

**F.No.17-08/2018-SPN-I**  
**Government of India**  
**Ministry of Communications**  
**Department of Posts**

**Dak Bhawan, Sansad Marg,**  
**New Delhi- 110 001.**  
**Dated 05<sup>th</sup> April, 2022**

To,

1. All Chief Postmasters General / Postmasters General
2. Chief General Manager, BD Directorate / Parcel Directorate / PLI Directorate
3. Director, RAKNPA / GM, CEPT / Directors of all PTCs
4. Addl. Director General, Army Postal Service, New Delhi

**Subject: Revision of Pattern and Syllabus of examinations conducted by Department of Posts for appointment to the posts of MTS, Postman, and Mail Guard.**

Madam / Sir,

I am directed to refer to Directorate's letter No. 17-08/2018-SPB-I dated 10.05.2019, as amended from time to time, communicating therewith Pattern and Syllabus of examinations conducted by Department of Posts for recruitment to the posts of Multi Tasking Staff (MTS), Postman, Mail Guard, Postal Assistant and Sorting Assistant.

2. Competent Authority has approved that henceforth there will be a single common examination for selection of MTS for appointment as Postman / Mail Guard and GDS for appointment as MTS / Postman / Mail Guard. Revised Pattern and Syllabus of the common Examination is given in Annexure-I. The examination will be held without the aid of books.
3. The Syllabus of examination includes a component to test the knowledge of computer and local language. Local language of a Postal Circle / Division for this purpose has been communicated vide aforesaid letter of even number dated 10.05.2019, Annexure E *ibid*, and further modified by letters dated 28.06.2019 and 30.06.2020. Consolidated / updated list of local language of Postal Circle/Division is enclosed as Annexure-II.
4. Circle shall ensure that the process for appointment of candidates selected to the posts of Postman / Mail Guard through the common examination is completed before any candidate selected for the post of MTS is appointed.
5. Revised Pattern and Syllabus mentioned herein shall come into force from the date of issue of this communication and shall be applicable to all examinations to be held thereafter.
6. This may be given wide circulation for information of all stakeholders.

Yours faithfully,



(Satya Narayana Dash)  
Director (SPN)

Encl: As stated

**Copy forwarded to: -**

1. Sr.PPS to Secretary (Posts) / Sr.PPS to Director General Postal Services
2. PPS/ PS to Addl. DG (Co-ordination) / All Members of Postal Services Board
3. Additional Secretary & Financial Adviser
4. Sr. Deputy Director General (Vigilance) & CVO
5. Secretary, Postal Services Board/ All Deputy Directors General
6. Director (DE), Postal Directorate
7. All recognized Service Federations / Associations
8. GM, CEPT for uploading the order on the India Post website.
9. Guard File

**Pattern and Syllabus of the examinations for appointment  
to the posts of MTS, Postman and Mail Guard**

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**I. Pattern of Examination:**

Sl. No.	Description	Paper-I (Basic Postal Knowledge and General Awareness)	Paper-II (Knowledge of Postal Operations)	Paper-III (Knowledge of Local Language)	Paper-IV (Data Entry Skill Test)
1	Applicable for examination to the posts of	Both MTS and Postman / Mail Guard	Postman / Mail Guard only	Both MTS and Postman / Mail Guard	Postman / Mail Guard only
2	Competitive or Qualifying	Competitive		Qualifying	
3	Type of Question	MCQ		MCQ and Subjective	On Computer
4	Number of Questions	As per syllabus			
5	Maximum Marks	100 in 2 Parts	50	50	25
6	Duration	60 Minutes	30 Minutes	60 Minutes	15 Minutes
7	Language of Question Paper	English, Hindi and respective local language, where Hindi is not a local language.		English to Local language and vice versa	
8	Language of Answer Paper	Not applicable as MCQ		As per question paper	
9	Minimum Qualifying Marks (Subject to reservation policy of Government.)	<b>For selection as MTS – in Paper-I:</b> (a) Unreserved: 40% (b) OBC/EWS: 37% (c) SC/ST/PWD: 33%  <b>For selection as Postman / Mail Guard – Total of Paper-I and Paper-II:</b> (a) Unreserved: 40% (b) OBC/EWS: 37% (c) SC/ST/PWD: 33%		(a) Unreserved: 40%  (b) OBC/EWS: 37%  (c) SC/ST/PWD: 33%	(a) Unreserved: 60%  (b) OBC/EWS: 60%  (c) SC/ST: 50%  (d) PWD (if not exempted for skill test): 50%

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## II. Criteria for Selection:

(a) Paper-I, Paper-II and Paper-III will be held in one sitting of 2 and ½ hours (150 Minutes) duration. Paper-IV [Data Entry Skill Test (DEST)] will be held separately at a later date. Selection of candidates will be based on their performance in Paper-I and Paper-II provided a candidate has qualified in both Paper-III and Paper-IV (wherever applicable). Paper-III (Knowledge of Local Language) and Paper-IV (DEST) will be 'qualifying' in nature.

(b) While performance in Paper-I only will be considered for selection to the post of MTS, performance in both Paper-I and Paper-II (combined, i.e. total of marks secured in Paper-I and Paper-II) will be considered for selection to the posts of Postman / Mail Guard.

(c) All those candidates who secure minimum qualifying marks in both Paper-I and Paper-III separately, will be eligible for being considered in merit list for selection as MTS. However, merit list will be prepared only on the basis of marks secured in Paper-I. After arranging the candidates in order of merit, number of candidates to be declared successful shall be equal to the number of vacancies in each category.

(d) All those candidates who secure minimum qualifying marks in Paper-I and Paper-II (combined, i.e. total of marks secured in Paper-I and Paper-II) and also secure minimum qualifying marks in Paper-III separately, will be eligible for appearing in Paper-IV (DEST). Number of candidates to be shortlisted for DEST will be 5 times of the total vacancy of Postman and Mail Guard.

(e) All those candidates who secure minimum qualifying standards in DEST, will be eligible for being considered in merit list for selection as Postman / Mail Guard. However, merit list will be prepared only on the basis of total marks secured in Paper-I and Paper-II. After arranging the candidates in order of merit, number of candidates to be declared successful shall be equal to the number of vacancies in each category.

(f) In the event of any vacancy notified for recruitment remaining unfilled only due to non-joining of selected candidate, the next candidate in the merit list in the same category shall be considered for appointment. However, appointment of such candidate shall be only on the ground of refusal of promotion / declining offer of appointment and no wait list or approved panel shall be maintained.

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**III. Syllabus of Examination:**

<b>PAPER-I: Basic Postal Knowledge and General Awareness</b> <b>(Duration: 60 Minutes)</b> <b>(For appointment to the posts of MTS / Postman / Mail Guard)</b>		
<b><u>Part-A</u></b>  Maximum Marks – 60 [30 questions of 2 marks each]	<b><u>Post Office Guide Part I</u></b> a) Organization of the Department b) Type of Post Offices c) Business Hours d) Payment of postage, stamps and stationery e) General rules as to packing, sealing and posting, manner of affixing postage stamps f) Methods of address g) Post boxes and Post bags h) Duties of Letter Box peon i) Official postal articles j) Prohibited postal articles k) Products and Services: Mails, Banking & Remittances, Insurance, Stamps and Business (Reference: India Post website)	23 questions
	<b><u>Postal Manual Volume V</u></b> a) Definitions	7 questions
	<b><u>Part-B</u></b>  Maximum Marks – 40 [20 questions of 2 marks each]	<b><u>General Awareness/Knowledge</u></b> Topics to be covered (1 to 3 questions from each topic): a) Indian Geography b) Civics c) General knowledge d) Indian culture & freedom struggle e) Ethics and morale study
	<b><u>Basic Arithmetic</u></b> Topics to be covered (1 to 2 questions from each topic): a) BODMAS (brackets, orders, division, multiplication, addition, subtraction) b) Percentage c) Profit and loss d) Simple interest e) Average f) Time and work g) Time and distance h) Unitary method	10 questions



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<b>Paper-II: Knowledge of Postal Operations</b> <b>(Duration: 30 Minutes)</b> <b>(For appointment to the posts of Postman / Mail Guard only)</b>		
Maximum Marks – 50  [25 questions of 2 marks each]	<b><u>Post Office Guide Part I</u></b> a) Delivery of mails b) Refusal of article c) Payment of eMoney Order d) Redirection e) Instruction regarding address change f) Articles addressed to deceased person g) Liability to detention to certain mails h) Facilities provided by Postmen in rural areas	5 questions
	<b><u>Postal Manual Volume VI – Part III</u></b> a) Head Postman b) Knowledge of Postal Business c) Supply of forms to be carried out d) Sale of stamps e) Postman’s Book f) Address to be noted on Postal Articles g) Damaged articles to be noticed h) Receipts for articles issued for delivery i) Book of receipts for intimations and notices delivery j) Instruction for delivery k) Realization of postage before delivery l) Receipts of addresses for registered m) Delivery to illiterate addressees, Pardanashin women n) Delivery of insured articles addressed to minors o) Payment of e-Money Orders p) e-Money Orders addressed to minors q) Payment of e-MO and delivery of registered letters to lunatics r) Duties of Village Postman	10 questions
	<b><u>Postal Manual Vol. VII</u></b> a) Stamps and Seals b) Portfolio and its contents c) Stationery d) Preparation of daily report e) Mail Abstract f) Exchange of Mails g) Cage TB h) Disposal of Mails addressed to a section or a mail office i) Closing of transit bags j) Duties and responsibilities of Mail Guard/Agent k) Final duties before quitting Van or office l) ‘A’ order and ‘B’ order	10 questions

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<b>PAPER-III: Knowledge of local language</b> <b>(Duration: 60 Minutes)</b> <b>(For appointment to the posts of MTS / Postman / Mail Guard)</b> <b>[For All Circles excluding the Postal / RMS Divisions covering Arunachal Pradesh, Nagaland and Meghalaya of North-East Circle].</b>		
Maximum Marks – 50	Translation of words from English to local language (Multiple choice question)	15 questions of 1 mark each
	Translation of words from local language to English (Multiple choice question)	15 questions of 1 mark each
	Letter writing in local language in 40 to 50 words (1 question to be attempted out of 3 options)	10 marks
	Paragraph / short essay in local language of 40 to 50 words (1 question to be attempted out of 3 options)	10 marks

<b>PAPER-III: Knowledge of local language</b> <b>(Duration: 60 Minutes)</b> <b>(For appointment to the posts of MTS / Postman / Mail Guard)</b> <b>[For Postal / RMS Divisions covering Arunachal Pradesh, Nagaland and Meghalaya of North-East Circle].</b>		
Maximum Marks – 50	Comprehension passage in English with Multiple Choice Questions	10 questions of 2 marks each
	Letter writing in English (1 question to be attempted out of 3 options)	15 marks
	Paragraph / short essay in local language (1 question to be attempted out of 3 options)	15 marks

<b>PAPER-IV: Data Entry Skill Test</b> <b>(Duration: 15 Minutes)</b> <b>(For appointment to the posts of Postman / Mail Guard only)</b>	
Maximum Marks – 25	Skill test of data entry for 15 minutes on computer. [Data entry of 600 key depressions ( $\pm 5\%$ )]

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**Local Language for Examinations  
conducted in decentralized manner by Postal Circles**

S.No.	Name of Postal Circle	Geographical area of State / UT covered under the Postal Circle	Local Language of Postal Divisions falling under State / UT
1	Andhra Pradesh	Andhra Pradesh	Telugu
		Yanam District of Puducherry	
2	Assam	Assam	Assamese / Bengali / Bodo
3	Bihar	Bihar	Hindi
4	Chhattisgarh	Chhattisgarh	Hindi
5	Delhi	Delhi	Hindi
6	Gujarat	Gujarat	Gujarati
		Dadra and Nagar Haveli	
		Daman and Diu	
7	Haryana	Haryana	Hindi
8	Himachal Pradesh	Himachal Pradesh	Hindi
9	Jammu and Kashmir	Jammu and Kashmir	Urdu
10	Jharkhand	Jharkhand	Hindi
11	Karnataka	Karnataka	Kannada
12	Kerala	Kerala	Malayalam
		Lakshadweep	
		Mahe District of Puducherry	
13	Madhya Pradesh	Madhya Pradesh	Hindi
14	Maharashtra	Maharashtra	Marathi
		Goa	Marathi / Konkani
15	North-East	Arunachal Pradesh	Hindi / English
		Manipur	Manipuri
		Meghalaya	Hindi / English
		Mizoram	Mizo
		Nagaland	Hindi / English
		Tripura	Bengali
16	Odisha	Odisha	Odia
17	Punjab	Punjab	Punjabi
		Chandigarh	Hindi / English

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S.No.	Name of Postal Circle	Geographical area of State / UT covered under the Postal Circle	Local Language of Postal Divisions falling under State / UT
18	Rajasthan	Rajasthan	Hindi
19	Tamil Nadu	Tamil Nadu	Tamil
		Puducherry (excluding Mahe and Yanam district)	Tamil
20	Telangana	Telangana	Telugu
21	Uttar Pradesh	Uttar Pradesh	Hindi
22	Uttarakhand	Uttarakhand	Hindi
23	West Bengal	West Bengal	Bengali
		Sikkim	Nepali
		Andaman and Nicobar Islands	Hindi / English

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