

LIST OF ABBREVIATIONS

1.	A:	Agree
2.	APAs:	Authorized Postal Agents
3.	APU:	Asia Pacific Postal Union
4.	BPO:	Branch Post office
5.	CB:	Consumer Behaviour
6.	CBS:	Core Banking Solution
7.	CCCC:	Computerized Customer Care Centre
8.	CPGRAMS:	Central Public Grievance Redressal and Monitoring System
9.	CRM:	Customer Relationship Management
10.	CS:	Customer Satisfaction
11.	DA:	Dis agree
12.	DA:	Disagree
13.	Df:	Degree of Freedom
14.	DoP:	Department of Post
15.	DS:	Dissatisfied
16.	ECS:	Electronic Clearance Services
17.	EFT:	Electronic Fund Transfer
18.	eMO:	Electronic Money Order
19.	FS:	Financial services
20.	GATS:	General Agreement on Trade in Services
21.	GEN:	Gender
22.	HDFC:	Housing Development Finance Corporation
23.	Ho:	Head Post Offices
24.	HRD:	Human Resource Development
25.	I:	Important
26.	I:	Important
27.	ICICI:	Industrial Credit and Investment Corporation of India
28.	IDBI;	Industrial Development Bank of India
29.	iMO:	Instant Money Order Service
30.	IMT:	International Money Transfer
31.	IRDA:	Insurance Regulatory and Development Authority
32.	IT:	Information Technology
33.	KVP:	Kisan Vikas Patra
34.	LIC:	Life Insurance Corporation of India
35.	LP:	Logistics Post
36.	MF:	Mutual Funds
37.	MGNREGA:	Mahatma Gandhi National Rural Employment Guarantee Scheme
38.	MIS:	Monthly Income Scheme
39.	MOU:	Memorandum of Understanding
40.	MP:	Madhya Pradesh

41.	MS:	Marital Status
42.	MT:	Money Transfer
43.	NIOS:	National Institute of Open Schooling
44.	NREGS:	National Rural Employment Guarantee Scheme
45.	NRI:	Non- Resident Indians
46.	NRI:	Non-resident Indians
47.	NSC:	National Savings Certificates
48.	OCC:	Occupation
49.	OTC:	Over-the-Counter
50.	PCA:	Principle Component Analysis (PCA)
51.	PLI:	Postal Life Insurance
52.	PO:	Post office
53.	PP:	Private Partners
54.	PRIs:	Panchayati Raj Institutions
55.	PSUs:	Public Sector Undertakings
56.	R & D:	Research and Development
57.	RAKNPA:	Rafi Ahmed Kidwai National Postal Staff College of India
58.	RBI:	Reserve Bank of India
59.	RD:	Recurring Deposits
60.	RPLI:	Rural Postal Life Insurance
61.	SA:	Strongly Agree
62.	SB:	Savings Bank
63.	SCSS:	Senior Citizens Savings Scheme
64.	SD:	Standard Deviation
65.	SDA:	Strongly Disagree
66.	SE:	Standard Error
67.	SO:	Sub - Post Offices
68.	SP:	Speed Post
69.	ST:	Satisfied
70.	STP:	Standard Training Package
71.	TD:	Time Deposit
72.	TF:	Type of Family
73.	UI:	Un important
74.	UI:	Unimportant
75.	UPU:	Universal Postal Union
76.	USO:	Universal Service Obligation
77.	UTI:	Unit Trust of India
78.	VAT:	Value Added Tax
79.	WAN:	Wide Area Network
80.	WCTCs:	Workplace Computer Training Centers
81.	WTO:	World Trade Organization
82.	www:	World Wide Web