attend to public complaints, VIP references, audit objections, vigilance matters, and court cases. The responsibility for safe custody of insured and valuable mail rests personally with them, increasing their level of accountability.

4.4 – Problems Faced and Operational Challenges

HSG–I officials face continuous operational challenges in **RMS Units**. These include handling system failures such as network issues, scanner breakdowns, and software errors, which must be resolved immediately to avoid disruption.

They manage high workload conditions, including sudden surges in mail and parcel volume due to e-commerce traffic, and ensure smooth functioning despite staff shortages by dynamically reallocating manpower. They also operate under infrastructure constraints such as congestion and limited resources.

They handle operational discrepancies such as misrouted articles, incorrect bagging, and data mismatches, ensuring immediate correction. They also ensure strict vigilance and accountability for valuable articles.

These challenges are overcome through real-time decision-making, continuous monitoring, coordination across sections, and effective supervisory control, ensuring uninterrupted operations.

4.5 – Role under IT Modernisation – IT 2.0 / APT 2.0

With IT 2.0 and APT 2.0, the role of HSG–I officials has become highly technology-driven. They act as the principal authority at the unit level for system administration, operational accuracy, and data security.

They manage user roles, monitor dashboards, handle system exceptions, authorise overrides, and ensure compliance with digital audit requirements. Any system failure or discrepancy is directly attributable to them, increasing accountability and stress levels.

4.6 Role in Accounts and HRO (Head Record Officer) under APT 2.0

In the APT 2.0 (IT 2.0) system utilized by India Post, the Drawing and Disbursing Officer (DDO) serves as the primary authority for financial management, operating within a fully digital environment covering payroll, procurement, and accounting functions.

Under this system, **HSG–I officials effectively perform the duties of the DDO**, in addition to their supervisory and operational responsibilities, thereby functioning as integrated managers handling accounts, administration, and human resources simultaneously. This has resulted in a substantial increase in workload, responsibility, and accountability.

DDO Duties & Responsibilities under APT 2.0

A. Treasury Module Management

• Execution of mandatory "Day Begin" and "Day End" operations for daily system functioning
• Handling of cash remittances without manual cash indent procedures
• Verification of daily cash balances within the system
• Management of digital COD payments and real-time updating of delivery data
• Ensuring prompt credit of government receipts to the appropriate account

B. Disbursement and Accountability

• Personal responsibility for funds drawn until disbursement to the entitled individual
• Maintenance of Undisbursed Pay Register (GAR-25) and ensuring timely refund after prescribed period
• Preparation, authorization, and submission of all bills including salary, allowances, and contingent expenditure
• Payroll management through IT 2.0, including:

- Verification of Last Pay Certificates (LPC)

- Ensuring statutory deductions such as NPS and Income Tax
- Handling arrears and leave salary adjustments

C. Budgetary and Financial Control

• Ensuring expenditure remains within sanctioned budget limits
• Proper booking under correct Head of Account

D. Accounts and Record Maintenance

• Maintenance of Cash Book in digital and prescribed formats
• Maintenance of statutory registers including:

- Bill Register (GAR-9) and Bill Transit Register
- Allotment Register
- Contingent Register
  • Monthly reconciliation with Treasury/Accounts Office

E. Procurement and GeM Responsibilities

• Acting as Paying Authority on Government e-Marketplace (GeM)
• Ensuring timely generation of CRAC within prescribed timelines
• Compliance with GST provisions including TDS deduction and tax classification

F. NPS and Statutory Compliance

• Management of NPS activities including registration, updates, and forwarding claims
• Handling audit matters and replying to audit observations raised by CAG/Internal Audit

Additional Responsibilities Performed by HSG–I Officials

In addition to the above DDO functions, HSG–I officials also perform the following critical roles:

• Acting as **Joint Custodian of Cash**
• Responsible for **salary disbursement and contingent payments**
• Handling **GST-related work including filing compliance**
• Disbursement of **wages to outsourced/contingent staff**
• Maintenance of **PF accounts of MTS and GDS**
• Opening and maintenance of **Service Books of MTS**
• Writing and reviewing of **APARs for MTS**

- Supply and distribution of **stock and stationery** to all units of the division
- Maintenance of **work papers and weeding out of old records**
- Handling of **pension cases and regrant matters**
- Monitoring **daily staff arrangements across all units of the division**

4.7 – Career Stage and Disincentives

The post of HSG–I is generally held in the final stage of service and carries all-India transfer liability. The existing pay does not compensate for financial and personal burdens arising from transfers.

Due to inadequate financial benefit and high responsibility, many officials are reluctant to accept promotion, leading to stagnation and demotivation.

4.8 – Disturbing Relativity

Historically, HSG–I maintained strong pay relativity with lower cadres. However, from the Fifth Pay Commission onwards, this relativity has eroded, and under the Seventh Central Pay Commission, pay compression has further reduced the distinction between supervisory and clerical roles.

This has undermined the hierarchical structure and reduced incentives for promotion.

4.9 – Functional Parity with Group 'B' Posts

HSG–I officials perform duties comparable to Group 'B' officers, including administration, finance, vigilance, and operational control. In many cases, their responsibilities exceed those of entry-level Group 'B' officers, yet without corresponding pay or status.

4.10 – Justification for Higher Pay under 8th CPC

The above analysis clearly establishes that HSG–I officials perform high-level managerial, supervisory, and technical functions involving control over large workforce, end-to-end operational responsibility, real-time decision-making, and accountability in high-pressure logistics environments.

The existing pay structure does not reflect the magnitude of responsibility, workload, and accountability. Therefore, **a substantial upward revision of pay under the 8th CPC is fully justified**.

4.11 – We Demand

In view of the foregoing, and in order to restore historical relativity, recognise the functional responsibilities and align with the principles adopted by the 7th Central Pay Commission, it is strongly demanded that the post of Higher Selection Grade–I be placed in Gazetted Group 'B'. The post should be granted a pay level corresponding to Grade Pay ₹5,400 (Gazetted) with corresponding **Level 9**, as demanded by the Staff Side (JCM), commensurate with the level of responsibility, accountability and supervisory span. The incumbents may be redesignated as Chief Postmaster while holding Postmaster posts, or as Chief Supervisor / Manager while holding supervisory posts in RMS units. Such upgradation alone would ensure administrative efficiency, cadre motivation and a just and equitable pay structure.

Conclusion

HSG–I officials function as the operational heads and managerial backbone of RMS units, Parcel Hubs, and Speed Centres, managing complex logistics operations and ensuring uninterrupted service delivery.

The denial of commensurate pay undermines morale and efficiency. The demand for higher pay under the 8th CPC is therefore fully justified, necessary, and essential.

CHAPTER – V

NON-FUNCTIONAL GRADE (NFG) FOR HSG–I OFFICIALS

JUSTIFICATION FOR NFG SCALE

5.1 Removal of Pay Anomaly – Fast Track Promotion (FTP) Officials of RMS Wing

5.1.1 Background

In the year 2000, the Department of Posts (India) introduced the Fast Track Promotion (FTP) Scheme with the objective of identifying talented, efficient, and meritorious young officials and providing them accelerated promotion to the Supervisory Cadre. The scheme aimed at strengthening the supervisory structure of the Department and motivating capable employees through a merit-based promotional avenue.

Under this scheme, two departmental competitive examinations were conducted, and several officials were promoted to supervisory posts through this channel. The scheme played an important role in recognizing merit and improving administrative efficiency.

However, the Department subsequently withdrew the Fast Track Promotion Scheme without ensuring adequate career progression and pay parity for the officials who had already been promoted under the scheme.

5.1.2 Cadre Review and Resultant Disparity

During the Cadre Review implemented in the Postal Wing in 2017, supervisory officials in the Postal Wing were granted placement in the Non-Functional Grade (NFG) with Grade Pay ₹4800 (Level-8 in the Pay Matrix).

However, the officials who were promoted through the Fast Track Promotion Scheme in the Railway Mail Service (RMS) Wing were placed only in Grade Pay ₹4600 (Level-7 in the Pay Matrix), despite performing similar supervisory duties and responsibilities.

This has resulted in a clear anomaly and discrimination between similarly placed officials working in two wings of the same Department.

5.1.3 Violation of the Principle of Equality

The disparity between the Postal Wing and RMS Wing is unjust and contrary to the established principle of "Equal Pay for Equal Work."

The Hon'ble Supreme Court of India has consistently upheld this principle as part of the constitutional guarantee of equality under Articles 14 and 16 of the Constitution. In the landmark case of *Randhir Singh vs Union of India*, the Court held that employees performing the same duties and responsibilities cannot be discriminated against in matters of pay. Similarly, in *D.S. Nakara vs Union of India*, pension and service benefits were recognized as legitimate rights arising out of long years of service.

The present disparity therefore creates an avoidable injustice among employees who are performing comparable supervisory functions within the same Department.

5.1.4 Justification for Rectification

Both the Postal Wing and the RMS Wing are integral operational arms of the Department of Posts (India). Supervisory officials in both wings perform comparable administrative, operational, and managerial responsibilities essential for the functioning of the national postal network.

The lower placement of FTP officials of the RMS Wing in Level-7 (Grade Pay ₹4600) has resulted in a long-standing anomaly affecting pay parity, promotional hierarchy, and employee morale. Rectification of this anomaly will ensure uniformity, fairness, and administrative justice within the Department.

5.1.5 Proposal

The NURC therefore strongly recommends that:

Officials promoted through the Fast Track Promotion Scheme in the RMS Wing should be granted Non-Functional Grade with Grade Pay ₹5400 (Level-10 in the Pay Matrix), on par with their counterparts in the Postal Wing.

Necessary amendments may be made in the pay structure to remove this long-standing anomaly.

The benefit may be extended with appropriate notional effect so that parity between the two wings of the Department is restored.

5.1.6 Conclusion

The NURC respectfully urges the Eighth Central Pay Commission to examine this long-pending issue sympathetically and recommend suitable measures to remove the anomaly. Granting parity will uphold the constitutional principle of equality, strengthen administrative fairness, and improve the morale of supervisory officials serving in the Railway Mail Service Wing.

5.2 THEREFORE, WE DEMAND

In order to restore historical relativity, recognise the functional responsibilities, and align with the principles adopted by the 7th Central Pay Commission, it is strongly demanded that the post of Non-Functional Grade (NFG), with the next higher level from HSG–I as demanded by the Staff Side (JCM), be granted commensurate with the level of responsibility, accountability, and supervisory span.

Such upgradation alone would ensure administrative efficiency, cadre motivation, and a just and equitable pay structure

CHAPTER – VI

PO & RMS ACCOUNTANTS

6.1 ROLE AND IMPORTANCE OF PO & RMS ACCOUNTANTS

6.1.1 In a nutshell, the Accounts Branch in the RMS functions as a Drawing, Disbursing, Accounting and Auditing unit of the RMS and Postal offices. The PO & RMS Accountants are the main pillars upon whom the entire structure of the Postal Accounting System rests. They play a pivotal role in the management of postal finances from the micro level to the apex level by incorporating monetary transactions with proper classifications, maintaining accounts of revenue receipts and expenditures, and continuously monitoring the overall financial health of departmental offices. The Accounts Branch performs a wide spectrum of complex and sensitive financial functions.

6.1.2 The PO & RMS Accountants and HRO (Accounts) are in charge of the Accounts Branch and are solely responsible for accounting work, statutory returns and settlement of personal claims such as pay, allowances, leave, pension, gratuity, advances and recoveries of officials. They act as the primary financial advisors to the Heads of Offices and are the architects of preparation of budgetary proposals, revised estimates and financial planning of the Department.

6.1.3 The posts of Accountants were also created for Divisional Offices with effect from 1st April 1967 to manage the Budget Section. The crucial work of scrutiny and passing of TA, OTA, CEA, OSA, Night Halt Allowance, medical and contingent bills; checking of memoranda of disbursement of pay and allowances; preparation of revised and budget estimates, anticipated final grants; and statements showing variations between budget grants and expenditure is being performed by the Divisional Accountants, in addition to other routine and emergent duties.

6.1.4 The Special Officer appointed to examine the "Duties and Standards" of the Accounts Branch in Head Offices and Head Record Offices has rightly observed.

*"*Accounts branches, dealing as they do with the pay and allowances of staff, are subjected to continuous disturbance by enquiries regarding leave, increments, arrears and rules. Though not officially concerned, the Accountant and staff are consulted on various matters due to their superior knowledge of rules and procedures."**

6.2 DUTIES AND STANDARDS OF PO & RMS ACCOUNTANTS

6.2.1 Only Postal Assistants / Sorting Assistants who qualify in a highly competitive and specialised departmental examination are appointed as PO & RMS Accountants. The duties entrusted to them are of a high technical, statutory and fiduciary nature. Despite this, the cadre has historically received an unfair deal and

has been burdened with increasing responsibilities without commensurate pay and status.

6.2.2 The syllabus for the PO & RMS Accountant Examination is more rigorous than many other departmental examinations and broadly comprises.

i. Fundamental Rules
ii. Supplementary Rules
iii. Leave Rules
iv. Pension Rules
v. Rules relating to Pay and Allowances
vi. Budget Estimates and Control (P&T Manual Vol. II)
vii. P&T Manual Volume IV
viii. Sub-Accounts and Accounts in Sub Post Offices (P&T Manual Vol. VI – Part III)
ix. P&T Financial Handbook – Vol. I
x. P&T Financial Handbook – Vol. II
xi. All other accounting rules issued from time to time

6.2.3 With the advent of computerisation, digitisation, GST, NPS and electronic accounting systems, PO & RMS Accountants have continuously upgraded their skills and now function as **technical experts, compliance managers and system administrators**, guiding Sorting Assistants working in Accounts Branches.

6.3JUSTIFICATION FOR HIGHER PAY

6.3.1 After discussions with the Staff Side, the Department granted an upgraded pay scale to PO & RMS Accountants with effect from 01.11.1978. However, this benefit became ineffective after the introduction of TBOP/LSG schemes, resulting in erosion of the distinct identity and stagnation of the Accounts cadre.

6.3.2 Most Accountants opted for the general line during TBOP/LSG promotions due to lack of financial incentive, leading to acute shortage of trained accounting personnel and forced redeployment of officials back into the Accounts line.

6.3.3 COMPARATIVE PAY STRUCTURE – OTHER DEPARTMENTS (7th CPC)**

Department / Organisation	Designation	7th CPC Level	Minimum Pay
Indian Audit & Accounts	Auditor / Accountant	Level-5	29,200
	Senior Auditor	Level-6	35,400
	Section Officer	Level-7	44,900
Railways	Accounts Assistant	Level-5	29,200
	Divisional Accountant	Level-6	35,400
Ministry of Consumer Affairs	Accountant	Level-5	29,200
Survey of India / Land Records	Accountant	Level-5	29,200
Postal Accounts & Finance	Auditor / Accountant	Level-5	29,200
	Senior Accountant	Level-6	35,400
	Section Officer	Level-7	44,900

6.3.4 PO & RMS Accountants perform duties identical in nature and responsibility to those in organised Accounts Services, yet are denied parity in pay and career progression.

6.3.5 LIST OF WORKS PERFORMED BY PO & RMS ACCOUNTANTS

It will be most apt to mention that the following works performed by the post/RMS office / Divisional office Accountants are one and the similar of the works performed by the Junior / Senior Accountants working in other departments including Postal Accounts and Audit and accounts.-

1) Maintenance of Service book and service rolls;
2) Maintenance of Leave Accounts;
3) Preparation of Increment Certificate & Absentee Statements;
4) Maintenance of cash book and cash abstracts;
5) Issuing Last Pay certificates;
6) Assessment of income tax and submission of income tax returns;
7) Maintenance of security bond register;
8) Processing of Pension in respect of Group 'C' and Group 'D' officials;
9) Maintenance of GPF ledger, calculation of interest and final settlement of GPF accounts in respect of Group 'D' officials;
10) Scrutiny of NPC bills, acquittance rolls, memorandum of pay and

allowance;

11) Drawal of pension to those who have opted for payment at HO and subordinate offices;

12) Processing of all personal claims such as TA, LTC and medical for submission to Divisional Superintendents for further disposal;

13) Verification of service with pay bills;

14) Work related to GDS SDBS Scheme, Group insurance, Severance amount, Gratuity etc. & GDS related issues.

15) Maintenance of registers of drawings from bank and remittance to the bank and watching the receipt of bank scrolls;

16) Maintenance of establishment registers;

17) Preparation of budget estimates and revised estimates and control over expenditure under various heads; Quarterly Statement of expenditure for budgets.

18) Attending ICIR / audit paras;

19) Processing of RTF claims, leave encashment cases, CGEGIS cases, ex gratia and severance amount payment to GDS;

20) Preparation of statement for payment of P&T pension, Railway pension, and Telecom pension;

21) Deals with Audit objections and submit replies to DAo/OTDAo objections.

22) Fixation of pay on promotion under TBOP / BCR/LSG/HSG.II and HSG.I etc.;

23) Preparation of pay fixation memo consequent on implementation of pay commission report and drawal of arrears thereafter;

24) Transfer of pension payment order from one office to another within circle and outside circle;

25) Preparation of cash account;

26) Submission of audit returns to accounts office;

27) Preparation of compliance report, monthly statements, Quarterly statements to GM (Finance), Bonus statement, Returns on NDC Bills etc.

28) Dealing with ICIR Para and submission of replies to Audit and corresponding statements.

6.3.6 After the introduction of deduction of Income Tax at source, and also the deduction of Income Tax from the officials, the following additional works have been assigned to the PO & RMS Accountants.

(i) Assessment of Income Tax and submission of Income Tax Returns includes the following steps.

(ii) To calculate estimated income for next financial year in the month of February, so that income tax can be deducted monthly and correctly.

(iii) Maintenance of record of monthly recovery of Income tax

(iv) Obtain PAN No. of employees and ensure correct submission of PAN no. while e-filing.

(v) E-filing of quarterly returns through the authorized agency/CA.
(vi) Obtain Form 27 A from CA and submission to CA
(vii) To issue sanction of bill of e-filing and effect payment.
(viii) Obtain Acknowledgement & keeping records up to date.
(ix) The final calculation of IT is to be done in the last quarter and IT should be deducted correctly in last quarters. As most of the incentives and claims are sanctioned in the month of March to ensure proper and full utilization of Funds, IT have to be deducted from other bills also.
(x) Gathering the information of IT deducted from all the bills against each employee and prepare data for Form-16.
(xi) Supply of collected data to CA/agent for e-filing.
(xii) Download Form-16 from IT website.
(xiii) Sort all Form-16 office wise, supply them under proper acknowledgement.
(xiv) If found incorrect file revised returns repeating all the procedure of e-filing.
(xv) Give reply to the Income Tax Department against their notice.
(xvi) Submission of monthly statement of 24 G to DA (P) and obtain BIN details from DA (P) quarterly before e-filing.

6.3.7 PRIMARY DUTIES OF SERVICE TAX. The Union Government has focused on revenue received different service areas through taxes. The service means the act of helping or doing work for another or for a community. The amount charged for such service is the remuneration of the person rendering such service. As per the Act the collected service tax shall be promptly paid/ book adjusted to concerned ministries regularly.

a. Statutory Provisions. The Finance Act, 1994[Chapter V] read with the Service Tax Rules, 1994 provides the statutory scheme for levy and collection of service Tax.

b. Registration. Every person/institution/offices gets registered from the Local Service tax authorities and hence all the Head Post Office in the country gets registered as per instruction of the department vide No.PA/BOOK/-I/SERVICE TAX/2006-07/73 TO 174 DATED 29/05/2006. This is required to file e-filing of quarterly/half yearly returns to the concerned and which is tallied to Circle book adjustment figures furnished by PAO. The entire work has now been entrusted with the accounts branch and the Accountants and APM Accounts are solely responsible for the deduction of service tax and its prompt remittance.

If any delay after the due returns date, a sum of Rs.200/- per day is levied by the Central Excise Department as late fee which is statutory power of the union government and can't be waived. Non filing of returns will attract legal penalties.

c. The following type of service tax activities done by the department are as OM PA/BOOK-I/06- 07 DATED 02/06/2006.

i. .Courier services [Speed Post]

ii. Banking and financial services

iii. Business Auxiliary services

iv. Life insurance services

v. Sale of time or space for advertising services.

All these major works are being performed by these Accountants apart from their other routine works.

6.3.8 PRIMARY DUTIES OF CENVAT. Basic principle is that Cenvat credit is available only when excise duty is payable on the final product or service tax is payable on output services [Rule 6(1) of Cenvat Credit Rules]. The Cenvat available could be utilized for payment of any duty of excise on any product or service tax on the output service subject to the certain conditions. It is a revenue to the department and strictly accounting and deduct while making payment/ book adjustment. The following type of service tax activities done by the department are as OM 56-4/2007-08-PA [TECH-I dated 15/11/2010.

i. Purchase of Capital goods

ii. Office telephone bills

iii. Annual maintenance charges of computers, peripheral, printers, and other electronic equipment of the department.

iv. Purchase of stationeries.

Preparing of e-filing returns statement is a very unique job and in other Departments, this job is being done by Accounts Officers or Chartered Accountants, whereas the same is maintained by these Accountants without any reasonable salary or perks for such arduous and responsible works.

6.3.9 PRIMARY DUTIES RELATING TO GST (CGST / SGST / IGST)

- Understanding and implementation of GST Acts, rules, notifications and circulars.
- Registration and maintenance of GSTINs for Postal / RMS units.
- Classification of taxable services and determination of tax rates.
- Assessment and accounting of GST liability.
- Consolidation and reconciliation of GST collections unit-wise.
- Verification of vendor invoices and ITC eligibility.
- Reconciliation of ITC and rectification of mismatches.
- Filing of GSTR-1, GSTR-3B and other statutory returns.
- Timely remittance of GST dues.
- Maintenance of GST records for audit and inspection.

- Handling GST notices and audit objections.
- Continuous updating of GST knowledge.

6.3.10 Apart from the above, the following additional works and responsibilities have been laid down on them with regard to deduction of service tax, professional Tax etc.

1. **Service Tax**

(i) Prepare monthly statement called CENVAT and submit to DA (P) along with the returns.

(ii) Maintain a monthly register

(iii) e-filing through (A) half yearly.

(iv) Issue sanction and effect payment.

(v) Correspondence if any, with Central Excise Department.

2. **Professional Tax**

(vi) Ensure monthly correct deduction.

(vii) Credit amount of PT to bank through Challan.

(viii) E-filing of PT through CA by supplying information &Challan monthly.

(ix) Issue sanction & effect payment.

6.3.11 In addition to the above, the following additional works have been performed by the Accountants.

(i) Submission of Accounts Returns twice in a month on 1st and 16th of every month along with 'A' statement, BD/Non BD and CENVAT credit statement.

(ii) Submission of Cash Expenditure and other due instalments monthly.

(iii) Submission of pension cases to D. O. along with LPC, Leave Encashment, Government Dues, Annexure 'C' in r/o CGEGIS 1980, VCF certificate.

(iv) Prepare advance schedule in respect of NPS/SDBS before 15th of each month.

(v) Tally the recovery of NPS/SDBS made from bills with Advance Schedule.

(vi) Additional charge of HRO Accounts when he is on leave/retired.

(vii) Supply of Income certificate if demanded by the employee.

(viii) Cases of Financial implications in respect of court cases, also handled by the Accountant.

(ix) Calculation of interest on HBA/Scooter Advance & submission to DA (P) for correctness.

6.3.12 NEW PENSION SCHEME [01/01/2004]. New pension System or Scheme came into effect from 01/01/2004. The official appointed after 01/01/2004 are compulsorily brought under this scheme and they are not governed by Pension Rules 1972. The following activities are done in respect of the scheme.

i. Obtaining registration from the official in S1 form

ii Monthly recovery of official contribution

iii. Preparation of Government contribution

iv. Submission of monthly statement to audit and their accounting.

v. Miscellaneous correspondence in r/o the scheme.

vi. Collection and submission of discharge scheme benefits.

6.3.13 MEMBER of LOCAL PURCHASE COMMITTEE. PO & RMS Accountants and APM accounts are made as the member of Local purchasing committees regularly. The committee is headed by the SPOs consisting ASPOs and accountant / APM Accounts. The following activities are done in local committees.

I. Purchase Computers
ii. Purchase of Computer peripherals
iii. Purchase of Stationeries.
iv. Purchase of furniture's
v. Purchase of bulk mail bag to MBC/BPC
vi. Auction for sale of old items

6.4 DENIED JUSTICE SINCE FOURTH CPC

6.4.1 The DG, P&T vide his letter No. 9/4/80-SPB.II dated 21-01-80 had categorically mentioned that since examination for the appointment of PO & RMS Accountant is competitive, merit list should be prepared only against the actual vacancies notified in each division. Now this order has been sidelined and ignored. The PO and RMS Accountants are totally denied of their dues.

6.4.2 The 5th Central Pay Commission had dealt a body blow to the PO and RMS Accountants. It had eclipsed all the concessions, though at nominal rates, given by earlier pay commissions to this cadre. The commission had altered the nomenclature of special pay as special allowance of Rs. 180/-. It viewed the PO and RMS Accountants only as a little elevated PA and failed to recognize and acknowledge the services, which are at par with the accountants working in other departments and also in the postal accounts.

6.4.3 One of the fallouts of these negative recommendations was that many officials had deserted the accounts line and opted to general line at the time of TBOP

(LSG) promotion. Now the department could not find suitable hands to man the posts throughout the country. Fresh candidates are not appearing in the PO and RMS Accountants exam as it has lost its identity. Resultantly, the department is now recalling the officials who had opted out from the accounts line and deploying them compulsorily as Accountants. All these had resulted in the demoralisation of the staff working in the accounts branch which in turn had affected the quality of the accounting work.

6.4.4 LDCs working in the postal accounts and audits and accounts departments with the Grade Pay of Rs.2000 when posted as a Junior Accountant on their passing the qualifying examinations which is similar to the examination prescribed for this cadre are placed in the Grade pay of Rs.2800 which is equivalent to the LSG scale in the Department of Posts.

6.4.5 Whereas the Sorting Assistant drawing in the Grade of pay of Rs. 2400/-, after passing the Accountant examination has given only Rs. 360/- extra as special allowance and no enhanced pay is provided. They have to satisfy with the Rs. 360/- for qualifying such a tough examination and adoring more responsible duties and on promotion, the same is not taken in consideration for the fixation of pay. This is a clear injustice met out to the PO and RMS Accountants. The PO and RMS Accountants had clear justification to place them in the Grade Pay of Rs. 4200/-.

6.5 DENIAL OF FIXATION BENEFITS FOR SPECIAL ALLOWANCE ON PROMOTION

6.5.1 While enhancing the Special Allowance by 5th CPC, the Government issued orders in which it is stated that the special pay would henceforth be termed as special allowance as recommended by the V CPC in Para 109.5 of the report and would be granted hitherto fore subject to the same conditions as are stipulated in FR 9 (25)".

6.5.2 As per Para (d) it is clear that "The special pay would henceforth be termed as special allowance as recommended by the V CPC in Para 109.5 of the report and would be granted hitherto fore subject to the same conditions as are stipulated in FR 9 (25) (i.e) special pay (including the one granted to PO & RMS Accountants which was granted prior to V CPC) has only been termed as special allowance. But, the conditions for granting the same or taking it for fixation of pay have not been changed.

6.5.3 Rule FR 9 defines the terms which are used in the FRs & SRs-Rule FR 9 (25) defines special pay as addition to pay of the emoluments of a post or Government servant in consideration of

(a) Specially arduous nature of duties
Or

(b) A separate addition to the work or responsibilities.

6.5.4 The special allowance granted to PO & RMS Accountants when called as special pay with the same conditions & definitions was taken into account for fixation of pay on promotion & protected under FR 22 (c) now FR 22 1 a (1) vide G. I. MF. OM No. 6 (1) – E II/B DT 8/01/1968.

6.5.5 Neither FR 9 (25) nor the G. I. has been deleted from Fundamental rules. In turn, they have given a decision that ' the special allowance enjoys the same position as the special pay had earlier prior to issue of Directorate's order dated 04.05.1998 and that the special allowance granted to PO & RMS Accountants shall be under the same conditions as laid down under FR 9 (25). Under the above pretext, the order of the Government itself, being very clear that the special pay has only been termed as special allowance, but enjoys the same position & conditions as laid down under FR 9 (25).

6.**5.6** Whereas it is pertinent to mention that the special allowance granted to JAO qualified officials has now been taken into account for pay fixation on promotion vide Department of Posts letter No. 8 (1) 2004/PA-Admn/501 to 544dated 29-10-2006. This order was issued by the Department after getting concurrence from the Department of Personnel and Training and to our dismay the case of the PO and RMS Accountants is still hanging and not disposed so far.

6.5.7 At this juncture, this union desires to submit that the accountants performing similar duties in Railways, Audit and Accounts and Postal Accounts were granted higher scale of pay with effect from 01-01-96 vide Government of India OM No. F. NO. 6/82/E.III (B) /91 of Ministry of Finance & Company Affairs dated 28-02-2003. However, the said order has not been implemented in the case of Accountants working in Head Post Offices and Divisional Offices in the Department of Posts.

6.5.8 The Department of Post while submitting a proposal to Sixth CPC vide its D. O. Letter No. 4-3/2006-PCC dated 27.04.2007, explained the view to take Special Allowance for fixation of pay on promotion which is furnished inter alia. -

"PO & RMS Accountant. - PO & RMS Accountants who are qualified Accountants were entitled to Special pay of Rs.180/- PM in lieu of higher pay scales and in accordance with Rule 15 of Appx-8 of FR & SR this special pay was being taken into account for fixation of pay on promotion to the higher post. w.e.f 01.08.1997 special pay has been termed as Special Allowance due to which, it is not being taken into account for fixation of pay on promotion/placement in higher pay scale under Departmental are effecting reduction in their emoluments. No special Allowance is attached to the promotional post. Their Special Allowance is recommended to be taken into Account on regular promotion to a higher grade as well as on placement in higher pay scale under Departmental Time Bound promotion.

But the Sixth Pay Commission did not have any mention of the subject in its report.

6.5.9 In the meantime, the CAT Bangalore, held its OA No. 296/2002 that the Pay fixation made by taking special Allowance as per G10 28 a (ii) appendix 8 of FR General Rule taking into the consideration of Special Pay drawn in the lower post continuously for a minimum period of three years on the date of promotion treating the Special Pay (Special Allowance after 1996) as part of basic pay was correct and ordered to stop recovery of over payments. The order of Hon'ble CAT was challenged in the Hon'ble High Court by filing a writ petition. The Hon'ble High Court Bangalore has dismissed the W.P. on merit. Even though the CGSC in High Court has opined that it is not a fit case to file any appeal, the Department went on appeal against the High Court WP no. 7593/2003 in the Supreme Court of India by filing SLP No. CC 10080/2012. The same was dismissed by the Hon'ble Supreme Court.

6.5.10 After the dismissal of the SLP, the Department has caused orders to allow the fixation on promotion in cases where the special pay/Allowance of Rs. 90/- has drawn continuously for three years before 22.04.1998 for the periods from 01.08.1997 but before 22.04.1998.When the special allowance is being taken for pay fixation as per FR 9 (25), the same shall be extended to all the cases from 23.04.1998 also. It cannot be restricted. The injustice caused to these categories may be undone and parity in treatment of Special Allowance shall be ensured.

6.6THEREFORE, WE DEMAND

6.6.1 It is our firm opinion that the Accounts line in the Postal and RMS Offices should be declared as a **separate cadre**, and the total number of such posts will not exceed **6000** across Postal and RMS offices in the country. This cadre should be given a fair and just dispensation. The PO & RMS Accountants should be placed **at par with Junior Accountants** working in the Postal Accounts / Audit and Accounts Departments, and the **APM (Accounts)** should be treated **at par with Section Officers**.

6.6.2 With designations such as **Junior Accountant / Senior Accountant**, as available in organised accounts cadres, and with **graduation as the minimum academic qualification** (as already suggested for Postal / Sorting Assistants), the basic requirements of the Recruitment Rules would be fully met. There is, therefore, every justification to declare the PO & RMS Accountants **at par with an organised cadre of Accountants**.

6.6.3 The multifarious financial activities already introduced and those proposed in the near future—requiring advanced skills in object classification, financial control and compliance—necessitate the management of HROs as **primary accounting units** by highly skilled and trained Accountants. The present system of **electronic disbursement of pay and allowances, GST compliance, NPS accounting and digital financial reporting** demands modern technical expertise, not only in written manuals but also in advanced computer-based accounting systems and software platforms.

6.6.4 Notwithstanding our claim to treat the PO & RMS Accountants at par with the organised accounts cadre and equate them with **Senior Accountants in the Postal Accounts**, the PO & RMS Accountants should, at the minimum, be declared **equivalent to LSG**, and their pay should be fixed at the present **Grade Pay of ₹4600**, as demanded by the Staff Side. Further, promotions for Accountants may be structured in the ratio of **50.30.20** across three grades, with scales applicable to **HSG-II, HSG-I and Group 'B'**, depending upon the nature and level of charge held. A **separate and assured promotional channel** for career advancement of the Accounts cadre should be established.

6.6.5 Notwithstanding our demand for separate promotional avenues, the **injustice meted out to the PO & RMS Accountants after the Fifth Central Pay Commission** must be rectified forthwith.

(i) The **Special Allowance** granted to PO & RMS Accountants should be treated as **Special Pay** and **counted for fixation of pay on promotion with effect from 01-01-1996**, thereby removing the long-standing anomalies and restoring parity.

CHAPTER – VII

SYSTEMS ADMINISTRATORS

7.1 Transformation of Postal Operations and Absence of Structured Cadre

The Department of Posts has undergone a significant transformation with the introduction of information technology and computerization across postal operations. All Head Post Offices, Sub Post Offices, and the majority of RMS sorting offices have been computerized since 2000, and the process of full IT modernization continues to expand further, culminating in the present rollout of APT 2.0 architecture.

However, despite this large-scale digital transformation, the Department has not created sanctioned posts specifically for managing software, hardware, and network-related functions. Instead, existing Postal/Sorting Assistants, who possess practical knowledge of system operations, have been informally designated as Systems Administrators and entrusted with extensive technical responsibilities without any additional remuneration or formal recognition.

The designation of "System Administrator," though widely recognized in modern organizations, has been adopted in the Department without corresponding cadre structure, recruitment rules, or compensation framework.

7.2 Job Profile and Expanding Nature of Duties

The scope of duties of Systems Administrators has continuously expanded in proportion to the increasing digitization of postal operations. Their responsibilities include handling hardware and software issues related to computers, printers, UPS systems, scanners, CCTV systems, and network equipment such as routers and switches.

They are responsible for maintaining AMC records, troubleshooting operating system issues, managing network configuration, ensuring system security, and providing continuous technical support to all offices. They also impart training to officials and assist in installation and maintenance of IT infrastructure.

7.3 Integration of APT 2.0 – Process and Ground-Level Execution

With the implementation of APT 2.0 (Advanced Postal Technology), the role of Systems Administrators has undergone a paradigm shift from basic IT support to end-to-end digital operations management.

Under APT 2.0, Systems Administrators are actively involved in:

- Managing centralized applications and cloud-based systems
- Ensuring seamless functioning of CSI (SAP-based platform) and Core Banking (Finacle) operations

- Handling real-time transaction processing systems for savings bank, insurance, and IPPB services
- Monitoring network connectivity and uptime across multiple offices
- Implementing software updates, patches, and version migrations
- Managing user access controls, authentication systems, and data synchronization
- Coordinating with higher technical teams for server-related and application-level issues

They are also required to handle live operational failures, resolve transaction errors instantly, and ensure uninterrupted public service delivery. Unlike earlier systems, APT 2.0 operates in a fully integrated, real-time environment, where any delay or failure directly impacts financial transactions and customer services.

Thus, Systems Administrators have effectively become the primary execution layer of APT 2.0 at the field level, ensuring that the entire digital infrastructure functions efficiently.

7.4 Multi-Functional Technical Role Without Recognition

From the above, it is evident that Systems Administrators are performing the combined roles of multiple specialized professionals, including Hardware Engineers, Network Administrators, System Engineers, Database handlers, and Technical Support Experts.

Despite performing these diverse and highly technical functions, there is no formal recognition of their role as a distinct technical cadre, leading to a clear mismatch between responsibilities and institutional support.

7.5 Systems Administrator as a Highly Sensitive Post

The role of Systems Administrator has now emerged as one of the most sensitive and mission-critical posts in the Department of Posts.

They are directly handling systems that involve:

- Financial transactions (Savings Bank, CBS, IPPB)
- Customer data and account information
- Insurance and digital service platforms
- Core operational databases and network systems

Any system failure, data breach, or technical error can result in serious financial implications, data loss, service disruption, and reputational damage to the Department.

Under APT 2.0, where operations are fully digital and centralized, Systems Administrators are entrusted with ensuring data integrity, cybersecurity, system availability, and operational continuity. The level of accountability and risk associated with this role is extremely high, making it a highly sensitive post requiring institutional recognition, protection, and compensation.

7.6 Working Conditions under APT 2.0

The working conditions of Systems Administrators have become significantly more demanding under APT 2.0. They are required to:

- Provide continuous system support during working hours and beyond
- Attend real-time transaction failures and system downtime immediately
- Work during late hours, holidays, and night deployments for updates and migrations
- Handle multiple offices simultaneously due to centralized systems
- Provide remote and on-site troubleshooting support

There are no defined working hours, and Systems Administrators frequently work for extended durations exceeding 10–12 hours per day. They are also required to remain accessible even during leave periods.

Additionally, they undertake frequent travel without conveyance support and incur personal expenses for communication and operational needs.

7.7 Non-Recognition and Structural Injustice

Due to earlier misinterpretation of the role, it was concluded that there is no justification for creation of Systems Administrator posts. However, this observation does not reflect the present reality, especially in the context of APT 2.0.

In several other government departments, structured IT posts exist with defined recruitment rules, pay scales, and career progression. The absence of such a framework in the Department of Posts has resulted in continued neglect of a critical and sensitive function.

7.8 Justified Demands for Cadre Creation and Recognition

In view of the above, it is strongly recommended that:

- A dedicated IT cadre such as Systems Assistant / Systems Manager be created
- The post of Systems Administrator be officially recognized as a technical and highly sensitive post
- Appropriate Pay Level (Level-7 or above) be granted
- Posts be filled through promotion from qualified Postal Assistants

- Existing Systems Administrators be absorbed based on experience
- Structured career progression and training mechanisms be established

7.9 Conclusion

The implementation of APT 2.0 has transformed the Department of Posts into a fully technology-driven organization, where Systems Administrators play a pivotal and indispensable role.

However, the absence of formal recognition, structured cadre, and adequate compensation has resulted in a situation of systemic imbalance. It is therefore imperative to recognize Systems Administrators as a specialized technical cadre performing highly sensitive duties, and to align their service conditions with the critical nature of their responsibilities, thereby ensuring efficiency, security, and sustainability of postal operations in the digital era.

CHAPTER – VIII

BUSINESS DEVELOPMENT & MARKETING AND ROLE OF MARKETING EXECUTIVES

8.1 Background and Evolution of Business Development

The Business Development and Marketing Directorate of the Department of Posts was reorganized during the year 2004–2005 with the primary objective of bringing a sharper and more focused approach towards marketing and revenue generation. Consequent upon this restructuring, similar Business Development (BD) units have been established at the Circle, Regional, and Divisional levels to systematically promote and expand business activities across the country. Over the years, the Department has undergone a significant transformation from a traditional mail delivery organization into a diversified, multi-service, and business-oriented institution catering to a wide spectrum of customer needs.

In the present scenario, the Department offers a comprehensive portfolio of premium and value-added services, including Speed Post, Business Post, Media Post, Direct Post, Logistics Post, Express Parcel services, Retail Post, and e-Post. In addition, financial services such as Postal Savings Schemes, Postal Life Insurance (PLI) and Rural PLI (RPLI), and India Post Payments Bank (IPPB) have become integral components of its business operations. Speed Post continues to remain the flagship premium product, providing time-bound delivery of letters, documents, and parcels up to 35 kilograms, and serving as a major revenue generator for the Department.

The financial performance of the Department reflects this transformation in a significant manner. The revenue generated from business and premium services has shown consistent and substantial growth over the years. From ₹1,849.05 crore in the financial year 2010–11, it increased to ₹2,642.82 crore in 2013–14. In recent years, the growth has been exponential, with the Department achieving approximately ₹13,240 crore in the financial year 2024–25 and setting a target of ₹17,546 crore for the financial year 2025–26. Notably, around ₹10,155 crore has already been realized in the first three quarters of the current financial year, indicating a strong upward trend. This clearly establishes that business development has emerged as a core functional area and a critical driver of the Department's sustainability and growth.

To support these expanding business activities, a number of posts at the level of Group 'A' (Junior Time Scale and Senior Time Scale) and Group 'B' have been created at higher administrative levels. However, it is pertinent to note that no dedicated posts have been created at the grassroots level for executing these business functions. Instead, officials from the Postal Assistant and Sorting Assistant cadre are assigned marketing responsibilities and designated as Marketing Executives without any formal

cadre structure, financial incentive, or recognition commensurate with the nature of their duties.

8.2 Role and Contribution of Marketing Executives

The remarkable growth achieved in business revenue is largely attributable to the sustained and dedicated efforts of the Marketing Executives, who function as the primary field-level agents of business development. These officials play a pivotal role in canvassing business for premium products such as Speed Post, Business Post, and Logistics services, and in expanding the Department's customer base across corporate, institutional, and retail segments. They serve as the frontline representatives of the Department in a highly competitive market environment.

The duties of Marketing Executives are inherently field-oriented and demand a high level of commitment, skill, and adaptability. They are required to undertake extensive field visits to various business establishments, government offices, public sector undertakings, and private organizations to procure business and promote departmental products. Their work often extends beyond normal office hours, including Sundays and holidays, as they are required to meet clients according to their convenience and business requirements. They are also entrusted with achieving specific targets fixed by the administration, thereby operating in a performance-driven environment.

8.3 Nature of Duties and Responsibilities

The responsibilities of Marketing Executives are multifaceted, specialized, and directly linked to revenue generation. They are entrusted with procuring new business for various products such as Speed Post, Business Parcel, Logistics Post, and Retail Post services, and are responsible for onboarding bulk customers and corporate clients. In addition, they actively promote financial products, including Postal Savings Schemes, PLI/RPLI policies, and services offered by India Post Payments Bank.

Their role further extends to market analysis and strategic planning, wherein they identify new business opportunities, analyze competition from private courier services, logistics companies, and financial institutions, and develop localized marketing strategies to enhance business penetration. They are also responsible for maintaining customer relationships, ensuring retention of key clients, addressing grievances, and maintaining service quality standards.

Marketing Executives are involved in organizing promotional campaigns, awareness programs, and marketing events, and also contribute to digital outreach initiatives, including social media campaigns and online promotions. They coordinate with Central and State Government departments and other institutional clients for implementation of schemes and services. In addition, they are required to monitor

their performance, achieve monthly and quarterly targets, and submit detailed analytical reports and feedback to the Divisional authorities.

8.4 Changing Business Environment

The Department of Posts is presently operating in a highly competitive and dynamic environment, wherein it faces competition from private courier companies, e-commerce logistics providers, banks, and fintech institutions. In such a scenario, Marketing Executives have emerged as frontline business managers who directly contribute to revenue generation, customer acquisition, and market expansion. Their role is crucial for sustaining the Department's relevance and competitiveness in the modern service economy.

8.5 Present Status and Anomalies

Despite their critical contribution to revenue generation and business development, Marketing Executives continue to be placed in Pay Matrix Level 4, which is the same as that of Postal Assistants and Sorting Assistants. They do not have a separate cadre identity, nor do they have any structured promotional hierarchy. There is also no provision for performance-based incentives or allowances, despite the target-driven and field-intensive nature of their duties. This has resulted in a significant mismatch between the responsibilities assigned to them and the compensation provided.

8.6 Functional and Pay Disparity

The nature of work performed by Marketing Executives is field-based, target-oriented, and revenue-driven, requiring specialized skills such as marketing expertise, communication ability, negotiation skills, and business analysis. Their working conditions involve extensive travel, high pressure to achieve targets, and continuous interaction with clients. However, their pay level remains equivalent to entry-level clerical staff, and there is no defined career progression pathway. This disparity clearly highlights the structural anomaly in the existing system.

8.7 Issues Faced by Marketing Executives

Marketing Executives face multiple challenges, including lack of financial incentives despite achieving high targets, absence of reimbursement for travel and communication expenses, lack of career progression, and absence of formal recognition. These factors adversely affect motivation and make it difficult to attract and retain skilled personnel in marketing roles.

8.8 Impact on Administration

The absence of a structured framework for Marketing Executives has a direct impact on the efficiency and effectiveness of business operations. It leads to underutilization of business potential, low employee morale, and reduced competitiveness of the Department in the market. Skilled officials are often reluctant to take up marketing assignments, thereby affecting business growth and service expansion.

8.9 Position of the 7th Central Pay Commission

The 7th Central Pay Commission did not recommend the creation of a separate cadre for Marketing Executives, considering the role as a tenure-based functional assignment. However, the ground realities have undergone a significant change since then. Marketing has now become a core function of the Department, with increasing revenue targets and greater accountability. The role requires specialized professional skills and sustained performance, necessitating a fresh review by the 8th Central Pay Commission.

8.10 Justification for Higher Pay and Cadre Status

The justification for granting higher pay and cadre status to Marketing Executives is well established. They directly contribute to the growth of departmental revenue and expansion of the customer base. Comparable roles in the banking and logistics sectors, such as Relationship Managers and Business Development Executives, are compensated with higher pay scales, incentives, and structured career growth. The role of Marketing Executives similarly demands specialized skills, professional competence, and accountability, warranting appropriate recognition.

8.11 Demands and Recommendations

In view of the above, it is proposed that a dedicated Marketing Cadre may be created within the Department, with a structured hierarchy comprising Marketing Executive, Senior Marketing Executive, Marketing Manager, and Business Development Manager at the Group 'B' level. The pay structure may be revised appropriately, with Marketing Executives placed at Level 6, Senior Marketing Executives at Level 7, Marketing Managers at Level 8 or 9, and Business Development Managers at Level 10 with Gazetted status.

Further, a performance-linked incentive system may be introduced based on revenue generation and target achievement. Field-related allowances, including travel allowance enhancement, mobile reimbursement, and road mileage allowance, may be granted to compensate for the extensive field work involved. A clear career progression mechanism with time-bound promotions and opportunities for lateral movement to Business Development and Logistics divisions may also be established. Regular

training programs in marketing, digital strategies, and customer management may be conducted to enhance professional capabilities.

Additionally, incentives or honorarium may be granted to counter staff involved in promoting business services such as Retail Post and financial products, where time factors are not formally assessed.

8.12 Conclusion

Marketing Executives constitute the backbone of the Department's business development efforts and serve as the primary drivers of revenue growth in a competitive environment. However, their current pay structure, lack of career progression, and absence of recognition do not reflect the importance and complexity of their role.

It is therefore earnestly requested that the 8th Central Pay Commission may undertake a comprehensive review of the role of Marketing Executives and grant appropriate pay scales, incentives, and structured career progression. Such measures will not only enhance employee motivation but also strengthen the Department's capacity to compete effectively in the modern service economy and achieve sustained growth in revenue and public service delivery.

CHAPTER – IX

PROMOTIONAL AVENUES AND CAREER PROGRESSION

9.1 Inadequacy of Promotional Opportunities and Need for Structural Reform

The existing promotional avenues in the Department of Posts, particularly in the RMS cadre, are grossly inadequate and do not provide reasonable career progression to employees. As already indicated, the number of promotional posts is disproportionately low when compared to the total cadre strength, resulting in prolonged stagnation throughout the service career.

The present system, wherein an official receives promotions at intervals of 10, 20, and 30 years, fails to meet the legitimate expectations of employees and adversely affects morale, efficiency, and motivation. The absence of periodic cadre review and non-creation of adequate promotional posts has further aggravated the situation.

It is essential that career progression be treated as a fundamental service condition, ensuring dignity, motivation, and efficiency in public service.

9.2 Need for Time-Scale Promotion System

Considering the structural limitations in cadre hierarchy and the non-availability of adequate promotional posts, it is proposed that a Time-Scale Promotion System be introduced for all Group 'C' and Group 'B' employees, similar to the system available for Group 'A' officers.

Under this system, every employee should be assured a minimum number of promotions during their service span, irrespective of vacancy position. This is necessary because employees recruited in the same batch often belong to the same age group, and promotional vacancies arise infrequently, resulting in stagnation.

It is therefore proposed that:

- Every employee should be granted a minimum of five promotions in a service span of 30 years
- Promotions should be structured in a time-bound manner, ensuring uniform career progression
- This system should operate independent of vacancy constraints, as a measure of assured career advancement

9.3 Proposed Structured Career Progression Model

The following structured career progression is recommended:

- 1st Promotion / Financial Upgradation – after 6 years of service
- 2nd Promotion / Financial Upgradation – after 12 years of service
- 3rd Promotion / Financial Upgradation – after 18 years of service
- 4th Promotion / Financial Upgradation – after 24 years of service
- 5th Promotion / Financial Upgradation – after 30 years of service

In cases where regular promotion is not available, financial upgradation in the promotional hierarchy should be granted as a substitute.

This approach ensures that employees are not deprived of career progression due to structural deficiencies in cadre strength.

9.4 Replacement of Existing MACP Scheme

The existing Modified Assured Career Progression (MACP) Scheme has not provided meaningful relief, as it is based on the Grade Pay hierarchy rather than the Promotional hierarchy, thereby limiting financial benefits.

It is therefore proposed that:

- The present MACP Scheme should be replaced or suitably modified
- Financial upgradations should be granted in the actual promotional hierarchy
- The proposed five-stage career progression model should be implemented in place of the existing MACP structure

This will ensure parity with earlier ACP schemes and provide tangible financial and career benefits to employees.

9.5 Additional Benefits on Promotion

In order to make promotions meaningful and financially beneficial, it is proposed that:

- Two additional increments should be granted on every promotion or financial upgradation
- A minimum assured monetary benefit should be ensured at each stage of promotion

This will provide real financial progression and address the issue of marginal pay increase on promotion.

9.6 Reduction in Residency Period

The existing residency periods prescribed for promotions are excessively long and act as a barrier to career advancement.

In view of the proposed time-scale promotion system, it is recommended that:

- Residency periods be rationalized and reduced
- Eligibility conditions be aligned with the proposed 6–12–18–24–30 year progression model

9.7 Cadre Review and Structural Reforms

A comprehensive and mandatory cadre review every five years must be implemented.

Further, it is essential that:

- Promotional posts are created rather than reduced
- Lower and promotional posts are not abolished in the name of matching savings
- Employee representatives are involved in the cadre review process

Effective cadre management is critical to ensuring balanced growth, optimal utilization of human resources, and organizational efficiency.

9.8 Conclusion

The present promotional structure in the Department of Posts is inadequate and does not meet the legitimate aspirations of employees.

It is therefore imperative to:

- Introduce a time-bound promotion system ensuring a minimum of five promotions
- Replace the ineffective MACP scheme with promotion-based financial upgradation
- Ensure fair, transparent, and equitable career progression

Such reforms are essential to eliminate stagnation, improve morale, enhance productivity, and uphold the principles of fairness and dignity in public service

CHAPTER – X

OUT STATION ALLOWANCE (OSA)

10.1 Nature and Purpose of Out Station Allowance

The RMS staff working in travelling sections, **including those deployed in Road Transport Network (RTN) operations**, are granted Out Station Allowance (OSA) to meet the expenditure incurred on food, refreshments, conveyance, incidental expenses, and transport of personal effects when they leave their residence for duty and until they return home. The number of such trips generally ranges from one to five per month, depending upon operational requirements, and in certain cases may be even more.

The nature of duty in travelling sections and RTN is continuous, time-bound, and involves prolonged absence from headquarters under varying and often difficult conditions, making OSA an essential compensatory allowance.

10.2 Inadequacy of Existing OSA Rates

There has been a steep and continuous increase in the cost of living, particularly in respect of food, transport, and daily essential expenses. However, the existing rates of Out Station Allowance have not been revised in proportion to the actual expenditure incurred by employees during outstation duties.

Staff Side has repeatedly demanded revision of OSA rates, including parity with Overtime Allowance or realistic compensation based on actual costs. However, these demands have not been adequately addressed, resulting in financial hardship to RMS travelling staff as well as RTN staff who are equally exposed to outstation expenditure.

10.3 Existing Structure and Its Limitations

At present, OSA is calculated based on the period of absence from headquarters, reckoned in units of 6 hours, and the last revision was effected based on an agreement in the Joint Consultative Machinery (Departmental Council).

This system has become outdated and does not reflect present-day expenditure patterns. The fixed slab-based structure fails to account for inflation, regional price variations, and the increasing cost of food, lodging, and transport, thereby rendering the allowance inadequate and unrealistic for both travelling section staff and RTN staff.

10.4 Alignment with 8th CPC – NJCM Principles

As per the approach adopted in the NJCM Staff Side Memorandum for the 8th CPC, all allowances must be realistic, need-based, and linked to inflation. It has been proposed that allowances such as Daily Allowance, Transport Allowance, and Risk Allowance

should be enhanced substantially and linked with Dearness Allowance for automatic revision.

In line with these principles, Out Station Allowance must also be treated similarly, as both travelling section staff and RTN staff incur comparable and unavoidable expenditure while performing official duties away from headquarters.

10.5 Demand for Revision Based on Present Needs

In view of the above, the following is proposed:

- The existing rates of Out Station Allowance should be **enhanced by a minimum of three times** of the current rates.
- OSA should be **linked with Dearness Allowance (DA)** for automatic revision with inflation.
- OSA should be **aligned with Daily Allowance admissible to touring officials**.
- The **6-hour slab system should be reviewed and rationalized**.
- A provision should be made for **periodical revision once in 3 years**.
- The benefit of OSA should be **uniformly extended to all eligible staff working in travelling sections as well as Road Transport Network (RTN)** without discrimination.

10.6 Justification Based on Nature of Duties

RMS travelling staff and RTN staff perform critical operational duties involving movement of mail under strict schedules, often during night hours and under physically demanding conditions. They are required to manage their food, travel, and other daily needs at their own cost, often at higher market rates due to limited availability during transit.

The duties of RTN staff, in particular, involve long-distance road movement, irregular timings, and extended absence from headquarters, making their expenditure pattern identical to or even more demanding than that of travelling section staff.

Thus, OSA is not merely an allowance but a necessary compensation for unavoidable expenditure, and any inadequacy directly affects their financial stability and morale.

10.7 Conclusion

In the context of rising inflation, evolving work patterns, and the principles laid down in the NJCM Staff Side Memorandum for the 8th CPC, the present structure of Out Station Allowance is outdated and insufficient.

It is therefore strongly recommended that OSA be **substantially enhanced, linked with Dearness Allowance, aligned with Daily Allowance, periodically revised, and uniformly extended to both travelling section staff and RTN staff** to ensure fairness, adequacy, and equity in compensation.

CHAPTER – XI

OVER TIME ALLOWANCE (OTA)

11.1 Nature and Operational Necessity of OTA

Over Time Allowance (OTA) is granted in Sorting and Mail Offices to meet unavoidable operational requirements arising from staff shortages and work exigencies. OTA is primarily sanctioned in the following circumstances:

1. Engagement of substitutes against vacant posts within sanctioned strength
2. Handling abnormal workload due to dislocation of train and air services
3. Manning of offices during holidays and weekly off days

The work in RMS is inherently time-bound and operationally critical. Mail processing, sorting, and dispatch cannot be deferred to the next day, thereby making overtime work an essential component of service delivery rather than an exception.

11.2 OTA – A Misnomer and Structural Compulsion

The existing concept of OTA in the Department is fundamentally mischaracterized. It is not merely an allowance for extra hours of work but a compensatory arrangement to sustain operations in the face of:

- Persistent staff shortages
- High vacancy positions
- Inadequate leave reserve

Officials are routinely required to work beyond prescribed hours to ensure continuity of essential services. Thus, OTA represents **compulsory extended duty under operational necessity**, rather than voluntary overtime.

11.3 Mismatch Between OTA Rates and Current Market Inflation

The present OTA rate, which continues to be governed by outdated Fourth Central Pay Commission norms (₹15.85 per hour), is grossly unrealistic and bears no relation to the current economic environment.

In the context of prevailing market conditions:

- The cost of food, transport, and essential services has increased manifold
- Minimum wage levels across sectors have significantly risen
- Even unskilled labour wages far exceed the current OTA rate

The existing OTA rate is therefore **wholly disconnected from present-day market realities and inflationary trends**, resulting in severe financial disadvantage to employees.

In real terms, the compensation provided under OTA does not even meet basic subsistence costs incurred during extended duty hours, thereby defeating the very purpose of the allowance.

11.4 Disparity with Actual Wages and Work Output

There exists a glaring disparity between the OTA paid and the actual hourly emoluments of employees. After completing regular duty hours, officials engaged in overtime are compensated at a rate that is disproportionately low and does not reflect even a fraction of their regular hourly pay.

This results in a situation where:

- Employees are required to perform full-fledged operational duties
- Workload and responsibility remain unchanged
- Compensation is negligible and unjustifiable

Such disparity is inconsistent with established principles of fair wage compensation and undermines employee morale.

11.5 Increased Workload under Present RMS Operations

The workload in RMS has increased significantly in recent years due to:

- Expansion of parcel and logistics operations
- Growth in e-commerce traffic and bulk mail handling
- Increased reliance on time-bound delivery services
- Reduction in staff strength and leave reserve
- Consolidation and rationalization of mail offices

In addition, staff are required to handle:

- Multiple mail streams simultaneously
- Irregular surges in workload due to transport disruptions
- Extended duty hours during peak periods and operational contingencies

Thus, the **current workload in RMS is substantially higher and more complex** than in earlier periods when OTA rates were originally fixed. However, the compensation mechanism has not been revised to reflect this increased workload.

11.6 Inevitability of Overtime in RMS

Overtime in RMS is not incidental but structural in nature. It arises due to:

- Chronic understaffing
- Absenteeism
- Reduction of leave reserve from 17% to 10%
- Operational necessity to clear time-bound mail

Given these factors, overtime work is unavoidable and integral to the functioning of RMS operations. Denial of adequate compensation for such work amounts to systemic inequity.

11.7 Need for Removal of Restrictions and Fair Compensation

The existing restrictions governing overtime duty and payment of OTA are restrictive and result in denial of legitimate dues. Employees who are compelled to work beyond prescribed hours must be fairly compensated without procedural limitations.

11.8 Demand for Rational Revision in Line with Current Realities

In view of the mismatch between OTA rates, market inflation, and current workload conditions, it is strongly proposed that:

- OTA should be **revised based on actual hourly emoluments (Basic Pay + DA)**
- Overtime on normal working days should be compensated at **not less than 1.5 times the hourly rate**
- Overtime on weekly off days, Sundays, and holidays should be compensated at **double the hourly rate**
- OTA should be **linked with Dearness Allowance (DA)** for automatic revision
- The outdated rates of earlier Pay Commissions should be **completely replaced with a dynamic and realistic structure**

11.9 Parity with Other Operational Departments

Departments such as Railways and Defence, which perform similar operational and time-critical functions, have revised their overtime compensation structures in line with current realities.

The Department of Posts, being equally operational in nature, must be treated at par with these departments to ensure fairness and equity.

11.10 Conclusion

The existing OTA system in the Department of Posts is outdated, inadequate, and disconnected from both market realities and current workload conditions in RMS.

There is an urgent and compelling need to rationalize OTA by aligning it with:

- Current inflation levels
- Actual workload conditions
- Principles of fair wage compensation

Such revision is essential to ensure employee welfare, maintain operational efficiency, and uphold the credibility of the Department as a fair and model employer.

CHAPTER – XII

HOLIDAYS

At present, RMS and MMS employees are entitled to weekly off, 16 gazetted holidays, 2 restricted holidays, and other holidays declared as public holidays under special circumstances. These provisions constitute the existing framework governing rest and leave for employees engaged in operational duties.

However, the nature of work in RMS and MMS is continuous and round the clock, as these establishments function on all days including Sundays and declared holidays. Owing to the time-bound nature of mail processing, transmission, and logistics operations, offices remain functional even during holidays, and employees are required to attend duty based on operational requirements. Such duties are presently compensated through Over Time Allowance (OTA) or, in certain cases, by grant of Compensatory Off (Comp-Off), subject to administrative feasibility.

In practice, it is observed that adequate staff commensurate with the workload is not deployed on holidays, primarily with a view to restricting overtime expenditure. As a result, a limited number of officials are required to handle disproportionately high workloads, leading to increased operational pressure, physical strain, and reduced efficiency. Further, the compensation for such duties, whether in the form of OTA or Compensatory Off, is often not granted in a timely or equitable manner. OTA payments are frequently delayed by several months and, in some cases, even beyond a year, while Compensatory Off cannot always be availed due to staff shortages and operational constraints, thereby defeating the purpose of such compensation.

In the present scenario, the workload in RMS and MMS has increased significantly due to expansion of parcel and logistics services, growth in e-commerce traffic, increased expectations of time-bound delivery, rationalization and consolidation of offices, and persistent staff shortages coupled with reduction in leave reserve. Despite these developments, the system of working on holidays without adequate manpower support continues, placing an additional burden on the existing workforce. Continuous engagement without assured rest adversely affects the physical and mental well-being of employees, disrupts work-life balance, and impacts overall efficiency and service quality.

In view of the above, there is a pressing need to rationalize the existing system of holiday working in RMS and MMS units. Adequate staffing should be ensured in proportion to workload, and work allocation must be balanced to prevent excessive burden on individual employees. Compensation for holiday duty, whether through OTA or Compensatory Off, should be regulated in a transparent and time-bound manner, ensuring that employees receive either timely monetary compensation or are able to avail compensatory leave without administrative constraints. Proper rostering and rotation mechanisms should also be implemented to ensure equitable distribution of holiday duties among staff.

In conclusion, while the operational requirements of RMS and MMS necessitate functioning on holidays, the current system requires urgent review and rationalization to align with present workload conditions and employee welfare considerations. Ensuring fair workload distribution, timely compensation through OTA or Compensatory Off, and adequate staffing will contribute to improved efficiency, enhanced morale, and sustainable functioning of postal operations

CHAPTER – XIII

INCENTIVE

13.1 Incentive Structure – Existing Position and Anomalies

It has been observed that in certain cases where incentive was originally granted in the form of two increments in a particular grade, anomalies have arisen upon promotion. Officials who were drawing incentive equivalent to two increments in a lower grade continue to receive the same amount even after promotion to a higher grade, without corresponding revision.

This results in a situation where the incentive does not remain proportionate to the pay level after promotion, thereby defeating the very purpose of granting such benefit.

It is therefore strongly recommended that **the incentive linked to increments should be revised dynamically with the grade**, and officials should be granted the equivalent of two increments in the promoted grade, ensuring parity and removal of anomalies.

13.2 Incentive for Technology-Driven and High-Volume Operations

With the modernization and digitization of RMS operations, a substantial portion of work is now carried out through computerized systems, digital platforms, and technology-driven processes. Employees working in such environments are required to handle real-time data processing, system-based mail operations, and high-speed workflows under strict timelines.

Further, **Parcel Hubs located in Metro Cities** are handling **exceptionally high volumes of parcel traffic**, particularly driven by the rapid growth of e-commerce and logistics services. The work in these hubs involves:

- Handling bulk parcel processing with tight delivery schedules
- Managing peak-hour surges and continuous inflow/outflow of parcels
- Ensuring accuracy in sorting, scanning, and dispatch operations
- Coordinating with multiple operational units and transport networks
- Maintaining service standards under high-pressure conditions

The nature of duties in Parcel Hubs is both **volume-intensive and responsibility-driven**, requiring sustained physical effort, technical handling, and operational precision.

Despite the increased workload and critical responsibility, there is **no specific incentive or compensatory allowance** provided to staff working in such high-pressure environments.

It is therefore proposed that:

- Employees working in **Parcel Hubs in Metro Cities, Speed Post Centres, and other technology-driven RMS units** should be granted a **Technology / Operational Allowance**
- Such allowance may be fixed at **10% of Basic Pay plus applicable pay components**, considering the volume of work, operational pressure, and responsibility involved

13.3 Inclusion of Marketing Executive (ME) Cadre

The role of **Marketing Executives (MEs)** in the Department of Posts has become increasingly significant in the present competitive environment. They are responsible for business development, revenue generation, customer acquisition, and promotion of postal and logistics services.

Their duties are performance-oriented, target-driven, and comparable to similar roles in corporate and financial sectors, where incentive-based compensation is an integral component.

However, there is presently **no structured incentive mechanism** commensurate with their performance and contribution.

It is therefore proposed that:

- A **Performance-Based Incentive Scheme** be introduced for Marketing Executives
- Incentives should be linked to **revenue generation, target achievement, and measurable performance indicators**
- The scheme should be **transparent, progressive, and motivating**, ensuring recognition of high-performing officials

13.4 Need for a Uniform Incentive Policy

At present, incentive provisions in the Department are fragmented and limited, leading to disparities among employees performing comparable or more demanding duties.

There is a need to establish a **uniform, structured, and equitable incentive policy** covering:

- Technology-driven roles in RMS and processing units
- High-volume and high-responsibility roles such as Parcel Hub operations
- Performance-driven roles such as Marketing Executives

Such a policy should be aligned with the nature of duties performed and should ensure that employees are adequately compensated for additional workload, technical expertise, and operational responsibility.

13.5 Conclusion

The absence of a comprehensive incentive framework in the Department of Posts has resulted in anomalies, inequities, and lack of motivation among employees engaged in specialized, high-volume, and performance-oriented roles.

It is therefore imperative to:

- Remove existing anomalies in incentive structures
- Extend incentives to all eligible categories, including Parcel Hub staff, technology-driven roles, and performance-based cadres
- Introduce a dynamic and structured incentive system aligned with pay levels, workload, and responsibilities

Such measures will enhance employee motivation, improve operational efficiency, and strengthen the Department's ability to meet increasing service demands in a competitive and technology-driven environment.

CHAPTER – XIV

LEAVE RESERVE (RMS)

14.1 – Existing Position (7th CPC Regime)

Under the existing framework prevailing during the period of the Seventh Central Pay Commission, the Leave Reserve (LR) in RMS units continues to be maintained at approximately **10% of the sanctioned strength**. This norm, fixed several decades ago, is wholly outdated and grossly inadequate in the present operational environment. RMS units are functioning under severe staff shortages, often exceeding **30%**, coupled with a substantial increase in workload due to expansion of mail processing, logistics operations, and time-bound transmission responsibilities. Consequently, officials are routinely denied leave even in genuine and emergency situations, and the administrative difficulty in arranging substitutes has reached alarming proportions.

The implementation of welfare measures such as **Child Care Leave (CCL)** following the recommendations of the Sixth Central Pay Commission has further increased the demand for leave. However, due to the inadequacy of Leave Reserve, these welfare measures have not been effectively realized in RMS units, and many eligible officials are unable to avail such leave in practice. With the increasing participation of women employees in RMS, the demand for leave has further intensified, necessitating an immediate and substantial revision of Leave Reserve.

It is also significant that the Fifth Central Pay Commission had categorically recommended that departments with a higher concentration of women employees should maintain a higher Leave Reserve. The failure to implement this recommendation in RMS has resulted in continued hardship to employees and has adversely affected operational efficiency.

Further, RMS operations have undergone a major transformation over the years. RMS units are functioning on a **24×7 basis**, handling time-bound mail schedules connected with rail, air, and surface transport networks. The growth in parcel traffic, especially due to e-commerce, and the establishment of high-capacity **Parcel Hubs in metro cities** have significantly increased workload and responsibility. Despite these developments, the Leave Reserve has remained stagnant at 10%, making it impossible to manage operations effectively without overburdening the existing workforce.

14.2 – We Demand

In view of the above facts and prevailing ground realities, **we strongly demand** that the Leave Reserve in RMS units be revised on a realistic and functional basis. The existing level of Leave Reserve is wholly insufficient to meet the operational and welfare requirements of RMS.

We demand that the Leave Reserve in RMS units be enhanced from the existing 10% to a minimum of 20% of the sanctioned strength.

This demand is fully justified on account of persistent staff shortages, increased workload, rising leave requirements, and the necessity to ensure actual implementation of welfare measures such as Child Care Leave. The present system has led to denial of legitimate leave, increased work stress, and excessive dependence on overtime and ad-hoc arrangements, which are neither sustainable nor administratively efficient.

The enhancement of Leave Reserve is essential to ensure timely and humane sanction of leave, improve employee morale and productivity, and maintain work-life balance. It will also strengthen operational efficiency in RMS units, which are functioning under continuous and time-bound pressure.

Conclusion

The continuation of Leave Reserve at **10% under the Seventh Central Pay Commission is untenable and unjustified in the present context of RMS operations**. **We demand enhancement of Leave Reserve to at least 20%**, which is a legitimate and essential requirement for ensuring employee welfare and efficient functioning of RMS units.

CHAPTER – XV

PROBLEMS OF WOMEN EMPLOYEES

15.1 – General Position and Policy Background

As per the census of Central Government employees, women constitute approximately 7.53% of the total workforce, whereas in the Department of Posts, the representation of women employees is comparatively higher at around 12.20%.

The Government of India has historically recognised the need to address the concerns of women employees. Based on the decisions of the International Labour Conference (1919) and subsequent deliberations, the Government examined these issues in depth. Further, following the recommendations of the Royal Commission (1930), the Maternity Benefits framework was introduced, and several welfare measures were extended to women employees over time.

In recent years, the participation of women employees in Government services has increased significantly due to improved educational qualifications and merit-based recruitment systems. However, despite this progress, many structural and operational challenges continue to persist, particularly in the Department of Posts and RMS units, where working conditions are more demanding.

15.2 – Non-Implementation of Earlier Recommendations

Several progressive recommendations made by earlier Pay Commissions, particularly the Fifth Central Pay Commission, have not been fully implemented. These include provisions such as part-time working options during child-rearing years, expansion of crèche facilities, enhancement of recruitment age for women, provision of hostels, and creation of leave-sharing mechanisms between spouses.

The absence of these measures continues to adversely affect women employees, especially those working in operational units such as RMS, Parcel Hubs, and Speed Centres, where work schedules are rigid and physically demanding. It is imperative that these long-pending recommendations be revisited and implemented in the present context.

15.3 – Child Care Leave (CCL) – Practical Constraints

Although women employees are entitled to avail up to 730 days of Child Care Leave during their service, in practice, this benefit is often denied or restricted due to **acute staff shortages and operational constraints**.

In RMS units, Parcel Hubs, and Speed Centres, the shortage of staff and high workload make it difficult for authorities to grant leave without affecting operations. As a result, many women employees are unable to utilise this important welfare provision.

There is an urgent need to remove restrictions imposed on the availing of CCL and to ensure that women employees can exercise this right without administrative hurdles. This requires strengthening of leave reserve and manpower planning.

15.4 – Lack of Crèche and Childcare Facilities

Although instructions have been issued for establishing crèche facilities, their availability remains extremely limited and inadequate.

In modern operational environments such as Parcel Hubs and RMS offices, where working hours are irregular and extended, the absence of childcare support creates severe hardship for women employees.

There is a need for large-scale expansion of crèche facilities, either through departmental arrangements or by entering into tie-ups with existing childcare centres of other Government organisations, to ensure that working mothers can discharge their duties without stress.

15.5 – Transfer-Related Issues

Despite existing Government guidelines that women employees should be posted near their spouse or native place, implementation at the field level is often delayed or inconsistent.

Women employees frequently face transfers to distant or remote locations, causing disruption to family life, childcare responsibilities, and personal well-being. This problem is more acute in RMS due to limited office locations.

It is essential that transfer policies be implemented in a humane and time-bound manner, giving priority to women employees, particularly in cases involving marriage, childcare, and health-related concerns.

15.6 – Lack of Safe Accommodation and Transport Facilities

The absence of adequate hostel facilities and safe residential accommodation continues to be a major concern, particularly for women employees working away from their native places.

Further, the lack of dedicated transport facilities, especially during late-night or early-morning duties, exposes women employees to safety risks. This is particularly relevant in RMS units, Parcel Hubs, and Speed Centres where **night shifts are unavoidable**.

There is an urgent requirement to provide:

- Safe and secure hostel accommodation
- Priority allotment of staff quarters
- Dedicated or subsidised transport facilities, especially for night duty

15.7 – Night Duty and Safety Concerns in RMS

In RMS operations, many women employees are required to work in night shifts without adequate safety measures.

The absence of secure transport, lack of escort facilities, and inadequate workplace security create serious safety concerns. Women employees are often compelled to commute at odd hours without proper protection.

It is strongly recommended that:

- Women employees should generally be exempted from night duty
- In unavoidable circumstances, secure transport and safety arrangements must be provided
- Workplace security should be strengthened

15.8 – Health-Related Issues and Special Leave Requirements

A significant number of women employees face health-related challenges, particularly after the age of 40, including conditions requiring medical procedures and extended rest.

The existing leave provisions are inadequate to address such situations. There is a need to introduce **special leave provisions**, including at least one month of additional leave in cases of major medical procedures, to support women employees during recovery.

15.9 – Recent Challenges under APT 2.0 and RMS Operations

With the introduction of IT 2.0 and APT 2.0 systems, the nature of work has become highly technology-driven and time-bound. While these systems have improved efficiency, they have also increased workload, accountability, and mental stress.

Women employees in Parcel Hubs and Speed Centres now face:

- Continuous system monitoring and pressure to maintain real-time data accuracy
- Increased workload due to e-commerce parcel volumes
- Difficulty in balancing family responsibilities with irregular duty hours
- Higher stress levels due to audit accountability and system tracking

The absence of supportive infrastructure such as childcare facilities, flexible duty arrangements, and adequate manpower further aggravates these challenges.

15.10 – Formation of Women Welfare Committees

To address the above issues effectively, it is essential to establish **Women Welfare Committees** in all units, including RMS and operational offices.

These committees should:

- Monitor the welfare of women employees
- Address grievances in a time-bound manner
- Ensure implementation of welfare measures
- Act as a support system for women employees

15.11- Demand for Flexible and Gender-Sensitive Working Conditions for Women Employees in RMS

Our union respectfully submits before the Indian Railways Mail Service (RMS) administration under the Department of Posts (India) that the working conditions of women employees in RMS require urgent and progressive policy intervention. The nature of duties in RMS involves continuous operational schedules, rotational shifts, and night duties connected with the processing and transmission of mail. These demanding work patterns often impose additional physical, social, and family responsibilities on women employees, particularly in the context of childcare, elder care, and personal safety.

In recent years, the Government of India has been consistently emphasizing women's participation in the workforce, gender equality, and safe working environments. However, the present operational framework in RMS has not sufficiently incorporated flexible and gender-sensitive working arrangements that can support women employees in balancing their professional and personal responsibilities.

My union therefore strongly urges the 8th Central Pay Commission to recommend the introduction of flexible and optional working arrangements for women employees in RMS, wherever operationally feasible. Such measures may include:

1. Provision of flexible duty hours or suitable shift adjustments for women employees, particularly those with childcare or family responsibilities.

2. Exemption or relaxation from night duties in deserving cases, especially for pregnant employees, single mothers, and women with young children.

3. Introduction of optional Work From Home / remote working arrangements for duties that can be performed digitally, such as administrative, data processing, and monitoring functions.

4. Formulation of gender-sensitive duty rosters to ensure safety, dignity, and work-life balance for women employees.

These progressive measures will not only promote employee welfare and gender equity, but will also enhance efficiency, productivity, and morale among women employees serving in RMS. Creating a supportive working environment will enable the Department to fully utilize the skills, dedication, and potential of women employees who are playing an increasingly important role in the functioning of the postal network.

My union therefore earnestly requests the 8th Central Pay Commission to recommend appropriate policy guidelines enabling flexible and humane working conditions for women employees in RMS, in line with modern workforce practices and the Government's commitment to gender equality and inclusive growth.

15.12 - Special Leave for Women Employees (Menstrual Leave)

It is submitted that the health and well-being of women employees require special consideration, particularly in view of biological and physiological needs. In this regard, it is pertinent to note that the Karnataka has introduced a progressive policy in November 2025 granting **12 days of paid menstrual leave per year** (one day per month) to women employees in the age group of 18 to 52 years across public, private, and informal sectors. The policy does not mandate submission of a medical certificate and is aimed at improving the health, dignity, and efficiency of working women.

The staff side strongly submits that such a provision is not merely a welfare measure but a necessity, particularly for women employees engaged in physically demanding duties such as those in RMS operations. Menstrual health directly impacts work efficiency, attendance, and overall well-being. Denial of such support often leads to discomfort, reduced productivity, and long-term health issues.

Therefore, it is earnestly demanded that **a minimum of 12 days of paid menstrual leave per annum** be introduced for women employees, without insisting on medical certification. Such a measure will not only uphold dignity and gender sensitivity in the workplace but also contribute to improved efficiency, morale, and health standards among women employees.

CHAPTER – XVII

MODIFIED ASSURED CAREER PROGRESSION (MACP)

16.1 Career Advancement and Evolution of Schemes

Systematic career advancement with a predetermined residency period in each cadre is what every employee aspires to achieve in Government service. Traditionally, vacancy-based promotions have been the system prevailing in most Government departments, which has resulted in prolonged stagnation, particularly in cadres where promotional avenues are limited. Although the 4th Central Pay Commission recommended the introduction of time-bound career progression schemes across departments, the same was not implemented uniformly. The Department of Posts, however, introduced a Time Bound Promotion (TBOP) Scheme in 1983, under which the first promotion was granted after 16 years and the second after 26 years of service. This scheme ensured financial progression without the necessity of vacancies in higher cadres.

16.2 Introduction of ACP and Transition to MACP

Subsequently, the Assured Career Progression (ACP) Scheme was introduced and later replaced by the Modified Assured Career Progression (MACP) Scheme after the Sixth Pay Commission. The MACP Scheme provides three financial upgradations at intervals of 10, 20, and 30 years. However, the transition from promotional hierarchy to grade pay hierarchy has resulted in several disadvantages to employees. The earlier ACP scheme, based on promotional hierarchy, ensured better financial growth, whereas the MACP scheme has diluted this benefit. The demand of the staff side to allow employees an option to choose between ACP and MACP, whichever is beneficial, has not been accepted.

16.3 Need for Reform in MACP Structure

The present MACP framework has not effectively addressed stagnation. Employees continue to face long periods without meaningful financial progression. In departments like the Postal Department, where promotional avenues are extremely limited, the MACP scheme should be strengthened to ensure fair and timely career advancement. It is therefore essential that MACP be revised to provide real financial relief and remove structural deficiencies.

16.4 Proposal for Five Financial Upgradations

Due to severe stagnation, it is strongly proposed that instead of three financial upgradations, **five financial upgradations** be introduced during the service span of an employee. These may be granted at intervals such as 6, 12, 18, 24, and 30 years, or through a structured progression ensuring regular financial growth. Further, MACP should be granted in the **promotional hierarchy** instead of the grade pay hierarchy, so that employees receive benefits aligned with actual career progression.

16.5 Benchmark and Eligibility Conditions

The application of benchmark conditions such as "Very Good" for grant of MACP has resulted in denial of benefits to many employees who have otherwise rendered satisfactory service. It is therefore necessary that MACP be granted on the basis of **seniority-cum-fitness**, without imposing stringent benchmark conditions, particularly for lower and middle-level employees.

16.6 Financial Benefit and Pay Fixation

In many cases, MACP and regular promotions do not result in meaningful financial improvement, especially when both fall within the same grade pay. This defeats the purpose of career progression. It is therefore essential that at least **one additional increment** be granted in such cases to ensure tangible financial benefit. Pay fixation under MACP must always result in a clear and visible increase.

16.7 Inclusion of Service Components for MACP

The exclusion of training periods, officiating service, ad hoc promotions, and temporary status service from qualifying service for MACP is unjust. Since these periods are counted for other service benefits, they should also be included for MACP eligibility. Particularly, 50% of service rendered under temporary status or casual labour should be counted, especially in the case of MTS who have been regularized.

16.8 Judicial Pronouncements and Implementation Issues

Judicial pronouncements, including decisions of the Hon'ble Supreme Court and Central Administrative Tribunal, have upheld that MACP should be granted based on promotional hierarchy and that examination-based promotions should be treated as fresh appointments. However, these benefits have been extended only to individual litigants and not to all similarly placed employees, leading to discrimination and inconsistency in implementation.

16.9 ANOMALIES IN MACP (DEPARTMENT OF POSTS)

Several anomalies have arisen in the implementation of the MACP scheme, particularly in the Department of Posts, which require urgent attention:

- The shift from promotional hierarchy to grade pay hierarchy has resulted in financial loss to employees.
- Non-counting of temporary status/casual labour service has deprived many employees, including MTS, of MACP benefits.
- Denial of stepping up of pay has resulted in juniors drawing higher pay than seniors in the same cadre.
- Inconsistent implementation of 3% increment benefit at each stage of MACP has led to audit objections and recovery in some circles.

- Employees accepting promotion are sometimes financially disadvantaged compared to those receiving MACP.
- Employees declining promotion are denied future MACP benefits, while juniors continue to benefit.
- Same grade pay conditions have led to denial of financial benefit despite significant differences in duties (e.g., technical vs clerical posts).
- Exclusion of training, officiating, and ad hoc service from qualifying service has resulted in unfair denial of MACP.

16.10 Conclusion and Recommendations

In view of the above, it is strongly submitted that employees should not suffer financial stagnation due to lack of promotional opportunities. The MACP scheme must ensure **real, meaningful, and assured financial progression**. It is therefore recommended that MACP be granted in promotional hierarchy, five financial upgradations be introduced, benchmark conditions be removed, temporary status service be counted, stepping up of pay for seniors be ensured, and all relevant service periods be included for eligibility.

Above all, pay fixation under MACP and promotion must always result in a **clear and tangible financial benefit**, ensuring fairness, motivation, and efficiency in public service.

CHAPTER - XVII

MATTER MERITS CONSIDERATION

17.1 Inadequate Accommodation

Adequate accommodation for Railway Mail Service (RMS) offices and sections is required to be provided strictly in accordance with the standards prescribed under Rule 588 (A) of the P&T Manual Volume II. However, in actual practice, these norms have not been implemented in several RMS establishments. Many offices continue to function in congested, poorly ventilated, and unhygienic environments, exposing employees to dust and health hazards. Such conditions adversely impact both efficiency and the health of the workforce. It is therefore essential that all RMS offices are provided with proper, clean, and well-maintained accommodation in conformity with the prescribed departmental standards.

17.2 Building Infrastructure

A majority of RMS and mail offices are presently functioning within Railway premises where basic infrastructural facilities remain inadequate. There has been insufficient initiative in pursuing Railway authorities for the construction or allocation of buildings as per prescribed standards. Consequently, RMS staff are compelled to work in unsuitable and substandard premises lacking essential amenities. This situation necessitates urgent intervention either by securing departmental buildings or by ensuring proper coordination with Railway authorities for provision of standard infrastructure.

17.3 Basic Facilities and Modernisation

RMS staff continue to work without access to essential facilities in many locations. Separate toilets for women employees are not available in several offices, and there is a lack of proper tiffin rooms and rest areas. The absence of privacy and basic amenities creates avoidable hardship, particularly for women employees. It is therefore strongly emphasized that the Department should either construct its own buildings or relocate RMS offices to well-maintained premises with a conducive working environment. Further, modernization of mail offices is necessary through provision of lifts, hoists, and safe crossing arrangements across railway lines to ensure operational efficiency and safety of staff.

17.4 RMS Rest Rooms and Rest Houses

The existing Rest Houses and Rest Rooms require immediate review, particularly those located in or near Railway premises. Proper maintenance of these facilities must be ensured, including adequate lighting, fans, utensils, furniture, cots, mattresses,

pillows, and mosquito nets. In several instances, these facilities are poorly maintained and lack even basic amenities such as sanitation and potable water, compelling RMS officials to stay in unhygienic conditions. Urgent steps are required to upgrade and maintain these facilities to acceptable standards.

17.5 Duty Hours

The existing system of commencing and terminating night duties at irregular and inconvenient hours causes considerable hardship to employees, especially in view of limited transport facilities during late hours. It is therefore proposed that night duty should be rationalized to commence before 22.0 hours and conclude by 06.0 hours, ensuring safety, predictability, and feasibility for commuting staff.

17.6 Extension of Benefit of RTP Service – Need for Uniform Implementation

All erstwhile Reserved Trained Pool (RTP) officials have now retired from service after rendering long years of duty under challenging conditions. Recently, a significant development has taken place in the Andhra Pradesh Postal Circle, wherein the past RTP service has been taken into account for extending service benefits to officials appointed in that Circle.

While this step is appreciable, the benefit has been restricted only to one Circle, resulting in disparity among similarly placed employees across the country. RTP officials in other Circles, who were recruited, trained, and engaged under identical conditions, have not been extended the same benefit.

The RTP scheme was implemented uniformly throughout the Department of Posts, and the nature of duties performed by RTP officials was identical in all Circles. They were fully trained personnel who discharged responsibilities on par with regular Postal Assistants and Sorting Assistants. Therefore, there exists no reasonable justification for extending the benefit in one Circle while denying it in others.

Such selective implementation has resulted in clear inequality and has adversely affected a large number of retired employees who are deprived of legitimate pensionary and service benefits. The principle of equal treatment under similar circumstances is a fundamental requirement in public service administration.

In view of the above, it is submitted that the 8th Central Pay Commission may kindly examine this issue and recommend uniform implementation of the benefit of counting past RTP service across all Postal Circles on par with the Andhra Pradesh Circle.

This will ensure equity, remove regional disparity, and render long-overdue justice to all similarly placed RTP officials throughout the country.

PART – III
MEMORANDUM ON MAIL MOTOR SERVICE (MMS)

CHAPTER – XVIII
BRIEF HISTORY OF THE SERVICE AND FUNCTIONAL PROFILE

18.1 INTRODUCTION

18.1.1 The Mail Motor Service (MMS) is a critical technical and operational wing of the Department of Posts, responsible for transportation, maintenance, logistics, and workshop operations.

18.1.2 The technical cadres of MMS—namely Artisans, Drivers, Supervisory Staff, Store Personnel, and Technical Support Staff—perform duties comparable **to** Railway Workshop Technicians and Defence Artisans, yet suffer from disparity in pay, structure, and career progression.

18.1.3 This chapter consolidates all recommendations and presents a **comparative**, structured proposal for the 8th CPC.

18.2 CONSOLIDATED CADRE STRUCTURE (TECHNICAL CADRES)

18.2.1 ARTISAN CADRE – STRUCTURAL COMPARISON

Sl. No	Cadre	Level in Pay Matrix (7th CPC)	Pre-revised GP (6th CPC)	Proposed Level (8th CPC)	Proposed %	Qualification	No. of Posts	Nature of Duties / Job Profile
1	Skilled Artisan Grade III	Level 2	₹1900	Level 4 (₹2400 eq.)	45%	10th + ITI	329	Basic mechanical work, servicing, assisting in repairs, handling tools, supporting workshop operations
2	Skilled Artisan Grade II	Level 4	₹2400	Level 5 (₹2800 eq.)	21%	10th + ITI + Experience	59	Independent technical work, electrical/mechanical repairs, welding, diagnostics
3	Skilled Artisan Grade I	Level 5	₹2800	Level 6 (₹4200 eq.)	20%	10th + ITI + Experience	85	Advanced diagnostics, engine overhaul, supervision of junior staff, quality control
4	Master Craftsman	Level 7	₹4600	Level 7/8	14%	ITI + Long experience	Proposed	Expert-level supervision, high-end repair, workshop leadership

18.3 ARTISAN RECRUITMENT STRUCTURE (COMPARATIVE)

18.3.1 DEPARTMENTAL QUOTA (DP)

Component	Existing	Proposed
Education	Middle / Trade	10th + ITI
Pay Entry	Level 2	Level 4
Grade Pay	₹1900	₹2400
Recruitment	100% DP	50% DP
Experience	Cleaner/Semi-skilled	3 years MTS (Technical)
Licence	Required (Mechanic HMV)	No change

18.3.2 DIRECT RECRUITMENT (DR)

Component	Existing	Proposed
Education	VIII / Trade	10th + ITI
Age	18–30	21–30
Pay	Level 2	Level 4
Recruitment	DP fallback	50% DP
Selection	Trade + Driving Test	No change

18.4 ARTISAN PROMOTION STRUCTURE

Promotion	Eligibility
Grade III → Grade II	9 years
Grade II → Grade I	6 years / 15 combined
Grade I → MCM	3 years / 20 years
Method	Trade Test + Seniority

18.5 DRIVER CADRE – CONSOLIDATED STRUCTURE

18.5.1 DRIVER PAY & DISTRIBUTION

Category	Existing %	Proposed %	Level (7th CPC)	Proposed Level (8th CPC)	Qualification	No. of Posts	Duties
Driver	30%	30%	Level 4	Level 4	10th + Licence	912	Mail transport, basic maintenance
Driver Grade II	30%	30%	Level 5	Level 5	10th + HMV	25	Long-distance driving, heavy vehicles
Driver Grade I	35%	25%	Level 6	Level 6	Experience	34	Critical operations, supervision
Special Grade	5%	15%	Level 7	Level 7	Seniority	15	High-level operations, supervisory role

18.5.2 DRIVER RECRUITMENT (DP & DR)

Component	Existing	Proposed
Education	10th	No change
Age	21–27	21–30
Experience	3 years	No change
Licence	Mandatory	No change
Recruitment	50% DP	No change

18.6 SUPERVISORY & TECHNICAL CADRES

Sl. No.	Cadre	7th CPC Level	6th CPC GP	Proposed Level (8th CPC)	Qualification	No. of Posts	Duties
1	Technical Supervisor	Level 6	₹4200	Level 7 + NFSG Level 8	Diploma / Experience	12	Workshop control, planning, supervision
2	Chargehand	Level 6	₹4200	Level 7	ITI + Experience	—	Shop floor supervision
3	Store Officer	Level 6	₹4200	Level 7	Graduate	4	Inventory, procurement, financial control
4	Inspector MMS	Level 7	₹4600	Level 8	Graduate	—	Operational supervision
5	Assistant Manager	Level 8	₹4800	Level 9	Graduate	—	Administrative control

18.7 DISPATCH RIDER – STRUCTURAL CORRECTION

Component	Current	Proposal
Posts	20–26	No change
Duties	Same as Driver	Confirmed
Recommendation	Separate cadre	Merge with Driver cadre

18.8 MTS (TECHNICAL SUPPORT CADRE)

Component	Current	Proposal
Role	Support + Semi-technical	Recognized
Issue	No RR	Correct
Proposal	Feeder cadre	Strong
Pay	Level 1	Upgrade to Assistant Artisan Level 2/3/4

18.9 ADMINISTRATIVE & TECHNICAL INTEGRATION

Cadre	Status	Proposal
Postal Assistant	Level 4	Align MMS equivalent
TPA (System Admin)	No upgrade	Merge with PA
Store Officer	Stagnation	Upgrade + selection

18.10 COMPARATIVE ANALYSIS WITH RAILWAYS & DEFENCE

18.10.1 Comparative Structure – Railway &Defence vs MMS

The Artisan and Driver cadres of the Department of Posts (MMS) are directly comparable with technical cadres working under:

- Indian Railways
- Ministry of Defence

In both these departments, the technical workforce is treated as a **core operational and engineering cadre**, whereas in MMS, the same level of recognition is yet to be achieved.

(A) STRUCTURAL HIERARCHY COMPARISON

Level	**Railways (Technician Cadre)**	**Defence (Artisan Cadre)**	**MMS (Present)**	**MMS (Proposed)**
Entry	Technician Grade III (Level 2)	Skilled (Level 2)	Artisan Grade III (Level 2)	Level 4 Entry
Intermediate	Technician Grade II (Level 4)	Highly Skilled (Level 4)	Artisan Grade II (Level 4)	Level 5
Advanced	Technician Grade I (Level 5)	Highly Skilled II / HS-I	Artisan Grade I (Level 5)	Level 6
Expert	Senior Technician (Level 6)	Master Craftsman (Level 6)	Limited	MCM Level 7/8
Supervisory	JE / SSE (Level 6–7+)	Chargeman / Foreman	Limited	Technical Supervisor Level 7/8

Observation:
Railways and Defence provide a **clear 4–5 tier hierarchy**, whereas MMS suffers from **compressed structure and stagnation**.

(B) PAY PROGRESSION COMPARISON

Aspect	**Railways**	**Defence**	**MMS (Present)**	**MMS (Issue)**
Entry Level	Level 2	Level 2	Level 2	Same
Growth Ceiling	Level 6–7+	Level 6–7	Mostly Level 5/6	Limited
Financial Growth	Structured increments	Structured	Stagnation	Severe
Incentives	Available (Workshop/Production)	Limited but structured	Minimal	Inadequate

Key Issue: MMS technical staff do not reach **equivalent financial levels despite similar duties**.

(C) NATURE OF DUTIES – COMPARATIVE ANALYSIS

Function	Railways	Defence	MMS
Mechanical Repair	Locomotives, Coaches	Military Vehicles	Mail Vans
Electrical Systems	Traction, Control Systems	Weapon Systems	Vehicle electronics
Diagnostics	Advanced	High precision	Advanced (BS6, ECM)
Safety Role	Passenger safety	National security	Mail & cash security
Work Environment	Industrial workshop	High-risk defence units	Hybrid (road + workshop)

Inference:
MMS duties are **technically comparable and operationally critical**, combining both **field risk + workshop complexity**, which is often **more diversified than Railway/Defence roles**.

18.11 KEY JUSTIFICATIONS

18.11.1 Nature of Duties

The nature of duties performed by the MMS technical cadres has undergone a significant transformation in recent years due to the introduction of modern automotive technologies and digital systems.

• MMS Artisans are no longer engaged in conventional mechanical repairs alone. They are required to handle **advanced automotive systems**, including:

- Bharat Stage-VI (BS6) compliant engines
- Electronic Control Modules (ECM)
- Sensors, actuators, and multiplex wiring systems
- Fuel injection and emission control systems

• The maintenance and repair work now involves:

- Use of **computerized diagnostic tools and engine analyzers**
- Software-based fault detection and rectification
- Calibration of electronic systems and compliance with emission norms

• The work environment has shifted from purely manual to **technology-driven operations**, requiring:

- Use of laptops and digital interfaces
- Understanding of electronic and hybrid systems
- Integration of mechanical, electrical, and IT-based troubleshooting

• This level of technical complexity is **at par with Railway workshops and Defence vehicle maintenance units**, where similar technologies are handled.

•Therefore, the existing pay structure does not reflect the **modern, multi-disciplinary technical nature of duties** performed by MMS staff.

18.11.2 Risk & Responsibility

The MMS cadres operate under conditions involving substantial **risk, responsibility, and accountability**, which are not adequately compensated under the present pay structure.

• **MMS Drivers**:

- Operate heavy and light vehicles over **long distances**, often under strict time schedules
- Perform duties during **night hours, adverse weather conditions, and high-density traffic environments**
- Carry **mail, cash, and other valuable consignments**, making them responsible for safeguarding public property
- Are required to maintain constant alertness, as any lapse may result in **loss of public trust and financial implications**

• **Artisan Staff**:

- Work in **hazardous workshop environments** involving heavy machinery, electrical systems, and mechanical tools
- Handle high-risk repair activities such as engine dismantling, welding, and electrical fault rectification
- Are accountable for ensuring **roadworthiness and safety of vehicles**, failure of which may disrupt national postal operations

• **Supervisory Staff**:

- Bear responsibility for **fleet readiness, manpower management, and operational continuity**
- Ensure compliance with safety, technical, and administrative standards

• The risk profile of MMS staff is **comparable to Railway operational staff and Defence workshop personnel**, warranting **higher pay and appropriate risk compensation**.

18.11.3 Skill Requirement

The skill requirements for MMS technical cadres have evolved into a **highly specialized, multi-skill domain**, requiring both formal qualifications and continuous upgradation.

• The minimum qualification proposed and required is:

- **10th Standard with ITI in relevant trade**, which is the national standard followed in Railways and Defence

• In addition, MMS staff are required to:

- Continuously update their skills in line with **changing automotive technologies**
- Acquire knowledge in **electronics, diagnostics, and digital systems**
- Handle **multi-trade responsibilities**, including mechanical, electrical, and electronic components

• Unlike traditional trade-based roles, MMS artisans function as:

- **Multi-skilled technicians** capable of handling end-to-end vehicle maintenance
- **System-oriented operators** dealing with integrated vehicle technologies

• The absence of structured training and skill recognition further aggravates the disparity.

• Thus, MMS staff fulfill all criteria of a **highly skilled technical workforce**, deserving parity with similar cadres in other departments.

18.12 CONSOLIDATED DEMAND

18.12.1 It is therefore demanded that:

(i) **Restructuring of Artisan Cadre**
The Artisan cadre may be restructured with **entry at Level 4** and progression up to **Master Craftsman Level 7/8**, in line with Railway and Defence models.
This will:

- Recognize technical qualifications (ITI)

- Provide structured career progression
- Eliminate stagnation at lower levels

(ii) **Upgradation of Driver Cadre**
The Driver cadre may be strengthened by expanding the **Special Grade to 15%**.
This will:

- Acknowledge long service and experience
- Reflect the high-risk and time-bound nature of duties
- Provide motivation and retention

(iii) **Upgradation of Store Officer**
The Store Officer may be upgraded to **Level 7 with selection-based promotion**.
This is justified due to:

- Handling of high-value inventory
- Financial accountability and procurement responsibilities
- Need for professional and merit-based selection

(iv) **Conversion of MTS into Technical Feeder Cadre**
The MTS cadre working in MMS may be formally recognized as a **technical feeder cadre**.
This will:

- Provide a pipeline for skilled artisans
- Improve operational efficiency
- Offer career progression to lower cadres

(v) **Merger of Dispatch Rider with Driver Cadre**
The Dispatch Rider posts may be merged with the Driver cadre, as:

- Nature of duties is identical (driving and delivery)
- Avoids duplication of cadre structure
- Ensures uniformity in pay and responsibilities

(vi) **Upgradation of Technical Supervisor (NFSG Level 8)**
Technical Supervisors may be granted **Non-Functional Selection Grade (Level 8)**.
This will:

- Align with supervisory cadres in Railways and Defence
- Address stagnation
- Recognize increased managerial and technical responsibilities

(vii) **Modernization of Recruitment Rules**
Recruitment Rules may be revised to mandate **10th + ITI qualification**.
This ensures:

- Standardization across Government technical services
- Better skill quality
- Alignment with modern technological requirements

18.13 CONCLUSION

18.13.1 The technical cadres of the Mail Motor Service perform duties that are **fully comparable in nature, complexity, and responsibility** to those of Railway Technicians and Defence Artisans. However, despite such equivalence, MMS staff continue to remain **under-compensated and structurally disadvantaged**.

18.13.2 The proposed restructuring ensures:

• **Pay Parity**
Alignment with Railway and Defence pay structures, removing long-standing disparities

• **Career Progression**
Introduction of structured hierarchy and promotion avenues to eliminate stagnation

• **Technical Recognition**
Acknowledgment of MMS as a skilled technical service rather than a support function

• **Operational Efficiency**
Improved workforce motivation, skill utilization, and service delivery

18.13.3 In view of the above, it is earnestly requested that the **8th Central Pay Commission** may:

- Recognize the evolving and technical nature of MMS duties
- Remove existing anomalies and disparities
- Approve the proposed cadre restructuring and pay revision in full
- Ensure justice, equity, and motivation for the MMS workforce

CHAPTER – XIX

MAIL MOTOR SERVICE – MISCELLANEOUS AMENITIES AND FACILITIES

19.1Provision of Mail Peons and Support Staff

19.1.1 In several newly opened offices and even in certain existing centres, the provision of Mail Peons accompanying the drivers has either been discontinued or not implemented. This has resulted in excessive strain on the drivers, compelling them to undertake additional and onerous responsibilities beyond their defined duties. Drivers are not trained or qualified to perform functions such as checking seals, labels, cords, and the condition of mail bags, identifying classifications of bags, and verifying them against official records. Assigning such responsibilities to drivers is improper, as it falls outside their job profile and training, and involves procedural knowledge governed by departmental rules.

19.1.2 It is therefore submitted that the system of providing Mail Peons alongside drivers must be continued without interruption. In centres where this facility has been withdrawn or not introduced, immediate restoration or provision of Mail Peons is essential to ensure operational efficiency and adherence to procedural correctness.

19.1.3 Similarly, Dispatch Riders are currently entrusted with the dual responsibility of operating vehicles and clearing letter boxes or transporting mail bags between Mail Offices and Post Offices. In the process of clearing letter boxes, they are required to repeatedly stop the vehicle, switch off the engine, collect and load mail, and restart the vehicle. This repetitive and time-consuming process not only delays operations but also imposes significant physical and mental strain. Therefore, it is proposed that a Group 'C'/MTS employee should accompany the Dispatch Rider to undertake the task of clearing letter boxes, allowing the rider to focus solely on driving duties.

19.2 Dormitories and Rest Rooms

19.2.1 Drivers and Dispatch Riders are frequently required to perform duties during odd hours, including night shifts and extended working periods. In such circumstances, the availability of proper dormitories and rest rooms becomes essential. However, in many centres, these facilities are either inadequate or completely absent. It is strongly recommended that suitable dormitory and rest room facilities be provided at all MMScentres to ensure the well-being and operational readiness of the staff.

19.3 Recovery of Losses from Drivers

19.3.1 At present, substantial recoveries are being imposed on drivers for damages caused to departmental vehicles under the presumption of negligence. Instances include recovery of the cost of tyres, vehicle parts, and external damages. These recoveries often impose a heavy financial burden on drivers, even in situations where the damage may not be due to deliberate fault.

19.3.2 Such recoveries are unjust and arbitrary. No driver or Dispatch Rider intentionally causes accidents, and most incidents occur due to factors beyond their control, including road conditions and traffic situations.

19.3.3 It is therefore demanded that no recovery should be effected unless there is clear evidence of intentional or grossly negligent driving leading to the damage and consequent loss.

19.4 Quarters, Workshops, and Garage Facilities

19.4.1 While there exists a general shortage of staff quarters across departments, it is particularly essential that residential accommodation be provided to driving staff and mechanics near workshops or garages. This will ensure their availability during emergencies and enhance operational efficiency.

19.4.2 In many centres, workshops function under inadequate conditions, often exposed to open sun and rain. With the increasing strength of the vehicle fleet, existing infrastructure has become insufficient. It is therefore necessary to expand workshop premises and provide covered facilities. Additionally, proper garage facilities must be constructed to prevent vehicles from being parked in open areas, thereby protecting them from environmental damage.

19.5 Insurance for Staff

19.5.1 Given the inherent risks associated with driving duties, including the possibility of accidents resulting in injury or loss of life, it is imperative that Drivers and Dispatch Riders be compulsorily covered under an insurance scheme. It is proposed that the Department should bear at least 50% of the insurance premium.

19.6 Insurance for Vehicles

19.6.1 At present, departmental vehicles are not adequately insured. Consequently, in the event of accidents, drivers are often compelled to bear repair costs. Furthermore, when legal cases arise and courts award compensation, drivers are burdened with significant financial liabilities.

19.6.2 It is therefore strongly recommended that:

1. All Government vehicles under MMS be compulsorily insured.
2. Comprehensive insurance coverage, including third-party liability, be provided so that compensation awarded by courts is borne by the insurance provider and not the individual driver.

19.7 Bail and Legal Support for Drivers

19.7.1 Drivers operate vehicles in highly congested and demanding traffic conditions, often during peak hours. In the event of accidents, even when not at fault, drivers are frequently taken into custody and are required to arrange bail on their own. Additionally, they must personally defend legal cases and utilize their own leave for court appearances.

19.7.2 As a model employer, the Government must extend institutional support to such employees. It is therefore urged that:

1. The Department should arrange for bail in cases involving drivers on duty.
2. Legal defense should be provided by the Department.
3. The period spent attending court proceedings should be treated as duty.

19.8 Uniforms and Chappals

19.8.1 Uniforms, chappals, and related items are supplied to eligible MMS staff. However, there are persistent complaints regarding poor quality materials and delays in supply. Often, there is a backlog, with items being supplied after considerable delay, defeating the purpose of such provisions.

19.8.2 It is essential to ensure quality control in procurement and timely distribution of uniforms. Additionally, Group 'C' Artisan staff, who are currently excluded, should also be provided with uniform kits.

19.9 Supply of Safety Boots

19.9.1 Certain categories of MMS staff are provided with chappals, while others are denied even this basic provision. This disparity needs to be addressed.

19.9.2 Employees working in workshops and garages are exposed to occupational hazards and require protective gear. It is therefore recommended that safety boots be provided to all such staff to prevent injuries and ensure workplace safety.

19.10 Enquiry Committee for Mail Motor Service

19.10.1 Since the establishment of the departmentalized Mail Motor Service in 1947, no comprehensive enquiry has been conducted to evaluate its functioning, working conditions, or service conditions of its staff.

19.10.2 It is therefore urged that a high-level enquiry committee be constituted to conduct a thorough review of the Mail Motor Service, including operational efficiency, infrastructure, staffing patterns, and employee welfare measures, and to recommend necessary reforms.

CHAPTER – XX

CONCLUSION

20.1 The Sorting Assistants and Supervisors of the Railway Mail Service (RMS), along with the staff of the Mail Motor Service (MMS) in the Department of Posts, perform functions of critical operational importance. The efficiency, accuracy, and timeliness of mail transmission, transportation, and delivery are directly dependent on the coordinated and continuous work carried out by these officials under demanding, time-bound, and operationally intensive conditions.

20.2 However, the existing pay structure, service conditions, and working environment are not adequately aligned with the level of responsibility, technical skill, and operational demands associated with these roles. Employees in both RMS and MMS continue to function under conditions that require substantial improvement, including infrastructural deficiencies, exposure to dust and adverse environments, lack of adequate facilities, and increasing workload. Several long-pending issues relating to service conditions, safety, and career progression remain unresolved.

20.3 The objective of job evaluation is to ensure a structured, objective, and evidence-based assessment of duties, responsibilities, skill requirements, risk factors, and working conditions. Such evaluation must form the basis for determining a fair and equitable wage structure, ensuring parity with comparable posts in similar establishments and reflecting the true value of the work performed.

20.4 It is therefore submitted that the positions in RMS and MMS should be assessed strictly on established job evaluation principles, taking into account operational complexity, accountability, technical requirements, risk exposure, and the challenging working environment. The pay structure of Sorting Assistants and Supervisors, along with corresponding cadres in MMS, including **LSG, HSG-II, HSG-I, and Non-Functional Grade (NFG)**, should be revised within a continuous and rational promotional framework. The revised structure must ensure proper hierarchy, adequate differentiation, and meaningful career progression consistent with the evaluated responsibilities of each cadre.

20.5 In view of the above, it is submitted that necessary revisions in pay structure, service conditions, infrastructure, and promotional hierarchy be undertaken to ensure functional efficiency, administrative consistency, and equitable treatment of employees working in both Railway Mail Service and Mail Motor Service.

MEMORANDUM

(PART III)

ON

SECTIONAL DEMANDS

SUBMITTED TO

8TH CENTRAL PAY COMMISSION 2026

BY

M.K SHARMA – General Secretary

National Union RMS & MMS Employees MTS & Mail Guard

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NATIONAL UNION OF RMS & MMS EMPLOYEES – MAIL GUARDS & MTS

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No. NUR-IV/ 8thCPC Dt. 20-4-2026

To
The Chairperson
8th Central Pay Commission
New Delhi

Sub: Submission of 8th CPC Memorandum

My union represents Mail Guards and MTS in the RMS & MMS wings of the Department of Posts.

On the basic issues, the Staff Side of the National Council has submitted a detailed memorandum on behalf of all of us. The same may be treated as Part I.

The Federation of National Postal Employees (FNPO), with which we are affiliated, has also submitted a memorandum on the common issues relating to employees in the Department of Posts.

Similarly, NURC Employees Union, affiliated to FNPO, has submitted a memorandum which includes common service conditions of RMS for the claim of Group 'C' employees.

With a view to avoid repetitions and resultant confusion, our memorandum does not refer to these issues.

Therefore, it is requested that the contents of the above three memorandums be treated as part of this memorandum to the extent they apply to the categories of staff represented by us.

Thanking you

Yours Sincerely

M K Sharma

/M.K.SHARMA/
General Secretary
National Union of RMS & MMS Employees MTS & Mail Guard

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CHAPTER – I

INTRODUCTION AND BACKGROUND

1 Introduction

The Mail Guard & Multi-Tasking Staff (MTS) working in the Railway Mail Service (RMS) and Mail Motor Service (MMS) constitute the **foundation-level workforce** of the Department of Posts. They represent the most basic yet most crucial operational layer of the postal system, forming the backbone upon which the entire mail processing and logistics mechanism rests.

These employees are directly engaged in **core operational activities**, without which the functioning of RMS and MMS units would come to a standstill. Unlike many other categories of staff who perform supervisory or administrative roles, MTS are involved in **ground-level execution of postal operations**, making them indispensable to the system.

Their role is not merely supportive but **integral to the workflow**, as they ensure that the movement of mail, parcels, and logistics consignments takes place smoothly across different stages of processing and transmission.

Chapter II

MAIL GUARD – ROLE, DUTIES, RESPONSIBILITIES AND SERVICE CONDITIONS

2.1 Cadre Position and Recruitment Rules (RR) Framework

Mail Guards constitute an essential component of the operational workforce under the Railway Mail Service (RMS) and Mail Motor Service (MMS) and are classified under Group 'C' category. As per the Recruitment Rules, the post of Mail Guard is a promotional position primarily filled from eligible officials of Multi-Tasking Staff (MTS) and Gramin Dak Sevaks (GDS) who possess adequate experience in mail handling operations. The post demands a high degree of physical fitness, endurance, and the ability to perform duties under transit and field conditions, often in challenging environments.

Unlike clerical cadres such as Lower Division Clerks (LDCs), whose functions are predominantly desk-oriented, the role of Mail Guard is operational in nature and involves direct engagement with the transmission network of mail. Although historically placed on par with LDCs in terms of pay structure, the duties, responsibilities, and risk exposure associated with Mail Guards are significantly higher and fundamentally different. This disparity necessitates a reassessment of their service conditions in line with their functional realities.

2.2 Nature of Duties and Responsibilities

Mail Guards perform critical and time-sensitive duties that ensure the safe, secure, and punctual transmission of mail during transit. They act as the custodians of mail articles while in movement and are directly accountable for their integrity and timely delivery across the network.

In the sphere of transit mail handling, Mail Guards are entrusted with the custody, supervision, and management of mail bags in Transit Mail Offices (TMOs) and transit sections, particularly in railway operations and road transport systems under MMS. They are responsible for ensuring the correct exchange of mail bags at designated points en route, often within limited time windows, requiring precision and alertness.

From the perspective of accountability and security, the Mail Guard bears sole responsibility for all mail bags under their custody throughout the journey. This includes safeguarding against theft, preventing misrouting, and ensuring that mail is neither damaged nor lost. They are required to maintain strict accountability records and adhere to prescribed procedures to ensure traceability and transparency in operations.

Operational coordination forms another crucial aspect of their role. Mail Guards must maintain constant coordination with railway authorities, RMS offices, and MMS units to manage scheduled and unscheduled events such as delays, diversions, and operational disruptions. Their ability to take prompt decisions in dynamic situations directly influences the efficiency of the mail transmission system.

In addition, Mail Guards are responsible for maintaining accurate documentation, including mail lists, error reports, and transit records. Any discrepancies or irregularities noticed during transit must be promptly recorded and reported in accordance with departmental procedures.

The duties also involve a high degree of physical exertion and exposure to hazardous conditions. Mail Guards are required to travel continuously in moving trains or vehicles, often during night hours and under adverse weather conditions. The handling of heavy mail bags, combined with prolonged duty hours and exposure to unsafe environments, places considerable physical and mental strain on the individual. They are also exposed to risks such as accidents, theft-prone situations, and health issues arising from continuous mobility and irregular working patterns.

2.3. Comparative Functional Analysis

Although Mail Guards are currently equated with LDCs in terms of pay structure, the nature of their duties presents a stark contrast. While LDCs perform sedentary, desk-based clerical work in a controlled office environment, Mail Guards are engaged in field-based, operational duties that involve physical labour, mobility, and exposure to risk. Their work is inherently more demanding, both physically and mentally, and carries a higher degree of accountability.

In functional terms, the role of Mail Guards is more closely aligned with that of Postmen and Mail Agents, who are recognized for their hazardous and field-oriented duties. The existing parity with clerical cadres does not adequately reflect the complexity and risk associated with the Mail Guard's role, thereby creating a clear case for rationalization.

2.4 Justification for Pay Upgradation

The demand for upgradation of the pay structure of Mail Guards is firmly grounded in the nature and extent of their duties and responsibilities. The post involves continuous exposure to hazardous working conditions, round-the-clock operational accountability, and significant physical strain. Mail Guards are entrusted with the safe custody of government property in the form of mail and are required to perform under challenging circumstances without the support systems typically available in office-based roles.

2.5 Promotional Avenue Issues

Mail Guards currently face significant stagnation in their career progression due to the absence of adequate promotional avenues. The existing hierarchy offers limited opportunities for advancement, resulting in prolonged periods of service without meaningful career growth. This lack of structured progression not only affects morale but also undermines the overall efficiency of the cadre.

In order to address this issue, it is proposed that existing Mail Guards be considered for promotion to the cadre of Mail Agents based on the principle of seniority-cum-fitness, without being constrained by restrictive vacancy conditions. Such a measure would provide a much-needed avenue for career advancement and help in retaining experienced personnel within the operational framework.

Further, it is essential to establish a clear and time-bound career progression structure within RMS/MMS, ensuring that employees are able to advance through defined channels based on experience and performance. This would not only mitigate stagnation but also enhance motivation, efficiency, and service delivery within the department.

2.6 Proposed Pay Structure for Mail Guard

It is respectfully submitted that the existing pay structure of Mail Guards, presently placed at Grade Pay ₹1900 under the 6th Central Pay Commission and corresponding to Level–2 with a minimum pay around ₹19,900 (often functionally equated near ₹18,000 entry stage) under the 7th Central Pay Commission, does not adequately reflect the nature, responsibilities, and risk associated with the duties performed by this cadre in RMS and MMS.

Mail Guards perform critical operational functions involving custody, supervision, and secure transmission of mail during transit, often under highly challenging conditions. Their duties require continuous travel, accountability for government property, coordination with multiple operational units, and the

ability to handle unforeseen disruptions. The role is inherently **field-oriented, risk-prone, and physically demanding**, clearly distinguishing it from clerical or desk-based positions with which it has historically been equated.

In view of the enhanced responsibilities, hazardous working conditions, and operational importance of the cadre, it is proposed that the minimum pay of Mail Guards be revised to **₹83,200** under the 8th Central Pay Commission. This proposed revision is aimed at ensuring parity with comparable operational cadres, correcting historical anomalies, and aligning compensation with the actual nature of duties performed.

Further, it is proposed that an annual increment rate of **6%** be adopted to ensure progressive financial growth in line with inflation and economic conditions. Additionally, provision for **five financial upgradations under the Modified Assured Career Progression (MACP) Scheme** is recommended to address stagnation and to provide structured career advancement opportunities within the cadre.

2.7 Tabular Illustration

Cadre / Post	6th CPC Grade Pay	7th CPC Pay	Proposed 8th CPC Minimum Pay	Increment	MACP
Mail Guard	₹1900	₹18,000 Level–2	₹83,200	6%	5

The proposed enhancement of pay for Mail Guards is justified on the following grounds. The cadre performs duties involving **continuous transit operations**, requiring vigilance, accountability, and decision-making under dynamic conditions. They are solely responsible for the safe custody of mail during transit, exposing them to risks such as theft, accidents, and operational disruptions.

Further, the duties involve **irregular working hours, night shifts, and extensive travel**, leading to physical and mental strain. Despite these demanding conditions, the existing pay structure does not reflect the level of responsibility and risk involved. There also exists a disparity between Mail Guards and other operational cadres performing similar or lesser duties but receiving higher compensation.

The proposed pay revision to ₹83,200 is therefore a **necessary and justified correction**, ensuring equitable compensation, improving morale, and enhancing efficiency in postal operations.

Chapter III

MTS – ROLE, DUTIES, RESPONSIBILITIES AND SERVICE CONDITIONS

3.1. Cadre Position and Recruitment Rules (RR) Framework

Multi-Tasking Staff (MTS) constitute the foundational workforce within the Railway Mail Service (RMS) and Mail Motor Service (MMS), forming the backbone of operational support in both office and transit environments. The cadre falls under **Group 'C' (erstwhile Group 'D')** category and is governed by Recruitment Rules that prescribe direct recruitment as well as promotional avenues from Gramin Dak Sevaks (GDS), subject to eligibility conditions.

As per the Recruitment Rules, the post of MTS requires a minimum educational qualification along with basic physical fitness to perform manual and operational duties. However, in RMS and MMS, the functional requirements of MTS extend far beyond basic support functions. The nature of duties demands adaptability, physical endurance, and the ability to work in dynamic, time-bound operational settings, including night shifts and transit environments.

Unlike its general perception as a subordinate support cadre, MTS in RMS and MMS plays a **direct and indispensable role in the handling, movement, and processing of mail**, thereby contributing significantly to the efficiency of the mail transmission system.

3.2 Nature of Duties and Responsibilities

The duties of MTS in RMS and MMS are diverse, physically demanding, and operationally critical. They are entrusted with multiple responsibilities that directly support the core functions of mail processing and transmission.

3.2.1 Mail Handling and Physical Operations

MTS officials are primarily engaged in the handling of mail bags and parcels, which includes loading, unloading, stacking, and movement within RMS offices, platforms, and MMS units. They assist in the segregation and arrangement of mail for dispatch and receipt, ensuring smooth workflow within operational units. These duties involve continuous physical exertion, often under time constraints and in congested environments.

3.2.2 Support in Sorting and Processing Operations

In RMS offices, MTS provide essential support to Sorting Assistants by preparing mail for sorting, opening and closing mail bags, tying and sealing bags, and ensuring that mail is made available in the required sequence for processing. They also assist in the movement of sorted mail to dispatch sections, thereby playing a crucial role in maintaining operational timelines.

3.2.3 Transit and Field Duties

MTS are frequently deployed in transit sections, railway platforms, and mail exchange points to facilitate the transfer of mail bags between trains, vehicles, and RMS offices. These duties require alertness, coordination, and the ability to work in outdoor conditions, often during odd hours and under adverse weather situations. In MMS units, MTS assist in loading and unloading mail vehicles and supporting dispatch operations.

3.2.4 Maintenance and Upkeep Functions

MTS are responsible for maintaining cleanliness and basic upkeep of RMS offices, mail sections, and operational areas. This includes sweeping, cleaning, and ensuring hygienic conditions in workspaces. They also handle ancillary tasks such as carrying files, records, and equipment within office premises.

3.2.5 Assistance in Administrative and Miscellaneous Tasks

In addition to operational duties, MTS perform various support functions such as assisting in record movement, handling of office materials, and other miscellaneous tasks assigned by supervisory officials. Their role requires flexibility to adapt to different types of work depending on operational requirements.

3.2.6 Physical and Working Conditions

The working conditions of MTS in RMS and MMS are demanding and often challenging. Duties involve prolonged standing, lifting heavy loads, and continuous movement within and outside office premises. MTS are required to work in:

- Night shifts and irregular duty hours
- Railway platforms and transit points
- Adverse weather conditions such as heat, rain, and dust
- Congested and high-pressure operational environments

The nature of work exposes them to physical strain, fatigue, and health risks, particularly due to repetitive manual labour and lack of mechanization in many units.

3.3 Comparative Functional Analysis

While MTS is categorized as a basic support cadre, the actual duties performed in RMS and MMS are significantly more intensive and operationally relevant compared to similar cadres in other departments. Unlike office-based MTS roles that are largely limited to housekeeping and routine support, MTS in RMS and MMS are directly involved in core mail operations.

Their role is closely linked to the efficiency of Sorting Assistants, Mail Guards, and other operational staff, making them an integral part of the mail transmission chain. The level of physical effort, time-bound responsibility, and exposure to operational risks distinguishes them from their counterparts in less demanding environments.

3.4 Justification for Pay and Status Consideration

Considering the nature of duties performed by MTS in RMS and MMS, there exists a strong case for reassessment of their pay structure and status. The cadre is engaged in physically demanding and operationally critical work that directly contributes to the core functioning of the Department.

Factors justifying consideration include:

- Continuous physical labour and handling of heavy mail loads
- Engagement in time-bound and high-pressure operations
- Exposure to adverse and hazardous working conditions
- Direct contribution to mail processing and transmission efficiency
- Multifunctional role beyond conventional support duties

In view of these aspects, it is essential that the pay structure and service conditions of MTS in RMS and MMS be aligned with the actual nature of their duties, ensuring fair compensation and recognition.

3.5 Promotional Avenue and Career Progression

MTS in RMS and MMS have limited but important promotional avenues, primarily to the cadre of Mail Guard, Postman, and other Group 'C' posts, subject to eligibility and departmental examinations. However, the

opportunities are often constrained by limited vacancies and procedural delays, leading to stagnation among employees.

There is a need to strengthen the promotional framework by:

- Ensuring **timely conduct of departmental examinations**
- Increasing **promotion quotas** for operational cadres
- Providing **clear and time-bound career progression pathways**
- Recognizing experience gained in RMS/MMS operations as a key factor for advancement

A structured career progression mechanism would enhance motivation, improve efficiency, and ensure retention of experienced personnel within the system.

3.6 Service Conditions and Welfare Aspects

The service conditions of MTS in RMS and MMS require significant improvement, particularly in the areas of infrastructure, welfare, and safety. Key concerns include:

- Inadequate rest facilities and accommodation
- Poor working conditions in RMS buildings
- Lack of protective equipment for handling mail
- Absence of mechanized support for heavy lifting
- Irregular duty hours without adequate rest intervals

Addressing these issues is essential for ensuring a safe, healthy, and productive working environment. Provision of basic amenities, modernization of infrastructure, and implementation of welfare measures would contribute significantly to improving the overall efficiency and morale of the cadre.

3.7 Proposed Pay Structure for Multi-Tasking Staff (MTS)

It is respectfully submitted that the existing pay structure of Multi-Tasking Staff (MTS), presently placed at Grade Pay ₹1800 under the 6th Central Pay Commission and corresponding to Level–1 with a minimum pay of ₹18,000 under the 7th Central Pay Commission, does not adequately reflect the nature, extent, and intensity of duties performed by the cadre in RMS and MMS.

In view of the substantial increase in workload, extended working hours, exposure to physically demanding and hazardous conditions, and enhanced

operational responsibilities, it is proposed that the minimum pay of MTS be revised to ₹69,000 under the 8th Central Pay Commission. This proposed revision is aimed at ensuring parity with the actual duties performed, correcting long-standing disparities, and aligning compensation with current economic and operational realities.

Further, it is proposed that an annual increment rate of **6%** be adopted to reflect inflationary trends and to ensure progressive financial growth. Additionally, provision for **five financial upgradations under the Modified Assured Career Progression (MACP) Scheme** is recommended to address stagnation and provide structured career advancement opportunities.

3.8 Tabular Illustration

Cadre / Post	6th CPC Grade Pay	7th CPC Pay (Level 1)	Proposed 8th CPC Minimum Pay	Increment	MACP
Multi-Tasking Staff (MTS)	₹1800	₹18,000	₹69,000	6%	5

The proposed enhancement from ₹18,000 to ₹69,000 represents a necessary correction based on the following factors:

- The workload of MTS has increased manifold due to expansion of logistics and parcel operations.
- MTS perform continuous physical labour involving handling of heavy mail bags and bulk consignments.
- The cadre works under extended hours, including night shifts and irregular duty schedules, without proportional compensation.
- The duties now require adaptation to mechanised and digital systems, indicating a shift from unskilled to semi-skilled operational roles.
- There exists a clear disparity between MTS in RMS/MMS and those in other departments, despite significantly higher workload and risk exposure.

The proposed pay structure is therefore not merely an enhancement but a **rational correction of systemic imbalance**, ensuring fairness, motivation, and improved efficiency in postal operations.

3.9 Conclusion and Submission

Multi-Tasking Staff in RMS and MMS perform a vital role in sustaining the operational efficiency of the postal system. Their duties, though often categorized as support functions, are in reality central to the handling and

transmission of mail. The physical demands, operational responsibilities, and challenging working conditions associated with the post warrant due recognition in terms of pay, status, and service conditions.

It is therefore submitted that the role of MTS in RMS and MMS be appropriately evaluated, and necessary measures be undertaken to ensure fair compensation, improved working conditions, and adequate career progression opportunities, in alignment with the functional importance of the cadre.

Chapter IV

TECHNOLOGICAL TRANSFORMATION AND WORKFORCE ADAPTATION

4.1 Transformation of the Department

The Department of Posts has introduced various technological advancements, including barcode systems, automated sorting mechanisms, and IT-based tracking systems, with the objective of improving operational efficiency and service quality. These initiatives represent a shift towards modernization and digitisation in postal operations.

However, the introduction of such technologies has significantly impacted the role of Mail Guard and MTS. Their duties have become more complex, as they are now required to operate in an environment that combines both manual and digital processes. This necessitates continuous training and skill development to ensure that they can effectively handle new systems and equipment. Furthermore, MTS are expected to develop multi-skill capabilities, enabling them to adapt to evolving operational requirements. Thus, their role has transformed from purely manual labour to a more integrated function involving both physical and technical competencies.

4.2 STAFF SHORTAGE

The issue of staff shortage has become increasingly significant due to recruitment restrictions and delays in filling vacancies. As a result, a substantial number of posts remain unfilled, leading to increased workload on the existing workforce.

This shortage has a direct impact on operations, as Mail Guard and MTS are required to work longer hours and perform additional duties to compensate for the lack of manpower. Consequently, there is a reduction in rest and recovery time, which affects both physical health and overall efficiency. The continuous pressure to maintain operational standards under such conditions results in increased physical and mental stress among employees, highlighting the need for urgent intervention.

4.3 DISPARITY WITH OTHER DEPARTMENTS

A significant disparity exists between Mail Guard and MTS working in RMS and those in other Government departments. In most departments, Mail Guard and MTS are engaged in office-based duties with fixed working hours and relatively less physical strain. In contrast, In RMS Mail Guard and MTS perform

physically demanding tasks and work under shift-based systems, often without fixed schedules.

Despite these substantial differences in the nature and intensity of work, both categories receive similar pay. There is no additional compensation for the higher workload, increased risk, and challenging working conditions faced by RMS Mail Guard and MTS. This situation creates a clear case of inequity and highlights the need for differential pay structures that reflect the actual nature of duties performed.

4.4 CHALLENGES FACED

Mail Guard and MTS in RMS face multiple challenges that affect both their professional and personal well-being. These include heavy workload arising from increased mail and parcel volumes, irregular duty hours due to shift-based operations, and lack of proper infrastructure at workplaces. Additionally, the physically demanding nature of their duties exposes them to health risks, while the absence of adequate promotional opportunities leads to stagnation and dissatisfaction. These challenges collectively impact employee morale and efficiency, thereby affecting overall service delivery.

4.5 JUSTIFICATION FOR 8th CPC REVISION

The need for revision of pay and service conditions under the 8th Central Pay Commission is strongly justified based on multiple factors. The workload of Mail Guard and MTS has increased significantly due to the growth in parcel volume driven by e-commerce and expanding logistics operations. Their duties involve continuous physical labour and exposure to operational hazards, which justifies the need for appropriate risk compensation. Furthermore, the requirement to handle digital systems and adapt to mechanised operations indicates a higher level of skill and competence than traditionally associated with this category. These factors collectively establish a strong case for revision of pay structure and service conditions.

Part II

Memorandum on Mail Motor Service (MMS)

Chapter V

5.1 Motor Vehicle Cleaner – Cadre Status, Pay Structure and Justification

At present, Motor Vehicle (M.V.) Cleaners in Mail Motor Service (MMS) are placed under the Multi-Tasking Staff (MTS) category. This classification does not accurately reflect the nature of duties, technical skills, and functional responsibilities performed by this cadre. M.V. Cleaners are not merely engaged in routine cleaning activities; rather, they are actively involved in assisting in vehicle maintenance, workshop support functions, and operational readiness of departmental vehicles.

The duties performed by M.V. Cleaners require **basic technical knowledge of motor vehicles**, including familiarity with mechanical components, tools, and workshop practices. A significant number of officials in this cadre possess **Industrial Training Institute (ITI) qualifications** or equivalent technical exposure, thereby qualifying them as **semi-skilled technical personnel**. In view of this, their continued classification under the MTS category is neither appropriate nor justified.

Further, when compared with similarly placed cadres in organizations such as Railways and Defence establishments, personnel performing analogous duties are categorized under **artisan or technical cadres** with appropriate pay scales and career progression avenues. The absence of such recognition in MMS has resulted in a clear disparity and undervaluation of the role performed by M.V. Cleaners.

In light of the above, it is proposed that the designation of M.V. Cleaner be **revised to "Assistant Mechanic / Helper"**, thereby aligning the cadre with its functional role as a feeder category to the artisan stream. Correspondingly, the pay structure should be revised to reflect the semi-skilled nature of duties performed.

5.2 Tabular Illustration

Cadre / Post	**6 CPC Grade Pay**	**7 CPC**	**8 CPC Proposed Pay**	**Increment**	MACP
Multi Tasking Staff	1800	18000	69000	6%	5

Chapter VI

Semi-Skilled Artisan in MMS

6.1 Introduction

In the Mail Motor Service, Motor Vehicle Cleaners, upon qualifying the prescribed trade tests, are promoted or designated as **semi-skilled artisans**. This transition signifies acquisition of technical competence and specialization in vehicle maintenance and workshop-related activities. However, despite this progression, the existing pay structure continues to treat them at par with or marginally above MTS, which does not reflect the enhanced skill level and responsibilities.

Historically, up to the period of the earlier Pay Commissions, particularly prior to the 3rd Pay Commission, the **semi-skilled and skilled artisan cadres enjoyed a higher pay scale than operational cadres such as Postmen and Mail Guards**. This hierarchy appropriately reflected the technical expertise and specialized nature of artisan work. However, over time, this relativity has been disturbed, and presently, Postmen and Mail Guards are placed at higher pay levels than semi-skilled and even skilled artisans in MMS.

This anomaly has resulted in a situation where technically qualified personnel, performing skilled and semi-skilled mechanical work essential for the upkeep and operational efficiency of departmental vehicles, are placed at a disadvantage compared to non-technical operational cadres. Such disparity adversely affects morale, recruitment attractiveness, and retention of skilled manpower within MMS.

In view of the above, it is strongly submitted that the pay scale of semi-skilled artisans in MMS be **restored to a level commensurate with their technical status**, and aligned at least on par with Postmen and Mail Guards. This would correct the historical anomaly and re-establish the appropriate relativity between technical and operational cadres.

Accordingly, the following revised pay structure is proposed for Semi-Skilled Artisan cadre in MMS:

6.2 Proposed Pay Structure for Semi-Skilled Artisan (MMS)**

It is respectfully submitted that in the Mail Motor Service (MMS), Motor Vehicle Cleaners, upon qualifying the prescribed trade tests, are designated as Semi-Skilled Artisans, thereby acquiring technical competence and specialization in vehicle maintenance and workshop-related activities. This transition represents a clear shift from basic support functions to technical responsibilities requiring skill, training, and practical expertise. However, despite this advancement, the

existing pay structure continues to place Semi-Skilled Artisans at a level comparable to or only marginally above Multi-Tasking Staff (MTS), which does not adequately reflect their enhanced skill level and technical contribution.

Historically, prior to the 3rd Central Pay Commission, the Semi-Skilled and Skilled Artisan cadres were placed at a higher pay scale than operational cadres such as Postmen and Mail Guards, thereby maintaining proper relativity between technical and non-technical roles. Over time, this relativity has been disturbed, resulting in a situation where operational cadres are placed at higher pay levels than technically qualified artisan staff. This has led to a clear anomaly in the pay structure and has adversely affected morale, recruitment, and retention of skilled manpower within MMS.

In view of the above, it is proposed that the pay scale of Semi-Skilled Artisans be restored to a level commensurate with their technical status and aligned at least on par with Mail Guards. Accordingly, it is proposed that the minimum pay for Semi-Skilled Artisans be fixed at **₹83,200** under the 8th Central Pay Commission. Further, an annual increment rate of **6%** and provision for **five financial upgradations under the Modified Assured Career Progression (MACP) Scheme** are recommended to ensure career progression and financial growth.

6.3 Tabular Illustration

Cadre / Post	6 CPC Grade Pay	7 CPC Pay	Proposed 8 CPC Minimum Pay	Increment	MACP
Semi-Skilled Artisan (MMS)	₹1900	₹21,700	₹83,200	6%	5

6.4 Justification (Analytical Paragraph)

The proposed revision is justified on the grounds that Semi-Skilled Artisans perform technical and mechanical duties essential for the maintenance and operational readiness of departmental vehicles in MMS. Their work involves handling tools, assisting in repairs, and supporting workshop activities, which require skill, training, and technical knowledge.

Despite this, their current pay structure does not reflect their technical status and places them at a disadvantage compared to non-technical operational

cadres. This disparity undermines the importance of technical skills and discourages workforce development in the artisan cadre.

The proposed pay revision to ₹83,200 is therefore a necessary corrective measure to restore parity, recognize technical expertise, and ensure equitable compensation. It will also contribute to improved morale, better retention of skilled personnel, and enhanced efficiency in MMS operations.

Chapter VII

Artisan Cadre (Skilled / Highly Skilled)

7.1 The issues relating to the Skilled and Highly Skilled Artisan cadres in MMS, including pay structure, career progression, and parity with comparable technical cadres in other government departments, have already been comprehensively addressed in the **R-III Memorandum**.

In order to avoid repetition, the same is not reproduced herein. However, it is respectfully submitted that the recommendations and justifications contained in the said memorandum may be **considered in totality**, and appropriate decisions may be taken to grant a **higher and rationalized pay structure** for the Artisan cadre, commensurate with their technical expertise and contribution to departmental operations.

7.2 Conclusion and Submission

The Motor Vehicle Cleaner and Artisan cadres in Mail Motor Service form the technical backbone responsible for ensuring the operational readiness and maintenance of departmental vehicles. The current classification and pay structure do not adequately reflect their technical skills, responsibilities, and contribution.

It is therefore submitted that:

- The classification of M.V. Cleaners under MTS be **reviewed and revised**
- Appropriate **technical designation and pay structure** be granted
- Pay parity of **semi-skilled artisans with operational cadres** such as Mail Guards/Postmen be ensured
- Recommendations of the **R-III Memorandum for Artisan cadre** be duly considered

Such measures would ensure equity, enhance morale, and strengthen the efficiency of Mail Motor Service operations.

Chapter VIII

MATTERS WHICH MERIT CONSIDERATION

8.1 Inadequate Accommodation in RMS Offices

It is respectfully submitted that the accommodation facilities available in Railway Mail Service (RMS) offices are grossly inadequate in relation to the operational requirements and strength of staff, particularly for Mail Guards and Multi-Tasking Staff (MTS) who are engaged in continuous transit and shift duties. These employees are required to report for duty at irregular hours, including late nights and early mornings, and often have to remain in office premises between duties. However, most RMS offices lack adequate space, proper seating arrangements, and dedicated accommodation facilities for staff. In many cases, employees are compelled to utilize congested work areas or unsuitable locations for rest and waiting, which adversely affects their physical well-being and efficiency. The absence of proper accommodation facilities is inconsistent with the demanding nature of duties performed and requires immediate attention through provision of adequate, well-equipped, and designated spaces for staff use.

8.2 Building Conditions

The condition of buildings housing RMS offices in many locations is found to be unsatisfactory and in need of urgent improvement. Several offices are functioning in old and poorly maintained structures with inadequate ventilation, insufficient lighting, leaking roofs, and lack of proper sanitation facilities. These deficiencies create an unhealthy and unsafe working environment for employees, particularly those engaged in physically demanding operations. The infrastructure does not meet modern workplace standards and is not aligned with the increasing volume of mail and logistics operations. It is therefore essential that a comprehensive programme for renovation, modernization, and maintenance of RMS buildings be undertaken to ensure safe, hygienic, and efficient working conditions.

8.3 RMS Rest Rooms

The provision of rest room facilities for RMS staff, especially Mail Guards and MTS engaged in shift and transit duties, is highly inadequate. In several locations, rest rooms are either not available or are in poor condition, lacking basic amenities such as clean bedding, proper ventilation, potable drinking

water, and functional sanitation facilities. Considering the nature of duties involving night shifts, long working hours, and continuous physical exertion, adequate rest and recuperation facilities are essential for maintaining health and operational efficiency. The absence of such facilities leads to fatigue, reduced productivity, and increased health risks. It is therefore strongly recommended that properly equipped and well-maintained rest rooms be provided at all RMS units.

8.4 Bag Cleaning and Handling Conditions

Mail Guards and MTS are required to handle a large number of mail bags on a daily basis, many of which are in poor condition, dusty, and unhygienic. There is no systematic arrangement for regular cleaning and maintenance of these bags. Employees are exposed to dust, dirt, and potential contaminants while handling these bags, which can lead to respiratory issues, skin problems, and other health concerns. Furthermore, the absence of protective equipment such as gloves and masks increases the risk of occupational health hazards. It is therefore necessary to introduce proper mechanisms for cleaning and maintenance of mail bags, along with provision of suitable protective gear to employees handling such materials.

8.5 Duty Hours and Workload

The duty hours of Mail Guards and MTS in RMS are irregular and often exceed prescribed norms due to the nature of operations. Employees are required to work in continuous shift systems, including night duties, without fixed weekly offs or adequate rest intervals. In many cases, they perform extended duties and additional hours to compensate for staff shortages and operational exigencies. This results in physical exhaustion, mental stress, and disruption of normal biological rhythms, adversely affecting health and efficiency. The absence of a regulated duty schedule and lack of compensation for extra working hours further aggravate the situation. It is therefore imperative that duty hours be rationalized, proper shift systems be implemented, and adequate compensation be provided for additional work performed.

8.6 Welfare and Infrastructure

The issues outlined above have a direct impact on the efficiency, health, and morale of employees working in RMS and MMS. Addressing these concerns is essential not only from the perspective of employee welfare but also for

improving operational performance and service delivery. It is therefore submitted that these matters may be given due consideration by the 8th Central Pay Commission, and appropriate recommendations may be made for improving infrastructure, regulating working conditions, and ensuring a safe and dignified working environment for the workforce.

8.7 CONCLUSION

Mail Guard and MTS constitute the backbone of RMS & MMS operations and form the primary operational workforce of the Department of Posts. Despite their critical role, they continue to remain underpaid and overburdened. This imbalance between responsibility and compensation needs to be addressed urgently to ensure fairness and sustainability.

FINAL SUBMISSION

In view of the foregoing, it is respectfully requested that the **8th Central Pay Commission** may recognize the unique and critical duties performed by Mail Guard and MTS in RMS & MMS operations, remove existing disparities, approve the proposed pay revision, and ensure justice and fairness to the workforce. Such measures are essential for strengthening the operational efficiency and long-term sustainability of postal services.

National Association of Postal Administrative Officers
T-24, Atul Grove Road, New Delhi-110001.
MEMORANDUM TO THE 8th CENTRAL PAY COMMISSION (2026) ON REVISION OF PAY STRUCTURE, STATUS, ALLOWANCES AND SERVICE CONDITIONS OF POSTAL ADMINISTRATIVE OFFICERS

To
The Hon'ble Chairman
8th Central Pay Commission
Government of India
New Delhi

Respected Sir,

Sub: Submission of Memorandum on Revision of Pay Structure, Conditions, and Removal of Structural Disparities of Postal Administrative Officers in the Department of Posts – Reg.

The National Joint Council of Action / National Council (NJCA/NJCM) has already submitted a memorandum before the 8th Central Pay Commission covering the common issues relating to Central Government employees. The same may kindly be treated as Part–I of our memorandum.

Further, our Federation has submitted a separate memorandum highlighting the issues and concerns relating to the Department of Posts, which may kindly be treated as Part–II of our memorandum.

On behalf of the Postal Administrative Officers we are hereby submitting the Sectional Memorandum relating to Postal Administrative Officers, which may kindly be treated as Part–III of our memorandum.

We respectfully request the Hon'ble Chairperson and the esteemed Members of the 8th Central Pay Commission to kindly consider the issues and demands presented in the memorandum sympathetically and favourably, in the interest of justice and equitable service conditions for Civil Wing Non Gazetted employees.

With respectful regards.

Yours faithfully,



Amrutha Neginhal
General Secretary

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Chapter I

INTRODUCTION – EVOLUTION OF THE DEPARTMENT AND ADMINISTRATIVE OFFICES

The Department of Posts, one of the oldest and most trusted institutions in India, has undergone a profound transformation over the last few decades. From being a conventional mail delivery system, it has evolved into a multi-functional, technology-driven service organization, integrating financial inclusion, digital governance, logistics, and citizen services. Today, India Post is not merely a postal entity but a pillar of socio-economic infrastructure, reaching the remotest corners of the country.

Within this transformation, Administrative Offices at Circle and Regional levels have emerged as centers of governance, planning, monitoring, and control. These offices are responsible for translating national policies into executable frameworks, ensuring financial discipline, and maintaining service quality across thousands of field units. Despite this strategic importance, the employees working in these offices continue to operate under outdated pay structures and limited career progression systems, which are not aligned with their present-day responsibilities.

Chapter II

CRITICAL ROLE AND MULTI-DIMENSIONAL RESPONSIBILITIES

Administrative Offices function as the nerve centers of the Department, undertaking a wide range of critical functions that are comparable to those performed in Central Secretariat and other premier administrative setups. Their responsibilities include policy implementation, financial oversight, audit compliance, legal coordination, human resource management, vigilance, and IT system administration.

They supervise operations related to Savings Bank, Postal Life Insurance, India Post Payments Bank, and other financial services involving huge public funds and sensitive data. In addition, they ensure compliance with government rules, manage litigation, respond to parliamentary questions, and handle coordination with other ministries and agencies.

These offices are also responsible for monitoring the implementation of flagship government schemes, digital initiatives, and modernization programs. The complexity and volume of work handled by Administrative Office staff require high levels of analytical ability, accountability, and decision-making capacity, placing them on par with officers and staff in Central Secretariat services.

Chapter III

INADEQUACY OF EXISTING PAY STRUCTURE

Despite performing duties of a highly specialized and responsible nature, employees in Administrative Offices continue to be placed in lower pay levels, often equated with operational staff whose roles are significantly different in terms of complexity and accountability.

This mismatch between responsibilities and remuneration has resulted in serious demotivation, reduced efficiency, and inability to attract and retain skilled personnel. The current pay structure fails to recognize the intellectual, financial, and administrative burden borne by these employees. It is therefore imperative that the 8th CPC undertakes a comprehensive revision of pay scales, ensuring that they reflect the true nature and importance of the work performed.

Regarding the pay scales of Circle Office staff, it is submitted that the pay scales granted to Postal Assistants working in Post Offices may also be extended to the corresponding staff working in Circle Offices, as the nature of duties, responsibilities, and qualifications are comparable. The existing disparity in pay structure requires to be rectified, and parity in pay scales may kindly be granted by the 8th Central Pay Commission

Chapter IV

NEED FOR SCIENTIFIC CADRE RESTRUCTURING

The existing cadre structure in Administrative Offices is marked by a significant lack of hierarchical depth, clearly defined functional roles, and structured promotional avenues. Over the years, the merger of cadres and absence of periodic restructuring have led to dilution of responsibilities and elimination of natural career progression channels. This has resulted in a situation where employees continue in the same grade for prolonged periods, often spanning decades, leading to stagnation, loss of motivation, and inefficiency in administration. In certain functional areas such as Centralised Processing Centres and Core Banking System establishments, where work is highly specialized and process-driven, the absence of an appropriate cadre framework further aggravates operational challenges and limits effective utilization of skilled personnel. Therefore, there is an urgent need to undertake a comprehensive and scientific cadre restructuring exercise that restores hierarchical levels, defines clear roles and responsibilities, and introduces a time-bound promotional structure. Such restructuring will not only enhance employee morale but also ensure that administrative efficiency is strengthened through optimal deployment of human resources.

Chapter V

REFORM OF MACP SCHEME – A CRITICAL NECESSITY

The present Modified Assured Career Progression (MACP) Scheme, which provides financial upgradations at intervals of 10, 20, and 30 years, has not adequately addressed the issue of career stagnation among employees in Administrative Offices. Due to limited promotional avenues, employees are often compelled to depend solely on MACP for financial progression, which itself is infrequent and delayed. This situation is particularly challenging in specialized environments such as Core Banking System operations and Centralised Processing Centres, where employees are required to continuously adapt to evolving technological systems without corresponding financial recognition. It is therefore proposed that the MACP scheme be revised to provide five financial upgradations at shorter intervals of 6, 12, 18, 24, and 30 years, ensuring a more equitable and responsive progression system. Furthermore, the current reliance on APAR grading for MACP eligibility introduces subjectivity and inconsistency, which must be rationalized or removed to ensure transparency and fairness. A reformed MACP framework will significantly improve employee morale and align career progression with the dynamic nature of modern administrative and technical functions.

Chapter VI

DEMAND FOR PAY PARITY WITH EQUIVALENT CADRES

Employees in Administrative Offices perform duties that are comparable in nature, complexity, and responsibility to those carried out by personnel in Central Secretariat Services, Accounts cadres, and other organized administrative services of the Government of India. They are entrusted with critical functions such as policy implementation, financial oversight, audit compliance, and administrative control. Despite this, their pay structure remains substantially lower, leading to clear disparities and dissatisfaction among employees. In certain areas such as Postal Life Insurance administration and financial processing units, the level of accountability and precision required is on par with other financial institutions, further strengthening the case for parity. This disparity violates the principle of “equal pay for equal work” and must be addressed by the 8th Central Pay Commission. Granting pay parity will not only ensure fairness but will also restore dignity and recognition to employees who are performing equally demanding roles.

Chapter VII

TECHNOLOGICAL TRANSFORMATION AND ADDITIONAL BURDEN

The Department of Posts has undergone significant technological transformation with the introduction of Core Banking Solutions, digitization of services, and expansion of financial and insurance operations. Employees in Administrative Offices are increasingly required to handle complex IT systems, manage digital workflows, and ensure seamless service delivery. In specific units such as Core Banking System establishments and Centralised Processing Centres, the level of technological engagement is particularly high, requiring continuous upskilling and adaptation to new platforms. Despite this increased burden, there is no provision for any IT-related compensation or allowance. This lack of recognition for technical responsibilities is a major concern, especially when compared to similar roles in other government departments and financial institutions. It is therefore essential to introduce a dedicated IT allowance to compensate employees for the additional workload and expertise required in managing digital systems.

Chapter VIII

FINANCIAL RISK AND ACCOUNTABILITY

Employees in Administrative Offices are entrusted with the management of substantial public funds and are responsible for ensuring strict adherence to financial rules, audit compliance, and accountability standards. Their role involves handling sensitive financial data, supervising transactions, and maintaining accuracy in accounting processes. In certain functional areas such as Postal Life Insurance and Core Banking operations, the level of financial exposure is significantly high, with direct implications on public trust and institutional credibility. Any error or lapse can lead to serious financial consequences and disciplinary action. Despite such high levels of responsibility and risk, there is no provision for risk allowance or compensation. This gap needs to be addressed by the 8th Central Pay Commission by recommending appropriate financial recognition for the risk and accountability associated with these roles.

Chapter IX

STAFF SHORTAGE AND INCREASING WORKLOAD

The expansion of services and introduction of new schemes in the Department of Posts have significantly increased the workload in Administrative Offices. However, staff strength has not been enhanced in proportion to this growth, resulting in acute shortages and excessive workload on existing employees. In certain functional units such as Centralised Processing Centres and Mail Monitoring Units, where operations are time-bound and data-intensive, staff shortages have a direct impact on efficiency and service delivery. Employees are often required to multitask and handle responsibilities beyond their defined roles, leading to stress, delays, and increased risk of errors. There is an urgent need for scientific manpower planning, including realistic workload assessment, recruitment of additional personnel, and rational redistribution of staff. Addressing this issue is critical for maintaining operational efficiency and ensuring employee welfare.

Chapter X

PROMOTION STAGNATION AND CAREER UNCERTAINTY

Promotion stagnation continues to be one of the most pressing concerns for employees in Administrative Offices. Due to limited promotional avenues and lack of a structured progression system, many employees spend their entire careers without receiving a single functional promotion. This not only affects morale but also undermines the efficiency of the organization by failing to recognize and utilize experienced personnel effectively. In certain specialized areas, where employees acquire domain-specific expertise over time, the absence of promotional recognition further discourages professional growth. It is therefore essential to introduce a system of time-bound functional promotions that ensures employees are adequately rewarded for their experience and service. Such a system will also contribute to maintaining a balanced organizational hierarchy and improving overall administrative efficiency.

Chapter XI

NEED FOR SPECIALIZED ALLOWANCES

Considering the nature and complexity of duties performed by employees in Administrative Offices, there is a clear need for introduction of specialized allowances that adequately compensate them for their responsibilities. These may include an IT allowance for handling digital systems, particularly in technology-intensive environments, a risk allowance for financial accountability, and a special duty allowance for administrative and supervisory functions. The introduction of such allowances will provide necessary financial recognition and serve as a motivating factor for employees, thereby improving efficiency and service delivery.

Chapter XII

COMPREHENSIVE REFORM PROPOSALS

In light of the issues highlighted above, a comprehensive set of reforms is essential to address the systemic challenges faced by employees in Administrative Offices. These include upgradation of pay levels across all cadres, restructuring of the MACP scheme to provide five financial upgradations, implementation of scientific cadre restructuring, grant of parity with equivalent central government cadres, introduction of appropriate allowances, removal of APAR dependency in career progression, and strengthening of promotion avenues through time-bound mechanisms. These reforms will ensure a fair, transparent, and efficient system that aligns with the evolving role of the Department of Posts.

Chapter XIII

CONCLUSION – A CALL FOR JUSTICE AND RECOGNITION

Administrative Offices continue to function as the backbone of the Department of Posts, ensuring effective governance, financial discipline, and service delivery. In addition, certain specialized units such as Core Banking System establishments, Centralised Processing Centers, Mail Monitoring Units, and Postal Life Insurance sections contribute significantly to the Department's modernization and operational efficiency. Despite their critical role, employees in these areas have not received due recognition in terms of pay structure, career progression, and service conditions. The 8th Central Pay Commission has a crucial opportunity to address these long-standing issues and bring about meaningful reforms that ensure fairness, motivation, and efficiency within the system.

National Union of Postal Civil Wing Non Gazetted Employees
T-24, Atul Grove Road, New Delhi-110001.

MEMORANDUM TO THE 8th CENTRAL PAY COMMISSION (2026) ON REVISION OF PAY STRUCTURE, STATUS, ALLOWANCES AND SERVICE CONDITIONS OF POSTAL CIVIL WING EMPLOYEES

To
The Hon'ble Chairman
8th Central Pay Commission
Government of India
New Delhi

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With respectful regards.

Yours faithfully,



General Secretary
(Anish Mishra)

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Chapter -I

INTRODUCTION

1.1

The Civil and Electrical Wings of the Department of Posts constitute the core technical and infrastructure support system of the organisation, entrusted with the critical responsibility of creation, maintenance, modernization, and safety of postal assets across the country. These Wings function as the backbone that sustains the physical and operational framework of one of the largest postal networks in the world.

1.2

The Department of Posts operates an extensive network comprising more than 1.5 lakh post offices, along with administrative offices, mail processing centres, logistics hubs, training institutions, and residential quarters. The Civil and Electrical Wings ensure that all such establishments remain:

- Structurally sound
- Electrically safe
- Operationally efficient
- Technologically compliant

Through continuous maintenance, timely repairs, and infrastructure upgrades, these Wings enable the uninterrupted delivery of essential services including mail transmission, financial services, insurance, and e-governance initiatives, thereby directly contributing to public service delivery across urban, rural, and remote areas.

1.3

Over the past decade, the Department of Posts has undergone significant transformation and expansion, evolving from a traditional mail service provider into a multi-dimensional service organization. This transformation has been driven by:

- Introduction of Core Banking Solutions (CBS) and digital financial services

- Implementation of CSI (Core System Integration) and IT-enabled operations
- Expansion of e-commerce logistics and parcel delivery networks
- Strengthening of India Post Payments Bank (IPPB) and financial inclusion initiatives
- Increased role in Direct Benefit Transfers (DBT) and government schemes

This transformation has fundamentally altered the nature of infrastructure requirements, making them more technology-intensive, energy-dependent, and service-critical.

1.4

Consequent to these developments, the responsibilities of the Civil and Electrical Wings have expanded manifold, now encompassing:

- Maintenance of data centres, server rooms, and network infrastructure
- Installation and upkeep of high-capacity electrical systems and uninterrupted power supply (UPS)
- Management of air-conditioning systems for IT environments
- Ensuring energy efficiency and electrical safety compliance
- Supporting modernization of mail processing and logistics facilities

These functions require advanced technical expertise, continuous monitoring, and rapid response capabilities, often under time-sensitive and high-risk conditions.

1.5

Despite this substantial increase in workload, complexity, and technical requirements, the service conditions of the employees working in these Wings have not undergone corresponding improvements. The following areas continue to reflect stagnation:

- Pay structure not aligned with technical responsibilities
- Limited promotional avenues leading to career stagnation

- Absence of adequate technical and risk-related allowances
- Inadequate recognition of the critical nature of duties performed

This imbalance has resulted in a growing disparity between responsibilities entrusted and benefits provided, which adversely affects employee morale and efficiency.

1.6

It is pertinent to note that the duties performed by the personnel of the Civil and Electrical Wings are comparable to those carried out by technical staff in other Central Government engineering organizations, such as:

- Central Public Works Department (CPWD)
- Railways Engineering Services
- Defence Engineering establishments

However, employees in these organizations enjoy better pay structures, clearer career progression, and additional technical allowances, whereas similar benefits have not been extended to the Civil and Electrical Wings of the Department of Posts.

1.7

In the context of the increasing dependence of postal operations on robust infrastructure and reliable technical systems, the role of these Wings has become indispensable and strategically significant. Any deficiency in infrastructure maintenance or electrical systems can directly disrupt:

- Postal operations
- Financial transactions
- Digital service delivery
- Public interface services

Thus, strengthening these Wings is essential not only for employee welfare but also for ensuring efficiency, reliability, and modernization of the Department of Posts.

1.8

In view of the foregoing, it is imperative that the 8th Central Pay Commission gives due consideration to the critical role, enhanced responsibilities, and existing disparities affecting the Civil and Electrical Wings, and recommends appropriate measures for:

- Rationalization of pay structure
- Improvement in career progression
- Introduction of technical and risk-based allowances
- Overall strengthening of these Wings

1.9 **Conclusion**

The Civil and Electrical Wings are no longer merely supporting units; they are strategic enablers of modern postal services. Recognizing their contribution and addressing their long-standing issues is essential for building a resilient, efficient, and future-ready Department of Posts.

CHAPTER – II

CORE ISSUE: STRUCTURAL INEQUITY IN PAY AND STATUS

2.1

One of the most critical issues affecting the Civil and Electrical Wings of the Department of Posts is the existence of a deep-rooted structural inequity in pay, status, and career progression, particularly between technical cadres and non-technical operational cadres.

This inequity has evolved over successive Pay Commissions and continues to persist despite repeated representations.

2.2

At the core of the issue lies a fundamental anomaly:

Employees performing higher-skilled, risk-prone, and technically demanding duties are placed at a lower or equal pay level compared to employees performing non-technical operational duties.

This situation is not only anomalous but also contrary to established principles of job evaluation, pay parity, and natural justice.

2.3 COMPARATIVE POSITION OF CADRES

TABLE 2.1 – NATURE OF WORK VS PAY REALITY

Category	Nature of Work	Skill Requirement	Risk Level	Field Exposure	Present Pay Reality
Technical Staff (Wireman, Technician, Workman)	Electrical systems, infrastructure maintenance, emergency	High (technical qualification required)	High (electrical hazards, field risks)	Extensive	Lower or at par

Category	Nature of Work	Skill Requirement	Risk Level	Field Exposure	Present Pay Reality
	repairs				
Non-Technical Staff (Postman, MTS etc.)	Mail delivery, operational duties	Moderate	Low to moderate	Limited	Higher or equal

2.4

The above comparison clearly establishes that:

- Technical staff possess specialized skills and training
- Their duties involve higher responsibility and risk
- They are required to handle critical infrastructure and emergency situations

Yet, the pay structure fails to recognize these factors, resulting in undervaluation of technical labour.

2.5 HISTORICAL PAY ANOMALY (ILLUSTRATION)

TABLE 2.2 – PAY PROGRESSION DISPARITY

Pay Commission	Wireman / Technician (Technical)	Postman (Non-Technical)	Observation
5th CPC	₹950–1500	₹975–1660	Non-technical placed higher
6th CPC	PB-1 + GP 1900 (₹3050 start)	PB-1 + GP 2000 (₹3200 start)	Gap increased
7th CPC	Level 1–4	Level 3	No meaningful correction

2.6

This historical progression clearly indicates that:

- The disparity is not incidental but systemic
- Each Pay Commission has failed to rectify the anomaly
- The gap has been carried forward and institutionalized

2.7 FUNCTIONAL ILLUSTRATION (REAL-WORLD SCENARIO)

Illustration 1: Technical vs Operational Role

Aspect	**Wireman / Technician**	**Postman**
Qualification	**Technical certification / ITI**	**Basic educational qualification**
Nature of Work	**Electrical maintenance, high-risk repairs**	**Mail delivery**
Risk Exposure	**High (electric shocks, heights, equipment)**	**Low**
Responsibility	**Infrastructure uptime, safety compliance**	**Delivery efficiency**
Pay Level	**Lower / equal**	**Equal / higher**

Despite higher skill + risk + responsibility, the technical cadre is not compensated proportionately.

2.8 LIFETIME FINANCIAL IMPACT (ILLUSTRATION)

TABLE 2.3 – CAREER EARNING COMPARISON (Indicative)

Stage	Technical Employee	Non-Technical Employee
Entry Pay	Lower	Higher
Mid Career (20 yrs)	Slower growth	Better progression
Retirement Benefits	Lower pension	Higher pension

Estimated cumulative loss over career: ₹10–20 lakhs (approx.)

KEY ANOMALY: DISPARITY BETWEEN TECHNICAL AND NON-TECHNICAL CADRES

The most significant anomaly affecting the Civil and Electrical Wing employees of the Department of Posts is the persistent disparity wherein a technical cadre such as Wireman/Technician is placed at a lower or, at best, equal pay level compared to non-technical operational cadres such as Postman. This situation is fundamentally inconsistent with the principles of pay determination in public service. The post of Wireman requires possession of specific technical qualifications, formal training, and practical expertise in handling electrical systems, installations, and maintenance activities. The duties performed by such personnel involve continuous exposure to occupational hazards, including electrical risks, working at heights, handling high-voltage equipment, and undertaking emergency repair works under challenging conditions.

In addition to the technical skill and risk involved, the role of Wireman is intrinsically linked to the maintenance and functioning of critical infrastructure within the Department, including power supply systems, generators, UPS installations, and electrical safety mechanisms in postal buildings, mail processing centres, and data-related facilities. Any failure in these systems can directly disrupt postal operations, financial services, and digital platforms, thereby impacting public service delivery on a large scale.

Despite these significant responsibilities, higher qualification requirements, and risk exposure, the compensation structure has not been aligned accordingly, resulting in a situation where a non-technical operational post

with comparatively lower entry qualifications and risk factors is placed at an equal or higher pay level. This anomaly not only undermines the value of technical expertise but also violates the established principles of equity, job evaluation, and fair compensation. It has led to long-standing dissatisfaction among technical staff and calls for urgent corrective intervention to restore parity and ensure that pay structures appropriately reflect the nature and importance of duties performed.

CHAPTER – III

STRUCTURAL DISCRIMINATION AGAINST CIVIL & ELECTRICAL WING CADRES (SINCE 1996)

3.1

The issue of disparity affecting the Civil and Electrical Wing cadres of the Department of Posts has its origin in the structural changes that took place following the bifurcation of the erstwhile Department of Posts and Telecommunications. After the reorganization, with effect from 01.04.1996, the Civil Wing under the Department of Posts was independently administered, and recruitment to its ministerial and technical cadres was undertaken through inter-departmental transfers as well as direct recruitment processes. Notably, the posts of Works Clerk Grade-II and Grade-I were filled by candidates possessing higher educational qualifications, typically at the level of Higher Secondary (+2), and selected through competitive examinations conducted by the Staff Selection Commission, thereby ensuring a merit-based and standardized recruitment process .

3.2

Despite the relatively higher qualification requirements and the competitive nature of recruitment, the cadres within the Civil Wing were not accorded commensurate recognition in terms of pay structure, status, and career progression. The Works Clerk cadres, instead of being placed in positions reflecting their qualifications and responsibilities, were equated with lower ministerial categories such as Lower Division Clerk (LDC) and Upper Division Clerk (UDC), which traditionally required comparatively lower entry qualifications and less rigorous selection processes. This initial placement created a fundamental imbalance that laid the foundation for long-term disparity.

3.3

The situation was further aggravated by the fact that other operational cadres within the Department, particularly the Postman cadre, were granted

comparatively higher pay scales and improved financial progression over successive Pay Commissions. This occurred despite the fact that the nature of duties performed by the Civil Wing cadres involved a higher degree of technical knowledge, administrative responsibility, and functional complexity. The resulting position, wherein a technically qualified and competitively recruited cadre was placed at a disadvantage vis-à-vis a non-technical operational cadre, represents a clear case of structural inconsistency.

3.4

This disparity was not a transient anomaly but evolved into a systemic issue that continued across multiple Pay Commission revisions. The initial undervaluation of Civil Wing cadres in the post-1996 period was neither corrected in the Fifth Central Pay Commission nor adequately addressed in the Sixth and Seventh Central Pay Commissions. Instead, the relative disadvantage persisted and, in certain aspects, widened over time due to differential approaches in pay fixation, grade pay allocation, and Pay Matrix positioning. As a result, the Civil and Electrical Wing cadres have experienced a progressive erosion of their relative status within the Department.

3.5

The structural discrimination is further evident in the limited promotional avenues available to these cadres, leading to prolonged stagnation and restricted career advancement. While other cadres benefited from clearer promotional hierarchies and better-defined career progression paths, the Civil Wing employees remained constrained by a lack of adequate cadre restructuring and limited availability of higher posts. This has compounded the adverse impact of initial pay disparities and has affected long-term financial growth, including retirement benefits.

3.6

From an administrative and policy perspective, the continued existence of such disparity is inconsistent with the fundamental principles of public service management, including merit-based recognition, equitable pay for comparable work, and alignment of compensation with skill, responsibility, and working conditions. The Civil and Electrical Wing employees, having entered service

through more rigorous qualification standards and performing duties of higher technical and functional significance, have not been accorded proportional financial and status-related benefits. This has resulted in a clear deviation from the principles of fairness and equity that are expected to guide pay determination in government service.

3.7

The long-standing nature of this discrimination has had broader implications on organizational efficiency and employee morale. The persistent undervaluation of technically qualified staff has led to dissatisfaction, reduced motivation, and challenges in maintaining a highly skilled and committed workforce. In the context of increasing infrastructure demands and technological advancement within the Department of Posts, such a situation is neither desirable nor sustainable.

3.8

In view of the foregoing, it is evident that the Civil and Electrical Wing cadres have been subjected to a sustained and systemic form of structural discrimination since 1996, arising from initial misalignment in pay fixation and perpetuated through successive Pay Commissions. This issue requires urgent and comprehensive redressal.

3.9

It is, therefore, respectfully submitted that the Hon'ble 8th Central Pay Commission may take cognizance of this historical imbalance and recommend appropriate corrective measures to restore parity, ensure fair recognition of qualifications and responsibilities, and provide a just and equitable framework for pay and career progression of the Civil and Electrical Wing employees.

CHAPTER – IV

NATURE OF DUTIES AND JUSTIFICATION FOR HIGHER PAY

4.1

The duties performed by the employees of the Civil and Electrical Wings of the Department of Posts are of a highly technical, specialized, and critical nature, requiring a combination of professional skill, field experience, and operational responsibility. These Wings are entrusted with ensuring the functionality, safety, and sustainability of the entire physical infrastructure of the Department, which forms the backbone of postal and allied services across the country.

4.2

The Electrical Wing personnel are primarily responsible for the installation, operation, and maintenance of electrical systems in postal establishments. Their duties include execution and upkeep of electrical wiring systems, maintenance of generators, uninterrupted power supply (UPS) systems, and other power backup arrangements essential for continuous functioning of offices and digital infrastructure. They are also required to attend to emergency repair works during power failures and system breakdowns, often under time-bound and high-pressure conditions to restore essential services without delay. In addition, they are responsible for conducting electrical safety inspections and ensuring compliance with prescribed safety standards, thereby preventing hazards such as electrical accidents, fire risks, and equipment failures. These duties inherently involve exposure to significant occupational risks and demand a high level of technical competence and alertness.

4.3

Similarly, the Civil Wing personnel are entrusted with responsibilities relating to the construction, maintenance, and structural integrity of postal buildings and associated infrastructure. Their functions include planning and execution of construction works, carrying out structural repairs and renovations, conducting safety audits of buildings, and ensuring that all postal establishments meet prescribed standards of safety and functionality. They are

also responsible for the maintenance of office buildings, staff quarters, inspection bungalows, and other departmental assets, which requires continuous monitoring and timely intervention to prevent deterioration and ensure optimal usage of resources.

4.4

The nature of duties performed by both the Civil and Electrical Wings is not only technical but also directly linked to the uninterrupted functioning of essential public services. Any failure in electrical systems or structural infrastructure can lead to disruption of postal operations, financial transactions, and digital services, thereby affecting public service delivery at large. The employees are therefore required to work in challenging conditions, including field environments, hazardous locations, and emergency situations, often beyond normal working hours.

4.5

It is pertinent to note that the duties discharged by the personnel of these Wings are comparable in scope, complexity, and responsibility to those performed by technical staff in other Central Government engineering organizations such as the Central Public Works Department (CPWD), Railways Engineering Services, and Defence Engineering establishments. In these organizations, similar categories of technical staff are provided with better pay structures, defined career progression, and additional technical and risk-related allowances in recognition of the specialized nature of their work.

4.6

However, despite performing duties of a comparable or even more demanding nature, the employees of the Civil and Electrical Wings of the Department of Posts continue to be placed at relatively lower pay levels, without adequate compensation for the technical expertise, risk exposure, and responsibility associated with their roles. This disparity reflects an inconsistency in the application of pay determination principles and results in the undervaluation of technical work within the Department.

4.7

In view of the above, it is evident that the existing pay structure does not adequately reflect the true nature and significance of the duties performed by these employees. The technical complexity, operational importance, and risk factors associated with their roles fully justify the need for higher pay scales, appropriate allowances, and improved service conditions.

4.8

It is, therefore, respectfully submitted that the Hon'ble 8th Central Pay Commission may take into account the nature of duties and responsibilities of the Civil and Electrical Wing employees and recommend suitable enhancement in their pay structure and service benefits, in line with comparable technical cadres in other Government departments.

Chapter V

ILLUSTRATION OF CAREER PROGRESSION DISPARITY (REALISTIC CASE)

5.1

A realistic assessment of the career trajectory of employees in the Civil and Electrical Wings, particularly the Wireman/Technician cadre, in comparison with a non-technical cadre such as Postman, clearly highlights the long-term financial and professional disadvantage arising from the existing pay structure. At the stage of initial appointment, a Wireman, despite possessing technical qualifications and undergoing specialized training, is placed at a lower or, at best, comparable pay level relative to a Postman, whose entry requirements and job profile are less technical in nature. This initial disparity sets the foundation for cumulative disadvantage throughout the service career.

As the employees progress in service, both categories become eligible for financial upgradations under the Modified Assured Career Progression (MACP) Scheme. However, in the absence of adequate promotional avenues in the technical cadre, the Wireman continues to rely predominantly on MACP for financial progression, while simultaneously discharging technically demanding and risk-prone duties throughout the service period. In contrast, the Postman cadre, in addition to MACP benefits, generally has comparatively better opportunities for promotion to higher grades within the operational hierarchy, thereby improving both status and financial progression over time.

At the mid-career stage, typically around 20 years of service, the disparity becomes more pronounced. The Wireman continues to perform specialized technical functions involving maintenance of electrical systems, infrastructure support, and emergency services, often without any substantial change in designation or responsibilities. Meanwhile, the Postman may have availed promotional opportunities or benefited from relatively better placement within the Pay Matrix, resulting in improved financial standing and career advancement.

By the time of retirement, the cumulative effect of this disparity becomes significantly evident. Since pensionary benefits are directly linked to the last drawn pay, the Wireman, having progressed through relatively lower pay levels, receives lower retirement benefits in comparison to the Postman, despite having performed duties of a more technical and risk-intensive nature throughout the career. This results in a substantial lifetime financial

disadvantage, not only in terms of salary but also in pension and post-retirement security.

This illustration clearly demonstrates that the anomaly is not confined to initial pay disparity alone but extends across the entire service span, leading to compounded inequity in earnings, career growth, and retirement benefits. Such a situation underscores the urgent need for corrective measures to ensure equitable pay structures and fair recognition of technical roles within the Department.

Chapter VI

MAJOR ISSUES IDENTIFIED

6.1

A comprehensive examination of the service conditions of employees in the Civil and Electrical Wings of the Department of Posts reveals a set of critical and interrelated issues that have persisted over time and adversely impacted both employee welfare and organizational efficiency. Foremost among these is the issue relating to pay structure, wherein there exists a clear absence of parity with comparable technical cadres in other Government departments as well as with certain non-technical cadres within the Department itself. Despite possessing technical qualifications and discharging duties requiring specialized skills, the employees of these Wings continue to be placed at relatively lower pay levels. This reflects an inherent undervaluation of technical expertise and a failure to align compensation with the nature and complexity of the work performed.

In addition to pay-related concerns, the issue of career progression and promotional avenues remains a matter of serious concern. The existing cadre structure offers very limited opportunities for advancement, resulting in prolonged stagnation for a large number of employees. In many cases, employees continue in the same designation for extended periods, relying primarily on financial upgradations under the Modified Assured Career Progression (MACP) Scheme rather than actual promotions. The absence of a comprehensive cadre restructuring exercise has further aggravated this situation, as it has prevented the creation of adequate hierarchical levels necessary for meaningful career progression.

Another significant area of concern is the lack of appropriate allowances commensurate with the nature of duties performed. Employees of the Civil and Electrical Wings are engaged in technically demanding and risk-prone tasks, including electrical maintenance, infrastructure management, and emergency repair work under hazardous conditions. However, they are not provided with any dedicated technical allowance recognizing their specialized skills, nor are they compensated through a risk allowance for the occupational hazards they routinely face. This omission represents a gap in the compensation framework and fails to acknowledge the challenges inherent in their roles.

Further, the working conditions under which these employees operate are often difficult and hazardous. Duties frequently involve fieldwork, exposure to

electrical risks, working at heights, handling heavy equipment, and responding to emergencies beyond normal working hours. Despite these demanding conditions, there is no structured mechanism to provide adequate compensation or incentives for such risk exposure. This not only affects employee morale but also raises concerns regarding occupational safety and equitable treatment.

Taken together, these issues highlight a systemic imbalance in the treatment of Civil and Electrical Wing employees, where the level of responsibility, skill, and risk associated with their duties is not adequately reflected in their pay, career progression, or service conditions. Addressing these concerns is essential to ensure fairness, improve motivation, and strengthen the overall efficiency and effectiveness of the Department.

Here is your fully formal, detailed paragraph version of Chapters 7 to 10, suitable for inclusion in the 8th CPC memorandum:

CHAPTER – VII

COMPARISON WITH OTHER GOVERNMENT DEPARTMENTS

A comparative analysis of the service conditions of technical staff in the Civil and Electrical Wings of the Department of Posts with those of similar cadres in other Central Government organizations clearly reveals a significant disparity. Technical personnel in organizations such as the Central Public Works Department (CPWD), Railways, and Defence Engineering establishments perform duties comparable in nature, complexity, and responsibility to those carried out by the Civil and Electrical Wing staff. However, these departments provide substantially better service conditions, including higher pay levels, well-defined promotional hierarchies, and the provision of specialized allowances such as technical and risk allowances. In the Railways, for instance, structured promotional avenues enable technical staff to progress through multiple grades within a defined timeframe, thereby reducing stagnation and enhancing motivation. Similarly, Defence Engineering establishments recognize the hazardous nature of technical duties by providing risk-related compensation and additional incentives. In contrast, the technical staff of the Department of Posts continue to lag behind in all these aspects, lacking parity in pay, facing limited promotional opportunities, and being deprived of appropriate allowances. This disparity not only undermines the principle of equal treatment for comparable work but also places the Department at a disadvantage in attracting and retaining skilled technical personnel.

CHAPTER – VIII

PROPOSALS FOR THE 8TH CENTRAL PAY COMMISSION

8.1

In light of the issues identified and the comparative disadvantages highlighted, it is imperative that the 8th Central Pay Commission undertakes a comprehensive review of the service conditions of Civil and Electrical Wing employees and recommends appropriate reforms. With regard to pay structure, it is proposed that the entry-level and subsequent pay levels of technical cadres such as Wireman and Technician be upgraded to at least **Level 4 or Level 5** of the Pay Matrix, ensuring a minimum threshold that reflects their technical qualifications and responsibilities. Similarly, the Works Clerk cadres may be brought at par with Postal Assistants in recognition of their recruitment standards and functional role. The posts of Stenographers and Office Superintendents may also be upgraded appropriately, with the latter being considered for placement in a Gazetted capacity with higher pay levels commensurate with their administrative responsibilities. Similarly The post of Technical cadre like Junior Draughtsman may be upgraded to the **Level 6** and the post of Technical Group B cadre of Junior Engineer Civil & Electrical may be upgraded to Level 8 of the Pay Matrix ensuring a minimum threshold that reflects their technical qualifications and responsibilities. Since Junior Draughtsman were engaged for the purpose of drafting and drawing, estimation and other similar works by the both Civil and Electrical stream of the Civil Wing. Since the Junior Engineer Civil are the nucleus of Civil Wing. They supervise the execution of all the field works, record its measurement, make effective planning at the site for timely completion of work. They are an integral part of the Postal Civil Sub-division and assist in performing all its duties. Similarly Junior Engineer (Electrical) supervise the execution of all the field electrical works, record its measurement make effective planning at the site for timely completion of work. They are an integral part of the Postal Electrical Sub-division and assist in performing all its duties.

A key demand emerging from the analysis is the need for pay parity between technical and non-technical cadres, particularly between Wireman/Technician and Postman. Considering the higher skill requirements, risk exposure, and critical role in maintaining national infrastructure, it is justified that technical cadres should be placed at least at par, if not at a higher level, than non-

technical operational cadres. Such parity would not only correct a long-standing anomaly but also restore equity within the service structure.

In respect of career progression, it is proposed that the existing Modified Assured Career Progression (MACP) Scheme, which currently provides three financial upgradations at intervals of 10, 20, and 30 years, be replaced with a more progressive five-stage framework at intervals of 8, 16, 24, 32, and 40 years. This would ensure more frequent financial progression, reduce stagnation, and align career growth with modern service expectations.

Further, a comprehensive cadre restructuring is essential to address structural deficiencies. This may include the merging of Works Clerk Grade I and Grade II posts, creation of a clear and rationalized hierarchical structure, and the addition of intermediate promotional levels to provide meaningful career advancement opportunities. Such restructuring would enhance administrative efficiency while simultaneously improving employee morale.

8.2

ALLOWANCES AND WELFARE MEASURES

The introduction of appropriate allowances is equally critical. Considering the hazardous and technical nature of duties performed, a Risk Allowance may be introduced at a reasonable rate, along with a dedicated Technical Allowance to recognize specialized skills. Additionally, a Field Duty Allowance may be provided to compensate for outdoor and site-related work conditions. These allowances would serve as both recognition and compensation for the challenges inherent in these roles.

In terms of welfare measures, improvements are required in several areas to enhance employee well-being. The Central Government Health Scheme (CGHS) may be liberalized to allow employees the freedom to access treatment in a wider network of hospitals, including multi-specialty institutions. The contribution towards the Group Insurance Scheme may be revised to reflect current economic realities, with corresponding enhancement in benefits. Provision for compensation in cases of accidents or death during duty may be strengthened, with a suitable enhancement in ex-gratia amounts. Similarly, the Children's Education Allowance may be increased and extended to cover higher education, thereby supporting the educational needs of employees' families.

8.3

HUMAN RESOURCE REFORMS

In addition to financial and structural reforms, certain human resource policy changes are also warranted. Provision may be made for automatic promotion based on seniority and eligibility in specific cadres where examinations are not feasible. Child Care Leave may be extended to male employees in appropriate cases to promote gender equity and support family responsibilities. Consideration may also be given to revising the uniform date of annual increment to ensure fairness and to grant an additional increment at the time of retirement in recognition of long and dedicated service.

CHAPTER – IX

FINANCIAL JUSTIFICATION

The financial implications of the proposed measures are expected to be moderate when viewed in the context of the overall budget of the Department. However, the long-term benefits arising from these reforms would be substantial. Improved pay structures and career progression would lead to enhanced employee motivation and productivity. Strengthening the technical workforce would ensure better maintenance of infrastructure, thereby reducing repair costs and extending the life of assets. Efficient infrastructure management would also contribute to improved service delivery, reduced operational disruptions, and increased public satisfaction. Thus, the proposed reforms represent a prudent investment in organizational efficiency and sustainability.

CHAPTER – X

CONCLUSION

The issues highlighted in the preceding chapters demonstrate that the concerns of the Civil and Electrical Wing employees extend beyond routine pay revision and reflect a deeper question of fairness, recognition, and organizational effectiveness. The existing disparities in pay and service conditions constitute not only a matter of financial imbalance but also an issue of justice, as technically qualified and risk-exposed employees are not being adequately compensated for their contributions. It is equally an issue of professional dignity, as the value of technical expertise is not being appropriately acknowledged within the current framework. Furthermore, it has direct implications for operational efficiency, as the effectiveness of postal services is closely linked to the strength and capability of its technical infrastructure.

If these issues are not addressed in the 8th Central Pay Commission, there is a risk of continued weakening of the technical wings, deterioration in infrastructure quality, and further decline in employee morale. Such an outcome would adversely affect the long-term efficiency and modernization goals of the Department of Posts. It is, therefore, earnestly requested that the Hon'ble Commission take a holistic and sympathetic view of the matter and recommend comprehensive measures to rectify the existing anomalies, ensure equitable treatment, and strengthen the Civil and Electrical Wings as vital components of the Department.

Q1. Concerns / Views Related to Pay Matters

- Basic Pay
- Minimum Pay
- Increment / Annual Increment
- Level in Pay Matrix
- Maximum of Pay Level
- Any Other

DETAILED RESPONSE

(a) Basic Pay

The existing basic pay structure of Civil and Electrical Wing employees does not adequately reflect the technical nature, risk exposure, and critical infrastructure responsibilities associated with their duties. Technical staff such as Wireman, Technician, and Works Clerk are entrusted with maintenance of electrical systems, infrastructure safety, and emergency repairs, which are essential for uninterrupted functioning of postal services. However, their basic pay remains lower or at par with non-technical operational cadres, leading to undervaluation of technical expertise. It is therefore proposed that the basic pay be rationalized by upgrading entry-level pay to at least **Level–4/Level–5**, with appropriate upward revision across all levels to align with comparable technical cadres in other government departments.

(b) Minimum Pay

The current minimum pay does not sufficiently compensate for the skill, qualification, and risk involved in technical roles. Considering the requirement of technical qualifications (ITI/technical certification), hazardous working conditions, and increasing cost of living, the minimum pay for Civil & Electrical Wing employees should be revised upward in line with a higher fitment factor (around **3.5 to 3.8**). This will ensure a dignified standard of living and bring parity with similarly placed technical personnel in organizations such as CPWD, Railways, and Defence.

(c) Increment / Annual Increment

The existing annual increment rate is inadequate to offset inflation and does not sufficiently reward experience and skill enhancement. It is proposed that the rate of annual increment be increased to **at least 5% or more**, with additional provisions for **performance-linked or skill-based increments** for technical staff engaged in specialized and high-risk duties. Such a structure will incentivize skill upgradation and improve overall efficiency.

(d) Level in Pay Matrix

The placement of Civil and Electrical Wing employees in the Pay Matrix is currently inconsistent with the nature of their duties. Technical cadres are often placed at lower levels compared to non-technical cadres despite higher skill requirements and risk exposure. It is proposed that:

- **Wireman / Technician** be placed at a minimum of **Level–4 or Level–5**
- **Works Clerk** be brought at par with **Postal Assistant (Level–4/5)**
- **Junior Draughtsman** be upgraded to **Level–6**
- **Junior Engineer (Civil/Electrical)** be upgraded to **Level–8**

This will ensure proper alignment of pay levels with job responsibilities and technical qualifications.

(e) Maximum of Pay Level

The maximum of pay levels for technical cadres is currently limited due to lack of adequate promotional avenues. This results in stagnation and reduced lifetime earnings. It is proposed that the Pay Matrix be revised to:

- Provide **higher ceilings at each level**
- Ensure **wider gaps between levels** to maintain hierarchy
- Introduce **additional progression levels** to avoid stagnation

This will ensure better long-term financial growth and improved retirement benefits.

(f) Any Other (Special Considerations)

In addition to the above, the following concerns are submitted:

- **Grant of Technical Allowance** to recognize specialized skills
- **Introduction of Risk Allowance** due to hazardous working conditions
- **Parity with technical cadres in CPWD, Railways, and Defence**
- **Revision of MACP to 5 upgradations** (6, 12, 18, 24, 30 years) to address stagnation
- **Cadre restructuring** to create clear promotional hierarchy

The present pay structure fails to reflect the increasing technical complexity, workload, and responsibility of Civil and Electrical Wing employees. A comprehensive revision is therefore essential to restore parity, improve morale, and ensure efficient functioning of the Department's infrastructure backbone.

Response

The Civil and Electrical Wings of the Department of Posts occupy a position of critical importance in sustaining and advancing the infrastructure backbone of one of the largest postal networks in the world. Over the years, the Department has undergone a fundamental transformation from a traditional mail service organization into a multi-dimensional, technology-driven institution delivering financial services, digital governance, logistics, and citizen-centric programs. This transformation has significantly increased the dependence on robust infrastructure, uninterrupted power systems, technologically compliant facilities, and efficient maintenance mechanisms. At the core of this transformation lie the Civil and Electrical Wings, whose personnel ensure that the entire operational ecosystem functions seamlessly across urban, rural, and remote regions of the country.

The duties performed by employees of these Wings are not routine or clerical in nature but are highly technical, specialized, and risk-intensive. They involve installation, operation, and maintenance of electrical systems, management of critical infrastructure, execution of construction and repair works, and ensuring safety compliance across thousands of postal establishments. These responsibilities are directly linked to the uninterrupted functioning of essential public services, including mail transmission, banking operations, insurance services, and digital platforms. Any failure in these systems can lead to

disruption of services, financial loss, and erosion of public trust. Thus, the role of Civil and Electrical Wing employees extends beyond internal support and constitutes a vital component of national service delivery.

Despite the increasing complexity, risk exposure, and strategic importance of their duties, the service conditions of these employees have not evolved in tandem. The existing pay structure continues to reflect historical anomalies, where technical cadres are placed at lower or, at best, equal levels compared to non-technical operational cadres. This disparity is not incidental but systemic, having persisted across successive Pay Commissions without adequate correction. The result is a clear violation of established principles of pay determination, including “equal pay for equal work,” recognition of skill and qualification, and compensation commensurate with responsibility and risk.

The inadequacy of the current pay structure is further compounded by the absence of appropriate allowances for technical expertise and occupational risk. Employees working under hazardous conditions involving electrical systems, field exposure, and emergency repairs are not provided with any risk or technical allowance. Similarly, the increasing technological demands of the Department, including maintenance of IT-enabled infrastructure, power backup systems, and data-related facilities, have not been matched with any form of IT-related compensation. This lack of recognition undermines the value of technical work and creates a sense of inequity when compared with similar cadres in other Central Government organizations such as the Central Public Works Department, Railways, and Defence Engineering establishments, where such allowances and better pay structures are standard.

Another major concern is the lack of adequate promotional avenues and structured career progression. The existing cadre structure offers limited opportunities for advancement, resulting in prolonged stagnation. Employees often spend decades in the same grade, relying primarily on financial upgradations under the Modified Assured Career Progression (MACP) Scheme rather than actual promotions. Even this mechanism is insufficient, as it provides only three upgradations at long intervals, failing to address the dynamic nature of modern service requirements. This stagnation not only affects individual morale but also leads to inefficiency at the organizational level by failing to optimally utilize experienced personnel.

The cumulative impact of these issues is far-reaching. It affects employee motivation, reduces efficiency, and creates challenges in attracting and retaining skilled technical personnel. In the long run, it also poses a risk to the

quality and reliability of infrastructure management within the Department. Given the increasing reliance on technology and infrastructure, any weakening of the technical workforce can have serious implications for service delivery, financial operations, and public confidence.

In light of the above, it is evident that the concerns of Civil and Electrical Wing employees are not merely related to pay revision but represent a broader issue of fairness, recognition, and organizational effectiveness. Addressing these concerns requires a comprehensive and holistic approach by the 8th Central Pay Commission. The revision of pay structure must be undertaken on scientific principles, taking into account the nature of duties, level of responsibility, skill requirements, and risk exposure. Pay parity with comparable technical cadres in other government departments must be ensured to restore equity and consistency in public service compensation.

Further, there is an urgent need for introduction of appropriate allowances, including technical allowance, risk allowance, and field duty allowance, to recognize the unique challenges faced by these employees. The MACP scheme must be restructured to provide more frequent financial progression, and a comprehensive cadre restructuring exercise must be undertaken to create a clear and rational hierarchy with adequate promotional avenues. These measures will not only address existing disparities but also strengthen the institutional framework of the Department.

The financial implications of these reforms are expected to be moderate when compared to the overall budgetary framework of the Department. However, the long-term benefits in terms of improved efficiency, enhanced infrastructure management, reduced operational disruptions, and increased employee motivation will be substantial. Strengthening the Civil and Electrical Wings should therefore be viewed not as an expenditure but as a strategic investment in the sustainability and modernization of the Department of Posts.

In conclusion, it is respectfully submitted that the 8th Central Pay Commission has a unique opportunity to correct long-standing structural anomalies and to ensure that the compensation and service conditions of Civil and Electrical Wing employees are aligned with their critical role in the organization. Recognizing their contribution and addressing their legitimate demands will not only restore fairness and dignity but will also contribute to building a resilient, efficient, and future-ready Department of Posts capable of meeting the evolving needs of the nation.

ALL INDIA POSTAL ACCOUNTS OFFICES ASSOCIATION

(Affiliated to FEDERATION OF NATIONAL POSTAL ORGANISATIONS)

Central Head Quarters, T-24, Atul Grove Road, New Delhi -110001

MEMORANDUM TO THE 8th CENTRAL PAY COMMISSION (2026)

ON REVISION OF PAY STRUCTURE, CADRE STATUS, ALLOWANCES AND SERVICE CONDITIONS OF MTS, LDC, JUNIOR ACCOUNTANTS AND SENIOR ACCOUNTANTS WORKING IN GM (FINANCE) AND DIRECTOR OF ACCOUNTS OFFICES – DEPARTMENT OF POSTS

To

The Hon'ble Chairman,
8th Central Pay Commission,
Government of India, New Delhi.

Subject: Memorandum on revision of pay structure, cadre hierarchy, allowances and service conditions of Accounts line staff working in Postal Accounts Offices under GM (Finance) and Director of Accounts offices of the Department of Posts.

Respected Sir/Madam,

The All India Postal Accounts Offices Association (AIPAOA), respectfully submits this memorandum for the kind consideration of the 8th Central Pay Commission. This memorandum specifically relates to the cadres of Multi-Tasking Staff, Lower Division Clerks, Junior Accountants and Senior Accountants working in the offices of General Manager (Finance) and Director of Accounts in the Department of Posts. These cadres constitute the core functional backbone of accounting, financial control, audit support, and compliance mechanisms within the postal financial system.

CHAPTER I

ROLE AND IMPORTANCE OF POSTAL ACCOUNTS ORGANISATION

The Postal Accounts Offices functioning under the General Manager (Finance) and Directors of Accounts perform a role analogous to organized accounts departments in other central government systems. These offices are responsible for maintaining financial discipline, ensuring compliance with accounting standards, monitoring expenditure, processing payments, reconciling accounts, and supporting audit and financial reporting functions.

The nature of work performed in these offices is highly specialized and requires a sound understanding of financial rules, accounting procedures, government financial systems, and digital accounting platforms. As seen in the structure of the Indian Audit and Accounts system under the Comptroller and Auditor General, the efficiency of government functioning is directly dependent on the strength and competence of its accounts and audit personnel . The same principle applies with equal force to the Postal Accounts Offices.

CHAPTER II

STRUCTURAL POSITION OF ACCOUNTS CADRES

The cadres of Junior Accountant and Senior Accountant form the mainstream operational structure of the Postal Accounts Offices, while the Lower Division Clerks and Multi-Tasking Staff provide essential foundational and support services. These cadres together ensure the seamless functioning of financial operations across the Department of Posts.

The recruitment to the post of Junior Accountant is made through competitive examinations requiring graduation-level qualifications, similar to the recruitment pattern followed in other organized accounts departments. The duties assigned to these officials involve scrutiny of financial transactions, preparation of accounts, reconciliation, and adherence to complex financial rules.

Senior Accountants perform supervisory and higher-level accounting functions, including verification of accounts, financial analysis, compliance monitoring, and coordination with audit authorities. Their responsibilities are comparable to similar cadres in other departments such as the Indian Audit and Accounts Department, where parity in pay structure has historically been maintained.

CHAPTER III

NATURE AND COMPLEXITY OF DUTIES

The duties performed by Junior Accountants and Senior Accountants are not routine clerical functions but involve substantial application of accounting principles, financial scrutiny, and decision-making responsibilities. These officials are required to ensure correctness of financial transactions, detect irregularities, maintain financial discipline, and support audit processes.

The work environment demands high levels of accuracy, accountability, and professional competence. Officials must possess the ability to interpret financial rules, analyze data, and

ensure compliance with statutory and departmental regulations. As emphasized in the CAG memorandum, accounting and audit functions require analytical ability, professional judgment, and continuous skill upgradation . The same standards are applicable to Postal Accounts personnel.

Lower Division Clerks, though categorized at a lower level, are required to handle digital records, maintain financial documentation, assist in accounts processing, and support operational workflows. Multi-Tasking Staff are also increasingly involved in supporting digital and office operations, reflecting a shift from purely manual tasks to semi-skilled functional roles.

CHAPTER IV

PARITY WITH OTHER ACCOUNTS ORGANISATIONS

It is submitted that the pay structure of Postal Accounts cadres has not kept pace with comparable cadres in other organized accounts departments such as the Indian Audit and Accounts Department. The principle of horizontal relativity, which ensures parity among similar cadres across departments, has been disturbed over time.

The CAG memorandum to the 7th CPC clearly established that cadres performing similar accounting and audit functions should be placed in equivalent pay structures to maintain functional parity and attract competent personnel . However, the Postal Accounts cadres have not received corresponding upgradations, leading to disparities in pay and status.

This disparity has resulted in reduced attractiveness of the cadre, difficulty in retaining skilled personnel, and a decline in morale among employees.

CHAPTER V

IMPACT OF DIGITAL TRANSFORMATION

The introduction of Core Banking Solutions, digital accounting systems, and centralized financial processing has significantly altered the nature of work in Postal Accounts Offices. Officials are now required to operate complex software systems, perform real-time data processing, and ensure accuracy in a technology-driven environment.

While the responsibilities have increased, there has been no commensurate improvement in pay structure or service conditions. Employees are expected to deliver higher levels of efficiency and accountability without adequate recognition of their enhanced role.

CHAPTER VI

PAY STRUCTURE ANOMALIES AND NEED FOR REVISION

The existing pay structure of the cadres under consideration does not reflect the duties, responsibilities, and qualifications required for these posts. The gap between Lower Division Clerks and Junior Accountants is not commensurate with the difference in responsibilities, and similarly, the progression from Junior Accountant to Senior Accountant does not adequately compensate for increased duties.

It is therefore submitted that a structural revision of pay levels is necessary to restore parity, ensure fair compensation, and maintain the integrity of the accounts system. The revision should be based on functional analysis, qualifications, and responsibilities, in line with principles adopted in other organized accounts services.

CHAPTER VII

CAREER PROGRESSION AND STAGNATION

The cadres of Junior Accountant and Senior Accountant suffer from limited promotional avenues, leading to stagnation. The absence of adequate hierarchical levels restricts career growth and affects motivation.

A structured career progression system is essential to ensure that employees are rewarded for experience and performance. Without such a system, the Department risks losing skilled personnel and compromising efficiency.

CHAPTER VIII

ALLOWANCES AND WORKING CONDITIONS

The nature of work in Postal Accounts Offices involves prolonged desk work, high levels of concentration, and responsibility for financial accuracy. Despite this, there are no specialized allowances recognizing the nature of duties performed.

It is submitted that appropriate allowances should be introduced or revised to compensate for the demands of the job and to align with practices in similar departments.

CHAPTER IX

FINANCIAL JUSTIFICATION

Investment in strengthening the Accounts cadre will lead to improved financial control, reduced errors, better compliance, and enhanced efficiency. A strong accounts system is essential for effective governance and optimal utilization of public resources.

The cost of improving pay and service conditions is justified by the long-term benefits in terms of financial discipline and organizational efficiency.

CHAPTER X

CONCLUSION AND PRAYER

In conclusion, the Federation respectfully submits that the cadres of Multi-Tasking Staff, Lower Division Clerks, Junior Accountants and Senior Accountants working in Postal Accounts Offices perform critical functions that are essential to the financial integrity of the Department of Posts. The existing pay structure and service conditions do not adequately reflect the nature and importance of their duties.

The AIPAOA therefore prays that the 8th Central Pay Commission may consider the proposals contained in this memorandum and recommend appropriate revisions to ensure parity, fairness, and efficiency.

This union further requests an opportunity to present oral evidence before the Commission.

Yours faithfully,

(GANESH MURMU)
General Secretary
All India Postal Accounts Offices Association

ANNEXURE – I

DETAILED PAY COMPARISON TABLE (POSTAL ACCOUNTS vs IA&AD MODEL)

The following table presents a structured comparison between Postal Accounts cadres and functionally comparable cadres in organized accounts departments, particularly the Indian Audit

and Accounts system. The comparison is based on duties, responsibilities, and historical pay relativity.

Sl. No.	Postal Accounts Cadre	Functional Role	Comparable IA&AD Cadre	Pre-revised GP (6th CPC)	7th CPC Level (Approx.)	Observed Parity Gap
1	Multi-Tasking Staff	Operational & support (now semi-skilled)	MTS	1800	Level-1	Functional upgrade not reflected
2	Lower Division Clerk	Clerical + financial data handling	Clerk-cum-Typist	1900 → 2400 (demanded)	Level-2	Under-valued relative to duties
3	Junior Accountant	Core accounting, scrutiny, reconciliation	Auditor / Accountant	2800 → 4200 (demanded)	Level-5	Major parity distortion
4	Senior Accountant	Supervisory accounting, compliance	Sr. Auditor / Sr. Accountant	4200 → 4600 (demanded)	Level-6	Hierarchical compression

Interpretation

The comparison clearly establishes that the Postal Accounts cadres perform functions equivalent to those in organized accounts departments but remain at comparatively lower pay levels. The distortion of parity has widened after successive pay revisions, particularly in the case of Junior Accountant and Senior Accountant.

ANNEXURE – II

PROPOSED 8th CPC PAY MATRIX WITH FITMENT (3.833 FACTOR)**

The proposed pay matrix is based on the accepted principle of applying a fitment factor of **3.833** to the existing minimum pay levels under the 7th CPC.

Sl. No.	Cadre	Current Level	Current Minimum Pay	Fitment Factor	Calculated Pay	Proposed Level	Rounded Proposed Pay
1	MTS	Level-1	₹18,000	3.833	₹68,994	Level-3	₹69,000
2	LDC	Level-2	₹19,900	3.833	₹76,277	Level-4	₹76,300
3	Junior Accountant	Level-5	₹29,200	3.833	₹1,11,924	Level-6	₹1,12,000
4	Senior Accountant	Level-6	₹35,400	3.833	₹1,35,688	Level-7	₹1,35,700

Observations

The proposed matrix ensures rational progression and restores balance between entry-level, clerical, professional accounting, and supervisory levels. It also aligns the structure with functional requirements and parity principles.

ANNEXURE – III

PAY PROGRESSION COMPARISON (EXISTING vs PROPOSED)

This annexure illustrates how the proposed structure improves career progression.

Cadre	Current Minimum Pay	Next Level Pay	Difference	Proposed Minimum Pay	Next Level Pay	Difference
MTS → LDC	₹18,000 → ₹19,900	₹1,900	Minimal	₹69,000 → ₹76,300	₹7,300	Rational
LDC → JA	₹19,900 → ₹29,200	₹9,300	Moderate	₹76,300 → ₹1,12,000	₹35,700	Justified
JA → SA	₹29,200 → ₹35,400	₹6,200	Compressed	₹1,12,000 → ₹1,35,700	₹23,700	Restored hierarchy

Interpretation

The existing structure shows **compression and weak incentives**, whereas the proposed structure ensures **meaningful career progression** and recognizes increased responsibility.

ANNEXURE – IV

WORKLOAD AND FUNCTIONAL COMPLEXITY ANALYSIS

Parameter	Earlier System	Present System
Nature of work	Manual accounting	Digital + real-time processing
Volume of transactions	Moderate	High (CBS, IPPB integration)
Skill requirement	Basic accounting	Advanced digital + financial rules
Responsibility	Limited	High accountability (public funds)
Error impact	Local	System-wide impact

Conclusion

The complexity of work has increased significantly due to digital transformation and integration with financial systems, necessitating revision of pay structure.

ANNEXURE – V

FINANCIAL JUSTIFICATION MODEL

Component	Estimated Impact
Increase in salary expenditure	Moderate
Improvement in efficiency	High
Reduction in financial errors	Significant
Strengthening of compliance	Substantial
Long-term savings	Positive

Analytical Justification

The Accounts cadre plays a crucial role in financial governance. Investment in this cadre leads to better financial control, reduced leakage, and improved compliance, thereby offsetting the additional expenditure over time.

ANNEXURE – VI

LEGAL AND PARITY PRINCIPLES (FOR SUBMISSION)

The following principles support the demands:

The principle of **equal pay for equal work** requires that employees performing similar duties under comparable conditions should receive equal remuneration. The Postal Accounts cadres perform functions analogous to those in organized accounts departments, and therefore deserve parity in pay structure.

The principle of **horizontal relativity** requires that pay structures across departments maintain consistency for comparable roles. The observed disparity between Postal Accounts cadres and IA&AD cadres violates this principle.

The principle of **functional justification** requires that pay be determined based on duties, responsibilities, and qualifications. The current structure fails to reflect the complexity of work performed by Junior Accountants and Senior Accountants.

The principle of **hierarchical integrity** requires that differences in pay reflect differences in responsibility. The existing compression between levels undermines organizational discipline and efficiency.

Shiva Gopal Mishra
Secretary

Ph.: 23382286
National Council (Staff Side)
Joint Consultative Machinery
for Central Government Employees
13-C, Ferozshah Road, New Delhi - 110001
E-Mail : nc.jcm.np@gmail.com

No.NC-JCM-2026/8th CPC

April 14, 2026

To

All Member of the National Council JCM (Staff Side),
Constituent organizations of NC JCM
&
Drafting Committee Members
to prepare 8th CPC memorandum on behalf of Staff Side of NC JCM

Sub:- Forwarding of the memorandum on 8 Questions / Themes submitted by Staff Side of NC – JCM to the 8th CPC

Dear Comrades,

The final meeting of the Drafting Committee on 8th CPC was held on 13/04/2026 at **J.P. Choubey Memorial Library (AIRF Office Premises), 4 Sate Entry Road, New Delhi.** the Drafting Committee finalize the memorandum to be submitted to the 8th CPC and accordingly the same has been uploaded in the portal of 8th CPC. We are forwarding a copy of the same along with word format for onward submission by the Constituent Organization and its affiliates.

As you are aware we have covered all the common service matters of Central Government employees and pension related matters of the pensioners. As regards Departmental issues, upgradation of Pay Scales of different categories, Department specific allowances / benefits / facilities etc have to be submitted by the respective Organizations in their memorandum.

We have requested 8th CPC the following for their favourable consideration:-

1. In Q.7 and Q.8 the number of characters may be increase from 10000 to 20000.
2. The constituent Organizations of the National Council – JCM will submit their memorandum on the basis of the memorandum formulated by the Staff Side of the National Council – JCM on common service matters. Apart from this they have to submit their departmental issues and also the cadre structure / Career Progression / Promotion of different categories and hence the time limit given for submission of the memorandum may be extended up to 31/05/2026 as already requested by us.

A copy of NC-JCM letter dated /04/2026 is enclosed herewith for your information.

With greetings,

Yours comradely,

(Shiva Gopal Mishra)
Secretary

JCM

STAFF SIDE OF NATIONAL COUNCIL – JCM

for

CENTRAL GOVERNMENT EMPLOYEES

MEMORANDUM

Submitted to

8th Central Pay Commission

On Common Service Matters of

Central Government Employees

&

Existing Pensioners Demands

14th of April, 2026

Pay Matters

Q 1. What concerns / views do you have related to pay matters ?

Select those which are applicable

Basic Pay

Minimum Pay

Increment / Annual Increment

Level in Pay Matrix

Maximum of Pay Level

Any Other

Answer :-

(1626 WORDS & 9756 CHARACTERS)

Central Government Employees are the backbone of Government of India and plays a very important role in implementing its policies and programs and ensure that the same reaches the citizens throughout the country. The major workforce are in the Group C & B category who are Industrial Employees in the Railways and Ministry of Defence. Pay is the foundation of Dignity, Motivation and Efficiency in Public Service. 8th CPC must ensure that real wages are protected and reasonably enhanced and not merely adjusted. Minimum Pay must be based on a scientific living wage formula covering Food, Housing, Education, Health Care, Transport and the Technological / Digital Needs. The Present system of treating a family as 3 Units should be dispensed with and the Family should be treated as 5 Units (employee 1 Unit, Spouse 1 Unit (No Gender Discrimination), 2 Children, 0.8 Units each of the parents 0.8 Units. This works out to a total of 5.2 Units (Rounded off to 5 Units). This is in conformity with the legal obligations under the Maintenance and Welfare of Parents and Senior Citizens Act which mandates Children to support dependent parents. It is pertinent to mention here that in the Social Security Code 2020 in the definition of "family" dependent parents, and female employees can include their parent-in-laws as part of their family. The fact is that Government services is not merely contractual but a status that carries expectation of fairness and dignity. The observations of the Hon'ble Supreme Court in Bhupendra Nath Hazarika Vs State of Assam highlight that the legitimate aspirations of employees should not be frustrated and that the government must act as a model employer by ensuring fairness, trust, and transparency in its treatment of employees. The current Minimum Pay is inadequate and must ensure a decent standard of living and not subsistence.

Food and Nutrition Norms

The earlier **2700 Kcal** norm is inadequate.

The **ICMR recommendation of ~3490 Kcal** should be adopted, especially for physically demanding work.

The food basket must include:

- Adequate protein sources (milk, eggs, meat, fish)
- Dairy consumption (~30–35 litres/month for 5 units)
- Fruits, vegetables, and balanced nutrition
- Spices, beverages, and processed food

Nutrition must ensure **health, productivity, and dignity**, not mere survival.

Government employees are Drivers of Governance and Development. Fair Pay enhances Productivity, Morale and Talent Retention. Pay Revision is an investment in human capital and economic growth, not merely expenditure. Therefore, considering the average retail prices of the Food items, Clothing expenditure, 7.5% for Housing, 20% for Fuel, Electricity, Water Charges, 25% for Skill Development, 25% for Additional Expenditure towards marriage, recreation, festival etc., as per Supreme Court Judgment of 1991 and Technology Charges at the rate of 5%, the minimum pay computed by the Staff Side National Council (JCM) is Rs. 69,000/- for 5 Unit Family. Accordingly, the Fitment Formula for the existing employees and pensioners will be 3.833. The Minimum Wage and the Fitment Fator calculated by us is enclosed as Annexure—I of this Memorandum.

We propose the rate of annual increment should be increased from the existing 3% to 6%. We propose the following Merger of Pay Scales and the Revised Pay Scales of 8th CPC.

MERGER OF PAY SCALE

1) Level 2 & Level 3 should be merged in to one pay scale at level 3.
2) Level 4 & Level 5 should be merged in to one pay scale at level 5.
3) Level 7 & Level 8 should be merged in to one pay scale at level 8.
4) Level 9 & Level 10 should be merged in to one pay scale at level 10.
5) Existing employees in Level 5 should be upgraded and merged with Level 6 as a one time measure.

Standardized Pay Scales / Number of Pay Scales after Merger of Pay Scales

S.NO	Proposed Level	Existing Pay Matrix	Proposed Minimum of the proposed 8th CPC Pay Scale by applying 3.833 fitment factor
1	Pay Scale -1 (existing Level – 1)	Existing 18,000 – 56,900	Rs. 69,000
2	Pay Scale-2 (after Merger of existing Level 2 & 3)	Existing 21,700 – 69,100	Rs.83,200
3	Pay Scale-3 (after merger of existing Level 4 & 5)	Existing 29,200 – 92,300	Rs. 1,12,000
4	Pay Scale- 4 (existing Level 6)	Existing 35,400 – 1,12,400	Rs. 1,35,700
5	Pay Scale- 5 (after merger of existing Level 7 & 8)	Existing 47,600 – 1,51,100	Rs. 1,82,500
6	Pay Scale – 6 (after merger of existing Level 9 & 10	Existing 56,100 – 1,77,500	Rs. 2,15,100
7	Existing Level 11 to Level 17 may be renumbered as Pay Scale – 7, Pay Scale – 8, Pay Scale – 9, Pay Scale – 10, Pay Scale – 11 Pay Scale -12, Pay Scale -13	Can be retained by using Fitment Factor 3.833	

Annual Increment as already mentioned will be 6% of the Basic Pay in the proposed Pay Scale.

The gap between Minimum and Maximum Pay should be balanced to avoid excess disparity. The ratio should not been more than 1:12. This will help in reducing income in equality, improving morale and reinforcing the Governments role as a model employer committed to fairness and Social Justice. Moreover the Pay Scales also should not have a

wide gap between one pay scale and the other pay scale and a structural balance may be maintained.

Government Expenditure on Salaries

At present, the Central Government spends approximately **13% of its revenue expenditure** on salaries, allowances, and pensions. With the implementation of the **8th Central Pay Commission (CPC)**, this expenditure is expected to rise during 2026–27.

However, such expenditure should be viewed as an **investment rather than a burden** because:

- Higher salaries increase purchasing power
- Increased consumption boosts demand
- Higher demand leads to greater tax collections

Thus, pay revisions contribute positively to **economic growth and fiscal sustainability**.

Need for a Sound Pay Structure

A fair and rational pay structure is essential to:

- Attract talented individuals to government service
- Retain skilled and experienced personnel
- Ensure efficiency in governance

In view of:

- Rising cost of living
- Changing economic conditions

There is a strong need for **periodic pay revision**, ideally every **five years**, to maintain adequacy and relevance.

Principle of Fair Treatment

The **7th Central Pay Commission (Para 1.29)** emphasized that government service is not merely contractual but carries a status with expectations of fairness and dignity.

Further, the Hon'ble Supreme Court in *Bhupendra Nath Hazarika vs State of Assam* observed that:

- Legitimate aspirations of employees should not be frustrated
- The Government must act as a **model employer**
- Fairness, transparency, and trust must guide employer-employee relations

Contribution of Central Government Employees

Central Government employees contribute significantly across sectors:

- **Revenue Departments** – Enhance tax collection

- **Defence & Paramilitary Forces including** Defence Civilian Employees – Protect national security
- **Railways** – Ensure transportation
- **Scientific Community** – Drive innovation
- **Administrative Services** – Implement policies

Their role is fundamental to national development.

The functioning of government departments cannot be judged on **profit and loss principles**, as the State has a **social obligation** to provide essential services such as defence, infrastructure, health, food security, postal services, and public utilities. Moreover, India is one of the lowest ratios of Government employees to population globally. Only about 1.6% of the population is employed in Government service.

India's Economic Strength and Capacity

In the Union Budget 2025-26 the Central Government has allotted Rs. 2.85 Lakh Crore for salaries and Rs. 2.65 Lakh Crore for pensions, together making up nearly Rs. 5.5 Lakh Crore of Expenditure. Expenditure on pay and allowances and pension is approximately accounting for about 12 to 15 % of the total union budget expenditure including pension for the Armed Forces, Pay & Allowances. Excluding Defence it is 7.1 % on salary + 4% on pension.

India is currently ranked **4th in global GDP (2025)**, with an economy valued at approximately **$4.3 trillion** and growing at around **6.5%**.
According to IMF projections:

- India is expected to become the **3rd largest economy by 2027**
- GDP likely to cross **$5 trillion**
- Growth projected at **6.2% (2025)** and **6.3% (2026)**

Comparatively:

- China: ~4.0%
- USA: ~1.8%
- Global average: ~2.8%

This demonstrates that India's economic position is **strong and expanding**, providing adequate fiscal space to ensure fair compensation for government employees.

At this juncture, it is considered appropriate to briefly advert to the growth trends of two additional macroeconomic parameters over the same period. The first pertains to India's GDP at current prices. As

reported in the Economic Survey 2025-26, GDP at current prices has increased from Rs. 1,24,67,959 crore in FY 2014-15 to Rs. 3,30,68,145 crore, reflecting a growth of 165.23%.

The second parameter relates to the revenue collection of the Government. As per figures reported in the respective Union Finance Bills of India, the combined direct and indirect tax revenue has risen from Rs. 12,41,681 Crore in FY 2014-15 to Rs. 37,92,250 crore, registering a growth of 205.41%.

Both these parameters assume considerable significance, as they represent the aggregate outcome of policy implementation in which Government employees play a pivotal role. More importantly, the substantial and sustained growth, particularly in revenue collection, clearly evidences the enhanced fiscal capacity of the Government. This, in turn, establishes that the Government is well-positioned to comfortably absorb the financial implications arising from a meaningful revision of minimum wages and the broader expenditure associated with the implementation of revised pay structures pursuant to the recommendations of the 8th Central Pay Commission.

Revision of Pay structure to following shall also be recommended with effect from 1/1/2026

- Extension of revised pay structures to Central Government Pensioners who are retired before 1/1/2026
- Extension of revised pay structures to **autonomous bodies** approved by Parliament and other Autonomous Institutions of Government of India and Union Territories (effective **1 January 2026**)
- Revision of **Gramin Dak Sevaks (GDS)** pay scales to strengthen rural services.
- BSNL & DoT Pensioners

Conclusion

The fixation of salaries and allowances for Central Government employees should not be guided solely by revenue expenditure considerations. It must take into account:

- Their critical role in nation-building
- The need to attract and retain talent
- The broader economic benefits of higher wages

A **fair, transparent, and dynamic pay structure**, supported by a **permanent pay review mechanism**, is essential to ensure motivated, efficient, and accountable public service.

We also propose that all Central Government employees may be exempted from Professional Tax being recovered by the State Governments from the salary of the employees. Already the employees are subjected to payment of Income Tax and GST etc. Over and above this the Central Government employees are burdened with the recovery of Perfossnal Tax. 8th CPC may kindly recommend for exemption of Professional Tax from the Wages of the employees.

Allowances

Q 2. What concerns / views do you face related to Allowances ?

Select those which are applicable

Dearness Allowance

Allowance Related to Qualifications

Allowance Related to Additional Duty or Extra Duty or Working on Holidays, etc.,.

Allowance Related to Capacity Building or Knowledge Up gradation or Trainings.

Allowance Related to Deputation or Posting

Allowance Related to Housing including HRA

Allowance Related to Performance, Merit, Good Service etc.,.

Allowance Related to Risk and Hardship.

Allowance Related to Travel including Travelling Allowance.

Allowance Related to Sports.

Allowance Related to Uniform.

Allowance Related to Running Staff.

Answer :-

(1273 WORDS & 7638 CHARACTERS)

Dearness Allowance :-

Allowances are essential components of compensation and must be protected and periodically revised. DA must remain fully indexed to inflation. The actual price is not taken in to account while calculating the Consumer Price Index (AICPI) as there are about 463 items which are used for arriving the Consumer Price Index, if the few items price rise take place and other items shows negative Price Rise as a whole its effects get neutralized. The present calculation of Average 12 months should be replaced by 6 months average as the DA is paid once in 6 months. The consumption pattern of Central Government employees differs from that of industrial workers. Therefore, a separate consumption basket representing government employees should be constructed, with appropriate weights for essential expenditure heads such as food, housing, education, healthcare, and transportation.

Price data should be collected from open retail markets and cooperative outlets to ensure that the index reflects the actual prices paid by consumers rather than administratively determined prices.

Point to Point DA should be provided, now DA is rounded off to lowest value. If the employees are eligible for 55.95 % DA, the DA Sanctioned in only 55% DA. The prices should be calculated based on Market Rates and not on Government Rates which varies

up to 25%. We proposed that 8th CPC may recommend to merge if the DA / DR crosses 25% with Basic Pay and Basic Pension.

Allowance Related to Qualifications: -

Any Central Government Employee acquiring Additional Qualification over and above the prescribed Qualification for the concerned post as per RR may be given 10% of Basic Pay as Additional Qualification Allowance.

Allowance Related to Additional Duty or Extra Duty or Working on Holidays, etc.

Due to shortage of Manpower and to meet the Targets in all Offices, employees are asked to Overstay and work additional hours without any compensation. Employees who are governed under the Factories Act 1948 are entitled for OT Wages at Double the rate for extra hour. Employees who are not governed under the Factories Act 1948 may all be provided Overtime at Single Rate on their Basic Pay and DA for every hour of extra work done over and above the actual working hours.

Allowance Related to Housing including HRA:-

In view of the sharp rise in Housing costs and the mismatch between HRA and the actual prevailing Market Rent the following revision are proposed.

Population of Cities	Class of City	Proposed of HRA (% of Basic Pay)
50 Lakhs and above	X	40%
5-50 Lakhs	Y	35%
Below 5 Lakhs	Z	30%

Further, HRA should be indexed to Dearness Allowance so that it automatically adjusts with inflation. The Classification of cities should also be reviewed every Five Years to reflect changing population and housing conditions.

We further request that the 8th CPC may consider for recommending Payment of HRA to the Pensioners since they are facing hardship to lead a decent life after the retirement since a major portion of the pension is utilized for paying House Rent.

Allowance Related to Risk and Hardship :-

The employees working in Railways, Defence Industries Manufacturing / repairing / Servicing / Handling of Arms, Ammunition, Chemicals, Weapons etc., are subjected to High Risk and Hazard due to their nature of work. Similarly, all the employees working in continuous Risk nature of Job including in Laboratories, Health Care Workers, Sanitary

Workers, Fire Fighting Staffs, Electricians, Safety Categories in Railways etc., may be paid Minimum Rs.10,000/- per month as Risk and Hardship Allowance. Therefore, the existing Rate of Risk Allowance / Risk and Hardship Allowance etc., should be enhanced to Rs.10,000/- and the same should be linked with DA rise, so that it automatically adjusts with inflation.

Transport Allowance :-

The 8th CPC may consider increasing the Transport Allowance by three times of the existing rates and also consider for restoration of City Compensatory Allowance which was abolished. The same should be linked with DA rise, so that it automatically adjusts with inflation.

Travelling Allowance / Conveyance Allowance :-

In Majority occasion employees are deputed on Duty in short notice and they struggle for getting confirmed reservation in their entitled class in the Train. Therefore, we proposed all the Central Government Employees irrespective of the post / grade should be made eligible for Air Travel while deputed on Temporary Duty. Similarly all employees should be entitled for AC Taxi for Road Travel as Non AC vehicles are not available

Daily Allowance :-

Considering the steep escalation in Hotel Tariffs, Food Cost etc., the existing rate of Daily Allowance may be increased by Three Times and the same should be linked with DA rise, so that it automatically adjusts with inflation.

Hospital Patient Care Allowance / Patient Care Allowance / Nursing Allowance

This allowance may be enhanced by 3 times and the left out categories working in hospitals / dispensaries such as Industrial employees and Ministerial Staff etc may also be included. The same may be linked with DA increase.

Cooking Allowance

At present Cooks working in Departmental Canteens are paid Rs.1000 per month as cooking allowance. However the same is not being paid to the cooks of Industrial Canteens/ Statutory Canteens etc. we proposed that this allowance may be enhanced to Rs. 3000/- and the same may be extended to all cooks of Central Government without any discrimination. The same may be linked with DA increase

Allowance related to Sports :-

Regular participation in sports improves physical fitness, reduces lifestyle diseases, enhances mental resilience, and lowers stress levels. A healthier workforce leads to:

- Reduced absenteeism
- Improved efficiency and concentration
- Lower long-term healthcare expenditure

(b) Stress Management

Government service often involves high levels of responsibility, public interaction, and administrative pressure. Sports activities provide a constructive outlet for stress, improving morale and work-life balance.

(c) Promoting Work-Life Balance

A structured sports allowance encourages employees to maintain a healthy balance between professional duties and personal well-being, leading to higher job satisfaction.

The existing limit of not more than 5 additional increments during entire service for Sports Persons achieving laurels at National & International Level may be withdrawn and every time sports person achieve such laurels additional increments may be given without any restrictions. The existing incentive being granted to the Team Managers, Coach, Masseurs, Doctors etc may be enhanced by three times.

Allowance related to Uniform :-

Dress allowance may be provided to all Central Government Employees including Industrial Employees and the existing rate may be increased by Three times and the same should be linked with DA rise, so that it automatically adjusts with inflation.

Night Duty Allowance :-

Night Duty Allowance should be paid in the actual Basic Pay and DA of the Central Government Employees without imposing any artificial Basic Pay Ceiling as decided by the Hon'ble Supreme Court.

Children Education Allowances :-

CEA may be given up to Post Graduation level in Arts, Science and Commerce and in Professional Courses up to Post Graduation Level and MBA. The existing CEA may be enhanced to Rs. 10,000/- per child per month, considering the highly escalating cost of education hostel fees etc. Moreover most of the schools mandate that uniforms / note books / text books etc should be purchased from them directly which is significantly higher than market price. Hostel subsidy may be increased to Rs. 35000/ per month per child. CEA and Hostel Subsidy should be linked with DA rise, so that it automatically adjusts with inflation. Hostel Subsidy may be extended if the Children study in a particular school but staying in a different Hostel. At present only two surviving children are eligible for

CEA. There are cases that a child is physically / mentally incapacitated to attend school and due to various other reasons. In such cases if a third child is there then that child may also be granted CEA. In other words two children should be entitled for CEA / Hostel subsidy without any other restrictions. As regards Divyang Children reimbursement will be double the above amount proposed for normal children.

Special Allowance for Child Care to Woman with disability

The existing special allowance for child care to woman with disability may be increased by three times and same should be linked with DA Increase.

Departmental Specific Allowances

Departmental Specific allowances will be proposed by the Staff Side of respective Ministries / Departments. If not the same may be left to the Staff Side to settle such allowances through bilateral agreements as in the past.

Advances

Q3. What Concerns / Views do you face related to Advances ?

Select those which are applicable

Related to Personal Computer

Related to House Building Advance

Any other

Answer :-

(474 WORDS & 2844 CHARACTERS)

What Concerns / Views do you face related to Advances :-

Considering the High Interest Rate being charged by the Nationalized Bank and other Private Banks for various Loans, it is proposed that as a welfare measure Central Government Employees may be given various advances without any interest including those advance which are withdrawn. Government as a model employer should not recover any interest from its own employees for the various essential advances given to them as a loan.

Related to Personal Computer :

All the Government Employees irrespective of Rank and Grade may be given Personal Computer Advance as per the actual cost subject to a maximum up to Rs.2,00,000/-. This advance should be interest free.

Related to House Building Advance :

Non-Availability of Housing Accommodation in all Towns and Cities of India has become a major problem. The rent per month even for a Modest Accommodation is beyond the capacity of the Government Employees. House Building advance encourages the employees to construct an own house at a fairly early stage of their employment. Therefore, we proposed that considering the escalating cost of housing in the Country the HBA may be sanctioned as actual cost of the house / flat subject to the maximum of Rupees Two Crores. The entire loan may be interest free. In case of sudden death of the employee, as many state government are doing the recovery of the balance amount of HBA should be written off and no recovery should be made from the Terminal Benefits due to the family of deceased employees. Same benefit may be extended to those employees who are medically invalidated / Boarded out from service due to his medical / health reasons.

Any other:

Four-Wheeler Advance: At present Four – Wheeler is not considered to be a luxury, rather it has become an essential vehicle for everybody to travel with family. Therefore, the 8th CPC may recommend Four-Wheeler Advance with a maximum of Rs.10,00,000/-. The entire loan may be interest free.

Natural Calamity Advance: Different parts of the Country are facing Natural Calamity due to unprecedented rains, floods, cyclone and drought etc., Previously, the Central Government Employees were eligible for Natural Calamity Advance. However, the same has been withdrawn in the past. We propose that the Natural Calamity Advance without interest may be restored back. One-month Basic Pay to be recovered in 24 installments may be recommended by the 8th CPC.

Festival Advance: In the Standing Committee Meeting of the National Council (JCM) it was agreed by the official side to consider the restoration of the Festival Advance. However, the same has not been restored yet. In a country like ours where every religion / community have got their festival / celebrations etc., Considering the expenditure involved in all these festival / celebrations, it is proposed that 8th CPC may recommend for restoration of Festival Advance equivalent to one month Basic Pay to be recovered in 10 installments.

Facilities

Q 4 What concerns / views do you face related to Facilities ?

Select those which are applicable

Leave

Group Insurance including CGEGIS

Exgratia / Compensation

Medical Facility

Provident Fund Including GPF

Leave Travel Concession

Any other

(2361 WORDS & 14166 CHARACTERS)

What concerns / views do you face related to Facilities ?

Facilities are the back bone of the social security and must be strengthened. Facilities ensure dignity, reduce stress and improve productivity. Strengthening them supports a human and efficient work force.

Leave :- A fair and human leave policy is essential for maintaining the physical, mental and social well being of the employees. Government employees both Industrial and Non-Industrial work under demanding administrative conditions / working conditions and often face social, family and health related responsibilities. Therefore, the leave framework should adequately support employees in managing personal contingencies while maintaining work place productivity.

Casual Leave :- Casual Leave to be restored to 12 days per year for all Central Government Employees. For employees working in Industrial Establishment and entitled for 16 Holidays (including 03 compulsory holidays) only in a year should be entitled for 15 days per year.

Earned Leave :- The present ceiling of Earned Leave (EL) accumulation may be removed and encashment may be enhanced from the existing 300 days to 600 days. The Government employee may be permitted to encash part of such accumulated leave say 50% to meet certain Financial Exigencies if he/she has put in 20 years of service or more. Ex service man after joining as civilian employee should also be permitted encashment of EL as above. 20 days EL encashment may be allowed every time the employees avail LTC.

Half Pay Leave :- We suggest that the Half Pay at the credit of an employees may be allowed to be encashed at the time of superannuation / retirement in full. Apart from this

if any employee is having less than 600 days EL while on superannuation / retirement etc then the half pay leave in his account may be converted to full pay leave to compensate the gap between 600 days EL and available EL in the leave account of the employee. Commuted Leave of the Half Pay Leave may be permitted without conditions of producing Medical Certificate.

Holidays:- other then three National Holidays all other holidays may be left to the State Level Central Government Employees Welfare Committees to decide aligning with the particular state Government holidays and cultural needs.

Maternity & Paternity Leave :-The entitlement of Maternity Leave may be increased to 240 days and the restriction imposed to only 2 surviving children's may be withdrawn in accordance with the Maternity Benefit (Amendment) Act 2017.

In case of surrogacy, 240 days for both the surrogate and the commissioning mother with fewer than two surviving children if either or both are Government Servants. A Surrogate mother is the women who bear the child on behalf of the commissioning mother.

Miscarriage / abortion leave should be enhanced to 120 days in the entire service.

Special Maternity Leave may be increased to 120 days from the date of expiry of the child soon after birth / still birth/. In case maternity leave has already been availed and her leave continues till the date of expiry of child soon after birth / still birth the Maternity Leave already availed till the death of the child may be allowed and thereafter the Special Maternity Leave of 120 days may be granted from the date of expiry of child soon after birth / still birth. All other existing conditions may be removed.

Paternity Leave :- Male Government servant without any restriction of the number of child may be sanctioned 45 days Paternity Leave before or up to 6 months from the date of delivery of the child and for 45 days within 6 months from the date of accepting the child in pre adoption foster care from the date of valid adoption of a child.

Leave to female Government Servant on adoption of Child :- The present limit of 180 days may be increased to 240 days. The limit of adoption of one year child may be increased to at least Five-year child.

Child Care Leave :- The condition of 2 surviving children for availing CCL may be removed. CCL may be granted for at least 6 spells in a calendar year and in case of single

female Government employees, the grant of leave shall be extended to 12 spells in calendar year. The age limit of the children for grant of CCL may be enhanced from 18 years to 25 years age since up to 25 years children are the dependents of the employees. The condition imposed that CCL salary shall be paid on e hundred percent for the first 365 days and at 80 percent for the next 365 days should be removed. No restriction being imposed on age of the child for grant of the leave especially in the case of children with mental or physical disabilities, or of prolonged illness. A women employee also must be allowed to avail the CCL for her own biological disorders.

Work related illness and injury leave :- The condition that in the case of persons to whom the Workman Compensation Act 1923 applies the amount of leave salary payable under WRIIL shall be reduced by the amount of compensation payable under the Act and no earned leave or Half Pay leave will be credited during the period that the employees is on WRIIL may be withdrawn. Since, it is causing hardship to the employees for no fault of theirs.

Special Leave for Union / Association activities and other purposes :-

a) It is proposed that the existing ceiling limit for grant of Special Casual Leave may be removed.

a) Special Casual Leave for differently abled Central Government Employees may be increased from the present 10 days in a Calendar Year to 20 days in a calendar year.

b) Special Casual Leave may also be sanctioned for Central Government Employees who are Cancer Patients and subjected to Chemotherapy / Radiotherapy and who are subjected to Dialysis may be granted 45 days Special Casual Leave in a year.

Menstrual Leave :-

To support the health and wellbeing of women employees, three days of special leave per month may be granted in connection with the menstrual cycle. Some states, such as Karnataka and Kerala, introduced policies in 2025 providing one paid menstrual leave day per month for women employees in both public and private sectors. Similar progressive provisions may be considered for Central Government Employees.

Parents Care Leave

We propose that considering the provisions of Maintenance and Welfare of Senior Citizens Act 2007 and also the fact that it is the duty of the children to take care of their parents especially when they are at their ripe age and facing health related and age related

problems, it is proposed that the 8th CPC may recommend 60 days parent care leave during the entire service span of the Central Government employees.

Special Leave for Hysterectomy :-

Many women employees undergo Hysterectomy, particularly after the age of 40, which requires adequate recovery time. A provision for one month of special leave may be introduced to support women employees undergoing this medical procedure.

Late attendance to be cumulatively calculated for deduction of Half Day CL:-

At present Half Day CL is debited to the CL account for each late attendance over and above late attendance up to an Hour for not more than 2 occasions in a month. Considering the present huge traffic conditions in almost all the cities and also the fact that Biometric attendance system is implemented in all the Central Government Establishments, the above provision may be amended that late attendance up to 120 minutes (2 Hours) in a month may be condoned and any late attendance after this 120 minutes grace period in a month then Half day CL can be deducted.

Special Allowance and CCL for Central Government Employees having Children with Attention Deficit Hyperactivity Disorder (ADHD), other Neurological Disorders and physically incapacitated etc

Considering the increase in Children affected by ADHD a Neuro Development Disorder. It is proposed that parents of such children who are Central Government Employees may be provide a monthly Special Care Allowance of Rs.30,000/- and an entitlement of CCL for Female / Male employees with ADHD children even if the spouse is not employee. Same benefit may be extended to children with other Neurological Disorders and physically incapacitated etc.

Leave Travel Concession (LTC) :-

It is a facility which encourages employees to take such holidays and to visit various places which will rejuvenate them and the Government will be benefited through his increased productivity. We propose that certain further relaxations and improvements may be made in the existing LTC Scheme such as

a) LTC to Home Town should be admissible once in a year.
b) LTC to visit any place in India should be in a Block of Two year instead of Four year.
c) LTC by Air may be permitted from the nearest Airport of the Office / Duty Sport to travel anywhere in India to all Central Government Employees.

d) Employees after 20 years of service may be granted LTC on two occasions before retirement to visit foreign countries.

e) Parent-in-Laws also may be extended the benefit of LTC

f) 20 days EL encashment may be allowed whenever the employees avail LTC.

Group Insurance including CGEGIS :

Despite the recommendations of 5th, 6th, & 7th CPC to introduce the subscription rates and to enhance the insurance coverage government did not change the scheme at all. We therefore suggest to change the rate of insurance cover as under :-

Category	Rate of Subscription per month	Insurance Cover
Group A	Rs.3000	Rs. 3 Crore
Group B	Rs.1500	Rs.1.50 Crore
Group C	Rs.1000	Rs.1 Crore

At present the ratio between premium and saving is 3:7. The Government may change this ratio as per the changes in the average mortality ratio. We request the commission to recommend our suggestion to the Government.

Ex gratia Payment for Employees Killed in Accident while on Duty / Compensation:-

At present the Central Government Employees who die in the performance of their Bonified Official duties due to accidents is as follows :-

Circumstances	Amount
Death Occurring due to accidents in course of Performance of Duties	25 Lakhs

In the Defence Industries especially in Ordnance Factories the employees are dealing with Arms, Ammunition, Explosive, RDX and various other Hazardous Materials including Acids and Chemicals etc., Due to these accidents takes place frequently and there are many fatal accidents which took place during the past few years especially after Corporatization of Ordnance Factories. However, employees killed in these accidents while performing their duty are paid only Rupees 25 Lakhs as EX-Gratia. This is not a proper compensation for a worker who sacrifice his / her life for the Defence of our country. Similarly, in Railways every year hundreds of Railway men are killed in accidents while on duty. **Therefore, it is proposed that the Ex-Gratia payment for Death occurring**

due to accidents in course of performance of duties should be increased to Rupees Two Crores.

Medical Facilities :-

Right to Health is an essential component of the right to life with dignity. Accessed to adequate Medical Care ensures not only meaningful existenance but also the physical and mental wellbeing of employees and pensioners. Therefore, all the Central Government Employees and Pensioners should receive equitable health care facilities without discrimination and they should be ensured Cashless Treatment Facilities. As recommended by the Parliamentary Standing Committee every district Headquarters should have a CGHS Wellness Center. More and More Multispecialty Hospitals in all the Cities and Towns should be empaneled by the CGHS. Required number of Doctors and other Para Medical Staff may be posted in all the Wellness Centers. The Treatment / Diagnostic cost / charges should be revised periodically and no hospital should charge over and above the prescribed rates from the employees and pensioners. To address these challenges 8th CPC may recommend for immediate expansion of CGHS Wellness Centers from 81 cities to at least 150 cities, in consultation with the Staff Side of National Council (JCM). However as recommended by the parliamentary Standing Committee in every district CGHS wellness Centre may be established. To immediately recruit minimum 2000 Doctors, filling up of all the vacancies in Para Medical Categories. For Medical procedure / Medical Treatment when ever new systems are introduced then based on the recommendation of AMA / CGHS Specialist etc its actual cost may be reimburse.

The Cashless Treatment Facilities should be extended to employees covered under CGHS and CSMA Rules and also Pensioners. Cashless system will ensure timely access to treatment, financial security and reduction in administrative burden etc. parents / parents-in-laws, irrespective of the income limit should be dependents of the Government employees for medical treatment. Under CS (MA) Rules Government employees are to be given free medical treatment to the employees and their family. However the employees under CGHS are forced to pay contribution every month depending upon the Pay Level. Pensioners have to pay 120 months contribution for getting a pensioner CGHS Card with life time validity. Central Government employees & pensioners may be exempted from this contribution and government may contribute the same on behalf of the employees & pensioners

The Pensioners governed under Railway Health Scheme (Retired Employees Liberalized Health Scheme) also faces the same problem. We propose modernization of all Railway Hospitals with advanced facilities, integrate RELHS and Ex-Servicemen Contributory Health Scheme (ECHS) with CGHS and empaneled hospitals for specialized

care. Employees who are at present entitled for semi Private Ward may be made entitled for Private Ward and employees who are eligible for General Ward may be made entitled for Semi Private Ward.

We also propose that employees and Pensioners of Autonomous Bodies established by Acts of Parliament also should be governed under CGHS facilities.

Parliamentary Panel recommended for increasing the FMA to Rupees Three Thousand per month which the Government has not implemented. We propose to 8th CPC that due to continued inflation the allowance should now be revised to Rs.5000/- per month. The FMA should be linked with consumer price index and whenever DR is revised FMA should be automatically increased to maintain its real value.

Annual Medical Checkup for all Central Government employees above 40 years of age through CGHS etc may be recommended at par with Group A Officers.

Provident Fund including GPF:-

The Central Government Employees governed under NPS /UPS may be given an option to enroll in GPF scheme till the Government withdraws NPS / UPS. The deposit link insurance scheme in the GPF should be enhanced to Rs.10,00,000/-. The GPF Interest rate may be at par with EPF.

Compassionate Appointment :-

The objective of the scheme is to provide immediate assistance to the family of a Government Employee who died in harness to tide over the sudden crises. It is to be viewed as a sacred assurance to a fresh entrant in Government service that if unfortunately, he expires while in service his family could not be left in lurch / in destitute conditions. At present the DoP&T has imposed a ceiling of 5 % of vacancies in DR Quota in Group "C" for making appointment on Compassionate grounds. This percentage is very negligible when compare to the rate of death especially after Covid - 19 pandemics. Therefore, we propose to remove the 5% ceiling, to ensure grant of Compassionate appointment within 3 months from the date of death of the employees. Daughter-in-Law of the deceased employee also may be entitled for Compassionate Appointment.

At present while calculating 5% vacancies for compassionate Appointment every year, only the vacancies in direct recruitment quota in the Group C posts are taken into account. Vacancies in Group B and Group A are not taken into account. However dependents of deceased Group B and Group A employees are appointed in Group C posts on Compassionate Grounds. This is anomalous and unfair. Similarly in Ministry of Defence in the 5% Group C Civilian vacancies dependents of deceased Service Personnel are appointed but the vacancies in the Armed Forces posts are not taken into account in the 5% vacancies. 8th CPC may recommend for rectifying this aberration.

Performance Incentive

Q 5 What concerns / views do you face related to Performance Incentive ?
Select those which are applicable
Variable Pay
Performance Pay
Bonus
Any other

(377 WORDS & 2226 CHARACTERS)

What concerns / views do you face related to Performance Incentive?

Variable Pay & Performance Pay :-

Any performance incentive should be over and above the assured elements of wages and other benefits the employees are otherwise entitled as an additional and supplementary benefit. PRI Scheme is in vogue in the Department of Atomic Energy & Space, however, the same is not extended to the employees of Defence Research & Development. PRI Scheme may be extended to all DRDO employees also. Performance pay should focus more on team outcomes, with clear Key Performance Index and safe guards against subjective. Government Work is collaborative and collective Therefore a balanced approach should be there on performance related incentives which ensures motivation without compromising fairness.

Bonus :-

The Payment of Bonus Act 1965 established the Principle that Bonus is a deferred wage, with a statutory minimum of 8.33 % wages. Even though the Act doesn't directly apply to the Central Government Employees, the Bonus scheme for them are derived from its principle only. At present two different systems operate, one is (a) Productivity Linked Bonus Scheme applicable to employees in Railways, Defence Production Units (Ordnance Factories) Naval Dockyards, Workshops and Depots under Army, Navy & Airforce, DGQA and DGAQA under DDP. The second one is (b) Adhoc Bonus (Non-PLB) applicable to other Central Government Employees.

At present the Productivity Linked Bonus (PLB) and Adhoc Bonus is calculated on the Monthly Emoluments capped at Rs.7,000/- for 30 days. This is an irrational stipulation and must be removed. The 8th CPC is requested to remove the said capping and grand the Bonus on the basis of the actual emoluments (Basic Pay + DA) of the employees. Apart from this for the past few years it is observed that the Defence Civilian Employees of Ordnance Factories, EME Workshops etc., who are governed under the PLB scheme are

getting PLB which is less than 30 days wages like 18 days PLB and 23 days PLB which is a clear violation of the Bonus Act and the Fundamental Principles of Bonus. It is proposed that the 8th CPC may recommend that even in the case of PLB the Minimum Bonus should not be less than 30 days emoluments. Even for the maximum number of days PLB there is a ceiling fixed by the Government in the case of Railways, Defence and Postal. Such ceiling should also be removed. We also propose that considering the contribution of all category of employees, bonus may be paid to all employees irrespective of Rank and Post etc.

Performance Incentive

Q 6 What concerns / views do you face related to Empanelment / Postings in GOI ?

Select those which are applicable

Empanelment

Postings in GOI any

Other

(545 WORDS & 3396 CHARACTERS)

What concerns / views do you face related to Empanelment / Postings in GOI?

Empanelment must be transparent, criteria based, and free from bias, considering experience, performance and expertise. Postings should ensure equal opportunity with transparent vacancy notification and fair selection. Personal circumstance should be consider and financial conditions must be protected. Additional concerns include protection of Cadre interest, incentives for difficult postings, and safeguards against arbitrary transfers. Transparency builds trust and motivation. Fair systems ensure optimal utilization of talent and improve administrative efficiency.

Transfer Policy :-

Government employees by virtue of the terms and conditions of employment are liable to be posted anywhere in India. The Group C & B employees in larger organizations have the facility of such transfer being restricted to a pre defined area or region or zone. But in smaller department they are transferred one corner country to another. Transfer especially when one is promoted from one grade / cadre to another is painful for it involves dislocation of the family with concomitant difficulties. It is a common knowledge that higher authorities often invoke the power to transfer as a potent weapon to punish their sub ordinates or to mentally harass them with the threat of transfer. Since the transfer are said to be made in "Public Interest', a phrase with wider purport, the malafide transfers cannot be questioned with success even in courts. The 5th CPC has considered these issues and has given certain suggestions which was not accepted and implemented by the Government. We reiterate some of the suggestions made by the 5th CPC as under.

a) The Group C & D employees, taking into account the fact that their emoluments do not even enable them to make the both ends meet, should not be transferred at all except on their request / compassionate grounds.

b) If transfer becomes necessary on promotion, or due to other administrative exigencies, the same should be subjected to a policy evolved in the Departmental councils. Every department should therefore, evolve a transfer policy on mutual agreement being reached at the respective Department Council or through bilateral discussions. The official side in the counsel will place an item for discussion in the counsel on transfer guidelines.

c) No transfer be permitted, which is violative of such an agreement or in the absence of such an agreement having reached in the council. If such transfers are made in violation such an agreement, it shall be instantly cancelled by the Head of Department or Secretary to the Ministry concerned on receipt of a representation for the concerned employee.

d) In case, no agreement is reached in the Departmental Council, the same should be referred to the Standing Committee of the National Council (JCM) whose decision is to be treated as final.

e) In respect of other category of officials, the Department of Personnel must be asked to issue instruction in clear terms as per the above quoted recommendation of the 5th CPC.

We request that the 8th CPC may recommend to the Government to not subject all non gazetted employees to any transfer unless they themselves apply for the same for their personal reasons. Apart from this posting of spouse in the same station should be made mandatory if the concerned employees applies, so that the same cannot be left to the mercy of the higher officials.

Cadre Management

Q 7 What concerns / views do you face related to Cadre Management ?

Select those which are applicable

Cadre Management

Any Other

(1002 WORDS & 6012 CHARACTERS)

What concerns / views do you face related to Cadre Management ?

Cadre Management in the Central Government involves the structured Administration of the Civil Services, which consists of recruitment policy, training, Career progression, Periodical Cadre Review to balance the functional needs with the aspirations of the employees to move to the higher post in the ladder of hierarchy. While periodical and mandatory review take place every five years for Group A services, no such review take place with regard to Group B & C. No Cadre Review take place for more than a decades in different categories. For eg., the Cadre Review / Inter Grade Revision of the Artisan Staff has not taken place in the Ministry of Defence after 2010. Even if Cadre Review is approved after prolonged correspondence between the concerned Ministry / DoP&T and Department of Expenditure the same will not be implemented with a One Time Relaxation and the whole exercise will be once again delayed in the name of framing of Recruitment Rules. Despite, the Calendar published by DoP&T for conducting DPC and effecting Promotions in the lower formations / Field Units, DPC's will be delayed for years together for no fault of the employees and despite the eligibility of the employees and availability of the vacancy's promotions are not given due to non-holding of DPC's. Whenever belated promotions are given retrospective promotions are not given to the employees even though the delay was due to the fault of Administration. We propose that in accordance with various Court Judgments when ever promotion of the employees are delay due to the mistake of administration in such cases promotion may be given retrospectively from the date of availability of vacancy. The DoP&T instructions dated.30.09.2022, clearly stipulates that every cadre should be reviewed once in five years and such review should be done in consultation with the representatives of the service / cadre in question no such consultation take place and in the name of creating some higher posts entry level post / lower-level post including promotional posts are abolished in the name of matching saving. These are all the major concerns which the employees and their organization are facing.

In view of the above Cadre Management requires proper planning and periodical review, stagnation must be addressed through creation of Promotional Post and Restructuring. Promotional Post should not be abolished to create higher post. The

process must be transparent and proper consultations and participative management through the employees' representatives should be ensured. Effective Cadre Management ensures proper utilization of talent and enhances productivity and morale. Equal Pay for Equal Work should be ensured. Categories having the same qualification and skill requirement etc., should not be discriminated in the matter of Pay Scales and Career Progression. The Hon'ble Supreme Court have several times upheld the constitutional principle of equal pay for equal work.

The categorization of discrimination between Central Secretariat and Field Unit Cadre created by the Britishers continuous even today. Higher Pay Structure is provided for employees working in the secretariat and employees of Subordinate offices (Field Offices) were placed in comparatively lower pay scale structure. The 8th CPC may take a serious note of this and recommend to ensure that the parity of pay structure of timing in the secretariat and the Field Offices is maintained and it is extended to all Pay scales beyond that of the Assistants up to the level of Under Secretary. Similarly disparity in the matter of pay scales, promotional prospects etc between one ministry and the other may also be dispensed with in identical categories.

Recruitment of all Non-Gazetted Categories should be made at the Regional Level instead of All India Level to avoid the rate of attrition in the Central Government Departments / Establishments.

Outsourcing of permanent jobs in the Central Government Departments / Establishments is increasing day by day. This is not in the interest of quality job / quality services and in the national interest. There are almost 15 lakh posts lying vacant in all the Central Government Ministries / Departments. It is not that these posts are not required to be filled. Non filling of these posts result in added work pressure and stress on the existing employees. Moreover the out sourced workers / contract workers are exploited and government being a model employer should not allow such exploitation. It is pertinent to mention here that during COVID-19 pandemic when the entire nation went on Lock Down it was only the government employees who worked risking their life day and night to keep the government machinery running. Many employees died due to Corona infection. Even compassionate appointment was not given to the dependents of the employees who died in the pandemic. Therefore 8th CPC may recommend that outsourcing of Central Government jobs may be dispensed with and all the posts lying vacant in Railways, Defence, Postal, Income Tax, Audit & Accounts etc may be filled up through direct recruitment and promotion.

Career Progression

Q 8 What concerns / views do you face related to Career Progression ?

Select those which are applicable

Modified Assured Career Progression (MACP) any

Other

(473 WORDS & 2838 CHARACTERS)

What concerns / views do you face related to Career Progression ?

As mentioned in the team under Cadre Management and also considering the non-beneficial MACP scheme since the MACP is in the Grade Pay Hierarchy and not in the Promotional Hierarchy which was the case with ACP scheme, and also taking que from the system of time bound promotion available to Group A officers, we propose that all the category of Central Government Employees should be given minimum 5 Promotions in a service career of 30 years. This we are proposing since many cadres in Group C like MTS, Fire Fighting Category, Drivers, Clerical Staffs, Store Keeping Staffs, Stenographers, EDP Staff, Telephone Operators, Artisan Staffs, Drawing Office Staff, Tradesman Mate (Semiskilled), Cooks, Industrial Canteen Employees, ANM etc don't get even 3 promotions in their service career and majority of them have to depend on MACP scheme which is of no benefit when compare to the ACP scheme. The promotion Scheme for all category of Group "C" and Group "B" Employees should be in a time scale manner (Time Sale Promotion). This is required due to non-availability of higher posts due to the cadre structure and also employees recruited in the same batch almost belongs to the same age group and for years together vacancies doesn't arise in the higher posts. Moreover, time Scale Promotion Scheme is available in the case of Group "A" Officers, how the Group "C" and Group "B" employees can be discriminated. Therefore the Cadre structure of each category should be structured to ensure minimum 5 promotions in their service span of 30 years.

In view of the above we propose that minimum 5 Financial upgradations in the Promotional Hierarchy in a time scale manner as given below as Assured Career Progression / Non Functional Upgradation etc.

1) First Financial upgradation after 6 years of service from the date of appointment.
2) Second Financial upgradation after 12 years of service from the date of appointment.
3) Third Financial upgradation after 18 years of service from the date of appointment.
4) Forth Financial upgradation after 24 years of service from the date of appointment.
5) Fifth Financial upgradations after 30 years of service from the date of appointment.

In case if any employee is not getting promotions as mentioned above then such employees may be given ACP in their promotional hierarchy, which means 5 ACP also will be in force apart from the above time scale promotion policy.

This will go a long way which enhances motivation, retention and efficiency. This will also provide meaningful relief from stagnation. Moreover, the cadre-based discrimination in faster promotions etc. will come to an end. In any promotion / financial upgradation 2 additional increments should be granted during Pay Fixation subject to a minimum banefit of Rs.10000.

As recommended by 6th CPC all qualified employees irrespective of their grade / post may be allowed for Fast Track Promotion through Limited Departmental Competetive Examination (LDCE) in higher posts.

The existing residency period / qualifying service as mentioned in the DOPT OM for every promotion is a long spam of period. This needs to be corrected in view of our above proposal of time scale promotion / financial upgradation (ACP).

Retirement Benefits

Q 9 What concerns / views do you face related to Retirement Benefits?

Select those which are applicable

Death Cum Retirement Gratuity (DCRG) under OPS / NPS / UPS

OROP

Leave Salary / Encashment

Pension Commutation

Any other.

(1376 WORDS & 8256 CHARACTERS)

Death Cum Retirement Gratuity (DCRG) under OPS / NPS / UPS :-

DCRG is currently calculated at ¼ of the Basic Pay + DA for each completed 6-month period of qualifying service, subject to a maximum of 16.5 times the emoluments and a monetary ceiling of Rupees 25 Lakhs. This benefit is admissible to Government Employees who retired after completing 5 years of Qualifying service. In cases where a Government Employee dies while in service, the Family is granted Gratuity at prescribed rates. We propose that Gratuity should be calculated on the basis of 25 effective working days instead of 30 days in a month, so that Government Employees are not placed at a disadvantage position compared to employees covered under the Payment of Gratuity Act. Further, the existing ceiling of 16.5 times the emoluments should be removed. This effectively reduces Gratuity for employees who have served beyond 33 years. We further propose that the 8th CPC may recommend to calculate Gratuity at half a month Basic Pay + DA for each completed 6 months period of qualifying service. Considering rising salaries and inflation the maximum gratuity ceiling should be enhanced from Rupees 25 Lakhs to 75 Lakhs. All these revised benefits should be extended to employees covered under NPS & UPS schemes ensuring equitable retirement benefits across all categories of Central Government Employees.

OROP :- Extension of OROP principles to civil pensioners.

The Government of India has implemented the One Rank One Pension (OROP) scheme for Armed Forces personnel to remove disparities whereby individuals of the same rank and length of service were receiving different pensions due to retirement at different points in time. This principle ensures that persons of equivalent rank and status receive comparable pensions, irrespective of their date of retirement.

Similarly, there already exists complete parity in pension among constitutional authorities such as Judges of the Supreme Court, High Courts, and the Comptroller and Auditor General of India, regardless of their retirement date.

For Civilian Employees, the Vth Central Pay Commission had recommended parity between past and future pensioners. However, disparities have re-emerged.

We therefore request the 8th Central Pay Commission to disregard the restrictive provisions introduced through the Validation of the Central Civil Services (Pension) Rules 20245 and reaffirm the principle that all pensioners constitute a single homogeneous class. Accordingly, the OROP principle should be extended to Central Civil Pensioners, ensuring parity in Pension without artificial cut off dates base on retirement. The fitment factor for revision of Pension should be at par with the same recommended for employees.

Leave Salary / Encashment :-

We have already proposed 600 days EL Encashment and also full reimbursement of available HPL of the employees while on Superannuation / Retirement etc.,. The 8th CPC may kindly recommend for the same.

Pension Commutation :-

Restoration of Commutation of Pension after 11 years – Request for Review of Rule 10 A of CCS (Commutation of Pension) Rules,1981.

In accordance with Rule 10 A of the CCS (Commutation of Pension) Rules 1981 Restoration of Commutation Pension is after 15 years. These Rules were framed nearly 39 years ago based on the Financial & Actuarial Parameters prevailing at that time. However, lot of changes have taken place in this 39 years which includes interest rates, life expectancy, mortality rates, death rates, and actuarial risk factors which necessitate a fresh values of the restoration period. The following illustration will give a clear picture.

Recovery of Commuted Value :-

Illustratively for a pensioner aged 61 years (Next Birthday)

#	Commutation Factor	:	8.194
#	Amount Commuted	:	Rs.100
#	Commuted Value Received	:	Rs.9833
#	Amount Recovered in 10 years	:	Rs.12,000
#	Amount recovered in 15 years	:	Rs.18,000

Thus, the entire commuted value is recovered within about 10 years and recovery beyond this period results in excess recovery from pensioners. Therefore, restoration of commuted pension after 11 years would be reasonable. Although Commutation is optional, Government as a Model Employer considers this matter from a welfare perspective of the senior citizen who have served the nation and the people rather than a revenue perspective. Many experts body have also recommended for restoration of commuted pension in a shorter period. Many State Government have also reduced the period varying from 12 to 13 years. 5th CPC recommend for 12 years restoration. 2nd National Judicial Commission recommended for 12 Years restoration. Therefore, we

propose to the 8th CPC to recommend for restoration of Pension after 11 years or at the age of 71 years whichever is earlier. It is also to be mentioned here that this issue is pending in the Standing Committee of National Council – JCM, where in the official side has agreed to consider this issue but unfortunately not yet resolved. Extract from Kerala State Government Service Rules part III is enclosed as Annexure – II where in commuted pension is restored after 12 years. The Gujarat Government order dated 12/10/2022 is enclosed as Annexure – III where in commuted pension is restored after 13 years.

Revision of Pension / Family Pension :-

For a decent and dignified life after retirement to support a minimum two member family units full pension should be fixed at 67% of the Last Pay Drawn (LPD) or the Average of the last 10 months emoluments which is more beneficial instead of the present 50%. Accordingly, the Family Pension should be 50% instead of the existing 30%. Period of enhanced family pension may be extended up to 70 years. Parliamentary Standing Committee has recommended Additional Pension of 5% every five years after superannuation. We propose the following for the consideration of the 8th CPC.

Proposed Age-Based Pension Structure:

Age	Proposed Pension
65 Years	70% of Last Pay Drawn (LPD)
70 Years	75% of LPD
75 Years	80% of LPD
80 Years	85% of LPD
85 Years	90% of LPD
90 Years	100% of LPD

Various Supreme Court Judgments especially that of the historical "Nakara Judgment" dated 17/12/1982 that pension is not a bounty or Ex-Gratia but a right and deferred wage and prohibited discrimination amongst pensioners. Excluding the existing pensioners entirely from the Terms of reference of 8th CPC is in sharp contrast to the previous CPC's and Supreme Court Judgment. Recently the Hon'ble Supreme Court has ruled that pensioners cannot be discriminated when compared to serving employees on benefits like DA / DR etc and such discrimination will amount to violation of Article 14 of the Constitution of India. Therefore the recommendations of the 8th CPC with regard to all pensionary matters should be equally applicable to the pensioners who retired prior to 01/01/2026 and also to the existing family pensioners.

Additional facilities as a welfare measure to be provided to the Pensioners.

1) Considering the escalating House Rent in all the cities and towns and even in rural areas, Pensioners may be given House Rent Allowance. The requirement of housing do not get vanished after retirement.
2) Pensioners may also be extended the benefit of LTC.
3) With increasing age many Pensioners suffer from chronic and debilitating conditions such as Alzheimer's disease, Dementia, Paralysis, Severe post-surgical disabilities etc. which requires a home nurse / care taker. We propose that the 8th CPC may recommend for Care Taker Allowance based on medical necessity.
4) Pension / Family Pension should be exempted from Income Tax.
5) Railway Concessions for Senior Citizens may be restored.
6) Government may establish elder friendly holiday homes / hostels across the country.
7) Physically Disabled Pensioners / Family Pensioners may be provided physical Assistance and the inevitable mobility cost as special allowance to visit hospitals, diagnostic centers may be recommended

Withdrawal of Contributory National Pension System (NPS) and Unified Pension Scheme (UPS) and restoration of Defined and Non-Contributory Pension Scheme.

The Government decision to replace the Defined and Non-Contributory Pension Scheme by NPS to those employees who joined Central Government service on or after 01.01.2004 is not only going backwards but an illegal step in the light of the Supreme Court ruling that the Pension is as good as right to property and is enforceable. The NPS has already made social security in old age uncertain and dependent on Market forces. The scheme has been compulsorily imposed on a section of the Central Government Employees and it is discriminatory. The subsequent UPS introduced by the Government wef.01.04.2025 was also rejected by the Central Government Employees. Out of more than 26 Lakhs NPS employees only 1.22 Lakhs (around 4.5%) migrated to UPS. Therefore, there is no justification in continuing with NPS / UPS and we propose that NPS / UPS may not be made applicable to the Central Government Employees and all those who have been covered under NPS / UPS may be reverted back to Defined and Non – Contributory Statutory Pension Scheme (OPS) under the CCS Pension Rules 1972 (now 2021).

ANNEXURE-I

MINIMUM WAGE :

The following table suggest the increase in wages as per NNI:

Pay commission	Net average National Income	Average growth of per capita income	Growth %	Minimum wage as per CPC
IV CPC-01-01-1986	Rs 258	149.8		Rs 750
V CPC-01-01-1996	Rs 837	224.4	324.6	Rs 2550
VI CPC-01-01-2006	Rs 2166	158.6	258.6	Rs 7000
VII CPC-01-01-2016	Rs 7221	233.4	334.4	Rs 19900 for 3 units Rs 33,166 For 5 units
VIII CPC-01-01-2026	Rs 16,680 as on 1/1/25	131.0* as on 1/1/25 136% estimated as on 1/1/2026		Rs 80,444/ as on 1/1/2026 for 5 units

Table 1:

Minimum Wage as on Jan 2026 for average of 2025 prices
As per retail prices - Retail prices All India - 5 units

Slno	Item	Per month	Rate	Amount
		5 units	Average	
1	Rice/Wheat Super fine	71.25	60.00	4275.000
2	Dal (Toor/Urid/Moong)	12.00	139	1668.000
3	Raw Vegetables	15.00	62	930.000
4	Green Vegetables	18.75	37	693.750
5	Other Vegetables	11.25	60	675.000
6	Fruits	18.00	120	2160.000

7	Milk	30.00	63.00	1890.000
8	Sugar/Jaggery	8.40	55.00	462.000
9	Edible Oil	6.00	180.00	1080.000
10	Fish	4.16	688	2862.080
11	Meat	8.33	804	6697.320
12	Egg	150.00	7.0	1050.000
13	Total food			24443.150
14	Other food items including beverages ,dry fruits, proteins , spices etc 10% of food charges			2444.315
15	Detergents	Lumpsum	655	655.000
16	Clothes	9.2	222	2035.000
17	Stitching charges for cloths & other clothing	Lumpsum		3000.000
18	Total (13 to 17)			32577.465
19	Housing @ 7.5% of 18			2443.310
20	Fuel , Electricity , Water charges at 20% of (18+19)			7004.155
21	Provide for skill by adding 25% (18 to 20)			10506.232
22	Provide additional expenses towards Marriage , recreation , festivals etc @ 25% (18 to 21)			13132.791
23	Technology charges @ 5% (18 to 22)	0		3283.198
24	Grand total	0		68947.151
25	Minimum pay for Group C Rounded off			69000.000
26	Fitment formula :			3.833

Table :2 Other Food items

Rates as per Hyderabad society

	Spices List per month		
Slno	Item	Qty	Amo unt
1	Cloves	50 gms	51

2	Cardamom	25 gms	94
3	Cumin	250 gms	107
4	Turmeric	500 gms	142
5	Coriander	250 gms	48
6	Garam Masala	50 gms	49
7	Black pepper	50 gms	48
8	Cinnamon	50 gms	23
9	Fennel	100 gms	40
10	Bay leaves	50 gms	12
11	Red chilly	250 gms	50
12	Asafetida	50 gms	85
13	Fenugreek	100 gms	19
14	Saffron	5 gms	150
15	Jeera	100 gms	90
16	Mustard	100 gms	50
	Total	Rs	1058

	Other Important		
1	Coffee powder/Tea powder	2 kg	1800
2	Salt	2 kg	50
3	Tarmind	1 kg	250
4	Other beverages	LS	200
5	Processed food	LS	500
	Total	Rs	2800

Total : Rs 1058+2800 = Rs

Table 3

Non Food items - Monthly needs

Slno	Item	Qty	Amount
1	Hair oil	1/2 lt	100
2	Bathroom cleaner	1 lt	115
3	Foot wear	LS	500
4	Tooth brush	4	70
5	Tooth paste	1	80
6	Hair cutting	4	400
7	Bucket	2	500
8	Internet and mobile pack	4	1000
9	News paper		150
10	Electric bulb		100
11	Shaving razor		80
	Total	Rs	**3095**

Table 4

Non Food items yearly needs -digital expenses

Slno	Item	Qty	Amount	
1	Mobile hand set	4	20000	3 years life
2	Television	1	15000	5 years life
3	Fan	4	6000	6 years life
4	Iron Box	1	1500	7 years life
5	Lap top / Computer	1	50000	5 years life
6				5 years life
7	Refrigerator	LS	8000	5 years life

8	Watch	LS	5000	3 years life
9	Washing machine	LS	5000	5 years life
10	Mixi / Grinder		5000	5 years life
	Total		115500	
	Every Month expenses in Rs		**1925**	

Non Digital

Slno	Item	Qty	Amount	
1	Vessel	LS	10000	3 years life
2	Stove	1	1500	
	Basic Furniture	LS	30000	
	Total		41500	
	Every Month expenses in Rs		**1383.33**	

Total Expenses per month = Rs.6403/-

Prices of various grocery items, vegetables , fruits, fish, meat etc as on 2025 & 15th Feb 2026 - City wise

Prices of essential commodities collected from various cites across the county - 2025

Slno	Item	Unit	Bengaluru	Chennai	Hyderabad	Mumbai	Delhi	Kolkata	Karnal Haryana	Patna	Jammu	BBSR	Average
1	Rice Super fine	kg	74	76	64		107	62	80	60	65		74
2	Wheat	kg	52	64	49		30	49	35	38	40	54	46
												Average	60
3	Dal - Toor	kg	207	144	122		171	145	140	150	150	138	152

4	Dal Urid	kg	160	148	116		118	134	120	135	120	132	131
5	Dal – Moong	kg	134	152	116		130	172	130	120	120	134	134
												Average	139
6	Onion	kg	45	45	60	56	50	70	55	66	68	70	59
7	Potato	kg	49	40	40	40	30	45	41	41	45	42	41
8	Tomato	kg	26	25	31	31	30	31	30	28	24	25	28
9	Beans	kg	45	76	75	70	86	48	71	65	75	76	69
10	Radish	kg	55	46	45	40	40	45	41	30	42		43
11	Brinjal	kg	49	51	50	60	30	44	55	55	51	52	50
12	Carrot	kg	77	75	75	70		70	65	65	64	39	67
13	Mushroom	kg	140	130	120	140	171	112	120	148	115	149	135
14	Green peas	kg	81	70	92	91	92	90	85	92	94	95	88
												Average	64
14	Spinach / Palak	kg	50	21	18	28	60	50	40	40	32	28	37
15	Apple	kg	225	298	231		200		200	180	220	299	232
16	Orange	kg	102	115	88		90	20	80	100	70	129	88
17	Banana	kg	94	114	78		80	84		60	60	75	81
18												Average	133
19	Milk	kg	58	55	60	55	66	70	70	65	74	58	63
20	Sugar	kg	43.81				50	57	48	48	47	47	49
	Jaggery	kg	66				82	65	50	45	50	67.5	61
21												Average	55
22	Refined oil	Lt	160		141		160	166	190	190	175	179	170
	Ground nut Oil	Lt	202		162		238	170	200	175	185		190
23												Average	180

24	Fish-Pomfret	kg	720	680	665	635	850	700	680	650	660	635	688
	Meat	kg	750	800	775	735	1000	860	790	760	770	800	804
25	Egg	unit	5.04	7			8	7	7	7	7		7
26	Detergents	kg	420										420
27	Clothes - Cotton	Mt	159										159

Prices of essential commodities collected from various cites across the county - Jan 2026

Slno	Item	Unit	Bengaluru	Chennai	Hyderabad	Mumbai	Delhi	Kolkata	Kerala	Patna	Jammu	BBSR	Average
1	Rice Super fine	kg	84	90		60		62					74
2	Wheat	kg	57	60		50		48					54
												Average	64
3	Dal - Toor	kg	140	150		170		180					160
4	Dal Urid	kg	142	130		170		150					148
5	Dal – Moong	kg	142	110		160		136					137
												Average	148
6	Onion	kg	50	45	53	50	51	50	50	45	55	50	50
7	Potato	kg	45	44	43	44	41	42	45	43	41	45	43
8	Tomato	kg	45	40	45	44	75	40	38	35	40	45	45
9	Beans	kg	68	71	73	70	72	71	70	70	70	71	71
10	Radish	kg	43	45	44	50	52	40	50	41	45	50	46
11	Brinjal	kg	53	65	62	50	54	55	65	65	50	65	58
12	Carrot	kg	60	55	56	61	61	60	55	65	62	60	60
13	Mushroom	kg	120	115	128	120	125	115	50	118	115	110	112
14	Green peas	kg	72	73	65	75	63	72	73	75	73	75	72

												Average	62
14	Spinach / Palak	kg	18	20	21	22	23	22	20	20	17	24	21
15	Apple	kg	170	180	220	150	200		190				185
16	Sapota	kg	60	49	90	80	80		66				71
17	Banana	kg	60	80	80	65			65				70
18	Grapes	kg	130	130	80	82			120				108
19	Mango	kg	120	110	70	113			120				107
												Average	109
20	Milk	kg	58			90						58	69
21	Sugar	kg	51.00			45						47	48
22	Jaggery	kg	66			80						67.5	71
												Average	59
23	Refined oil	Lt	202			220		178				179	195
24	Ground nut Oil	Lt	180			250							215
												Average	205
25	Fish-Pomfret	kg	880			1200		900				635	904
26	Meat	kg	850			800		800				800	813
27	Egg	unit	6.50			7		7					7
28	Detergents	kg	420										420
29	Clothes - Cotton	Mt	159										159

Table 4.2: Average calorie, protein and fats requirements of households with casual and regular wage earnings as their main source of livelihood.

Age –Sex – Occupation* Composition			Population (%)	Nutrient requirements per day per person					
				Calorie K/cal	Protein Grams	Fat grams	Weighted nutrient requirements**		
							Calorie	Protein	Fat
(1)			(2)	(3)	(4)	(5)	(6)	(7)	(8)
Less than 1			1.51	585	10.2	19	8.8	0.2	0.3
1-3			5.76	1060	16.7	27	61.1	1.0	1.6
4-6			5.94	1350	20.1	25	80.2	1.2	1.5
7-9			6.5	1690	29.5	30	109.9	1.9	2.0
10-12			6	2100	40	35	126.0	2.4	2.1
13-14	Male		2.37	2750	54.3	45	65.2	1.3	1.1
	Female		2.1	2330	51.9	40	48.9	1.1	0.8
15-59	Male	Sedentary	0.18	2320	60	25	4.2	0.11	0.05
		Moderate	8.5	2730	60	30	232.1	5.1	2.6
		Heavy	21.95	3490	60	40	766.1	13.2	8.8
		Non-worker	4.73	2320	60	25	109.7	2.8	1.2
	Female	Sedentary	0.11	1900	55	20	2.1	0.1	0.02
		Moderate	2.1	2230	55	25	46.8	1.2	0.5
		Heavy	8.93	2850	55	30	254.5	4.9	2.7
		Non-worker	17.08	1900	55	20	324.5	9.4	3.4
60 & above	Male		3.05	2320	60	25	70.8	1.8	0.8
60 & above	Female		3.2	1900	55	20	60.8	1.8	0.6
All			**100**				**2371.6**	**49.3**	**29.9**

Source: Col. 2 based on EUS 2011-12, Cols. 3, 4 and 5 based on ICMR 2010, and Cols. 6, 7 and 8 based on the Committee's estimate.

Note: * The types of work have been classified into sedentary, moderate and heavy, using the National Classification of Occupations (NCO) 2004 codes at the 3-digit level. The Committee has categorized sedentary workers as those engaged in occupations with codes between 111 and 246; moderate between 311 and 644; and heavy between 811 and 933. ** The weighted average has been estimated by multiplying each nutrient requirement per person per day by the population share in each category.

4.16 Furthermore, a 10 per cent margin in the calorie consumption may be allowed instead of fixing the same as a single point unit. Literature reflects that a lower or higher intake of calorie consumption in the margin of 10 per cent on a daily basis is not likely to affect a person's working capacity (Sukhatme, 1981; GoI., 2014). This allows a variation in the caloric requirements in the range of 2,160-2640 K/cal. per day per adult person. Allowing a 10 per cent margin in calorie intake also helped capture a larger number of households in the CES 2011-12 sample for the purpose of estimating a 'balanced diet' consumption basket, compared to fixing the calorie norm at 2,400 K/cal as a single point.

ANNEXURE -II

Kerala Service Rules Part III
(Pension Rules)
Upto February 2011

I. Introduction

The Supreme Court in SLP (C) No. 9425/1984, held that Pension is a valuable right of an officer in recognition of the satisfactory discharge of duties and responsibilities while in service.

As per Rule 12(24) of KSRs Part –I, Pension includes Monthly Pension, Gratituity, and Death-cum-Retirement Gratituity.

Future good conduct is an implied condition for every grant of a pension. R 2 (A) & 90 (12) Part III.

No Pension or Gratuity or DCR Gratuity will be paid in the case of resignation, dismissal or removal from service. R 29 (a) & (b) P-III

The present Pension Rules (Simplified Pension Rules) were introduced with effect from 14/11/1966.

II Classification of Pension. R.32 PIII

Pensions are classified into four as shown below.
(a) Compensation Pension
(b) Invalid Pension
(c) Superannuation Pension
(d) Retiring Pension

Compensation Pension. R 33 to 41 P.III

When a permanent post is abolished, the person selected to be discharged will be given two options; either to accept another employment in Government service or to leave the service accepting pension benefits based on qualifying service so far earned by the individual. The pension granted as opted by the person, is called compensation pension.

Invalid Pension. R. 42 to 54 P III

When the Pension Sanctioning Authority has reasons to believe that an employee is suffering from a contagious disease or physical or mental disability or infirmity, which adversely affect the duties assigned to the person, he may be retired from service on invalid pension. The Medical Examination can be conducted on the application of the employee, also. The person will be invalidated from service from the date as specified in the Medical Certificate, and pension is granted accordingly. A weight age towards qualifying service upto 5 years is allowed, and the total Q.S thus arrived at, should not be beyond the date of superannuation and should not be more than 30 years.

Note: No Medical Certificate is necessary for the last grade employees in the Forest Department, who have completed 55 years of age.

Superannuation Pension. R.60 PI & R 55 PIII
This is the pension on the compulsory retirement from service at a particular age. Every retirement will take effect on the afternoon of the last day of the month in which the date of birth of the officer comes off. If the date of birth is on the first day of the month, the retirement will be on the afternoon of the previous day. In the case of date of birth on a day other than the first day of the month, the retirement will be on the afternoon of the last day of that month.

Government vide their order in G.O (P)No.154/09/Fin dated 24.04.2009, have unified the date of superannuation of all Government employees and teachers as March 31st, i.e if the date of birth comes off on the April 1st. the retirement will take effect on the AN of the previous day, and whose date of birth comes off after April 1st, will continue in service till the last day of the ensuing March and will retire on the afternoon of that day.

This extended period of service will be reckoned for all service benefits such as Pay, DA, increment, higher grade, promotion, earning of leave and pensionary benefits.

Retiring Pension 56 P III
An employee who has completed 20 years of Q.S. is eligible to retire voluntarily from service. The person concerned must give notice at least three months before the date on which he desires to retire. The 'three months notice' is relaxed in deserving cases. A weightage up to 5 years is allowed towards Q.S.; and the Q.S. after adding weightage shall not be more than 33 years and that should not go beyond the original date of superannuation. When permission to retire from service is issued, it will become effective and accordingly the person will be relieved from the post, he is holding. Permission to retire voluntarily from service will be issued only after the service of the person is got verified by the Accountant General. A Govt. employee who is on LWA under R. 88 or Appendix 12 A or 12 C is also eligible to retire on retiring pension. For details see G.O (P)62/2010/Fin. dated 10.2.2010. This rule has effect to from 9.3.2010.

III Calculation of Pension

There will be six parts in a pension case of ordinary nature. They are summarized here under.

1. Qualifying Service: R 12(30) PI & R 9 to 31 & 57 PIII
This is the service that qualifies for the grant of pension. This is calculated as follows:

- Calculate length of service from the date of first entry in Government regular service till the date of ending of service, both days inclusive.

- Then deduct Non-qualifying Service, if any, of the following:
  (a) Service below the age of 18 years. (boy's service)
  (b) Period of suspension not treated as duty or leave other than LWA
  (c) Period of strike or break which is ordered not to be counted for pension.
  (d) In the case of invalid pension, period spent beyond the date of invalidation specified in the MC, unless otherwise ordered by Government.
  (e) LWA granted under Appendices XIIA, XIIB & XIIC, LWA under R 88 or 91 for higher studies, and LWA without MC. [See circular No. 72 / 2005/Fin dated 30/12/2005.
  (f) Service after superannuation

(g) Service prior to resignation (except for taking up other employment under Government), removal or dismissal from service.
(h) Contract service and service paid from Local Fund if not ordered otherwise.
(i) Service for which other pension is admissible.
(j) Foreign service, if pension contribution is not paid or not exempted.
(k) From 16.12.2009 period of thrown out from service for want of vacancy, if not regularised.

- Add additional or special service, if any, of the following.

(a) military service: service in the Armed Forces of India from 01/04/1946, whether pensionable or non-pensionable will be reckoned for civil pension on or after 14/11/1966, provided any bonus or gratuity received from Defence Department is refunded.

War/military service followed by Civil Service, with or without interruption, will be reckoned towards Q.S provided pensionary benefit received from the Defence Department is refunded. R 8(b).

(b) Full time work establishment service/Full time contingent Service followed by regular service, provided CPF, if any, received is refunded to Government. R 13&14 A.
(c) Apprentice service as Engineer Apprenticeship in the PWD and as Apprentice Compositors in the Government Press. R.15.
(d) Bar Service up to 10 years after the age of 25, provided service certificate from Presiding Court is produced. R. 25 (a)
(e) 50 % of part time teachers if absorbed into full time. This has effect from 27/05/1994. (G.O.(Ms) 5/ 95/ G.Edn dated 15/03/1995.
From 1/07/1988, part time Teachers who retire from service, will be granted pension a admissible to part time contingent employees. Gratuity is also granted under such provisions.
(f) Aided School Service followed by Government Service, provided Manager's portion of EPPF, if any, with interest is refunded. G.D. 7 to R 14 E
(g) Central Government Service /Service in the Autonomous bodies followed by State Government Service will be counted, subject to some conditions. (See note 2 to R 11 and G.O. (p) 651/03/Fin dated 6/12/2003).
(h) Edavagai/District Board Service followed by Government Service. R 14 C & D
(i) Provisional Service up to 30/09/1994, which qualifies for the grant of increment, will be counted. But, that service from 1/10/1994, will not be reckoned. GO(P) 2357/99/Fin Dated 25/11/1999.
(j) Past Service of Government employees/teachers in Panchayaths/ Muncipal Common Service/Universities etc. and vice versa will be reckoned under certain conditions. (GO(p) 228/01/Fin dated 2/02/21 and GO (P) 193/04/Fin dated 20/04/2004.

Rounding of qualifying Service. R 57 P III

(a) Q.S. required for minimum pension	: 10 years
(b) Q.S. required for minimum Pension in the case of handicapped personnel	: 3 years
(c) Q.S. for full (maximum) Pension	: 30 years
(d) Q.S. for minimum DCRG	: 5 years
(e) Q.S. for maximum DCRG	: 33 years

For the minimum and maximum benefits shown above, a condonation upto 364 days is allowed towards Q.S., ie, 9 years and one day will be reckoned as 10 years, 2 years and 1

day as 3 years in the case of handicapped, 29 years and 1 day as 30 years, 4 years and 1 day as 5 years, and 32 years and 1 day as 33 years.

In other cases, 6 months and above will be reckoned as one year, and fraction below 6 months will be ignored.

Thus calculation of Q.S. will be as follows:

- Date following the date of retirement or death minus (in the order of year, month, days)
- Date of first entry in Government regular service.
- The result will be total length of service.
- Then deduct Non-qualifying service, if any.
- Add special/additional service, if any.
- Net result will be qualifying Service, and that Q.S. is rounded as explained above.

2. Average Emoluments. R 12(23) PI & R 63 P (III)

This is the average of ten months' duty pay (emoluments) immediately before retirement. (Emoluments include:(i) substantive pay, (ii) officiating pay, (iii) personal pay, (iv) dearness pay and (v) special pay in lieu of higher scale of pay, alone).

If there is any Non-qualifying period during the 10 months of Average Emoluments, an equal period will be taken before that period of 10 months. But, period of leave, except LWA without MC if any, during such 10 months, will be treated as period as if on duty.

3. Monthly Pension. R 64 P(III)

(a) For 30 years of QS (Full Pension): 50% of AE (maximum pension = 50% of Rs.59,840 = Rs.29,920/-

(b) For Q.S. of 10 years (3 years for handicapped) and above up to 29 years: 50% of AE÷ 30 XQS (minimum pension from 1-07-2009 Rs.4500)

4. Death-cum-Retirement Gratuity 68 P III

This is lump sum payable to the Government Officer on his retirement or to his family on his death.

(a) The amount of DCRG is equal to half of the emoluments last drawn by the officer X No of years of Q.S. (maximum 16 ½ times emoluments last drawn or Rs. 7,00,000 whichever is less.) w.e.f. 1-07-2009.
Note: Emoluments = Pay + DA. DCRG is in addition to service gratuity or monthly pension.

(b) (i) In the case of death while in service or for invalid person with a Q.S. below 24 years =12 times emoluments last drawn.
(ii) If death occurs in the first year of service (2 months emoluments last drawn)
(iii) If death occurs after first year, but before 5 years of service (6 times emoluments last drawn)

5. Family Pension : From 1-7-2009, family pension will be @ 30% of the pay last drawn by the officer subject to a minimum of Rs.4500 and maximum of Rs.17,960.

6. Higher rate of Family Pension. R.90 (4A) P III

(i) Higher rate of family pension at half of the pay last drawn or twice the amount of Family Pension admissible, whichever is less, will be paid to the family of a Government servant who dies while in service with not less than 7 years' qualifying service, for a maximum period of seven years or till the age of 62 in the case of superannuation at 55

years of age from the date following the date of death. (67 years of age in the case of superannuation at 60 years of age) whichever is earlier, and thereafter at normal rate.

(ii) In the case of death after retirement, but before completing 7 years, a higher rate of FP not exceeding the amount of pension sanctioned to the pensioner will be paid. But, if the amount of pension is less than the amount of Family Pension admissible, then the amount of Family pension will be paid.

7. Family Members eligible for F.P. R 90 (6) & (7) P III

(i) Wife in the case of male employee, till death or re-marriage whichever is earlier.
(ii) Husband in the case of female employee till death or remarriage whichever is earlier.
(iii) Eldest eligible child in the order of seniority irrespective of sex. Sons, and daughters including posthumous, up to 25 years of age or till employment/ marriage, whichever is earlier. (GO(p) 489/04/Fin dated 18/10/2004, GO (p) 1075/87/Fin dated 15/12/1987, and GO (p) 878/87/ Fin/Dated 29/10/1987).
(iv) Children suffering from physical/mental disorder or disability.
(v) Un-married daughter above 25 years of age till death.
(vi) Son/daughter adopted legally, before retirement.
(vii) Parents in equal shares.
(viii) Judicially separated wife/husband
(ix) Disabled divorced daughter
(x) Widowed disabled daughter from the date of death of her husband.
(xi) Children of a deceased employee born out of a divorced/judicially separated wife under certain conditions. Ruling under R. 90 (7) P.III

Commutation Pension. Appendix X

A Pensioner can exchange a portion of his/her pension for lump sum. The maximum portion of pension that can be commuted is 40% of basic pension from 01-03-2006. No commutation will be allowed to a person against whom disciplinary case is pending. Commutation pension is calculated at, " commuted value of one rupee of pension at next birth day X portion of pension commuted X 12".

Relevant part of Commutation table is given below.

55 years of age : Rs. 11.73
56 years of age : Rs.11.42
57 years of age : Rs. 11.10
58 years of age : Rs. 10.78
59 years of age : Rs. 10.48
60 years of age: Rs. 10.13

Restoration period of commutation is 12 years. After the restoration no commutation shall be allowed.

In the following cases of commutation, MC is required.

1) Retirement on invalid pension
2) Application for commutation pension is submitted one year after retirement.
3) Persons in receipt of compassionate Allowance.

No MC is required in the following cases.

1. Retirement on superannuation
2. Retiring Pension (Voluntarily retirement).
3. Those who are granted Pension on absorption in a company or corporation
4. Compensation Pension

REVISED PENSION RULES AT A GLANCE

1. **Qualifying Service** (R 12 (30) P1 & R 9 to 31 P III)

(a)	for minimum pension	: 10 years
(b)	for maximum (full) pension	: 30 years
(c)	for minimum DCRG	: 5 years
(d)	for maximum DCRG	: 33 years
(e)	for minimum pension to handicapped	: 3 years

2. **Average Emoluments**: (R 12 (23) PI & R 63 P III)

Average of 10 months duty pay immediately before retirement

3. **Pension** (R 64)

(a) for 30 years of qualifying service : 50% of AE
(b) for qualifying service of 10 years to 29 years : 50% of AE x Q.S

(Minimum pension w.e.f. 01-07-2009 Rs. 4500/-)

4. Death-cum-Retirement Gratuity (R.68)

(a) the amount of DCRG is equal to ½ the emoluments last drawn X No. of years of Qualifying Service (maximum 16 ½ times emoluments last drawn or Rs.3.30 lakh whichever is less) emoluments = last Pay + DA

(b)	(i) in the case of death while in service or for invalid pension with a Qualifying service of 5 years or more but below 24 years	12 times emoluments last drawn
	(ii) if death occurs in the first years of service	2 months emoluments
	(ii) if death occurs after first year, but before 5 years of service	6 times emoluments

5. Family Pension w.e.f. 01-07-2009 (R.90)
30% of pay last drawn by the Officer subject to a minimum of Rs.4500/- and maximum of 30% of the highest pay in the State ie. Rs.17,960 (30% Rs.59840)

6. Commutation Pension
Commuted value of one rupee of pension at next birthday X portion of pension commuted. (Maximum portion to be commuted 40%) X 12

COMMUTATION TABLE

Till 8-1-2002	
55 years of age	: Rs.11.73
56 years of age	: Rs.11.42
57 years of age	: Rs.11.10
58 years of age	: Rs.10.78

The restoration period of commutation will be 12 years.

For part time contingent employees (uoto 30.6.2009)

1.Date of retirement	- last date of the month in which they complete 70 years of age
2. Q.S. for minimum pension	- 10 years
3. Q.S. for maximum (full) pension	- 30 years
4. Q.S. for minimum DCRG	- 5 years
5. Q.S. for maximum DCRG	- 33 years
6. Minimum pension from 1-07-2004	- Rs. 800/-
7. Maximum pension from 1-07-2004	- Rs. 1500/- (1/2 of BR for 30 years QS)

8. Pro-rata pension is eligible as (1/2 x basic remuneration x QS) ÷ 30
9. DA is reckoned for granting DCRG
10. Procedure are same as in the case of regular employees.

ANNEXURE-III

Regarding restoration of commuted value of pension after 13 years.

Government of Gujarat
Finance Department
Govt. Resolution No–NVT/102010/D/66/P (PENSION CELL)
Sachivalaya, Gandhinagar.
Dated: 12/10/2022

Read: (1) G.R. Finance Department No-NVT/1186/3041/p1, Dated: 06/12/1989
(2) G.R. Finance Department No-NVT/1186/3041/p1, Dated: 03/04/1990
(3) Gujarat Civil Service (Pension) Rules, 2002- Rule-101
(4) G.R. Finance Department No: NVT/102010/D/66/P, Dated: 02/11/2010

Introduction:

Commuted value of pension is being restored after 15 years vide GR mentioned at (1), (2) and (4) above and under the provision of Gujarat Civil Service (Pension) Rules, 2002, Rule-101 read at (3) above.

Various employee organizations and pensioner associations of the state had made representations to reduce the period for restoration of the commuted value of pension and the same was under active consideration of the Government.

Resolution:

After careful consideration, Government is pleased to resolve the restoration of commuted value of pension after 13 years under Rule-101 of Gujarat Civil Service (Pension) Rules, 2002.

This order takes effect from Dt.24/09/2022. This benefit shall also be admissible to the pensioners who have already received commuted value of part of their pension. In case of the pensioners who have received commuted value of part of their pension and completed 13 years or more, their pension will be restored from the month of October, 2022.

The above amendment in Rule-101 of Gujarat Civil Service (Pension) Rules, 2002 shall be incorporated by separate notification. Other rules and instructions regarding this matter shall continue to be applicable.

By order and in the name of the Governor of Gujarat,

(Dipal Hadiyal)
Deputy Secretary to Government,
Finance Department

To,

- The Secretary to the Hon'ble Governor, Rajbhavan ,Gandhinagar,
  The Principal Secretary to Hon'ble Chief Minister, Gandhinagar.
  The Personal Secretaries to all Hon'ble Ministers/State level Ministers,
  Parliamentary Secretaries ,Sachivalaya , Gandhinagar.
  The Personal Secretary to the Hon 'bleLecader of Opposition, Gujarat Vidhansabha ,Sachivalaya, Gandhinagar.
- The Secretary, Gujarat Legislative Secretariat ,Gandhinagar,
- The Secretary, Gujarat Vigilance Commission, Gandhinagar,
- The Secretary, Gujarat Civil Service Tribunal ,Gandhinagar,
- The Secretary, Hon'ble Gujarat High Court , Ahmedabad.
- The Secretary, Gujarat Subordinate Staff Selection Board ,Gandhinagar.
- The Secretary, Gujarat Public Service Commission, Ahmedabad,
  All Departments of Secretariat/All HoDs/All Head of Offices.
  The Accountant General-I (Audit), Gujarat State, Ahmedabad/Rajkot,
  The Accountant General -11 (A&E), Gujarat State, Ahmedabad /Rajkot
  The Examiner, Local Fund Accounts /All Dist. Assistant Examiners,
  All District Collectors/District Development Officers,
  The Director, Pension & Provident Fund, Gandhinagar,
  The Pension Payment Office, Ahmedabad,
  All District Treasury Officers/Sub Treasury Officers,
  The Pay and Accounts Officer, Gandhinagar/Ahmedabad,
  The Pay and Accounts Officer, SSNNL ,Gandhinagar/Vadodara,
  The Resident Audit Officer ,Gandhinagar/Ahmedabad,
  All Boards/Corporations/Universities /Public Sector Undertakings of the Government,
  All Officers/branches in Finance Department,
  The System Manager, Finance Department - For placing on the website.
  Select file, P br., Finance Department.

- By letter