

**F. No. 40-28/2026-Plg
Govt. of India
Ministry of Communications
Department of Posts**

**Dak Bhawan, Sansad Marg,
New Delhi-110001
Dated: 18.08.2026**

**To,
All CPMsG**

Subject: Request for furnishing Comments / inputs on the Report / Proposal to Make Branch Office Functioning Paperless - reg.

Sir/Madam,

This is regarding request for furnishing Comments / inputs on the Report / Proposal to Make Branch Office Functioning Paperless in view of implementation of IT 2.0.

2. In this regard, it is informed that a committee has been constituted vide Directorate Memo No Y-38/2/2026-PE dated 16.07.2026, whereby making BO functioning paperless is a key concern. Report on Proposal to make Branch Office functioning paperless has been received.

3. It has been informed that multiple manual records, Registers, Books etc. are being maintained at BOs at present. The Department of Posts has successfully implemented Information Technology 2.0 (IT 2.0) across Branch Post Offices (BOs), Sub Post Offices and Head Post Offices. Branch Post Offices are now equipped with handheld devices and internet connectivity, enabling real-time transaction processing and electronic data transmission. Despite complete computerization, Branch Post Offices continue to maintain manual records and registers. **This results in duplication of work, increased workload on Gramin Dak Sevaks (GDS), higher stationery consumption, and reduced productivity.** The potential methods for paperless BOs for the manual records / registers suggested in the report is enclosed herewith.

4. It is therefore requested to kindly go through the potential methods for paperless BOs for the manual records / registers suggested in the report and arrange to furnish your comments with one week, i.e by 25.08.2026 to this office for further necessary action at this end.

This issues with the approval of competent authority.

Encl .: As Above

Digitally signed by
Prabha Sharma
Date: 18-08-2026
17:25:13

(Prabha Sharma)
ADG (PE -I)

Copy to : for kind information and necessary action

1. CGM (PLI)

2. DDG (FS/ MO/ PO)

Annexure

Excerpts of Report on Proposal to Make Branch Office Functioning Paperless

Potential Methods for Paperless BOs

The following methods for achieving Paperless BO are suggested:

SL No	Name of the Manual Record	Description of the Document
01	SB 26 Receipt Book	Presently the thermal printers are provided to all BOs. By enabling to provide a similar receipt while opening the new account, the SB 26 can be discontinued. Necessary provisions can be made in DREAM App to issue the system generated SB 26 Receipt. May also be incorporated in BO inspection module
02	SB 28 Receipt Book	Presently the thermal printers are provided to all BOs. By enabling to provide a similar receipt, the SB 28 can be discontinued. Necessary provisions can be made in DREAM App to issue the system generated SB 26 Receipt. May also be incorporated in BO inspection module
03	BO Journal	A provision can be made to generate the BO Journal in APT 2.0 for any date which must contain the name of the BPM who made entries in BO on the said date. The journal can then later be disabled
04	BO Account (PA 6)	A provision must be given to generate the BO Account in APT 2.0 for any date which must contain the name of the BPM who made entries in BO on the said date. The later can later be disabled
05	BO SB Journal	Already there is provision to generate the BO

		LOT in Finacle. Required reports can be enabled and the journal discontinued.
06	BO RD Journal	Already there is provision to generate the BO LOT in Finacle. Required reports can be enabled and the journal discontinued.
07	BO SSA Journal	Already there is provision to generate the BO LOT in Finacle. Required reports can be enabled and the journal discontinued.
08	BO TD Journal	Already there is provision to generate the BO LOT in Finacle. Required reports can be enabled and the journal discontinued.
09	BO PLI and RPLI Journal	A provision needs to be given in McCamish/IMS to generate this daily report.
10	Postmen Book	Since the Delivery Slip generated by Account Office is being sent to BO every day there is no need of Postman Book in the present scenario at Branch Offices.
11	Visit Book	In DSS App a provision may be made to enter the details of headman met by ABPM during visit to villages.
12	Specimen Signature Book	Already the Specimen signature is being displayed in DREAM app. Moreover eKYC can be done through DREAM app. Considering the use in many frauds the manual book can be discontinued.
13	Complaint and Suggestion Book (MS-94)	Provision is already available to the Customers to register complaint in Dak Sewa App, perhaps this manual book is not required in BO. Grievance Management solution can be considered for development as part of BO inspection module
14	Book of Postmarks	Image capturing provision shall be made for each BO to capture the postmarks that are being used for the day and AI solution shall examine and throw the alert for its maintenance. This shall be developed in DREAM APP along with Inspection module
15	Stock Register	An Assets management solution for BOs may be developed in which all the stock items available in each BO can be entered as a one time exercise and any additions and deductions can be made by SDH.
16	PLI/RPLI Proposal Register	A provision may be made to generate the BO wise policies report in the McCamish at part with SOL wise report available in Finacle.

17	BO Daily account	Already the system generated BODA is available and thus manual BO Daily account can be discontinued.
18	SB/RD/TD/SSA Pass Books and PLI/RPLI PRBs	For the time being there is no scope for discontinuation of this. However, at par with IPPB, paperless pass books can also be examined.

Other Registers Maintained in BOs

- **Order book (MS-8)** - can be removed when all inspection made digital as part of the BO inspection module
- **Error Book - (MS-2)**- can be removed after the Error Book Management Solution is developed.
- **Manual Cheque register** - Provision to capture cheque details as part of the transaction in the BOs can be built in DREAM APP and the register discontinued
- **Village visit Book (MS-86)**- BO Geo-coding already in place. Wherever required, points of village visits may be captured in the system through Geo-Codes. Based on the points identified through delivery of articles or letter boxes, postman village visited book can be generated. System shall throw the alerts on the delay/non visits from time to time. The book in physical form can be disabled
- **Village sorting list** - Village sorting list prepared can be uploaded in the system and the same shall be made available in the BO Profile. Same can be pasted in the BO, as at present. During the Mail Overseer Visit, the same can be verified through Photo capture. The physical list can be discontinued
- **Beat map/route** - Beat Map/Route List prepared can be uploaded in the system and the same shall be made available in the BO Profile. Same can be pasted in the BO, as at present. During the Mail Overseer Visit, the same can be verified through Photo capture.
- **Half yearly- enumeration returns (MS-6)**- As part of Establishment Review module, this can be automated.
- **QR cards stock book** - System is already having provision for Inventory/Stock issue. Same should be operationalized
- **BO business register** - new report can be enabled and register can be discontinued

Records Maintained as per Circle Instructions

- **Hand to hand book for conveyance of BO Bag**- not required in view

of mechanisation of beats and capturing of bags at despatch and receipt

- **Old record disposal register** - can be considered as a part of Assets Management solution and discontinued.