

Process Automation of Postal Department

Background: Post Office is committed to provide universal access to basic postal service in the country at an affordable price. Its objectives are to ensure availability of basic postal services in all parts of the country, including tribal, hilly and remote areas and the role of post office is undergoing transformation, as electronic mail and new technology supplement traditional postal activities. Post offices are increasingly adopting new business that help to optimize its retailing strength, by providing a range of public utilities and new financial services that are relevant to the socio-economic needs of Bangladesh. It is also simultaneously under process upgrading traditional services through induction of technology and introducing new products and services in order to meet the challenges of providing faster, more reliable and more responsive services to the customers in the face of increasing competition from the private courier industry and continuing advances in communication industry.

The present condition of the service delivery process of BPO is very miserable. At present, all the activities of BPO is performed manually. As a result, customers have to form que at the counters. Postal staffs have to prepare long lists and documentation takes a lot of time and records relating to mail receipt, transmission and delivery and further tracking and tracing takes huge time.

This project has four components - Web based Application S/W, Connectivity, Hardware and Software. The proposed web based application software will have Post Office Counter Automation, Automation of Post Office Treasury and Sub-account, Delivery System and Performance Analysis, Accounting Information and other Information Flow Management and Track and Tracing for registered inland and foreign articles modules, which run in LAN and WAN. LAN configuration is required for 84 offices/locations. Each and every office need server, computers with LCD monitor, UPS, printers, switch, AC for server room, receipt printer for counter, table, chair, ribbon /cartige, barcode scanner and barcode label printer for capturing barcode article number and External modem for internet connectivity. These are the minimum Equipments & Machinerics for for automation of GPOs, HPOs and M&SOs.

Almost all of the countries are now using modern computer technologies for delivering servies to the customers and using this computer based technologies is saving substantial amount of man hour in record preservation, tracking and tracing.

Againts this backdrop, Bangladesh Post Office (BPO) aims at delivering modern postal services at postal counters, postal treasury, postal mail centers, post office savings bank and postal life insurance using customized software and modern technologies keeping abreast of the postal services of the developed world. This project has been prepared for this purpose.

Objectives: The objective of the proposed software is to provide state of the art software solution to help the Postal Department for computerizing all the activities performed by a Post Office Counter as well as back office. Specially, the aim is to:

- i) To improve postal service for business and domestic customers through greater choice, better quality and falling real prices.
- ii) To equip the Post Office with technology to meet the challenges of the changing postal market both domestically and internationally.
- iii) To support viable network of post office so as to ensure nationwide access to a range of public and private sector service.
- iv) Post Office Service Charter into practice.
- v) Provide high-secured network.
- vi) Provide an efficient software solution based on Client/Server architecture that will reduce the paper work considerably in the Post Office and also eliminate the superfluous data entry.
- vi) To enhance tracking and tracing facilities provided by BPO.
- vii) Building capacity for large data management and record keeping.

Targets:

- i) To improve postal service for business and domestic customers through greater choice, better quality and falling real prices.
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- viii) Building capacity for large data management and record keeping.

Outputs/Outcomes: After completion of the project, the following outcomes will accrue :

1. Registration time of letter and parcel mails will be reduced.
2. Service delivery process to customers will be mechanized and easier.
3. Ensuring delivery of mails to customers
4. Introduce barcode system on mails
5. Money deposited by customers at post offices will be displayed at the counters through computer screen
6. Money deposited at postal treasury will be constantly monitored through computer
7. All the financial transactions of post offices throughout the country will be included in the records of postal treasury, which will be monitored constantly.
8. Fraudulent actions of post offices will be prevented
9. Postal service and postal accounting will be performed efficiently for customers and for this purpose other institutional facilities of post offices will be ensured.
10. Customers will be able to receive the service within fraction of time now taken to deliver the service
11. The accounts of money deposited by customers as postage / fee will be preserved at the postal treasury immediately, which will result in prevention of fraud
12. Customers will get computerized receipts
13. Where applicable, customers will get bar-coded receipts, which will enable them to track and trace the transmission and delivery of mails from anywhere anytime.
14. Service delivery time will be reduced to one third for post office savings bank transactions
15. Frauds that occur in the presence of the conventional system will be eliminated
16. Accounts will be preserved and kept immediately at different places
17. Data will be preserved in the computer data bank, which will help generate information and report of specific formats at any time.
18. Accounts of all Head Post Offices will be preserved in the central server through an integrated software and all accounts entered into the computers will be accessed immediately and there will be no scope for manipulating these accounts

Besides other facilities will be available after implementation of the project.