01-64(ii)/2009-Trg.
Government of India
Ministry of Communications
Department of Posts
(Training Division)

Dak Bhawan, Sansad Marg
New Delhi – 110001
Date: 21.01.2026

To
**Chief Postmaster General**
**All Circles**

**Subject: Preparation and Revision of STP for Induction Training of MTS Cadre- reg.**

This is regarding the preparation of the STP for the Induction Training of the MTS cadre. In reference to SPN Section letter No. W-04/2/2020-SPN-I-Part(1) dated 19.10.2020, the Circle-level Training Programme for newly appointed MTS is of two weeks' duration.

2.     The Training Division has reviewed the Training Programme and prepared the STP for Induction Training of the MTS Cadre. The approved STP is of two weeks' duration, and the module-wise detailed plan, consolidated module plan, and day-wise schedule are enclosed herewith.

3.     This STP has been introduced with the objective of strengthening training and capacity building of MTS personnel, keeping in view the evolving operational challenges and emerging business scenarios associated with the role of the MTS. The revised training content, designed to enhance behavioural, functional & domain competencies, service orientation, and adaptability to changing work requirements. The STP has been made live on the DKY Portal and is accessible to all Training Institutes, including the WTCs, for effective implementation.

4.     It is, therefore, requested to kindly ensure that every MTS awaiting Induction Training completes the training strictly as per the revised two-week STP at the WTCs under your Circle from February 2026 onwards.

5.     This has the approval of the competent authority.

Enclosures:
As above

**(Aarti Verma)**
**Director (Training)**

Copy to
**Deputy Director General (P)**
Director, all PTCs
Assistant Director/In Charge, all RTCs
CEPT for upload on the India Post Website
All WTC Trainers (through the concerned Circle)

# Day-wise Training Program for two weeks- MTS Induction Training

| Day | Module Name | Subjects       F/N | Subject   A/N |
|---|---|---|---|
| DAY 1 | **Module – I** Understanding India Post | Inauguration and Registration on the DKY Portal. Overview of DOP-History, vision and Mission, Organisation structure, Citizen Charter, APS. | Overview of PO Act 2023, PO Rules/regulations 2024, PO Manual/Guides, India Post website, Duties of MTS |
| DAY 2 | | Product & Services - Inland Mails, Foreign Mails, Standards of Addressing | Money Order, IPO, Overview of Postal Operations (Branches, Equipment, Records) |
| DAY 3 | | Product & Services- SB, Jan Suraksha, Philately | PLI & RPLI, Basics of Marketing |
| DAY 4 | **Module – II** Mail operations in PO/RMS | Mail Arrangement (Accountable & Unaccountable), Bag Management-Receipt, Sorting, Invoice, Despatch | Taxation, Delivery-Unaccountable, Accountable, and Money Order |
| DAY 5 | | Overview of RMS Setup & Bag/Mail handling in RMS offices, Relevant provision of PM Vol VII | PIN code, DIGIPIN, MNOP, PNOP, |
| DAY 6 | **Module – III** Service Rules & Soft skill | CCS Conduct Rules, Welfares, | Soft Skills – MTS Protocol Duty and courtesy behaviour, Salutation, (Communication, Team Building, Ownership, Work Ethics, Attitude, Motivation) |
| DAY 7 | **Module –IV** Technology | Basic Computer operations-MS Word, MS Excel, MS PowerPoint (Demo and Hands-on) | DREAM app Functionalities, LB Clearance, Pick-up and Delivery |
| DAY 8 | | Workflow in APT including Mail/Bag Processing in APT, Features of Dak Sewa App, ESS Module, | Overview of IPPB Products and Services, followed by the hands-on IPPB App, Overview of Finacle, Adhaar |
| DAY 9 | **Module – V** Office Support | E-office and Email operations, Photocopier and Scanning, Preparation of Routine statements and Indents | About CRM used in DOP, Cleaning and care taking, Supporting the office |
| DAY 10 | **Module – VI** Management of Dak | Office Organisation & Records Management, Dak Receipt/Issue, File handling/movement, Role work in Admin offices (CO/RO/DO) | Visit to Admin Office (CO/RO/DO) **(Module – VII)** |

| DAY 11 | **Module – VII**<br>Field Visit | Visit of HO/HRO | |
|--------|---------------------------------|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| DAY 12 | **Module – VIII**<br>**Final Assessment & Feedback** | Final Assessment (Theory & Practical) | Collection of Feedback (Trainees, trainers, WTCs, or TIs), Announcement of results, and motivational lecture by a senior officer. |

# Consolidated Module Plan- MTS Induction Training ( Ver 1.0)

| Module | Module Name | No. of Days allotted | Time in Minutes |
|--------|-------------|----------------------|-----------------|
| 1 | Understanding the India Post | 3 | 990 |
| 2 | Mail Operations in PO/RMS | 2 | 660 |
| 3 | Service Rules & Soft Skill | 1 | 330 |
| 4 | Technology/ Software | 2 | 660 |
| 5 | Office Support | 1 | 330 |
| 6 | Management of Dak | 0.5 | 180 |
| 7 | Field Visits | 1.5 | 480 |
| 8 | Final Assessment & Feedback | 1 | 330 |
| **Total** | | **12 Days** | **3960** |

## Time Consolidation of Module 1

| 1.1 | Inauguration, Registration on DKY Portal, Overview of DOP | 180 minutes |
|-----|-----------------------------------------------------------|-------------|
| 1.2 | Post Office Act, Rules, Regulations and Manuals | 120 minutes |
| 1.3 | Duties of MTS | 30 minutes |
| 1.4 | Domestic & International Mails | 180 minutes |
| 1.5 | Money Remittances & Postal operations | 150 minutes |
| 1.6 | Savings Bank & Jan Suraksha Schemes | 135 minutes |
| 1.7 | Philately | 45 minutes |
| 1.8 | PLI & RPLI | 90 minutes |
| 1.9 | Basic of Marketing | 60 minutes |
| | **Total Time** | **990 Minutes (3 Days)** |

## Time consolidation of Module 2

| 2.1 | Mail Operations in Post offices | 330 minutes |
|-----|---------------------------------|-------------|
| 2.2 | Mail Operations in RMS offices | 330 minutes |
| | **Total Time** | **660 Minutes (2Days)** |

## Time consolidation of Module 3

| 3.1 | Service Rules | 180 minutes |
|-----|---------------|-------------|
| 3.2 | Soft Skill | 150 minutes |
| | **Total Time** | **330 Minutes (1 Day)** |

# Time consolidation of Module 4

| 4.1 | Basic Computer Operations | 180 minutes |
|------|----------------------------|-------------|
| 4.2 | DREAM app Functionalities | 150 minutes |
| 4.3 | APT Functionalities | 180 minutes |
| 4.4 | IPPB-- India Post Payment Bank | 60 minutes |
| 4.5 | Finacle & Adhaar | 90 minutes |
| | **Total Time** | **660 Minutes (2 Day)** |

# Time consolidation of Module 5

| 5.1 | e-Office and e-Mail Operations | 60 minutes |
|------|----------------------------------|-------------|
| 5.2 | Photo copier and scanning | 60 minutes |
| 5.3 | Preparation of Routine statements and Indents | 60 minutes |
| 5.4 | About CRM used in DOP | 60 minutes |
| 5.5 | Cleaning and care taking | 60 minutes |
| 5.6 | Supporting the office | 30 minutes |
| | **Total Time** | **330 Minutes (1 Day)** |

# Time consolidation of Module 6

| 6.1 | e-Office and e-Mail Operations | 30 minutes |
|------|----------------------------------|-------------|
| 6.2 | Photo copier and scanning | 70 minutes |
| 6.3 | Preparation of Routine statements and Indents | 40 minutes |
| 6.4 | About CRM used in DOP | 40 minutes |
| | **Total Time** | **180 Minutes (Half a Day)** |

# Time consolidation of Module 7

| 7 | Field Visit | 480 minutes |
|------|--------------|-------------|
| | **Total Time** | **480 Minutes (One and Half a Day)** |

# Time consolidation of Module 8

| 8 | Assessment and Feedback | 330 minutes |
|------|--------------------------|-------------|
| | **Total Time** | **330 Minutes (One Day)** |

# Standard Training Package
# Induction Training
# Multi-Tasking Staff

**Version 1.0**
**Date 20.01.2026**

**Postal Training Centre, Madurai**

| Course Title |
|---|
| Induction Training for Multi- Tasking Staff |

| Course Objective |
|---|
| To prepare the new entrants for taking up their Role as Multi-Tasking staff and to create a well-trained workforce in the Department of Posts. |

| Course goals |
|---|

- Provide insights into the job role of multi-tasking, familiarizing the new entrants with the Department's Policies & Procedures, introducing them to work as MTS in Post Offices, RMS Offices, and administrative offices.

- Introduce the Knowledge and skills required for personal development to function as multi-tasking staff at various levels of offices efficiently.

- Train the participants extensively in an advanced postal technology environment for efficient working in operative and Administrative Offices.

- Train the participants to contribute to increasing the revenue of the organisation by providing excellent services to customers by reducing the delay, enhancing productivity, arrest leakage of revenue.

| Target Workforce |
|---|
| Newly recruited Multi-Tasking Staff |

| Number of Participants |
|---|
| Max. 25-30 participants per class |

| Course Duration |
|---|
| 2 weeks |

| Number of Modules |
|---|
| Eight |

# <u>Pre- Training Course Requirements for Participants</u>:

As part of the preparatory steps for the two-week Training Module on Multi-tasking staff, all nominated participants are required to complete the mandatory online course "**Know Your Ministry-Department of Posts**" available on the iGOT Portal. The Certificate of Completion shall be placed on record along with the attendance sheet and relieving memo by the WTCs or Training Institutes.

## Know Your Ministry - Department of Posts:

 **(Link of course on iGOT Portal -
https://portal.igotkarmayogi.gov.in/app/toc/do_11425457328802201 6123/overview )**

Delve into the workings of one of India's oldest and largest public service networks in this introductory course on the Department of Posts. This program is designed to provide a thorough understanding of the department's pivotal role within the Ministry of Communications and its impact on the nation. The course begins with a journey through key historical milestones, legal frameworks like the Post Office Act 2023, and the evolution of the postal system. Learners will gain detailed insights into the department's complex organizational structure, from the apex Postal Services Board down to the functional units in circles and regions. A significant portion of the course is dedicated to exploring the core activities and diverse services offered. This includes traditional mail and parcel logistics, a wide array of financial services such as Post Office Savings Bank schemes and Postal Life Insurance, and various citizen-centric services like Passport Seva Kendras and Aadhaar centres. By the end of this course, you will appreciate the department's massive scale, its last-mile reach, and its ongoing transformation to enhance financial inclusion and digital governance across India**.**

| MODULE 1 |
|---|

## Understanding India Post

Vision, Mission, Organization Structure, and History

Post Office Act, Rules, Regulations, and Manuals

Citizen's Charter & Annual Report and website access

Postal Operations and Army Postal Service

Products and Services (Mails, Savings Bank, Insurance)

Jan Suraksha Schemes and Philately

Basic Marketing

## Performance Objectives:

This Module aims to provide information about the Department and to prepare the trainees to understand the Department and its products and services.

**At the end of the module plan, the trainees will be able to:**

➢ Understand the Vision and Mission statement of India Post.
➢ Know about the organizational structure and key wings of DOP.
➢ Define the Objective of Citizen Charter
➢ Get an overview of the Post Office Act 2023, Post Office Rules 2024, and Post Office Regulations 2024
➢ Know about DOP manuals and guides.
➢ To know about the Postal Operations in various branches
➢ State the types of Mail Services (Domestic and International)
➢ State the standards of Addressing Format
➢ Know about Savings Bank Products and services.
➢ Know about the features of PLI/RPLI
➢ Know about Philately & its products.
➢ Understanding the Basics of Marketing Skills

## *Note for the Instructor:*

This module aims at understanding the India Post structure, Products and Services and the Basic Marketing. The instructor shall adopt a lecture and presentation method throughout the module. Detailed discussion shall be encouraged through post-training exercises.

Have an updated version of PPT / Videos and exercises.

This module is to be completed in three days.

*Training techniques: Lecture, Presentation, Video streaming, and Group Discussion*

| Time in Min | Main units/steps/aids | Contents/ detailed activities/ teaching points |
|---|---|---|
| **1.1 Overview of DOP (Competency: Domain)** | | |
| 60 | **Inauguration, Registration, and Ice Breaking** | **Inaugural Session, Trainee Registration in DKY Portal, and Ice-breaking session** |
| 5 | Lecture | Brief Introduction about the Department of Post and topics in the module |
| 15 | Video streaming and explaining | Show India Post History videos to understand Postal history. Discuss the Periodical changes of post offices over the years from before Independence to Modern India. |
| 10 | Presentation and Video streaming | Show DOP's Vision and Mission video, discuss its importance, and conduct a brainstorming session on how the vision and mission are important to all the employees. |
| 15 | Presentation and video streaming | Show the organization structure video. Show our organization chart and outline the administrative setup from the Ministry down to the Division; Know the Ministers and Officers heading the Department. |
| 15 | Presentation – Brainstorming | Know the Functional & Operational Units. Ask the trainees to identify their own Circle hierarchy. Discuss the spread of POs& RMS Units and our network strength |
| 25 | Presentation and Video streaming | Explain the Recruitment procedure for the Army Postal Service (APS) and Benefits. Showing the video about the Brief History of APS. |
| 15 | Presentation | Explain the Meaning & Relevance of the Citizen's Charter, and explain the Service Standards of the various services offered by India Post |
| 15 | Activity | Trainees to access the India Post Website & explore the Citizen Charter, and briefly discuss the objective. |
| 5 | Practice Exercise | Trainees will do the Exercise |
| **180** | **Total Time** | |
| **1.2 Post Office Act, Rules, Regulations, and Manuals (Competency: Domain)** | | |
| 10 | Presentation | Explain the Introduction of the Post Office Act,2023 |
| 10 | Presentation | Explain the Overview of Post Office Rules, 2024 |

| | | |
|---|---|---|
| 30 | Presentation | Explain the Overview of Post Office Regulations, 2024 |
| 30 | Presentation- Video streaming | List the guides and manuals and briefly discuss the area of use, outlining their importance. Showing the video of the Postal Manual and guides |
| 30 | Demonstration & Activity | Conduct a brainstorming session on how to see the rules in Manuals and guides through the India Post website |
| 10 | Practice Exercise | Trainees will do the Exercise |
| **120** | **Total Time** | |

### 1.3 Duties of MTS (Competency: Domain)

| | | |
|---|---|---|
| 30 | Video streaming and explaining | Showing the video of Duties of MTS. To explain the duties and responsibilities of MTS and the duties of the night watchman, cash conveyance, and Adhaar transactions. |
| **30** | **Total Time** | |

### 1.4 Domestic & International Mails (Competency: Domain)

| | | |
|---|---|---|
| 10 | Introduction- Lecture | Explain the overview of Products and services |
| 75 | Presentation | Explain the details about the Domestic Mail Products and their standards of addressing format. Explain about value-added services and compensation policy. |
| 75 | Presentation | Explain the International Mail Products and the standards of Addressing format for international Articles. Explain international value-added services and international compensation policy |
| 20 | Practice Exercise | Trainees will do the Exercise |
| **180** | **Total Time** | |

### 1.5 Money Remittances & Postal Operations (Competency: Domain)

| | | |
|---|---|---|
| 15 | Introduction- Lecture | Brief introduction about the money remittance services in DOP |
| 30 | Presentation | Explain the Domestic Money Order and its features. Explain about MO form filling, Money order booking in Branch post offices, and record maintenance. |
| 30 | Presentation | Explain the important points to be followed while making a Money Order Payment. |

| 30 | Presentation | Explain the features of Indian Postal Orders and their usage. |
|---|---|---|
| 30 | Presentation | Explain about various Branches in Post offices Equipment usage, and Records maintained in various Branches. |
| 15 | Practice Exercise | Trainees will do the Exercise |
| **150** | **Total Time** | |

## 1.6 Savings Bank & Jan Suraksha Schemes (Competency: Domain)

| 5 | Introduction- Lecture | Brief introduction about Savings Bank Schemes and Jan Suraksha Schemes |
|---|---|---|
| 75 | Presentation | Explain the features of all savings bank schemes and their present interest rates |
| 45 | Presentation | Explain the features of PMSBY, PMJJBY, and APY. |
| 10 | Practice Exercise | Trainees will do the Exercise |
| **135** | **Total Time** | |

## 1.7 Philately (Competency: Domain)

| 5 | Introduction- Lecture | Brief introduction about Philately and its importance |
|---|---|---|
| 30 | Presentation- video streaming | Showing the philately introduction video. Explain the various philately products. |
| 10 | Practice Exercise | Trainees will do the Exercise |
| **45** | **Total Time** | |

## 1.8 PLI & RPLI (Competency: Domain)

| 10 | Introduction- Lecture | Brief introduction about the importance of Insurance and the history of PLI/RPLI |
|---|---|---|
| 70 | Presentation | Explain all PLI and RPLI scheme features, Incentive structures |
| 10 | Practice Exercise | Trainees will do the Exercise |
| **90** | **Total Time** | |

## 1.9 Basic of Marketing (Competency: Domain)

| 5 | Introduction- Lecture | Brief introduction about the importance of Marketing |
|---|---|---|
| 20 | Presentation | Explain various Marketing strategies |
| 15 | Video streaming | Show the videos of marketing |

| 20 | Activity/Group Discussion | Trainees will participate SWOT Analysis with the allotted topics |
|---|---|---|
| 60 | **Total Time** | |

## Time consolidation of Module 1

| 1.1 | Inauguration, Registration on DKY Portal, Overview of DOP | 180 minutes |
|---|---|---|
| 1.2 | Post Office Act, Rules, Regulations, and Manuals | 120 minutes |
| 1.3 | Duties of MTS | 30 minutes |
| 1.4 | Domestic & International Mails | 180 minutes |
| 1.5 | Money Remittances & Postal Operations | 150 minutes |
| 1.6 | Savings Bank & Jan Suraksha Schemes | 135 minutes |
| 1.7 | Philately | 45 minutes |
| 1.8 | PLI & RPLI | 90 minutes |
| 1.9 | Basic of Marketing | 60 minutes |
| | **Total Time** | **990 Minutes ( 3 Days)** |

# MODULE 2

## Mail Operations in PO/RMS

Mail Arrangements in Post Offices (Accountable & Unaccountable)

Bag Management (Receipt, Sorting, Invoice, Dispatch)

Taxation

Delivery of Ordinary and Accountable Articles

Delivery of Money Orders

Overview of RMS Set up.

Mail/Bag Handling in RMS Offices

Pin code and DIGIPIN.

MNOP/PNOP

## Performance Objectives:

This Module aims to provide information about the Mail arrangements in both PO and RMS and includes the delivery of all accountable and unaccountable articles.

**At the end of the module plan, the trainees will be able to:**

➢ Understand the process of Mail arrangement in Post offices.

➢ Understand the process of Bag management in Post offices.

➢ Tax the unpaid / insufficiently paid articles.

➢ Delivery of ordinary articles, accountable articles, and money orders

➢ Understand the RMS Setup, Bag/Mail handling in RMS Offices

➢ Get the knowledge of Pin code and DIGIPIN.

➢ Understand MNOP and PNOP

## Note for the Instructor:

This module aims at understanding the India Post Mail operations in both Post offices and Railway Mail service, including the payment of Money Order. The instructor shall adopt a lecture and presentation method throughout the module. Detailed discussion shall be encouraged through post-training exercises.

Have an updated version of PPT / Videos and exercises.

This module is to be completed in two days.

*Training techniques: Lecture, Presentation, Video streaming, and Group Discussion*

| Time in Min | Main units/steps/aids | Contents/ detailed activities/ teaching points |
|---|---|---|
| 2.1 Mail Operations in Post Offices (Competency: Domain) | | |
| 15 | Introduction- Lecture | Brief Introduction about Mails (Due Mail and Unusual Mail) |
| 20 | Presentation | Explain about Due Mail and Sorting List (DMSL with examples (One HO and SO) |
| 20 | Presentation | Explain about the checking of the Mail list while receiving Bags and preparing the Mail list while dispatching Bags with proper examples. |
| 25 | Presentation | Explain the collection of ordinary mails |
| 25 | Presentation | Explain the dispatch of ordinary mails |
| 45 | Presentation | Explain the collection and dispatch of accountable articles |
| 15 | Video streaming | Show the video of the opening and closing of bags, and explain |
| 15 | Video streaming | Show the video of the receipt and dispatch of mail, and explain |
| 45 | Presentation | Explain the taxation to arrest revenue leakage with examples |
| 10 | Presentation | Explain the Delivery of ordinary articles |
| 30 | Presentation/Group Discussion | Explain the Delivery of accountable articles with a model delivery slip and the delivery of intimation. Emphasize the difference between Address Specific and Addressee Specific. Explain about OTP Based delivery and collection of due amounts while attempting delivery. |
| 15 | Video Streaming | Show the video of the Delivery of Articles and explain |
| 30 | Presentation | Explain the Payment of a domestic money order. Explain in detail how to make a payment to an illiterate, a lunatic, and a minor as per the new regulation |
| 10 | Presentation | Explain the Payment of the IFS Money order |
| 10 | Practice Exercise | Trainees will do the Exercise. |
| 330 | Total Time | |

| | 2.2 Mail Operations in RMS offices (Competency: Domain) | |
|---|---|---|
| 10 | Presentation | Explain the Overview of RMS Setup |
| 10 | Presentation | Explain the Introduction to MMS |
| 20 | Presentation | Explain the Types of Mail Offices |
| 20 | Presentation | Explain the branches in Mail Offices |
| 30 | Presentation | Explain the Mails Flow |
| 20 | Presentation | Explain about the Sections, Vans, Charges |
| 15 | Presentation | Explain the Weighment system |
| 20 | Presentation | Explain about DBO & Bag accounting |
| 15 | Video Streaming | Show the video of Sorting of Mail and Bags, and explain |
| 20 | Presentation | Explain the provisions related to PM Vol – VII |
| 45 | Lecture/Video Streaming | Show the Pin code video and explain the PINCODE structure with pin range. |
| 30 | Lecture/Blended | Complete the course DIGIPIN- National level Addressing Grid in DKY Portal |
| 10 | Activity | Ask the trainees to find out the current location by using Know Your DIGIPIN & Website. |
| 50 | Presentation | Explain about the MNOP, PNOP |
| 15 | Practice Exercise | Trainees will do the Exercise |
| **330** | **Total Time** | |

## Time consolidation of Module 2

| 2.1 | Mail Operations in Post Offices | 330 minutes |
|---|---|---|
| 2.2 | Mail Operations in RMS offices | 330 minutes |
| | **Total Time** | **660 Minutes**<br>**(2 Days)** |

## MODULE 3

### Service Rules & Soft Skill

CCS Conduct Rules

Welfares

MTS Protocol Duty

Courtesy Behavior and Salutation

Soft skills (Communication, Team building, Ownership, Work Ethics, Attitude, Motivation)

### Performance Objectives:

This Module aims to provide information about the Service Rules and Soft skills, including MTS Protocol Duty, Courtesy Behavior, and Salutation.

**At the end of the module plan, the trainees will be able to:**

➢ Maintain the provisions of CCS (CONDUCT) Rules, 1964 at all times.
➢ State the provisions of Welfare measures.
➢ Make written/oral communication within the organization.
➢ Work with proper ethics & right attitude.
➢ Motivate others and manage lead teams.
➢ Behave in a courteous manner.
➢ Work in a team towards the achievement of goals

### Note for the Instructor:

This module aims to provide information about CCS Conduct Rules and welfare measures, and also aims to cultivate the skills of communication, motivation, salutation, ownership, work ethics, attitude, and team building among the trainees. The instructor shall adopt a lecture and presentation method throughout the module. Detailed discussion shall be encouraged through post-training exercises.

Have an updated version of PPT / Videos and exercises.

This module is to be completed in one day.

*Training techniques: Lecture, Presentation, Video streaming, and Group Discussion*

| Time in Min | Main units/steps/aids | Contents/ detailed activities/ teaching points |
|---|---|---|
| **3.1 Service Rules (Competency: Domain)** | | |
| 5 | Introduction- Lecture | Brief Introduction about Good Conduct and decorum that a citizen must maintain. |
| 90 | Presentation | Explain the CCS (Conduct) Rules, 1964, through DOs and DONTs. - Explain the provisions of Rules 1 to 22A of CCS (Conduct Rules), 1964. |
| 75 | Presentation | Explain the Various welfare measures available in DOP and facilitate how to use them potentially. |
| 10 | Practice Exercise | Trainees will do the practice exercise |
| **180** | **Total Time** | |
| **3.2 Soft Skill (Competency: Functional & Behaviour)** | | |
| 20 | Presentation- MTS Protocol Duty | Explain the various protocol duties of MTS |
| 15 | Presentation- Courtesy Behaviour | Explain how to behave courteously. Explain about salutation and expression of respect. |
| 15 | Presentation- Communication | Explain the types and importance of communication |
| 15 | Activity /Video- Communication | Provide an Oral Communication Activity and discuss the Points. The video describes the failure of communication. |
| 10 | Presentation- Team Building | Explain how to build and manage a team |
| 10 | Practice - Game | Trainees to play a 10-minute Challenge game |
| 15 | Presentation- Ownership | Explain how to take ownership of their work |
| 15 | Presentation- Work ethics | Explain how to work ethically |
| 15 | Presentation- Attitude | Explain what Attitude is – Need for attitude |
| 15 | Presentation- Motivation | Explain what Motivation is – Need of Motivation. |
| 5 | Video- Motivation | The video describes self-motivation |
| **150** | **Total Time** | |

## Time consolidation of Module 3

| 3.1 | Service Rules | 180 minutes |
|------|---------------|-------------|
| 3.2 | Soft Skill | 150 minutes |
| | **Total Time** | **330 Minutes** **(1 Day)** |

## MODULE 4

### Technology

Basic Computer operations-MS Word, MS Excel, MS PowerPoint

DREAM app Functionalities, LB Clearance, Pick-up and Delivery

Workflow in APT, including Mail/Bag Processing, Dak Sewa App, ESS Module,

Overview of IPPB Products and Services, Overview of Finacle, Adhaar.

### Performance Objectives:

This Module aims to deliver the basic operations in computer such as Microsoft Word, PowerPoint, Typing and Basic operations in department software, such as APT, Finacle, and Adhaar.

**At the end of the module plan, the trainees will be able to:**

➢ Understand how to type the words and create a MS Word, Excel, Power Point file.
➢ Receive and Open bag in the DREAM app.
➢ Do counter operations and generate the BO Daily Account in the DREAM app.
➢ Print EMOs and invoice in APT.
➢ Delivery of all Accountable Articles through the DSS App.
➢ Understand the features of the Self-service Portal
➢ Know the products and services of IPPB and its functionalities.
➢ Take print out of Pass books through the FINACLE software.
➢ Understand the features of Adhaar software and its functionalities.

### Note for the Instructor:

This module aims at understanding the basic technical operations in the postal system, including departmental software. The instructor shall adopt a demonstration and hands-on approach to assist trainees throughout the module. Detailed practice shall be encouraged through post-training exercises.

| | | |
|---|---|---|
| This module is to be completed in two days. *Training techniques: Demonstration and Hands-On, Presentation, video streaming* | | |

| *Time in Min* | *Main units/steps/aids* | *Contents/ detailed activities/ teaching points* |
|---|---|---|
| **4.1 Basic Computer Operations (Competency: Functional)** | | |
| 10 | Introduction | Overview of basic computer operations, importance of Typing, MS Word, Excel, and PowerPoint in office work; files and folders concept |
| 20 | Video streaming | Show the videos of Part I, II, and III of Basic Knowledge of computer |
| 5 | Introduction of Typing | Importance of typing skills and correct posture |
| 10 | Demonstration | Keyboard layout and basic typing techniques |
| 10 | Typing Practice | Hands-on (Trainees will do the typing practice) |
| 25 | Demonstration of MS Word | Home tab – font, paragraph, alignment<br><br>Insert tab – tables, pictures, headers, and footers<br><br>Page layout basics, Spell check, grammar, save, and save as |
| 20 | MS Word Practice | Hands-on - Create, edit, and save a document |
| 20 | Demonstration of MS Excel | Excel rows, columns, cells, and worksheets<br><br>Data entry and Basic formulas (SUM, AVG) |
| 15 | MS Excel Practice | Hands-on – Create, Data entry, and save a file with simple calculations |
| 35 | Demonstration of MS PowerPoint | Home and Insert tabs, Design themes and layouts<br><br>Transitions and animations, slideshow, and save |
| 10 | MS PowerPoint Practice | Hands-on – Create a 3–5 slide presentation |
| **180** | **Total Time** | |
| **4.2 DREAM app Functionalities (Competency: Domain)** | | |
| 10 | Introduction- Lecture | Explain the overview of the Branch Office function |
| 5 | Demonstration | Explain about the login, Day begin, and the cards available in the DREAM App. |
| 10 | Demonstration | Explain about Bag receiving/Opening, Acknowledgement of Articles, Acknowledgement of Cash, and stamps. |
| 25 | Video streaming and | Explain about articles booking at Branch Post |

| | explaining | offices through three videos |
|---|---|---|
| 25 | Video streaming and explaining | Explain the articles Delivery at the Branch Post offices through three videos. |
| 15 | Demonstration | Explain the role of the pick-up agent in the DREAM app and DSS app. |
| 15 | Demonstration | Explain the role of LB clearance and the functionalities in the DREAM/DSS app. |
| 45 | Hands-on – DREAM app | Full hands-on about total DREAM app functionalities with guidance |
| **150** | **Total Time** | |

### 4.3  APT Functionalities (Competency: Domain)

| | | |
|---|---|---|
| 5 | Introduction- Lecture | Explain the overview of Advanced Postal Technology functionalities |
| 15 | Demonstration | Explain the features of the Bag management card in APT 2.0 and demonstrate the bag receiving and opening. |
| 5 | Demonstration | Explain the features of Postman and the delivery management card in APT 2.0 |
| 5 | Demonstration | Explain the features of the EMO view/print card |
| 5 | Demonstration | Explain the features of the Postman Sorting card |
| 15 | Demonstration | Explain the features of the delivery operations card |
| 10 | Demonstration | Full Demo on Doorstep services through the DSS app |
| 30 | Hands on | Ask the trainees to open the DSS app by using the training server credentials for complete exploration, and ensure the completion of the delivery exercise in the DSS App with guidance. |
| 30 | Demonstration | Explain about the features of the Dak Sewa app (Track n Trace, Postage calculator, Locate PO, POSB interest calculator, About services, and Information, etc.) |
| 30 | Demonstration | Explain the detailed features of the Self-service Portal (LMS, PIS, and all related functionalities |
| 30 | Hands on | Ask the trainees to open the Dak Sewa app and APT self-service by using training server credentials for complete exploration and ensure the full practice with guidance |

| 180 | Total Time | |
|---|---|---|
| **4.4 IPPB- India Post Payment Bank (Competency: Domain)** | | |
| 5 | Introduction- Lecture | Explain the overview of India Post Payment Bank and its Function. |
| 10 | Presentation | Explain the products and services of IPPB |
| 15 | Video Streaming | Show the videos of Part I and II of IPPB Products and explain the content during the course of streaming. |
| 15 | Demonstration | Demonstrate the functionalities in the IPPB mobile app and Micro ATM |
| 15 | Hands-on/ Practice Exercise | Ask the trainees to open the IPPB app and Micro ATM by using their own credentials for complete exploring and ensure the full practice with guidance. Trainees will do the practice exercise. |
| 60 | Total Time | |
| 4.5 | Finacle & Adhaar (Competency: Domain & Functional) | |
| 5 | Introduction- Lecture | Brief introduction about the Finacle software and the importance of user credentials |
| 15 | Demonstration | Demonstrate the Finacle login with training server credentials and explain how to print the passbooks through the HPBP menu. |
| 15 | Hands on | Ask the trainees to open the Finacle software by using the training server credentials for complete exploring about Passbook printing and reset the pages. ensure the full practice with guidance |
| 5 | Introduction- Lecture | Brief introduction about the Aadhaar software and the importance of user credentials |
| 30 | Presentation | Explain the features of the Aadhaar software and the penal provisions of irregular documentation. |
| 20 | Demonstration | Demonstrate the filling of the Aadhaar enrolment application forms |
| 90 | Total Time | |

# Time consolidation of Module 4

| 4.1 | Basic Computer Operations | 180 minutes |
|-----|---------------------------|-------------|
| 4.2 | DREAM app Functionalities | 150 minutes |
| 4.3 | APT Functionalities | 180 minutes |
| 4.4 | IPPB-- India Post Payment Bank | 60 minutes |
| 4.5 | Finacle & Adhaar | 90 minutes |
| | **Total Time** | **660 Minutes** (2 Day) |

## MODULE 5

### Office Support

e-Office and e-Mail operations,

Photocopier and Scanning,

Preparation of Routine Statements and Indents,

About CRM used in DOP,

Cleaning and caretaking,

Supporting the office

### Performance Objectives:

This Module aims to deliver basic skills in e office functions, photocopying and scanning, preparation of routine statements, customer grievance, cleaning, and supporting the office.

**At the end of the module plan, the trainees will be able to:**

➢ Do e-Office and e-Mail operations.

➢ Do Photocopier and scanning in offices.

➢ Taking responsibility for cleaning, caretaking, and supporting the office.

➢ Get an overview of CRM used in DOP.

➢ Prepare routine statements and Indents

### *Note for the Instructor:*

This module aims to provide information about overall office support and addressing customer grievances. The instructor shall adopt a lecture, presentation, and demonstration method throughout the module. Guided Practice shall be encouraged through post-training exercises.

Have an updated version of PPT / Videos and exercises.

This module is to be completed in one day.

*Training techniques: Lecture, Presentation, Video streaming, and Guided Practice*

| Time in Min | Main units/steps/aids | Contents/ detailed activities/ teaching points |
|---|---|---|
| **5.1 e-Office and e-Mail Operations (Competency: Functional)** | | |
| 5 | Introduction- Lecture | Brief Introduction about e-office and email |
| 20 | Video streaming | Show the video of Email Operations and explain the video content. |
| 15 | Demonstration | Explain the importance of e-Office. Show how to log in -> Printing of received mails -> Explain how to draft an email -> How to attach a file and send the email. |
| 20 | Hands- on/Assessment | Ask the trainees to send an email with an attachment and complete exploring in e- mail. Assess the trainees' performance with guided practice. |
| 60 | **Total Time** | |
| **5.2 Photocopier and scanning (Competency: Functional)** | | |
| 5 | Introduction- Lecture | Brief Introduction about Photocopying and Scanning |
| 20 | Video streaming | Show the videos of the photocopier and the operations of the scanner. Explain the content during the video streaming. |
| 15 | Demonstration | Explain the process of making photocopies and how to scan a document. Show the demo |
| 20 | Hands- on/Assessment | Ask the trainees to make photocopies and scan the given documents. Assess the trainees' performance with guided practice. |
| 60 | **Total Time** | |
| **5.3 Preparation of Routine Statements and Indents (Competency: Functional)** | | |
| 5 | Introduction- Lecture | Brief introduction about the Routine statements and Indents |
| 20 | Video Streaming | Show the videos of Part I and II of Preparation of routine statements, and explain the content during the video streaming. |
| 15 | Lecture/Demonstration | Explain the types and periodicity of routine |

| | | statements and indents. Demonstrate how to prepare routine statements and Indents |
|---|---|---|
| 20 | Hands- on/Assessment | Divide the trainees into small groups and assign a task to prepare routine statements and indents. Assess the trainees' performance with guided practice. |
| 60 | **Total Time** | |

### 5.4 About CRM used in DOP (Competency: Domain)

| | | |
|---|---|---|
| 5 | Introduction- Lecture | Brief introduction about the mode of complaints and Grievance Management |
| 55 | Lecture/ Video Streaming | Show the video Overview of PG handling. Explain in detail the complaints management system through the Operational Guide. Demonstrate the complaint registration through the Web portal as well as the Dak Sewa App. Explain about complaint processing and tracking. |
| 60 | **Total Time** | |

### 5.5 Cleaning and care taking (Competency: Functional)

| | | |
|---|---|---|
| 5 | Introduction- Lecture | Brief introduction about the Swachh Bharat initiative and cleanliness drives |
| 30 | Video Streaming | Show the videos of Swachh Bharat, Gardening in Office, Care taking & Upkeep of office, Cleaning of stamps and seals, and explain the contents during the video streaming. |
| 25 | Presentation | Explain the importance of maintaining spotless offices with cleanliness and hygiene. |
| 60 | **Total Time** | |

### 5.6 Supporting the office (Competency: Functional)

| | | |
|---|---|---|
| 5 | Introduction- Lecture | Brief introduction about the office Supporting |
| 15 | Video Streaming | Show the videos of Office Supporting, Providing Hospitality, and explain the contents during the video streaming. |
| 10 | Lecture | Explain how to deal with emergency situations, such as in case of fire in the office, how to handle the support system (ex. Use of a fire extinguisher). Explain the type of fire/ classification of fire, Electrical fire. Discuss emergency contact numbers (Police, ambulance, Fire brigade, etc.) |
| 30 | **Total Time** | |

## Time consolidation of Module 5

| 5.1 | e-Office and e-Mail Operations | 60 minutes |
|-----|-------------------------------|------------|
| 5.2 | A photocopier and scanning | 60 minutes |
| 5.3 | Preparation of Routine Statements and Indents | 60 minutes |
| 5.4 | About CRM used in DOP | 60 minutes |
| 5.5 | Cleaning and caretaking | 60 minutes |
| 5.6 | Supporting the office | 30 minutes |
| | **Total Time** | **330 Minutes**<br><br>**(1 Day)** |

## MODULE 6

### Management of Dak

Office Organization & Record Management

Receipt and dispatch of Dak

File Handling and Movement

Role work in Administrative Offices

### Performance Objectives:

This Module aims to provide information about functional awareness of office organisation, records, file movement, and the supporting role of MTS in handling and tracking files in administrative offices.

**At the end of the module plan, the trainees will be able to:**

➢ Understand the basic section of Administrative Offices (CO / RO / DO).

➢ Assist in safe custody, movement, and upkeep of records

➢ Receipt and registration of all inward dak.

➢ Maintain accurate records of both inward and outward dak.

➢ Ensure the timely dispatch of outward dak.

➢ Assist in the safe movement of files between sections and officers.

➢ Support physical and electronic file handling systems.

➢ Understand the role of MTS in Administrative Offices (CO / RO / DO, etc.).

### *Note for the Instructor:*

This module aims to provide information about the role, duties, and responsibilities of MTS in Circle Office, Regional Office, Divisional Office, etc., with emphasis on office support functions, dak-related duties, and record handling. The instructor shall adopt a lecture,

presentation, and demonstration method throughout the module.

Have an updated version of PPT / Videos and exercises.

This module is to be completed in Half a day.

*Training techniques: Lecture, Presentation, Demonstration, Video streaming*

| Time in Min | Main units/steps/aids | Contents/ detailed activities/ teaching points |
|---|---|---|
| **6.1 Office Organization & Record Management (Competency: Functional)** | | |
| 5 | Introduction- Lecture | Brief Introduction about Office Organization and Record Management |
| 10 | Presentation | Explain the various sections available in DO/RO/CO, etc |
| 10 | Presentation/ Discussion | Explain the types of records and the role of MTS in record management |
| 15 | Video streaming | Show the videos on Record Management and Preservation of Records. Explain the video content during the streaming. |
| 5 | Practice Exercise | Trainees will do the practice exercise |
| **45** | **Total Time** | |
| **6.2 Receipt and Dispatch of DAK (Competency: Functional)** | | |
| 5 | Introduction- Lecture | Brief Introduction about Receipt and Dispatch of DAK |
| 20 | Video streaming | Show the videos of Part I and II of Receipt and Despatch of DAK, and explain the content during the video streaming. |
| 10 | Presentation | Explain about Dak and the movement of inward receipts |
| 10 | Presentation | Receipt and acknowledgement of Dak (office hours and beyond office hours) |
| 10 | Presentation | Registration and distribution of Dak |
| 10 | Presentation | Movement of files and types of dispatch of Dak |
| 5 | Practice Exercise | Trainees will do the exercise |
| **70** | **Total Time** | |
| **6.3 File Handling and Movement (Competency: Functional)** | | |
| 5 | Introduction- Lecture | Brief introduction about the importance of proper file movement |
| 10 | Presentation | Explain about physical file, e-file, file cover, and basic components |

| 10 | Presentation | File movement system – inward, outward, and intersection |
|----|--------------|----------------------------------------------------------|
| 10 | Presentation | File movement register / File tracking system – purpose and basic entries |
| 5 | Presentation – Discussion | Role of MTS and confidentiality |
| 40 | Total Time | |

### 6.4 Role work in Administrative Offices (Competency: Functional)

| 5 | Introduction- Lecture | Brief introduction about the importance of the MTS role in Administrative Offices |
|----|----------------------|------------------------------------------------------------------------------------|
| 10 | Presentation | Role of MTS in CO / RO / DO, etc. – cleaning, upkeep, hospitality, and office support |
| 10 | Presentation | Dak-related duties of MTS – receipt, delivery, diarising support, dispatch assistance) |
| 10 | Presentation | File and record support – movement of files, registers, scanning, and photocopying |
| 5 | Presentation- Discussion | Behavioural expectations– punctuality, accountability, ownership, etc |
| 40 | Total Time | |

## Time consolidation of Module 6

| 6.1 | e-Office and e-Mail Operations | 30 minutes |
|-----|-------------------------------|------------|
| 6.2 | A photocopier and scanning | 70 minutes |
| 6.3 | Preparation of Routine Statements and Indents | 40 minutes |
| 6.4 | About CRM used in DOP | 40 minutes |
| | Total Time | 180 Minutes (Half a Day) |

| MODULE 7 |
|---|

## Field Visit

Visit to Admin Office (CO/RO/DO)

Visit of HO or HRO

## Performance Objectives:

This module aims to provide practical exposure to trainees by organizing a visit to an Administrative Office, such as **Circle Office (CO) / Regional Office (RO) / Divisional Office (DO)/HO/HRO, etc.**, so that trainees can understand the actual working environment, office sections, and role of MTS in real office situations.

**At the end of the module plan, the trainees will be able to:**

➢ Identify the structure and functioning of Administrative Offices (CO / RO / DO, etc.).
➢ Observe various sections/branches and their functions.
➢ Understand Dak flow, file movement, and record maintenance in practice.
➢ Recognize the role and responsibilities of MTS in administrative offices.
➢ Relate classroom learning with real-time office.

*Note for the Instructor:*

This module is **observation-oriented**. The instructor should guide trainees to **observe, interact**, and **relate observations** to topics covered in previous modules. Detailed questioning or interference with office work is not encouraged.

This module is to be completed in one and a half days.

*Training techniques: Lecture, Observation*

| *Time in Min* | *Main units/steps/aids* | *Contents/ detailed activities/ teaching points* |
|---|---|---|
| 150 | Field Visit | Admin Office (CO/RO/DO) |
| 330 | Field Visit | Visit of HO/HRO |
| 480 | **Total Time** | |

## Time consolidation of Module 7

| 7 | Field Visit | 480 minutes (One & Half a day) |
|---|---|---|

| | MODULE 8 |
|---|---|

## Final Assessment & Feedback

Assessment of Trainees (Theory)

Assessment of Trainees (Practical)

Evaluation (Theory & Practical)

Collection of Feedback.

Conclusion.

### Performance Objectives:

This module aims to assess the trainee's overall performance of the training Program and formal announcement of conclusion after getting feedback.

### Note for the Instructor:

This module is **Assessment and evaluation-oriented**. The instructor should guide trainees to complete the Practical and theory exam and get feedback from trainees about the overall training program. Instructors also submit their feedback about the training program.

This module is to be completed in one day.

### Training techniques: Conducting Exam and Evaluation

| Time in Min | Main units/steps/aids | Contents/ detailed activities/ teaching points |
|---|---|---|
| 60 | Practical Exam | Conduct the Practical Exam as per the Assessment/Evaluation program |
| 60 | Theory Exam | Conduct the theory Exam as per the Assessment/Evaluation program |
| 60 | Evaluation | Instructors will evaluate the trainees' response. |
| 30 | Course completion | Assist the trainees in completing the training program in the DKY Portal |
| 60 | Collecting Feedback | Collect the feedback on the training content, trainers, and WTCs or Training Institutes for improving the training program. |
| 60 | Valediction | Formally conclude the training program with the announcement of results and a motivational lecture by the senior officer of the Division or Training Institute. |
| 330 | **Total Time** | |

# Time consolidation of Module 8

| 8 | Final Assessment & Feedback | 330 minutes (One day) |
|---|---|---|