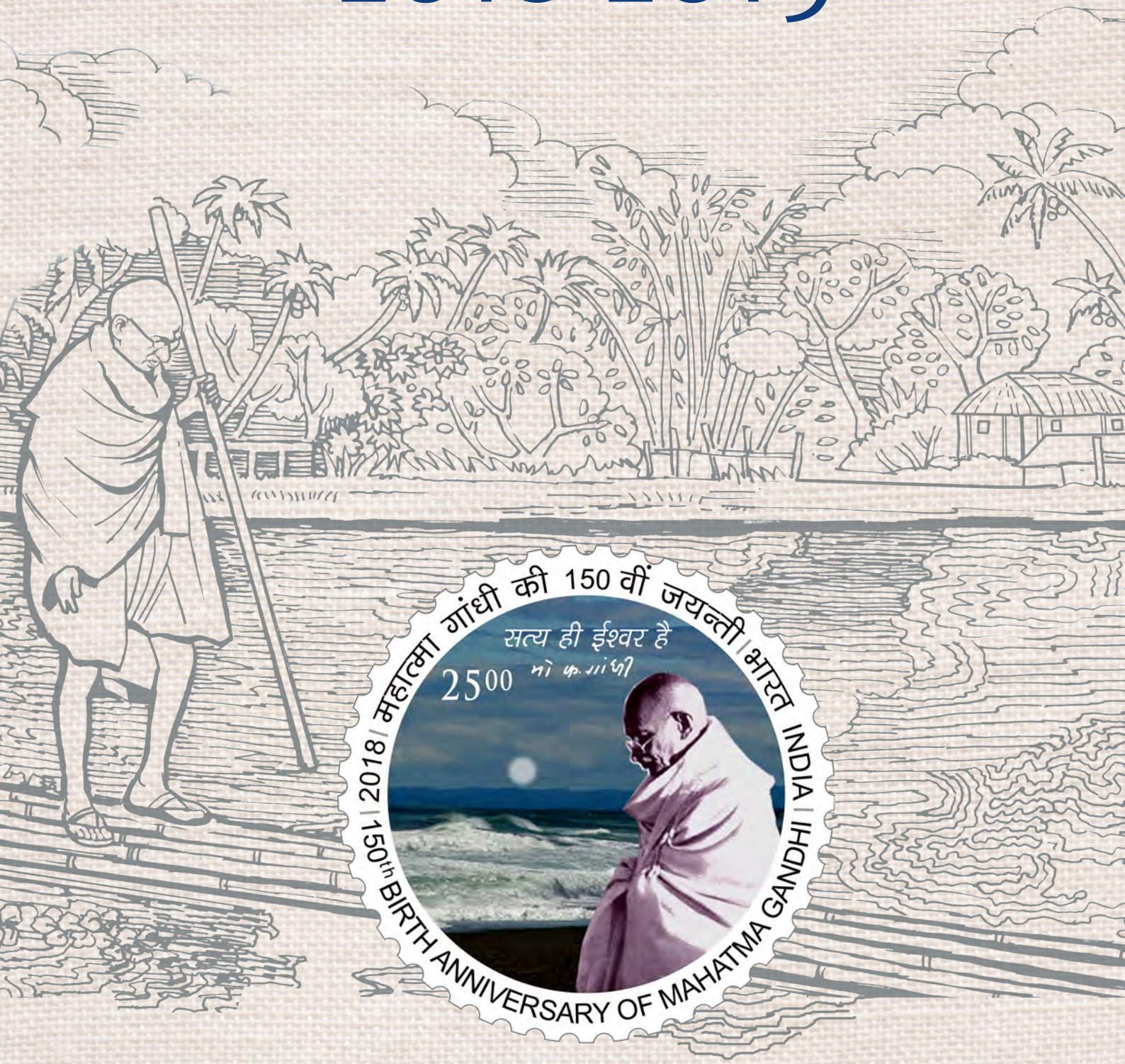
सत्यमेव जयते

भारतीय डाक
India Post

वार्षिक रिपोर्ट

ANNUAL REPORT

2018-2019



डाक विभाग
भारत
DEPARTMENT OF POSTS
INDIA

Shri Narendra Modi, Prime Minister addressing during the release function of Circular Postal Stamps on the occassion of 150th Birth Anniversary of Mahatma Gandhi on 2nd October, 2018

ANNUAL REPORT

2018-19

Department of Posts
Ministry of Communications
Government of India

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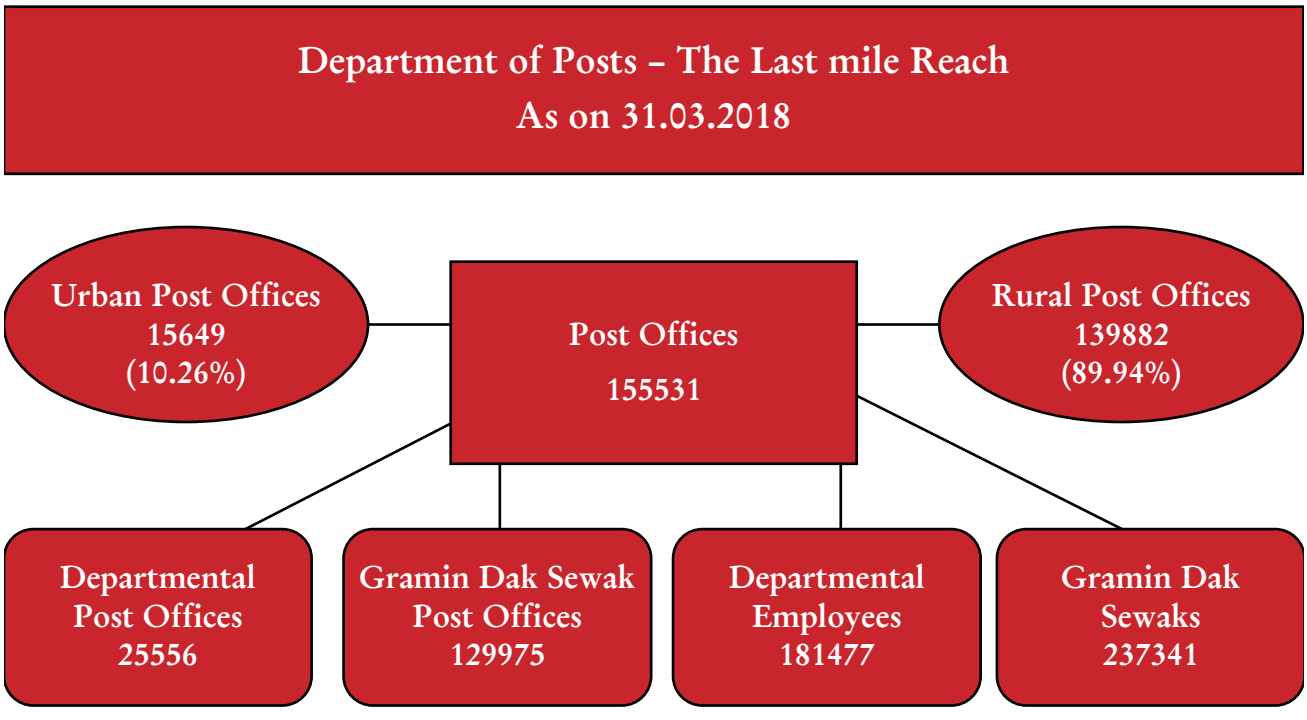
AN OVERVIEW

AN OVERVIEW

1.1 The Department of Posts, with its network of 1,55,531 Post Offices, is the largest postal network in the world. The beginnings of this vast postal network can be traced back to the year 1727 when the first Post Office was set up in Kolkata. Subsequently, General Post Offices (GPOs) were also set up in the then three Presidencies of Kolkata (1774), Chennai (1786) and Mumbai (1793). To bring some uniformity amongst the then Post Offices, the Indian Post Office Act of 1837 was enacted. This Act was followed by the more comprehensive Indian Post Office Act of 1854. The Act reformed the entire fabric of the postal system and its provisions granted the monopoly of carrying mail in the British territories in India to the Indian Post Offices. The present postal system in India thus came into existence with the Indian Post Office Act of 1854. In the same year, Railway Mail Service was introduced as also the Sea Mail Service from India to Great Britain and China. Thereafter, the India Post Office Act of 1898 was passed which regulated the postal services in the country.



On an average, 8770 people are served by a Post Office in the country; in rural areas, a Post Office serves 6455 people, and in urban areas, a Post Office serves 29458 people.

Average area served by a Post Office is 21.14 sq.km.

VISION

1.2 India Post's products and services will be the customer's first choice.

MISSION

1.3 The mission of the Department of Posts is as under:

- To sustain its position as the largest postal network in the world touching the lives of every citizen in the country.
- To provide mail, parcel, money transfer, banking, insurance and retail services with speed and reliability.
- To provide value-for-money services to the customers.
- To ensure that the employees are proud to be its main strength and serve its customers with a human touch.
- To continue to deliver social security services and to enable last mile connectivity as a Government of India platform.

1.4 In 1852, the first ever-adhesive postage stamp in Asia was issued in Sindh (Scinde); these stamps subsequently became famous as the Scinde Dawks. These stamps were in circulation up to June 1866. On 18th February,1911, the world's first airmail flight – from Allahabad to Naini - took place. It traversed a distance of 18 kilometers (approx.) across the river Ganges. The first postage stamp valid across the country was issued on 1st October, 1854 which provided an affordable and uniform rate of postage based on weight. Since then, the Department of Posts has proved to be one of the important institutions of the country, playing an important role in the socio-economic development of the nation and connecting the remotest corners of the country.

1.5 While the core activity of the Department is processing, transmission and delivery of mail, there are also a diverse range of retail services undertaken by the Department, which include money remittance, banking, as well as, insurance. Of late, the Department has undertaken the disbursal of the social benefit payments, such as MGNREGA and social security pension schemes.

To meet the developments and challenges of the new environment where the mail is seeing a decline the world over, the services provided by the Department of Posts are being upgraded, diversified and new services being introduced in consonance with customer expectations. A major IT Induction and Modernization Project is currently being implemented in the department with focus on - Business process re-engineering and improving operational efficiency of the department.

CONSTITUTIONAL AND LEGAL PROVISIONS

1.6 As per Article 246 (1), the Parliament has exclusive power to make laws with respect to any of the matters enumerated in List I (or the "Union List") in the Seventh Schedule. Communication is listed at entry number 31 of List I of the Seventh Schedule of the Constitution of India. As such, it is a Union subject and Parliament has exclusive powers to make laws on it. The Indian postal network is governed by the Indian Post Office Act, 1898. Additionally, Indian Post Office Rules, 1933 serve as subordinate legislation.

1.7 An amendment in Section 7 of the Indian Post Office Act, 1898 was approved by the Parliament through Financial Bill, 2017 whereby the powers to modify rates & tariff of the basic Postal services contained in the First Schedule of Indian Post Office Act, 1898, which was earlier with the Parliament, has now been delegated to Ministry of Communications.

IT MODERNIZATION PROJECT

1.8 The IT Modernization Project aims at transforming the Department into a 'Technology enabled, self-reliant market leader'. It will result in increased market share and revenues, launch of new products and services, improved service delivery system, motivated workforce and enhanced customer satisfaction. The primary focus of this Project is to improve and automate postal services through business process re-engineering and creation of efficient operations and systems. Under the IT Modernization

Project, the various postal modules will get integrated to cover various functions of the Post Offices, administrative offices, account offices and mail offices, etc.

1.9 Digital India Programme is a flagship programme of Government of India launched in 2014 with a vision to transform India into a digitally empowered society and knowledge economy. The thrust of the Digital India Programme is digital empowerment of the citizens of India. Department of Posts has been entrusted to transform the Post Offices into multi service centres. The Department is digitizing all the 1,55,531 Post Offices including 1,29,975 Gramin Dak Sewak Post Offices. The digitized Post Office shall work as multi service centre and become the nodal centre for the dissemination of information vis-à-vis government policies; disbursement of social security benefits; and financial inclusion. These Post Offices will offer a digital means of communication, carrying physical goods and money transfers.

DIGITAL ADVANCEMENT OF RURAL POST OFFICE FOR A NEW INDIA (DARPAN)

1.10 Rural ICT Project (DARPAN) aims at computerizing approximately 1,30,000 rural Branch Post Offices in the country by supplying computer hardware, other peripherals, solar charging devices and providing network connectivity, development and deployment of software for MNREGS, eMO etc. to them. As on 31.03.2019, total 129089 Branch Post Offices have been rolled out under DARPAN Project.

CORE BANKING SOLUTION (CBS) PROJECT

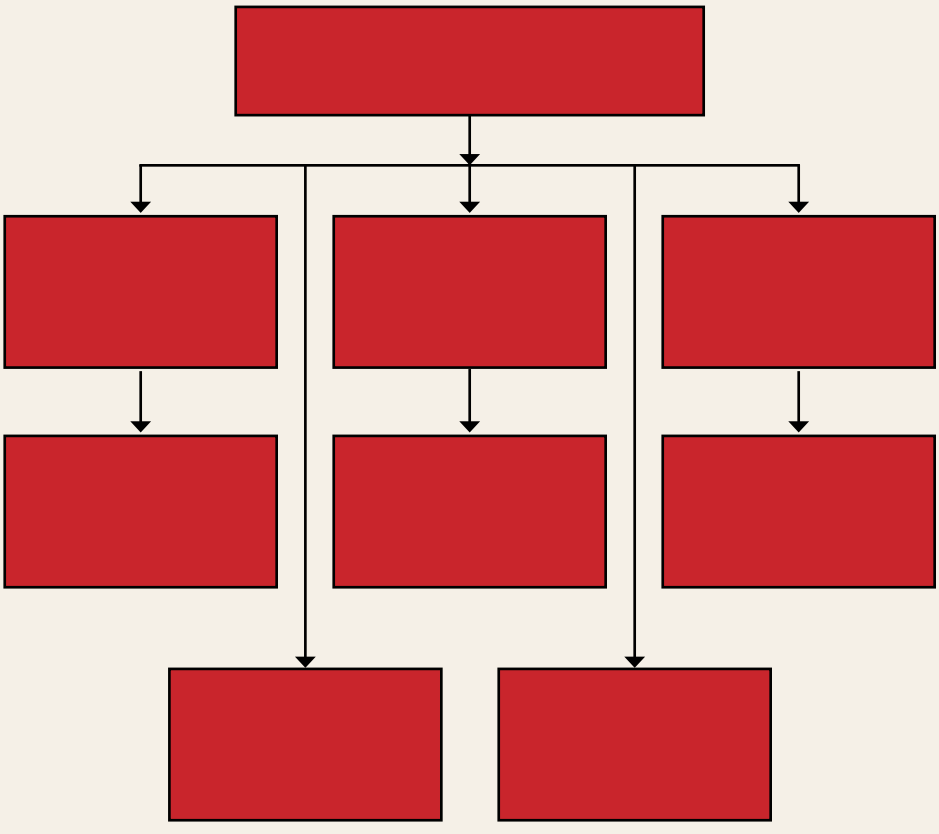
1.11 The Core Banking Solution (CBS) Project is bringing in facilities of ATM banking, Internet Banking and Mobile Banking to Post Offices Savings Bank (POSB) customers 24X7 along with the facilities of National Electronic Fund Transfer (NEFT) and Real Time Gross Settlement (RTGS).

INDIA POST PAYMENTS BANK

1.12 The India Post Payments Bank (IPPB) has been set up by Department of Posts (DoP) as a Public Limited Company with a mandate to become most accessible, affordable and trusted bank for the common man by removing the barriers for the unbanked and promote the adoption of cashless transactions in a predominantly cash based economy. IPPB has created a platform to bridge a critical gap in access to formal financial services in every part of country, by leveraging the Department of Posts' (DoP's) unparalleled reach, through its post offices. Today IPPB is offering Payments bank services through 650 branches and 1.36 lakh post offices as its access points.

Presentation of India Post Payment Bank QR card to Shri Narendra Modi, Prime Minister of India by Shri Manoj Sinha, Union Minister of State for Communications (I/C) and Railways, Shri A.N. Nanda, Secretary (Posts) and Shri Suresh Sethi, MD & CEO (IPPB) during Nationwide Rollout event of IPPB on 1st September, 2018 at New Delhi

ORGANISATION



ORGANISATION

ORGANISATIONAL STRUCTURE

2.1 The Department of Posts is under the Ministry of Communications which is headed by Minister of Communications presently, earlier by Minister of State for Communications (Independent Charge). The Department is headed by the Secretary, Department of Posts who is also the Chairman, Postal Services Board. The Director General (Postal Services), Department of Posts handles all matters relating to administration and operations.

PLANNING AND POLICY FORMULATION AT HEADQUARTERS

2.2 The Postal Services Board (PSB) is the apex management body of the Department of Posts. It comprises the Chairman, Addl. Director General (Coordination) and six Members. The Additional Secretary and Financial Advisor (AS&FA) is an invitee to the Board. The six Members of the Board look after areas of Personnel Management, Postal Operations, Technology Induction and Implementation, Postal Life Insurance & Investment of Postal Life Insurance Funds, Banking, Human Resource Development, and Planning. The Additional Secretary and Financial Advisor (AS&FA) to the Department renders finance advice to the Postal Services Board. The Secretary, Postal Services Board assists the Board and is in charge of administration at the headquarters. Director General (Postal Services) and Addl. DG (Co-ordination) are permanent invitees to the PSB. In addition, Chief General Managers viz, CGM, (Business Development & Marketing), CGM (Parcel Directorate) and CGM (Postal Life Insurance), Sr. Deputy Directors General and Deputy Directors General, Directors and Assistant Directors General of the Department provide necessary support to the Board.

CREATION OF PARCEL DIRECTORATE

2.2.1 A Separate Parcel Directorate has been created under a Higher Administrative Grade (HAG) level officer with the aim to administer and expand parcel business. The Parcel Directorate will look at expansion, sales & marketing and end to end operations of all types of parcels and registered packets. At present, Department of Posts has a market share of 4% by volume and 5% by revenue of domestic Parcel Market. Parcel Directorate has been created with a target to capturing 15% of the domestic parcel market (Revenue) by 2026 i.e. ₹ 7,600/- crore revenue from the present ₹ 500/- crore. In order to achieve its objective of capturing 15% of the parcel market in India by 2026, Parcel Directorate will focus on marketing and sales activities, robust operational capacity and providing quality parcel services.

POSTAL CIRCLES

2.3 The Postal network of the Country is divided into 23 Postal Circles for administrative convenience. Circles are generally co-terminus with a State with a few exceptions except North-Eastern States as North-East Circle consists of six States i.e. Tripura, Mizoram, Manipur, Nagaland, Arunachal Pradesh and Meghalaya. Each Circle is headed by a Chief Postmaster General.

POSTAL REGIONS

2.3.1 The Department of Posts has been consistently improving the quality of services with new parameters for providing services to reach out to serve the Nation. To continue with the qualitative improvement of services coupled with constant monitoring, the Department created two new Postal Regions namely *"Jabalpur Postal Region"* in Madhya Pradesh Circle and "*Jammu Postal Region*" in Jammu & Kashmir Circle. The newly created Regions are headed by Postmaster General with headquarters located at Jabalpur and Jammu respectively. With the creation of these two Regions, the tally of the Postal Regions is now 54.

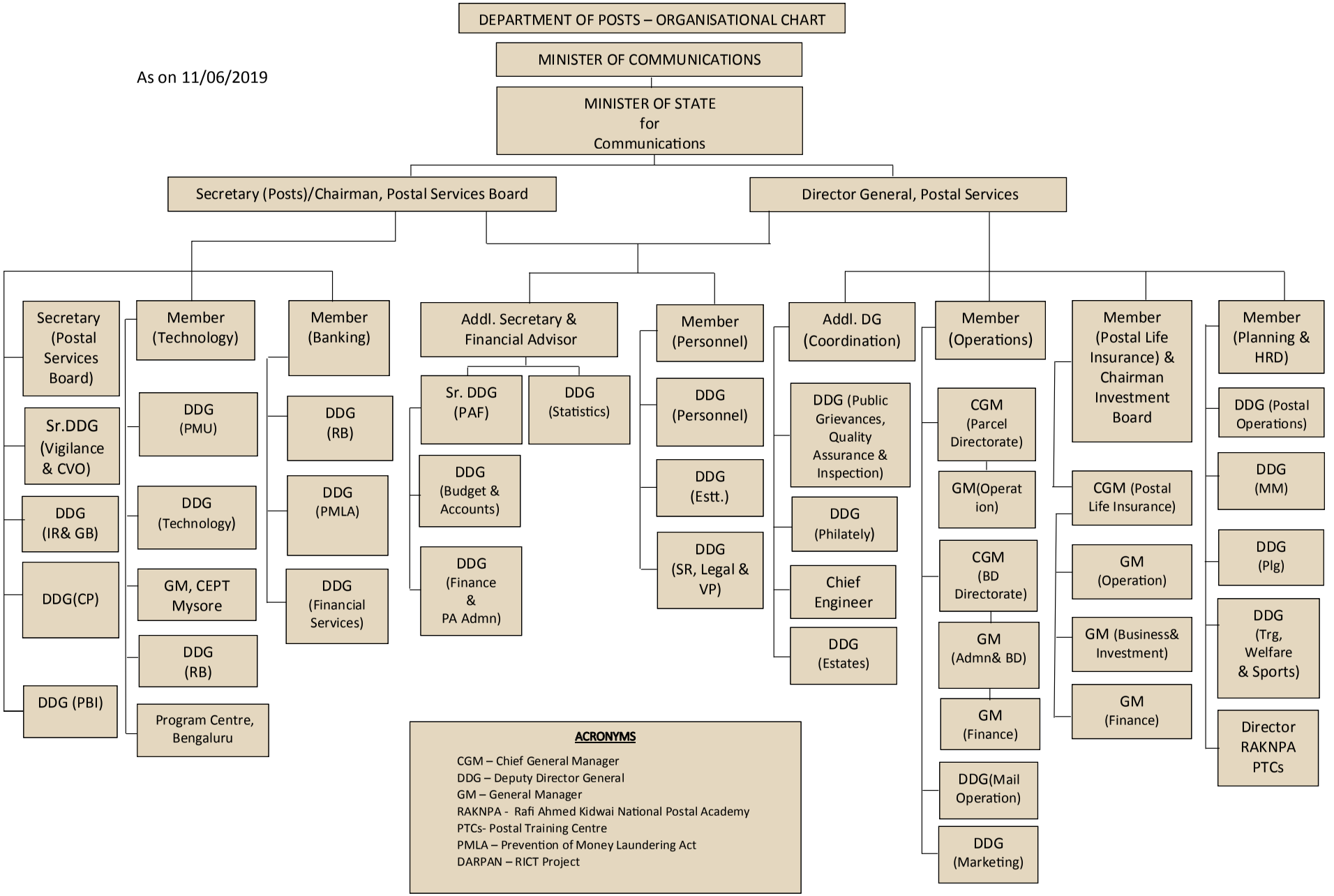
OPERATIONAL UNITS

2.4 Post Offices in the country are categorized as Head, Sub and Branch Post Office. Branch Post Offices are mostly located in rural areas and are manned by Gramin Dak Sevaks. The Sub Post Offices are Departmental Offices located in both rural and urban areas. Head Post Offices are located in important towns and cities, mostly at district levels.

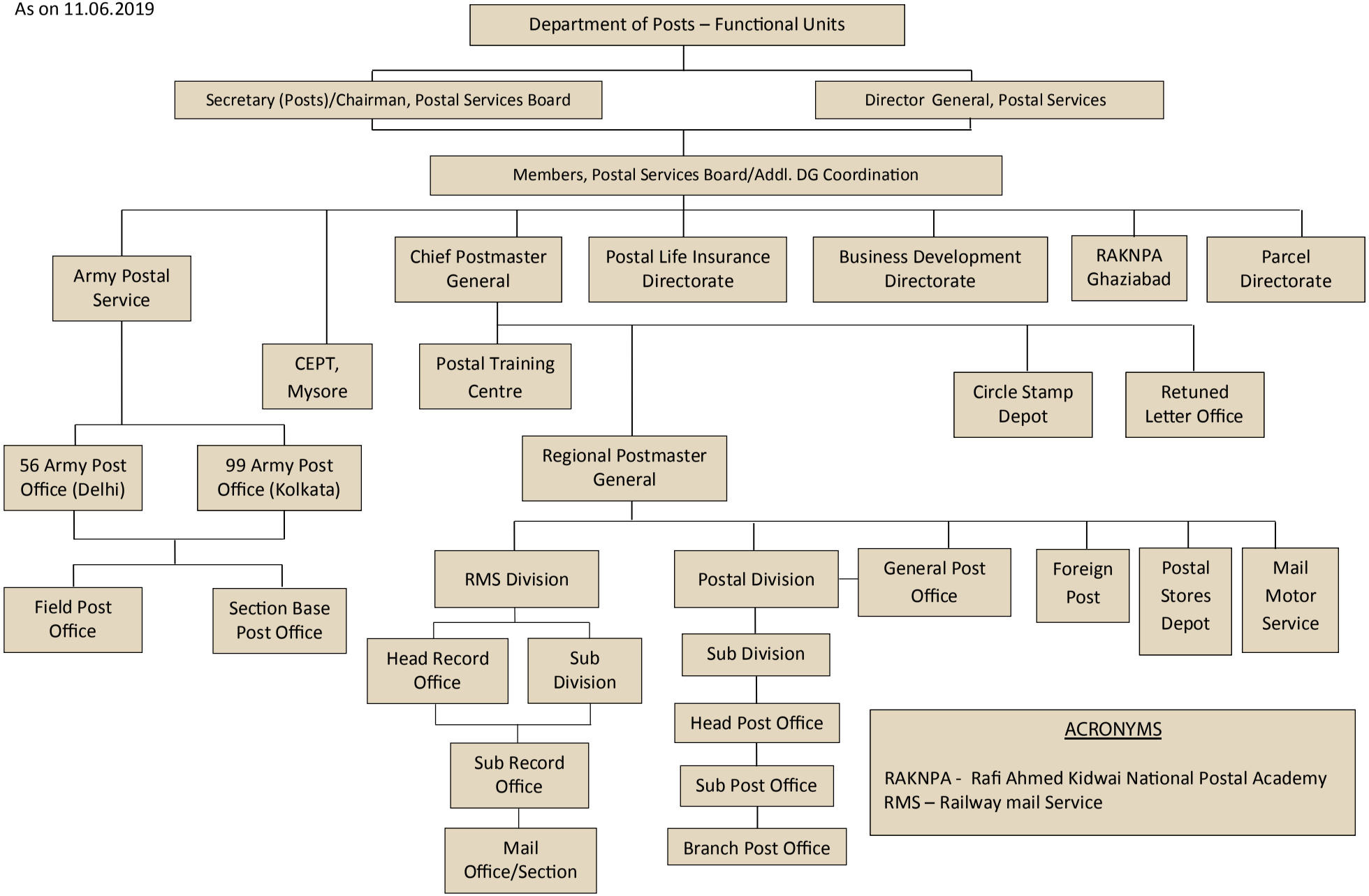
ARMY POSTAL SERVICE CORPS

2.5 Apart from the 23 Circles, there is a separate wing called the Army Postal Service (APS) to take care of postal needs of the Armed Forces. The APS is designated as another Circle called the Base Circle. It is headed by the Additional Director General, Army Postal Service in the rank of Major General. Officers' cadre of Army Postal Service is drawn on deputation from the Indian Postal Service. Nearly 75 percent of the other ranks of the Army Postal Service are also drawn from the Department of Posts and the remaining personnel are recruited by the Army.

Heads of Circle Conference-2018 at Bhopal (MP), 27th to 29th April, 2018


DEPARTMENT OF POSTS – ORGANISATIONAL CHART
As on 11/06/2019
MINISTER OF COMMUNICATIONS
MINISTER OF STATE for Communications
Secretary (Posts)/Chairman, Postal Services Board
Director General, Postal Services
Secretary (Postal Services Board)
Sr.DDG (Vigilance & CVO)
DDG (IR& GB)
DDG(CP)
DDG (PBI)
Member (Technology)
DDG (PMU)
DDG (Technology)
GM, CEPT Mysore
DDG (RB)
Program Centre, Bengaluru
Member (Banking)
DDG (RB)
DDG (PMLA)
DDG (Financial Services)
Addl. Secretary & Financial Advisor
Sr. DDG (PAF)
DDG (Statistics)
DDG (Budget & Accounts)
DDG (Finance & PA Admn)
Member (Personnel)
DDG (Personnel)
DDG (Estt.)
DDG (SR, Legal & VP)
Addl. DG (Coordination)
DDG (Public Grievances, Quality Assurance & Inspection)
DDG (Philately)
Chief Engineer
DDG (Estates)
Member (Operations)
CGM (Parcel Directorate)
GM(Operation)
CGM (BD Directorate)
GM (Admn& BD)
GM (Finance)
DDG(Mail Operation)
DDG (Marketing)
Member (Postal Life Insurance) & Chairman Investment Board
CGM (Postal Life Insurance)
GM (Operation)
GM (Business& Investment)
GM (Finance)
Member (Planning & HRD)
DDG (Postal Operations)
DDG (MM)
DDG (Plg)
DDG (Trg, Welfare & Sports)
Director RAKNPA PTCs
ACRONYMS
CGM – Chief General Manager
DDG – Deputy Director General
GM – General Manager
RAKNPA - Rafi Ahmed Kidwai National Postal Academy
PTCs- Postal Training Centre
PMLA – Prevention of Money Laundering Act
DARPAN – RICT Project

As on 11.06.2019



IT MODERNIZATION PROJECT

IT MODERNIZATION PROJECT

3.1 The IT Modernization Project of Department of Posts was approved by the Government of India in November 2012 as a Mission Mode e-governance Project with an outlay of ₹ 4909 crore. The Project aims at transforming the Department of Posts' operational efficiency and improving service delivery of operational and administrative units through upgraded technology and connectivity.

3.2 Networking of all 1,55,531 post offices covering the remotest parts of the country will enable tracking and tracing of all kinds of accountable mails and parcels in the country, besides providing real–time information to facilitate customer feedback and management functions.

3.3 The implementation of the Project started in the year 2012-13. The Project is being implemented in eight segments.

3.4 The Primary Data Centre has been commissioned at Navi Mumbai and is operational from 3rd April, 2013 Disaster Recovery Centre has been powered on at Mysore on 15th May, 2015.

3.5 As part of the Network Integrator stream of the Project, 28290 locations have been networked under Wide Area Network (WAN) as on 31.03.2019.

3.6 The Financial Systems Integrator stream of the Project aims at computerizing the Savings Bank and Postal Life Insurance (PLI) operations of the Department through one central platform. As on 31.03.2019, Core Banking Solution has been made operational in 23686 Post Offices and 996 ATMs have been commissioned. The ATMs have also become inter-operable with those of the Banks since 30.12.2016. In respect of Postal Life Insurance (PLI), Core Insurance Solution (CIS) has been rolled out in 25,573 Post Offices.

3.7 The Core Systems Integrator (CSI) stream of the Project aims at computerizing through one central platform all the postal, mails and counter operations of the post offices, apart from implementing computerization of finance & accounts and HR functions of the Department. 511 Divisions (499 Postal & RMS Divisions +12 independent Head Post offices/GPOs) have been rolled out in CSI including pilot, as on 31.03.2019.

3.8 The Change Management stream of the Project aims at preparing all the employees of the Department including Gramin Dak Sewaks to enable them to function effectively in IT environment. Vendor activities were completed in total 120 change management workshops in 4 cycles in which 3523 participants attended the workshop. Training activities are in progress by Department on its own.

3.9 The Mail Operations Hardware stream of the Project aims at supply of required hardware to Mail Offices and hand held devices to Postmen staff of the Post Offices. The procurement of Gen Sets (742), computers (867), UPS(620) and Weighing scales(563) have been completed. Funds have been allotted to all Circles for procurement of smart phones and Dot Matrix printers, scanners, tag printers etc. under Mail Operation Hardware(MOH). By 31.03.2019, Circles had reported purchasing of 38477 mobile phones.

3.10 Rural ICT Project(DARPAN) aims at computerizing approximately 1,30,000 rural Branch Post Offices in the country by supplying computer hardware, other peripherals, solar charging devices and providing network connectivity, development and deployment of software for MNREGS, eMO etc. to them. As on 31.03.2019, total 129089 Branch Post Offices have been rolled out under DARPAN Project.

Launch of revamped India Post website, e-Commerce Portal & internet banking facility for POSB customers and conferment of Meghdoot Awards on 14th December, 2018 at New Delhi

POSTAL
&
MAIL OPERATIONS

POSTAL & MAIL OPERATIONS

4.1 India has the largest Postal Network in the world with 1,55,531 Post Offices of which 1,39,882 (89.94%) are in the rural areas. At the time of independence, there were 23,344 Post Offices, which were primarily in the urban areas. The Postal network has thus registered a seven-fold growth since independence, with the focus of this expansion primarily being in the rural areas. On an average, a Post Office serves an area of 21.14 Sq. Km. and a population of 8770 people.

4.2 Post Offices are opened based on the distance, population and income norms fixed for the purpose. In order to fulfill the Universal Service Obligation, some relaxation in the criteria is made for opening of Post Offices in the rural, remote, hilly and desert areas.

4.3 During the financial year (2018-19), the Circles were given targets for opening of 22 Sub-Post Offices(SOs) and 24 Branch Post Offices (BOs) (by relocation / redeployment), 200 franchise outlets and provision for basic infrastructural equipments to 1626 rural BOs, installation of 6632 letter boxes in rural areas, 17827 Post office signages and embedding 4129 cash chests in rural BOs.

4.4 In addition to the above, the Department opened 1,769 new BOs during 2018-19 at Gram Panchayat headquarter villages having no post offices within a distance of 3 Kms. in the 32 worst affected Left Wing Extremism (LWE) districts. These are in the states of Andhra Pradesh, Bihar, Chhattisgarh, Jharkhand, Maharashtra, Odisha and Telangana to ensure availability of postal counter service facilities as well as delivery of the benefits of the schemes of the Central & State Governments more effectively and efficiently through the BOs.

4.5 Even though India has the largest postal network in the world, there continues to be a demand for opening of post offices. When laid down norms do not justify opening of a new post office, demand of postal services in such area is effectively met through the franchise scheme and Panchayat Sanchar SewaYojana (PSSY) scheme of the Department. 2131 franchise outlets and 2461 postal agents under the franchise scheme and 1912 Panchayat Sanchar Sewa Kendras (PSSKs) under PSSY Scheme are functional in the country, to provide basic postal counter facilities in uncovered areas.

4.6 The total number of Post Offices (rural-urban) since 2013-2014, year-wise, is shown in the following graph:

MAIL VOLUME

4.7 Comparative statistics of mail traffic handled during 2017-18 as compared to the previous year is given in Table-1.

TABLE- 1 MAIL TRAFFIC DURING 2016 –17 AND 2017-18 (In Crore)			
Category	**2016-17**	**2017-18**	**Increase/ Decrease (in percentage)**
Registered	18.34	19.33	5.38
Unregistered	552.66	567.69	2.72
Premium Products*	47.87	47.59	-0.58
Total	**618.87**	**634.61**	**2.54**

*Speed Post and Express Parcel Post

DEVELOPMENT OF ROAD TRANSPORT NETWORK

4.8 In order to ensure safe and secure transmission of Speed Post articles and parcels, particularly e-commerce articles, a Plan Scheme 'Development of Road Transport network' has been approved for the Department. Under the Plan Scheme, 42 routes have been made functional which will ensure secure transmission of Speed Post articles and e-commerce shipments across the country. Alternate/ additional routes which can be operationally advantageous for transmission of mail are also being identified continuously.

AUTOMATED MAIL PROCESSING CENTRES

4.9 In order to expedite mail processing, Department has established Automated Mail Processing Centres (AMPCs) in Delhi and Kolkata. These centres are equipped with a Letter Sorting Machine (LSM) and a Mixed Mail Sorter (MMS) each with a sorting capacity of 35,000 and 18,000 items per hour respectively. Enhanced sorting capacity and mechanized processing facility have expedited sorting and enabled faster delivery of mail in these cities.

POSTMAN MOBILE APPLICATION

4.10 Traditionally, the delivery updation for various accountable articles takes place in an off-line mode and the delivery information is updated in the tracking report, only after the postmen feeds it in the system after completing his/her beat for the day.

4.11 In order to overcome the above challenges, Department has introduced *Postman Mobile Application* (PMA), an android based mobile application which has been designed and developed by the Centre for Excellence in Postal Technology (CEPT), Mysuru. Department of Posts procured 15000 smart phones for the deployment of PMA in Phase – I and is in the process of procuring 38500 more smart phones in Phase-II. PMA is being used by the delivery staff for delivering various accountable articles such as Speed Post, Express Parcel, Business Parcel and Registered Post, including Cash on Delivery (CoD) parcels for capturing real time information.

ELECTRONIC CLEARANCE OF LETTER BOXES

4.12 Electronic clearance of letter boxes and their prompt monitoring through Nanyatha software has been implemented in 98 cities.

MAIL MOTOR SERVICE

4.13 Mail Motor Service (MMS) came into existence in the year 1944 with a purpose to meet the requirement of Department of Posts for conveyance of mails. The functions of the MMS include services like conveyance mail bags between Post Offices, RMS offices, TMOs, Railway Stations, Air Mail Sorting Offices, Sea Ports, conveyance of cash, pickup and delivery of speed /bulk mail. In addition to above the MMS schedules are operated for Logistic posts services in cities like Hyderabad, Bangalore, Delhi, Mumbai and Chennai. MMS workshops are attending to the repairs and maintenance of Staff Cars/inspection vehicles.

4.14 The MMS is responsible for operation and maintenance of 1458 mail motor vehicles. Out of which 224 are CNG propelled environment friendly mail vans in Agra, Ahmadabad, Delhi and Mumbai. There are 103 MMS units throughout the country to operate the fleet of motor vehicles,

out of which 17 MMS units are having full-fledged workshops. 204 Maruti vehicles were purchased and supplied to all Postal Circles under QSF Project of IR&GB for "Expediting International Mail Delivery in Major Cities" funded by QSF Board of Universal Postal Union (UPU). The 990 vehicles are provided with GPS and on line activity is monitored.

4.15 Powers have been fully delegated to Heads of Circles for condemnation and replacement of Mail Motor operative vehicles/Staff Cars/ Inspection vehicles, which have completed norms of condemnation either through purchase of new vehicles or through outsourcing.

ELECTRONIC MONEY ORDER (eMO)

4.16 Electronic Money order service was introduced by the Department of Posts in 2008 and as of now, all the Departmental Post Offices across the country have been covered under this service. No extra charges are taken from the senders of the Money Orders for electronic transmission of their money. The advantage of sending money to someone through Electronic Money Order is that the money is delivered at the door step of the payee. Electronic money orders can be tracked through India Post website **www.indiapost.gov.in.**

JEEVAN PRAMAAN CENTRES (JPC)

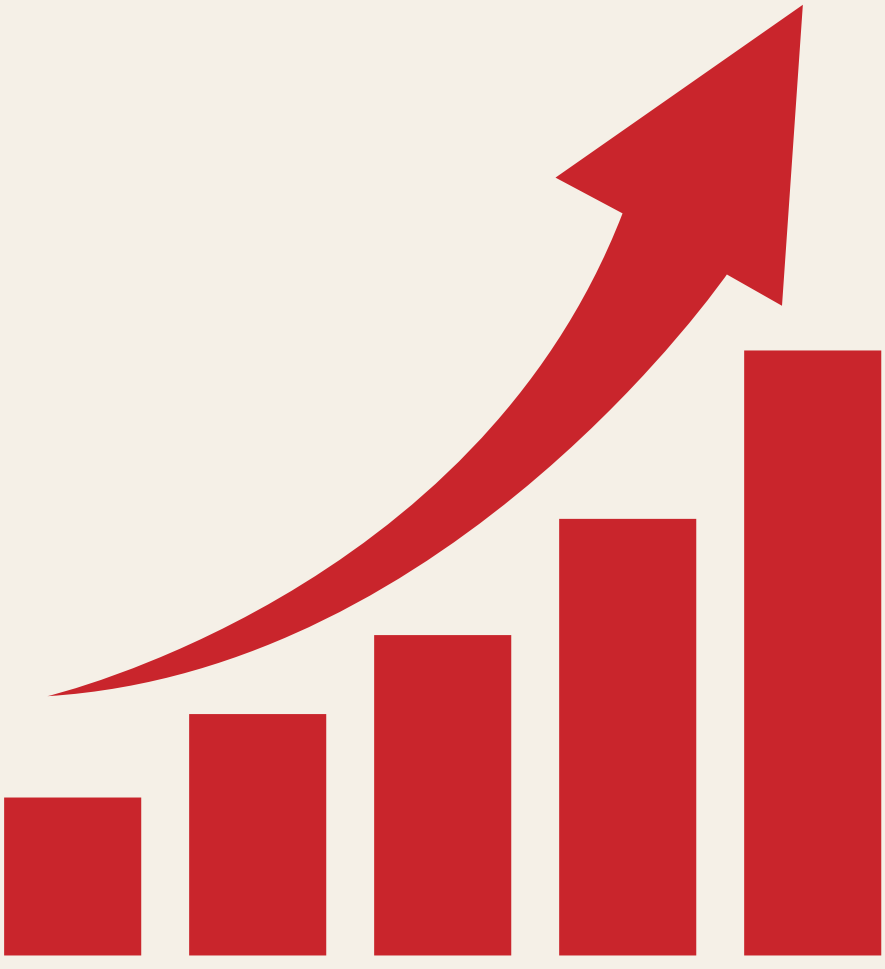
4.17 Jeevan Pramaan is a biometric enabled digital service for pensioners for submitting their Life Certificates digitally, which was introduced in 30th June, 2015. In this service, all life certificates submitted manually by the pensioners are now being submitted digitally by using Aadhar number. These Jeevan Pramaan Centers are functioning in 810 Head Post Offices across the country.

INSTANT MONEY ORDER (iMO)

4.18 Instant Money Order (iMO) is an online domestic money transmission service which is instant, convenient, reliable and affordable. This service is intended for people requiring instant money remittance. This service enables the customer to quickly transmit money from any of the post offices providing iMO service. Under this service, a person can send an amount from ₹ 1,000 up to ₹ 50,000 in one transaction. Money will be disbursed to the payee at any of the designated iMO Post Offices in India on presentation of a 16 digit iMO number and a photo identity proof. At present, iMO service is available in 19,769 Post Offices across the country.

Shri Dinesh Krishnaswamy, Co-Founder, Infosys who began his career as a postal employee was the Chief Guest on the occasion of World Post Day celebrations seen with the Dak Seva Awardees with Dr. Charles Lobo, CPMG, Karnataka Circle and the Regional PMsG held on 9th October, 2018.

PREMIUM SERVICES



PREMIUM SERVICES

5.1.1 Department of Posts is a customer centric organisation. The Post office as a one stop shop provides a range of affordable and customized utility services. To provide a greater impetus to the business activities and focus on specific customer requirements, the Department of Posts set up a Business Development Directorate in 1996. It was re-organized as Business Development and Marketing Directorate in the year 2004-05, to provide for better marketing and publicity of the products and services. The Department of Posts has launched several premium services to meet the present day customer requirements. The bouquet of premium services includes Speed Post, Express Parcel, Business Parcel, Retail Post, e-post, e-payment, e-post office, Logistics Post, Business Post, etc.

5.1.2 With the exponential growth in the e-commerce market in the Country in the recent years, the Department of Posts has setup a separate Parcel Directorate in April 2018 to focus on this rapidly growing segment keeping in view the needs of the customers. A separate Marketing Division has also been setup in April 2019 to focus on marketing and to ensure better visibility of the products and services of India Post.

SPEED POST

5.1.3 Speed Post, the market leader in the domestic express industry, was started by the Department of Posts in August 1986 for providing time-bound delivery of documents and merchandise weighing up to 35 kg between specified locations in India. In the past 32 years, it continues to be the market leader in the express industry handling more than 4 crores articles per month. Coverage of Speed Post has also been increased to provide nation-wise booking and delivery.

5.1.4 Speed Post is a popular value for money product. Speed Post articles can be booked upto 50 grams @ ₹ 35/- across the country and local Speed Post upto 50 grams @ ₹ 15/- (excluding applicable taxes/cess). Speed Post articles can be tracked online by using the 13 digit Speed Post article number through India Post web site (**www.indiapost.gov.in**). In addition to this, Speed Post articles can also be tracked through Android based mobile app "Post info".

5.1.5 Insurance for a value up to ₹ 1 lakh is also provided as an add-on service for Speed Post articles. Round the clock Speed Post booking facilities are available in selected post offices in some major cities.

5.1.6 Value additions under Speed Post: To meet the needs of the customer, following value added services are provided under Speed Post: -

- Credit facility under Book Now Pay Later (BNPL) scheme
- National Account Facility
- Free pick-up facility.
- Volume based discount
- Cash on Delivery facility (COD) – Cash on Delivery facility has been provided with Speed Post to cater to the growing e-commerce market requirements.

5.2. BUSINESS POST

5.2.1 Department of Posts introduced 'Business Post' service in 1996 to offer a comprehensive solution to Government Organizations /PSUs and Corporate houses for their pre-mailing requirements viz; collection of articles from the

premises of the customers, folding, insertion, franking, addressing, pasting of articles and special handling etc. Besides bringing in additional revenue, this activity is meeting the requirements of the bulk and corporate customers

5.2.2 Business Post services are available in Business Post Centers at major post offices across the country. Business Post is not a service by itself. It is a value addition to other services like Speed Post, Registered Post and ordinary mail.

5. 3. DIRECT POST

5.3.1 With increasing commercial activity in India, the need for direct advertising of products and services by the business organizations is growing. Direct Mail, which can be defined as printed matter usually carrying a sales message or announcement designed to elicit response from carefully selected consumers or business enterprises, is the most potent medium for direct advertising. In many countries, Direct Mail constitutes a pre-dominant portion of mail traffic handled by the Postal Administrations. Direct mail can be both addressed as well as un-addressed.

5.3.2 Direct Post is the un-addressed component of Direct Mail in India, and comprises of un-addressed postal articles like letters, cards, brochures, questionnaires, pamphlets, samples and promotional items like CDs, coupons, posters, mailers or any other form of printed communication that is not prohibited by the Indian Post Office Act, 1898 or Indian Post Office Rules, 1933.

5. 4. MEDIA POST

5.4.1 India Post offers a unique media concept to help the Corporate and Government organizations reach potential customers of the target groups through Media Post. No other medium can match the sheer expanse of India Post in terms of volume and reach. Media Post offers a range of advertising mediums such as postal stationery, display of posters in postal premises etc.

5.5. POST OFFICE PASSPORT SEVA KENDRA (POPSK)

5.5.1 Post Offices are being leveraged to provide third party products and services to the customers in their neighbourhood. As a part of this initiative and in order to extend passport services to the citizens in far flung areas, the Ministry of External Affairs (MEA) and the Department of Posts (DoP) have agreed to leverage selected Head Post Offices (HPOs) in various States as Post Office Passport Seva Kendra (POPSK) for delivering passport related services to the citizens of our country.

5.5.2 The pilot started on 25.1.2017 at Metagalli Post Office, Mysuru, Karnataka and Dahod Head Post Office, Gujarat.

5.5.3 Following the success of the pilot POPSK at Mysore in Karnataka and Dahod Head Post Office, Gujarat, MEA and DoP agreed to open POPSKs at 491 locations in various states of the country in a phased manner depending upon feasibility of space and manpower. 412 POPSKs have been opened upto March, 2019.

5.5.4 During the period from Jan, 2018 to March, 2019, around 22.02 lakh applications have been processed in these POPSKs.

5.6 RETAIL POST

5.6.1 Post Offices are being developed as a one stop shop to provide a range of utility services to the customers providing convenience and affordability at their door steps. India Post is leveraging the vast network of Post Offices across the country by providing services under Retail Post which include collection of electricity bills, telephone bills, taxes and fees.

5.6.2 To provide railway tickets through convenient locations, railway reservation tickets for all classes are being issued at selected Post Offices in association with the Ministry of Railways. The service is available at 335 Post Offices as on 31.3.2019.

5.6.3 Tie ups have also been made with various players for sale of third party products viz. sale

of agricultural products, Energy Efficient LED Bulbs, Tube lights and Fans by EESL etc. Additionally, as part of Government of India initiative of sale of "Sovereign Gold Bonds", applications are accepted through all Head Post Offices of the Department as and when tranches are opened by the RBI.

5.6.4 Arrangements have been made for supply and distribution of 'Gangajal' sourced from Gangotri, through Head Post Offices across the country and through online portal i.e. e-commerce Portal and e-Post Office Portal. Door step delivery of Gangajal, sourced from Gangotri, across the country through Speed Post is also available.

5.7 e-Post

5.7.1 e-Post is an unregistered hybrid mail which provides electronic transmission of the messages which may include text messages, scanned images, pictures etc and their delivery in hard copies at the destination through postman/ delivery staff. Presently, e-Post booking facility is available in more than 13,500 post offices and physical delivery is done through a network of more than 1.54 lakh Post Offices across India. e-Post service is available for both retail as well as corporate customers.

5.7.2 e-Post Corporate service enables corporate customers including Government Departments, PSUs (Public Sector Units), SMEs (Small and Medium Enterprises) and Companies etc to draft, design and send the messages as per their business requirements from their office premises by using internet. The message is electronically transmitted as a soft copy and at the destination, it is delivered to the addressee in the form of hard copy.

5.7.3 This service can be availed by the customer by visiting e-Post enabled Post Offices or it can be sent from customer's own premises by registering as pre-paid user of e-Post retail.

5.7.4 For availing the pre-paid facility, a customer has to get registered online by accessing to e-Post URL **www.epost-indiapost.gov.in**. After completion of registration process, a unique customer ID is generated. The customer can activate/recharge its e-Post pre-paid account either by making online payment through credit/ debit card at the time of registration or by walking into any e-post enabled post office and depositing the recharge amount against the unique customer ID.

5.8 e-Payment

5.8.1 Business organizations require collection of bills and other payments from customers across the country. The Department of Post offers a simple and convenient solution in the form of e-Payment to such customers. e-Payment is a many-to-one solution which allows collection of money (telephone bills, electricity bills, examination fee, taxes, university fees, school fees etc.) on behalf of any organization. The amount collected is consolidated electronically using web based software and payment is made centrally to the biller.

5.9 e-IPO (ELECTRONIC INDIAN POSTAL ORDER)

5.9.1 Department of Posts launched the Electronic Indian Postal Order (e-IPO) on 22nd March 2013 to enable Indian Citizens living abroad to pay RTI fee online through the e-Post Office portal i.e. **https://www.epostoffice.gov.in.** The facility of e-IPO has been extended to the Indian Citizens living in India w.e.f. 13th February, 2014.

5.9.2 The applicant needs to register on the website to create profile ID for the first time. The eIPO so generated can be used to seek information from any Ministry/Department. A printout of the eIPO is to be attached with the RTI application sent in hard copy and in case the RTI application is filed electronically, eIPO is required to be sent as an attachment.

5.10. e-Commerce Portal

5.10.1 In order to strengthen the rural economy with digital and physical connectivity, the Department of Posts has launched the e-Commerce

Portal on 14.12.2018, as an initiative to provide a digital platform and e-market place for sale of Departmental and Third Party Products. Keeping in mind the overall goal of Make in India with particular focus on MSMEs, Ayush, Startups, Local Handicrafts, Small Entrepreneurs/ Women Entrepreneurs, Self Help Groups, State Handicraft Boards, State and Central PSUs etc. will also get on board shortly on the e-commerce portal.

5.10.2 This is in addition to e-Post Office portal of department of posts which is for departmental products such as Philatelic products, Gangajal and e-IPO online.

5.11 Aadhaar Updation & Enrolment Facility in Post Offices

5.11.1 Department of Posts has been mandated to leverage its vast network by providing Aadhaar enrolment and updation facilities through Post offices across the country. The enrolment process involves electronic capture of demographic and biometric information of the residents.

5.11.2 Demographic updation such as name, email id, mobile number, address, date of birth etc. and biometric updation such as facial image, finger prints and iris are updated through post offices.

5.11.3 13,352 Aadhaar Centers have been set up across the country till March 2019 as convenient outlets to facilitate the citizens for Aadhaar enrolment and updation of Aadhaar details in case of any change/mis-match in the demographic data. Besides increasing footfall in post offices, this has also resulted in generating additional revenue for the department.

5.11.4 Around 12.08 lakhs Enrolments & 39.22 lakhs updations have been performed during the period from 1st January, 2018 to 31st March, 2019.

5.11.5 The BD & M Directorate has earned revenue of ₹ 2,971.18 Crores (provisional) during the financial year 2018-19.

5.12 PARCEL NETWORK

5.12.1 Globally the decline in the volume of letter mails has been offset by an increase in the volumes of packets and parcels, driven primarily by e-commerce industry. e-tailers require an integrated collection, aggregation, sorting, transmission and delivery systems. With the objective of taking a holistic approach towards parcel business, an empowered, integrated and dedicated structure for parcel business with adequate financial and administrative powers to respond to the operational and market requirements, has been set up in the form of a Parcel Directorate, headed by a Chief General Manager, with its headquarters in New Delhi.

5.12.2 India Post has started Parcel Network Optimization Project (PNOP) during November, 2016 to revamp parcel operations and has taken several steps such as expanding the parcel delivery network, enhancing the processing capacity of the Parcel hubs, setting up of nodal delivery centres, ensuring security, etc. to meet the specific requirements of the customers. Additionally, in order to ensure timely and secured transmission of parcels, Department has started using road transport on short and long haul routes for transhipment of parcels.

5.12.3 The following initiatives have been taken by the Parcel Directorate:

- New network of parcels consisting of 56 Level-1 hubs and 134 Level-2 hubs has been finalized and operationalized w.e.f. 17.08.2018 for special handling of parcels
- Standard layout and designs for Parcel Hubs and Nodal Delivery Centres have been finalized.
- Designs of equipment for handing parcels have been standardized.
- Parcel Directorate is regularly interacting with e-Commerce merchants and corporate customers to take their inputs/comments so as to ensure reliable delivery of e-Commerce parcels.

- Vertical silos in form of Nodal Officers exclusively looking after operations, sales & marketing have been created upto the Circle level.

5.12.4 Department of Posts has earned a revenue of ₹ 98.45 Crores in year 2018-19 (up to February 2019) from Business and Express Parcel. The parcel market in the country is growing at a CAGR of 15% and the parcel market (logistics and distribution but excluding fulfilment and merchandise value) is expected to reach ~ ₹ 60,000 crores by 2026 from the existing ~ ₹ 18,000 crores. Currently, the India Post market share is ~ 4% by volume and ~ 5% by revenue. India Post aims to achieve a target of capturing 15% of the domestic parcel market (Revenue) by 2026 i.e. ~ ₹ 7600 crores revenue from the present revenue of ~ ₹ 500 crores.

Signing of MOU between Ministry of External Affairs and Department of Posts, Ministry of Communications on 31st January, 2019

RURAL BUSINESS

RURAL BUSINESS

6.1 Department of Posts has a predominantly rural network of 1,39,882 Post Offices out of the total 1,55,531 post offices in the country. The Rural Business (RB) Division of the Department of Posts (DoP) is mandated to leverage the rural network spread across the length and breadth of country to provide accessible and affordable basic savings, insurance and postal services to the people in rural areas.

6.2 One of the most important work of the RB Division relates to financial inclusion by bringing people living in the remote rural areas into the ambit of formal financial services, through opening of Post Office Savings Bank (POSB) accounts and disbursement of social security scheme payments through their saving accounts. The vast rural postal network also facilitates collection of premium of Rural Postal Life Insurance (RPLI).

DISBURSEMENT OF MAHATMA GANDHI NATIONAL RURAL EMPLOYMENT GUARANTEE SCHEME (MGNREGS) WAGES AND OTHER PENSION SCHEMES THROUGH POST OFFICES

6.3 Department of Posts has been actively involved in the disbursement of wages through Post Office Savings Bank accounts for MGNREGS beneficiaries since 2005. The Scheme is presently operational in more than 96,000 post offices.

6.4 Department of Posts also undertakes payment of pensions to the beneficiaries of various pension schemes under National Social Assistance Programme (NSAP), and schemes of other central government / departments and state government / departments. These schemes are of immense social importance as they provide the much needed financial support to the disadvantaged sections of the society living in far flung rural areas.

DIGITAL ADVANCEMENT OF RURAL POST OFFICES FOR A NEW INDIA (DARPAN)

6.5 Under the Digital Advancement of Rural Post Office for A New India (DARPAN) Project, Department of Posts has provided SIM based hand held devices to more than 1.29 Lakh Branch Post offices all over the country for carrying out online Postal and Financial transactions. Online deposit and withdrawal of money on Core Banking system, disbursement of benefits under MGNREGS and other Social Sector payments schemes, booking of Registered & Speed Post articles and Money Orders, deposit of Postal Life Insurance (PLI) / Rural Postal Life Insurance (RPLI) premium are being done through DARPAN devices giving a boost to digital transactions in the remote rural areas.

6.6 Department of Posts has also leveraged its vast rural postal network for various activities of social and economic relevance to the nation.

S. No.	Ministry	Details of Proposal
1	Ministry of Power	The Department of Posts (DoP) has conducted a survey of un electrified households in 2.19 Lakh villages in the state of Karnataka, Maharashtra, Rajasthan,Telangana and Uttar Pradesh on behalf of Ministry of Power, as a part of the project "Pradhan Mantri Sahaj Bijili Har Ghar Yojana" (SAUBHAGYA). In the first Phase of the Survey, 1.74 lakh villages were covered during 2016-17.
2	Ministry of Labour (MoLE)	A Memorandum of Understanding (MoU) has been signed between the DoP and the Ministry of Labour and Employment (MoLE) on 4th Nov 2016 to leverage Post Offices as Employment Registration Centers. The project was launched on 12-02-2017, in 95 Head Post Offices in the states of Andhra Pradesh and Telangana. The scheme has been extended to all Head Post Offices in the country with effect from 13-04-2017.
3	Ministry of Home Affairs	Out of 1788 Branch Post Offices (BOs) planned to be opened in the 32 worst affected LWE Districts in the states of Andhra Pradesh, Telangana, Bihar, Chhattisgarh, Jharkhand, Maharashtra and Odisha, in the 1st Phase,1769 BOs have been made functional during the FY 18-19.
4	Ministry of Rural Development	A (DBT Cell) has been set up in the Postal Directorate for proper monitoring of DBT payments through Post Office Savings Bank Accounts, thereby enhancing the role of DoP in Financial inclusion. The Department of Posts has on-boarded the National Automated Clearing House (NACH) Platform of the National Payment Corporation of India (NPCI) in December 2016 for seamless disbursement of Social Sector pension payments including MGNREGS wages, sponsored by various Ministries.

INTERNATIONAL BUSINESS AND COOPERATION

INTERNATIONAL BUSINESS AND COOPERATION

7.1 Matters relating to International Business and Cooperation of the Department of Posts are coordinated by the International Relations and Global Business Division. These include multilateral transactions among designated postal operators of different countries under the ambit of the Universal Postal Union (UPU), bilateral discussions with other designated postal operators, business relations with designated and private postal operators and activities focused on realization of revenue from international business.

7.2 The Post Office is emerging as an important channel for international trade in India, enabling individuals and organizations to transfer goods, money and information across the borders for commercial purposes. At the same time, it continues to facilitate people-to-people contact around the world.

INDIA AT THE UNIVERSAL POSTAL UNION (UPU)

7.3 India is one of the earliest active members of the UPU, a specialized agency of the United Nations, having its headquarters at Berne, Switzerland. The Union is responsible for ensuring efficient operation of international postal services throughout the world. The UPU also aims to promote international cooperation in this sphere and regulates the entire gamut of international postal affairs through its various bodies and multilateral agreements.

7.4 The main bodies of the UPU are: (i) the Congress; (ii) the Council of Administration (CA); (iii) the Postal Operations Council (POC); (iv) the Consultative Committee; and (v) the International Bureau. Department of Posts is currently a member of the POC. The Congress is the supreme body of the UPU and is composed of the representatives of all member countries and meets every four years to define and adopt the road map for UPU activities for each work cycle. The work of the Congress is carried out through nine different Committees consisting of member countries, and is constituted through elections. The Committees consider various proposals and submit their reports to the plenary meeting where these are put to vote by member countries.

ASIAN PACIFIC POSTAL UNION (APPU)

7.5 APPU is a Restricted Union which is affiliated to the Universal Postal Union with a membership of 32 countries. It aims to facilitate the postal exchanges in the region and to promote cooperation in postal services of Member countries. Department of Posts plays a leading role in the affairs of the APPU as a member of Finance Committee and Governing Board of the Asia Pacific Postal College.

INDIA'S CONTRIBUTION IN THE MULTI-LATERAL COOPERATION IN THE UPU AND APPU

7.6 The Extraordinary Congress of the UPU was held in Addis Ababa from 3rd – 7th September, 2018. The Congress was the 2nd Extra Ordinary Congress held in the UPU's 144 years of existence, with the first having been held in 1900 in Berne, Switzerland.

7.7 The Istanbul Congress (2016) decided to hold a Second Extraordinary Congress in 2018, with the aim of addressing various crucial issues relating to the current and future World Postal

Strategy as well as other urgent postal sector matters.

7.8 More specifically, the Second Extraordinary Congress was convened as part of ongoing efforts to reform the UPU, with a view to improving and speeding up decision-making processes within the organization and ensuring its financial sustainability. India was part of a ten member working group to finalize recommendations on UPU Reforms. Most of the amendments arising due to the recommendations of the working group were adopted by the Congress. India's active participation in the working group helped to secure two more seats for the Southern Asia Oceania region, the region of which India is a part.

7.9 India co-chaired the meeting of the Integrated Supply Chain Working Group held in April during the POC meeting and underlined the importance of the operational reforms related to the physical services offered by the global postal network including the issues related to Standards, Operations and Accounting, Customs, Transportation, Security, EDI and Electronic Advance Data.

7.10 The Meeting of the Supply Chain Integration Working Group of the Asian Pacific Postal Union (APPU) was co-chaired by India and Japan during the APPU-EC meeting held in Da Nang, Vietnam from 25-29 June, 2018. This committee mirrored the work of Committee 1 of the Postal Operations Council (POC) of the Universal Postal Union which deals with the cross cutting issues in operations, standards, documentation and electronic exchange of data for the international postal supply chain in coordination with other agencies and stakeholders.

PARTICIPATION IN INTERNATIONAL MEETINGS AND WORKSHOPS

7.11 The Department of Posts has been actively participating in international meetings during the year 2018. Important meetings attended by India are as under:

- A two member delegation represented India at POC and CA meetings from 16th -27th April, 2018 held in Berne, Switzerland.
- A two member delegation attended APPU Executive Council meeting held in Da Nang, Vietnam from 25th – 29th June, 2018.
- As an elected member of the Quality of Service – Board of Trustees meeting (QSF-BoT), India was represented at the meetings of the BoT.
- A two member delegation represented India at the 2nd Extra-Ordinary Congress of the Universal Postal Union (UPU), held in Addis Ababa, Ethiopia from 3rd – 7th September, 2018.
- A two member delegation participated in the EMS Symposium held in Ho Chi Minh City, Vietnam from 26th - 27th September, 2018.
- India was represented at the Council of Administration (CA) meeting of the Universal Postal Union (UPU) from 24th – 26th October, 2018 in Berne, Switzerland.
- A three member delegation attended the Postal ICT Program of Korea Post from 28th October to 3rd November, 2018.
- A one member delegation attended the Third ORE workshop held in Bangkok, Thailand from 5th – 9th November, 2018.
- A two member delegation attended the EDI ITMATT workshop held in Bangkok, Thailand from 15th-16th November, 2018.

7.12 INTERNATIONAL WORKSHOPS/ BILATERAL MEETINGS HOSTED IN INDIA

- A three member delegation from Japan Post visited India from 19th to 20th February, 2018 regarding discussions on Cool EMS Service between India and Japan.
- A five member delegation from Pos Indonesia visited Dak Bhawan on 23rd March, 2018 for discussions on business, technology, financial services, e-commerce, last mile delivery and cash on delivery.
- A delegation from La Poste Groupe visited Dak Bhawan on 10th April, 2018 for discussions on mutual co-operation.

- A three member delegation from Ministry of Internal Affairs, Japan visited Dak Bhawan on 10th July, 2018 for discussions on signing of Memorandum of Co-operation (MOC) in the postal field.
- An 11 member delegation of Swiss Post innovation team visited Dak Bhawan on 14th September, 2018 for open discussions and sharing of key learning's of the two organizations.
- A two member delegation from South Africa Post Bank visited Dak Bhawan on 13th November, 2018 to share experiences of the two organizations in facilitating Government to Citizen Services.
- A one member delegation from United States Postal Service (USPS) visited Dak Bhawan on 26th and 27th November, 2018 for discussions on electronic exchange of customs data and other areas for collaboration.

7.13 INTERNATIONAL CO-OPERATION

- India donated an amount of USD 50,000 out of its Quality of Service Fund (QSF) to the Caribbean Countries for restoration of their postal network which was adversely affected due to the Hurricanes Irma and Maria.
- A Memorandum of Co-operation was signed between Ministry of Communications, Government of India and Ministry of Internal Affairs and Communications (MIC), Japan on 29th October, 2018 in Tokyo, Japan during the visit of Prime Minister of India to Japan.
- A country specific training program was conducted for the first time for 20 senior postmasters of Bhutan Post on various aspects of Postal sector in RAKNPA, Ghaziabad from 19th – 23rd March, 2018.

INTERNATIONAL MAIL SERVICES

7.14 Cool EMS Services with Japan – Department of Posts introduced a unique service namely Cool EMS Service in collaboration with Japan Post from 29th March 2018. Under this service, the Japanese food items permissible under Indian regulations are transported in cool boxes from Japan to India (one way only) through postal channel. Currently this service is available in Delhi only.

7.15 Removal of Inquiry Fee – Inquiry for all type of International Mail Services made free from 1st March 2018 to provide resolution of public grievances related to International mail articles in a customer friendly manner.

47th LETTER-WRITING COMPETITION, 2018

7.16 The Universal Postal Union Letter Writing Competition, held annually, has become a global institution over the years. The competition is an excellent way of encouraging literacy in children and young people. It develops their skills in composition and builds their ability to express their thoughts clearly. The contest also makes them aware of the important role postal services play in the world. Department of Posts hosts this competition in India. 47th Letter Writing Competition was held on 7th January, 2018.

Sh A. N. Nanda, Secretary (Posts) addressing the CEO Conference
in Istanbul in May, 2018

Sh A. N. Nanda, Secretary (Posts) with Mr Bishar Hussain, DG, UPU and Secretary General PAPU, during Second Extraordinary Congress in Addis Ababa, Ethiopia in September, 2018

FINANCIAL SERVICES

FINANCIAL SERVICES

8.1 Department of Posts operates Small Savings Schemes on behalf of Ministry of Finance, Government of India. Savings Bank facility is provided through a network of 1.55 lakh Post Offices across the country. The Post Office Savings Bank operates Savings Accounts, Recurring Deposit (RD), Time Deposit (TD), Monthly Income Scheme (MIS), Public Provident Fund (PPF), National Savings Certificate (NSC), Kisan Vikas Patra (KVP), Senior Citizens Savings Scheme (SCSS) and Sukanya Samriddhi Account.

The outstanding balance under all National Savings Schemes and Saving Certificates in Post Office is over ₹ 722443.70 Crore as on 31.03.2018. The profile of the Savings Bank Schemes and Saving Certificate is as under:

TABLE -2

PROFILE OF SAVINGS BANK SCHEMES DURING 2016-17 AND 2017-18				
Name of Schemes	**Number of Accounts**		**Outstanding Balance (₹ In crores)**	
	2016-17	**2017-18**	**2016-17**	**2017-18**
Savings Accounts	186200705	199451789	85168.93	86304.98
RD Accounts	122703759	121403354	84455.58	92322.97
TD Accounts	16669195	18742881	79655.46	99289.07
MIS Accounts	16680673	15376218	180063.61	181688.06
NSS Accounts (87 & 92)	285125	272867	3257.06	3098.74
PPF Accounts	2465767	2530301	63361.91	69985.60
Sr. Citizens Saving Scheme (SCSS)	1123387	1420143	29453.39	41717.69
Cumulative Time Deposit	208302	202034	8.14	-38.38
Fixed Deposit	388	402	24.24	19.76
MSY Accounts	457608	141295	2.90	1.51
Sukanya Samridhi Account	9919137	11698945	13824.29	22904.84
Total (1 to 11)	**356714046**	**371240229**	**539275.51**	**597294.84**
Savings Certificate				
NSC VIII			87228.37	87165.57
KVP			53574.82	37983.29
Total			**140803.19**	**125148.86**
Grand Total			**680078.70**	**722443.70**

KISAN VIKAS PATRAS

8.2 Kisan Vikas Patra (KVP) which was discontinued with effect from 1st December 2011, was relaunched on 18th November 2014. The quarterly interest rate of KVP is 7.7 percent for the quarter 1.01.2019 to 31.03.2019.Minimum investment in Kisan Vikas Patra is ₹ 1000. Total 3618174 KVPs were sold during 2017-18 with deposit of ₹ 16022.94 crores and 2986455 KVPs were sold during 2018-19 upto March, 2019 with an investment of ₹ 26424.93 crores. Physical certificates have been discontinued by introducing e-mode certificates w.e.f. 1.07.2016.

CORE BANKING SOLUTION

8.3 The Core Banking Solution is part of India Post IT Modernization Project and aims to bring in various IT solutions with required IT infrastructure in Post Offices. India Post plans to implement core banking in all Departmental Post Offices. Banking Solution through Mobile Application and Hand-Held Devices will be provided to the Rural Post Offices. The project will bring in facilities of ATM, Internet and Mobile Banking to the Post Offices.

8.4 Department of Posts has signed the contract with M/s Infosys Ltd, the Financial Services Integrator (FSI) vendor, for implementing Core Banking Solutions and for installing ATMs. The project started on 28.9.2012. As on 31.03.2019, 23665 post offices have been migrated to CBS environment and 996 ATMs are functioning as on date. **From 31.12.2016, these ATMs have become interoperable with banks. India Post customers having Debit cards can do transactions on other bank ATMs and similarly other bank customers can transact on India Post ATMs as well.**

INTERNATIONAL MONEY TRANSFER SERVICE

8.5 The Service enables instant international money remittance to customers in India sent from around 195 countries on a real time basis. India Post is operating this Service in association with Western Union from 9955 post office locations. The revenue generated from the service in 2018-19 upto March 2019 is ₹ 8.22 crore.

NATIONAL PENSION SYSTEM (ALL CITIZENS MODEL)

8.6 India Post is a point of presence for National Pension System (NPS) (All citizens Model). Any citizen of India between 18 to 65 years of age as on the date of submission of his/her application can join NPS. The pension contributions are invested in various schemes by different Pension Fund Managers appointed by Pension Fund Regulatory and Development Authority (PFRDA) as per the preference of the Subscriber. The facility to open a pension account under this Scheme is available at all Head Post Offices in the country. 27926 accounts have been opened by DoP since inception and ₹ 1.22 crore has been earned as commission till March 2019.

RETAILING OF MUTUAL FUNDS

8.7 The post office is playing an important role in extending the reach of the capital market of the country and also provides the common man an easy access to market based investment options. Presently, Mutual Funds of UTI MF are being retailed through selected Post Offices.

SUKANYA SAMRIDHI ACCOUNT

8.8 Sukanya Samridhi Account, a new Small Savings Scheme for the welfare of girl child, was launched on 22nd January 2015. Under the scheme, a legal/natural guardian can open only one account in the name of one girl child and maximum two accounts in the name of two different girl children up to 10 years from date of birth of the girl child. Total 16.95 lakh accounts were opened during F.Y.2017-18 with total deposit of ₹ 5926.37 crores and 2426891 accounts have been opened during 2018-19 with total deposit of ₹ 10615.79 crores upto March 2019.

JAN SURAKSHA SCHEMES

8.9 Jan Suraksha Schemes viz. Pradhan Mantri Suraksha Bima Yojna (PMSBY) and Pradhan

Mantri Jeevan Jyoti Bima Yojna (PMJJBY) were launched w.e.f. 07.09.2015 in all CBS Post Offces.The schemes are available to all Post Office Savings Account holders. Atal Pension Yojna (APY) was launched in 808 CBS Head Post Offices from 1st December, 2015 which is further extended to 20430 CBS sub post offices. Since inception, 5932218 PMSBY, 322963 PMJJBY and 271988 APY enrollments have been made in Post offices till 31st March 2019.

POSTAL LIFE INSURANCE

8.10 Postal Life Insurance(PLI), introduced in 1884, is the oldest life insurance scheme for benefit of the Government and semi Government employees. Initially meant only for the Post Office employees, today it caters to employees of the Civil and Military personnel of the Central and State Governments, Local Bodies, Government aided educational institutions, Universities, Nationalized Banks, Autonomous institutions, Public Sector Undertakings of the Central and State Government, employees of organizations such as Scheduled Commercial Banks, Credit Co-operative Societies, Deemed Universities and Educational institutes accredited by recognized bodies as much as National Assessment and Accreditation Council (NAAC), All India Council for Technical Education (AICTE), Medical Council of India (MCI) etc., joint ventures having a minimum of 10% stake of Central/State Governments/PSUs and employees engaged/appointed on contract basis by Governments where the contract is extendable.

8.11 Further, following category of employees/ professionals have been brought under the PLI coverage:

(i) Employees (teaching/non-teaching staff) of all private educational institutions/schools/ colleges etc. affiliated to recognized Boards (recognized by Centre/State Governments) of Secondary/Senior Secondary Education i.e. CBSE, ICSE, State Boards, Open Schools etc.

(ii) Professionals such as Doctors (including Doctors pursuing Post Graduate degree courses through any Govt/Private Hospitals, Resident Doctors employed on contract/ permanent basis in any Govt/Private Hospitals etc.), Engineers (including Engineers pursuing Master's /Post Graduate degree after having passed GATE entrance test), Management Consultants, Chartered Accountants registered with Institute of Chartered Accountants of India, Architects, Lawyers registered with Bar Council of India /States. Bankers working in Nationalized Banks and its Associate Banks, Foreign Banks, Regional Rural Banks, Scheduled Commercial Banks including Private Sector Banks etc.

(iii) Employees of listed companies of NSE (National Stock Exchange) and Bombay Stock Exchange (BSE) in IT, Banking & Finance, Healthcare/Pharma, Energy/ Power, Telecom Infrastructure Sector etc, where employees are covered for Provident Funds/Gratuity and/or their leave records are maintained by the establishment.

RURAL POSTAL LIFE INSURANCE

8.12 Rural Postal Life Insurance (RPLI) scheme was introduced in 1995 for the benefit of rural populace to extend insurance cover to the people living in rural areas with special emphasis on weaker sections and women workers.

MAXIMUM LIMIT OF INSURANCE (SUM ASSURED) OF PLI/RPLI

Maximum limit of insurance (sum assured) of PLI is ₹ 50 lakh and of RPLI is ₹ 10 lakh

PERFORMANCE OF PLI/RPLI

8.13 The business procured during the year 2018-19 and the total sum assured in PLI /RPLI as on 31.03.2019 is as given in Table 3.

TABLE - 3 PERFORMANCE OF POSTAL LIFE INSURANCE/RURAL POSTAL LIFE INSURANCE					
Name of Plan	**No. of new policies procured in year 2018-19 (in lakh) (unaudited)**	**Sum Assured (in ₹ cr) (unaudited)**	**Aggregate No. of active Policies (in lakh) (unaudited)**	**Aggregate Sum Assured (in ₹ cr) (unaudited)**	**Premium income (in ₹ cr)**
PLI	2.88	17048.92	44.03	137895.74	7978.35
RPLI	7.69	9808.53	139.14	89222.07	2418.88

8.14 Net accretions to Post Office Life Insurance Fund (POLIF) and Rural Post Office Life Insurance Fund(RPOLIF) are being invested in Government securities and other portfolios as per IRDA guidelines since 4th November 2009.

POLICIES UNDER PLI

8.15 PLI offers following types of Policies: -

(i) Whole Life Assurance(Suraksha)
(ii) Convertible Whole Life Assurance (Suvidha).
(iii) Endowment Assurance(Santosh)
(iv) Anticipated Endowment Assurance for 15 and 20 years (Sumangal).
(v) Joint Life Endowment Assurance (Yugal Suraksha).
(vi) Children Policy (Bal Jiwan Bima).

POLICIES UNDER RPLI

8.16 RPLI offers following types of Policies:

(i) Whole Life Assurance (Gram Suraksha)
(ii) Convertible Whole Life Assurance (Gram Suvidha)
(iii) Endowment Assurance (Gram Santosh)
(iv) Anticipated Endowment Assurance for 15 and 20 years (Gram Sumangal)
(v) 10 years RPLI (Gram Priya)
(vi) Children Policy (Bal Jiwan Bima)

8.17 The bonus for continuing PLI and RPLI Policies has been declared at the following rates:

TABLE-4 RATE OF BONUS ON POSTAL LIFE INSURANCE/RURAL POSTAL LIFE INSURANCE			
Plan	**Rates of Bonus per Rupees thousand sum assured per annum**		
	Whole Life Assurance	**Endowment Assurance**	**Anticipated Assurance**
PLI as on 31.03.2016	₹ 85	₹ 58	₹ 53
RPLI as on 31.03.2016	₹ 65	₹ 50	₹ 47

8.18 The claims in respect of PLI and RPLI policies settled during the year 2018-19 are as under

TABLE – 5 CLAIM SETTLED IN POSTAL LIFE INSURANCE/RURAL POSTAL LIFE INSURANCE DURING 2018-19		
Details	**PLI**	**RPLI**
Number of Claims (in lakh)	2.44	2.70
Amount paid (in ₹ crore)	3914.97	1397.85

ROLL OUT OF CORE INSURANCE SOLUTION (CIS) PROJECT:

8.19 All the PLI / RPLI operations have been automated under FSI Project 2012. The business processes developed for the new PLI Software in the FSI project involve all processing work to be done at Central Processing Centers (CPCs) with provision for online approval by the competent authority without any physical movement of files beyond CPCs. Further, PLI Policies of APS (Base Circle) numbering more than 12 Lakhs Policies have been migrated to Mc Camish System in June 2018. Customers of PLI Policies of APS are now able to (i) Get Policy servicing requests accepted/processed PAN India (ii)Pay premium in any Post Office PAN India and also pay premium online through Customer Portal.

8.20 Further, DARPAN-PLI App was launched in April, 2018. Facilities offered under DARPAN-PLI APP are:

- Collection of premia for PLI and RPLI policies at Branch Post Office in rural areas, with online updation of the policies.
- Indexing of maturity claims in respect of PLI and RPLI Policies at Branch Post Office in rural areas itself.

*These initiatives will help Department of Posts in providing better after-sales services to Customers of PLI and RPLI, particularly to those living in rural areas of the country.

IMPLEMENTATION OF CORE INSURANCE SOLUTION (CIS) PROJECT:

- **Facility of web portal** and **mobile portal** allow customers to view and carry out transactions relating to their postal life insurance policies on real time basis.
- **Convenient Premium Payment Options**: The premium is possible to be paid through various methods i.e. cash, cheque, pay deduction, credit/debit card. Payment through ECS, ATMs. Net Banking will also be provided as a part of the 'Core Insurance Solution' (CIS).
- **Customer Care:** The Solution will bring about a state of art Customer Call Centre to handle customer requests. There will be Faster turn-around time for claims settlement.
- **Anytime anywhere policy procurement**. All insurance policies will be stored electronically for easy retrieval and quicker customer service fulfilment from anywhere in the country.

SAMPOORNA BIMA GRAM (SBG) YOJANA

8.21 Under Sampoorna Bima Gram (SBG) Yojana, at least one village (having a minimum of 100 households) has been identified in each of the revenue districts of the country, wherein endeavor have been made to cover all households of that identified village with a minimum of one RPLI (Rural Postal Life Insurance) policy each. Coverage of all households in the identified Sampoorna Bima Gram Village is the primary objective of this scheme.

8.22 Saansad Adarsh Grams(SAGs), under this scheme the villages adopted by Members of Parliament have also been brought under the ambit of Sampoorna Bima Gram(SBG) Yojana, wherein all households of the villages adopted by Members of Parliament under Saansad Adarsh Gram Yojana will be covered by a minimum of one RPLI policy each.

8.23 These two initiatives are being undertaken by Department as an instrument of securing lives of people as well as a step towards enhancing financial inclusion.

THE PREVENTION OF MONEY LAUNDERING, ANTI MONEY LAUNDERING (AML) / COMBATING FINANCING OF TERRORISM (CFT) COMPLIANCE STRUCTURE

8.24 The Prevention of Money Laundering Act(PMLA), 2002 came into force w.e.f. 1st July, 2005. The Act defines money laundering as "any process or activity connected with proceeds of crimes including its concealment, possession,

acquisition or use and projecting of claiming it as untainted property." The Act was amended by the prevention of Money Laundering Amendment Act, 2009 w.e.f. 1st June, 2009. Department of Posts was brought into the ambit of this Act with this amendment wherein Section 2(1)(1) listed Department of Posts in the Government of India as a "financial institution."

ORGANISATIONAL SETUP UNDER PMLA

8.25 At the Directorate level Deputy Director General (DDG PCO/PMLA) is the Principal Compliance Officer of the Department of Posts and is responsible for implementing all compliance related activities within of the Department of Posts. Member (Banking) has been appointed "Designated Director" for the Department of Posts. At Circle level, there are 23 Nodal Officers who are circle Compliance Officers.

8.26 MONITORING MECHANISM UNDER PMLA

(i) The Department of Post has circulated a master circular for compliance of Anti-Money Laundering/Combating the Financing of Territorism (AML/CFT) norms for the Small Saving Schemes with exhaustive guidelines.

(ii) Compliance Officer at the Circle level are responsible for verifying the data generated for Cash Transaction Report(CTR), Suspicious Transaction Report (STR) and Counterfeit Currency Report (CCR) to the next higher level and also for looking after the training of Anti Money Laundering (AML), Know your Customer (KYC) and AML inspection for the circle.

(iii) For effective AML/CFT monitoring by staff, 59,636 officials have been imparted training on AML/CFT for the year 2018-19 (upto March, 2019).

Launch of DARPAN - PLI App in April, 2018

महात्मा गांधी
MAHATMA GANDHI
2018
भारत
INDIA
2500

500
भारत
INDIA
100

भारत
INDIA
500

4100 भारत INDIA

ODISHA
HOCKEY
MEN'S WORLD CUP
BHUBANESWAR 2018
भारत INDIA
500
ओडिशा
पुरुष हॉकी विश्व कप
भुवनेश्वर 2018
Odisha
Hockey Men's World Cup
Bhubaneswar 2018
MY BEATS FOR HOCKEY

500
भारत
INDIA
100

500
भारत INDIA
कुम्भ मेला, प्रयागराज Kumbh Mela, Prayagraj
2019

पटना विश्वविद्यालय PATNA UNIVERSITY
1917-2017
भारत
INDIA
500
2018

विश्व पर्यावरण दिवस World Environment Day
5 जून 2018 5th June 2018
Beat Plastic Pollution

INDIA POST
PAYMENTS BANK

INDIA POST PAYMENTS BANK

9.1 During the Budget Speech 2015-16, the Finance Minister announced setting up of a Payments Bank by Department of Posts to promote financial inclusion and increase access of the people to the formal financial system.

9.2 The Government (Cabinet) accorded approval for setting up of India Post Payments Bank (IPPB) on 1st June 2016 with a total project outlay of ₹ 800 crores and mandated to roll out 650 branches across the country co-located at district headquarter post offices and all post offices in a district will be linked to the respective IPPB branch. Below the district level there would be a complete integration with the post offices so that each post office functions both as DoP outlet and as an access point for the Payments Bank. Consequent to Cabinet approval IPPB got incorporated as a Public Limited Company with 100 % GOI equity under Department of Posts on 17th August, 2016. Two pilot branches were launched on 30th January, 2017 at Ranchi in Jharkhand and Raipur in Chhattisgarh in collaboration with Punjab National Bank.

9.3 IPPB was the second payments bank to launch its operations and is one of the pioneers in this area to usher in an environment of digital payments in the country.

Vision of India Post Payments Bank

- Building most accessible, affordable and trusted bank for common man.
- Spearheading Financial Inclusion by removing barriers and reducing cost for accessing banking services

9.4 Further the Prime Minister of India inaugurated Pan India operations of 650 IPPB branches with 3250 Access points on 01.09.2018 from Talkatora Stadium. As on 31.03.2019, 650 IPPB branches and 135496 Access Points have been rolled out across the country.

Shri Narendra Modi, Prime Minister of India delivering speech during the launch event of IPPB at New Delhi.

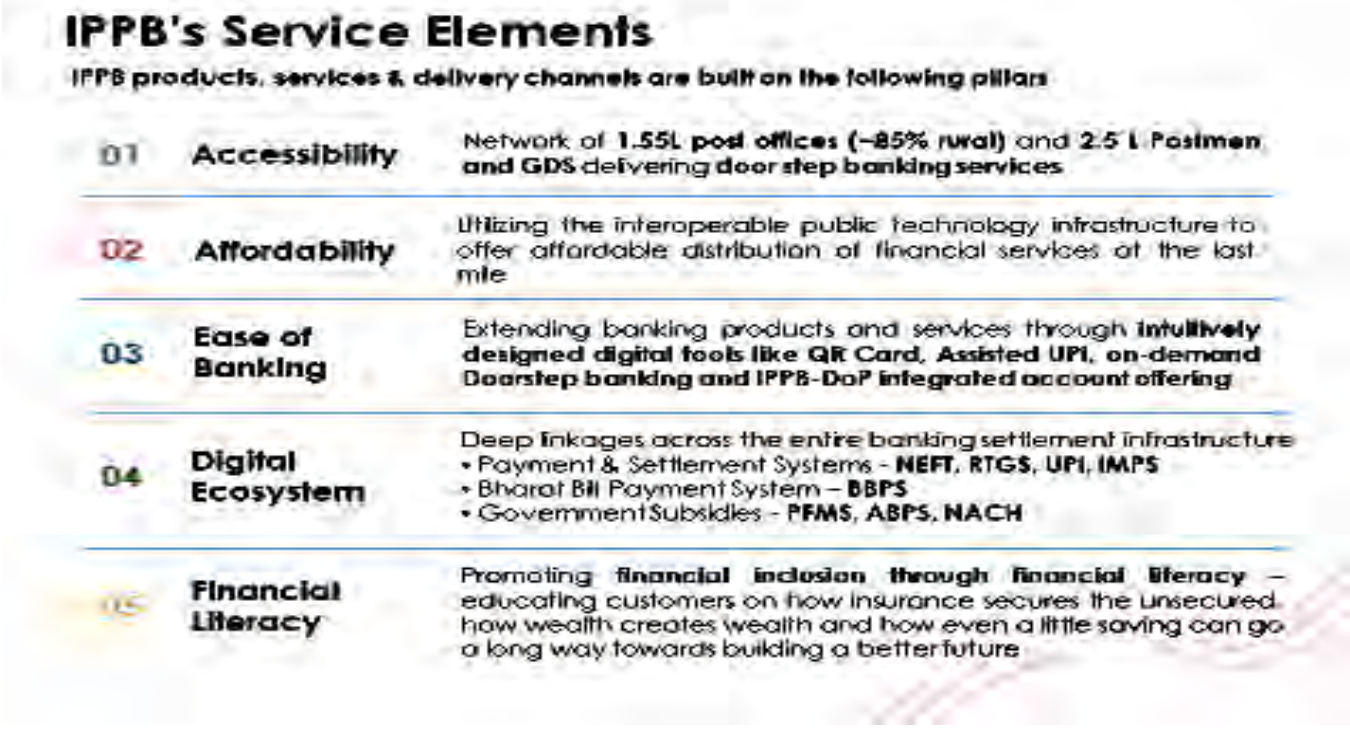
Service delivery channels of India Post Payments Bank

- Assisted banking Channels
- Micro ATMs
- Post Office Counters
- Self Service Channels
- Mobile Banking,
- SMS and Missed Call Banking/ IVR

9.5 IPPB Offerings:

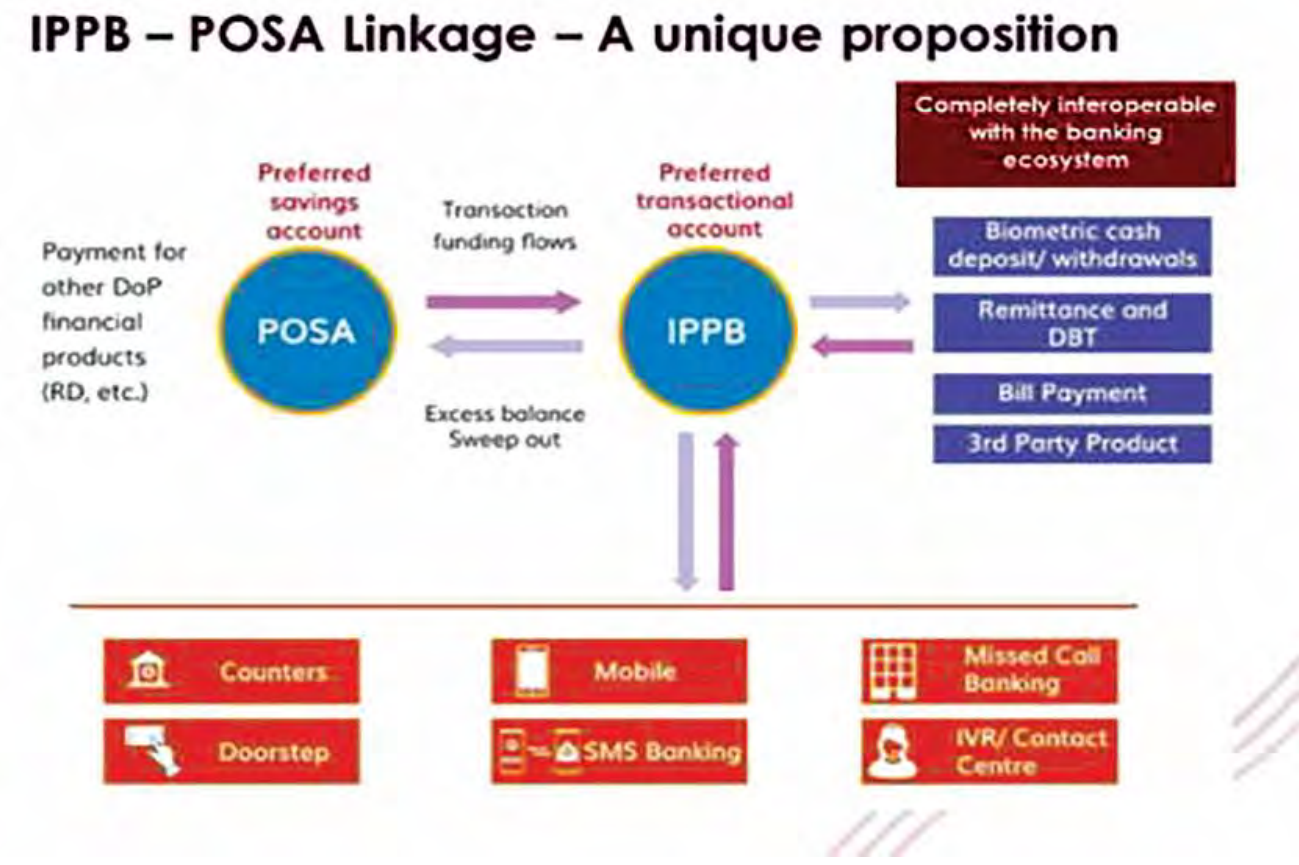
DEPOSITS	• Savings Account • Current Account
MONEY TRANSFER	• Simple & Secure • Instant • 24X7
DIRECT BENEFIT TRANSFERS	• MGNREGA • Scholarships • Social welfare benefits and other • Government subsidies
THIRD PARTY PRODUCTS	• Loans • Insurance • Investments • Post Office Savings Schemes
BILL & UTILITY PAYMENTS	• Mobile and DTH recharge • Electricity, water & gas bills • Donations & insurance premiums
ENTERPRISE AND MERCHANT PAYMENTS	• Postal products • Digital Payment of e-commerce delivery (CoD) • Small merchants/ kirana stores/ unorganised retail • Offline payments • Cash Management Services

9.6 While its services will be available to all, IPPB will primarily focus on serving social sector beneficiaries, migrant labourers, un-organised sector employees, Micro-Small and Medium Enterprises (MSMEs), Panchayats, low-income households, in rural areas and the unbanked and under-banked segments in both the rural and urban areas.



9.7 In August, 2018, Union Cabinet has approved the revised budget outlay of ₹ 1435 crores for IPPB from its existing approved outlay of ₹ 800 crores. After 1st September, 2018 launch, in a record period of around four months more than 1 lakh access points have been rolled out and this has resulted that IPPB is now the biggest bank of the country in terms of physical presence of having 1.35 lakhs access points along with a large force of 3 lakh postmen and GDS to offer banking at door step. During this activity of roll out, around 3 lakh postal employees have been trained and post offices along with last mile services delivery agents have been equipped with necessary hardware like mobile devices etc. The large workforce will offer doorstep banking in Rural, Urban and Remote areas thus enabling IPPB to take banking to the last mile including migrant workers senior citizens and homemakers.

9.8 Synergy between POSB and IPPB - Post Office Savings Bank (POSB) products primarily aim at savings whereas IPPB primarily focuses on encouraging digital payments and remittance. POSB has savings schemes such as SB, TD, MIS, PPF, SSY etc. whereas IPPB offers Savings Accounts & Current Accounts (CASA), Remittance and Bill Payment Services, Merchant Services and Third-Party Products. With the introduction of IPPB, Post Office Savings Account (POSA) accounts can be linked to an IPPB account which will enable access for POSA accounts to the interoperable banking ecosystem, thereby enabling them for IMPS, UPI, NEFT and RTGS and other online modes of payments like BBPS. Similarly, POSA accounts complement IPPB accounts by becoming a sweep-out destination for accounts which have balances above ₹ 1 lakh at end of the day. IPPB will also compliment e-commerce business of DoP by facilitating digital payments at the doorstep.



9.9 The DOP-IPPB system integration will link Crores of POSB accounts which are currently working in a closed loop system to the interoperable banking ecosystem and enable access to 24x7 services like mobile banking, electronic fund transfers, online bill payments, digital payments etc. They wouldn't be required to travel to a post office or bank and will be accessing banking services at their doorsteps through assisted model.

9.10 Recently the second anniversary event for roll out of pilot two branches of IPPB has been celebrated on 30.01.2019 at Vigyaan Bhawan, New Delhi and during the event efforts of various Circles and their officials are being recognized for their sincere dedications and devotions for business achievements and roll out activities. Finance Minister and Minister of State for Communications (I/C) presented the award to winning Circles and officers.

Business Snapshot as on March 31, 2019:

Number of Accounts:	5567594
Account Balance:	₹ 94.40 Crores
Number of Current accounts:	32491
POSA Linkages:	189858
Live Access Points:	135496

FINANCIAL MANAGEMENT

FINANCIAL MANAGEMENT

10.1 The total revenue, including remuneration for the work related to opening and maintenance of Saving Bank accounts and Saving Certificates earned during January 2018 to March 2019 was ₹ 17,434.31 crore and the amount received from other Ministries/ Departments as Agency Charges (recoveries) were ₹ 1055.64 crore. Gross working expenditure were ₹ 34,322.94 crores. Deficit of the department was ₹ 15,832.99 crores.

Table 6

REVENUE & EXPENDITURE DURING JANUARY, 2018 TO MARCH, 2019 (₹ in Crore)			
Particulars	**Actual**	**Actual**	**TOTAL**
	Jan 2018 to March 2018	**April 2018 to March 2019**	
Revenue			
Sale of Stamps	63.93	78.25	142.18
Postage Realised in Cash	1094.36	3869.09	4963.45
Commission on Money Orders and Indian Postal Orders etc	56.64	248.76	305.40
Remuneration for Saving Bank/Saving Certificates Work.	2448.24	8600.00	11048.24
*Other Receipts	288.58	686.46	975.04
Total	**3951.75**	**13482.56**	**17434.31**
Expenditure			
General Administration	373.08	1929.37	2302.45
Operation	3086.01	16802.33	19888.34
Agency Services	172.13	555.23	727.36
**Others	2772.77	8632.03	11404.80
Total Gross Expenditure	**6403.99**	**27918.95**	**34322.94**
Less Recoveries	265.77	789.87	1055.64
Net Expenditure	6138.22	27129.08	33267.30
Deficit (Net Exp - Revenue)	**2186.47**	**13646.52**	**15832.99**

*This includes service charges retained by the Department of Posts from sale of Passport Application Form, Passport Fee Stamps, Central Recruitment Fee Stamps, receipts from other Postal Administrations etc. Sale of stamps includes sale of Postage stamps, service stamps.

**This includes Audit and Accounts, Civil Engineering, Amenities to staff, Stationery and Printing etc.

10.2 The earnings of the Department are in the form of 'Recoveries' and 'Revenue Receipts'. The item 'Recoveries' mentioned in Table 7 represents the amount of commission earned by the Department for Agency Functions done on behalf of other Departments and organizations and Revenue Receipts are on account of sale of Postal articles, commission on money orders and Indian Postal Orders.

CAPITAL OUTLAY

10.3 The expenditure on fixed assets during Jan 2018 to March 2019 was ₹ 929.93 of which 14.06% would be on Land and Buildings, 82% on Mechanization and Modernization of Postal Services and 3.94 % on Mail Motor Vehicles and others.

Table 7

RECOVERY OF WORKING EXPENSES ON ACCOUNT OF AGENCY SERVICES (₹ in Crore)				
Sl No	**Head of Account**	**Actual Jan 2018 to March 2018**	**Actual April 2018 to March 2019**	**Total**
1	Payment of Coal Mines and EPF/Family pension and misc services (DOT/BSNL/ MTNL)	32.19	5.83	38.02
2	Payment of Railway Pension	1.87	7.61	9.48
3	Postal Life Insurance	236.88	764.13	1001.01
4	Custom Duty Realization	5.37	0.30	5.67
5	*Others	-10.54	12.00	1.46
	Total	**265.77**	**789.87**	**1055.64**

*This includes Commission on sale of Non-Postal stamps of Delhi Administration, Recoveries from Army Postal Service Accounts and other Government Departments etc.

COST OF SERVICES

10.4 The average cost & average revenue of various postal services are given in **Table 8** as under:-

Table 8

AVERAGE COST AND AVERAGE REVENUE IN VARIOUS POSTAL SERVICES DURING 2016-17 AND 2017-18 (Figures in Paise)					
Sl. No.	**Name of Services**	**2016-17**		**2017-18**	
		Cost	**Revenue**	**Cost**	**Revenue**
1	Postcard	1215.76	50.00	1298.45	50.00
2	Printed Postcard	1174.45	600.00	1253.63	600.00
3	Competition Postcard	1175.01	1000.00	1259.13	1000.00
4	Lettercard(Inland Letter)	1207.36	250.00	1270.80	250.00
5	Letter	1330.19	1291.41	1519.74	1582.78
6	Registered Newspaper-Single	1481.75	40.00	1547.41	202.00
7	Registered Newspaper-Bundle	1786.85	24.00	1842.21	87.00
8	Book Post, Book Pattern & Sample Packets	1477.77	669.10	1564.69	819.15
9	Book Post-Printed Books	2087.06	275.77	2461.72	375.77
10	Book Post-Other Periodicals	2152.57	1181.41	2199.18	778.88
11	Acknowledgement	1091.55	300.00	1156.72	300.00
12	Parcel	8923.75	4661.09	8466.38	4270.03
13	Registration	6899.59	1700.00	7297.07	1700.00
14	Money Order	19735.01	4250.30	19823.96	2895.66
15	Indian Postal Order	9379.48	449.95	9034.85	446.72
16	Speed Post	8522.37	3831.10	9120.21	3983.25
17	Value Payable Post	4839.40	417.56	5092.70	416.69
18	Insurance	9269.56	10536.29	9771.85	4160.02

भारतीय हथकरघा

भौगोलिक उपदर्शन (जी आई) पंजीकृत हथकरघा उत्पाद

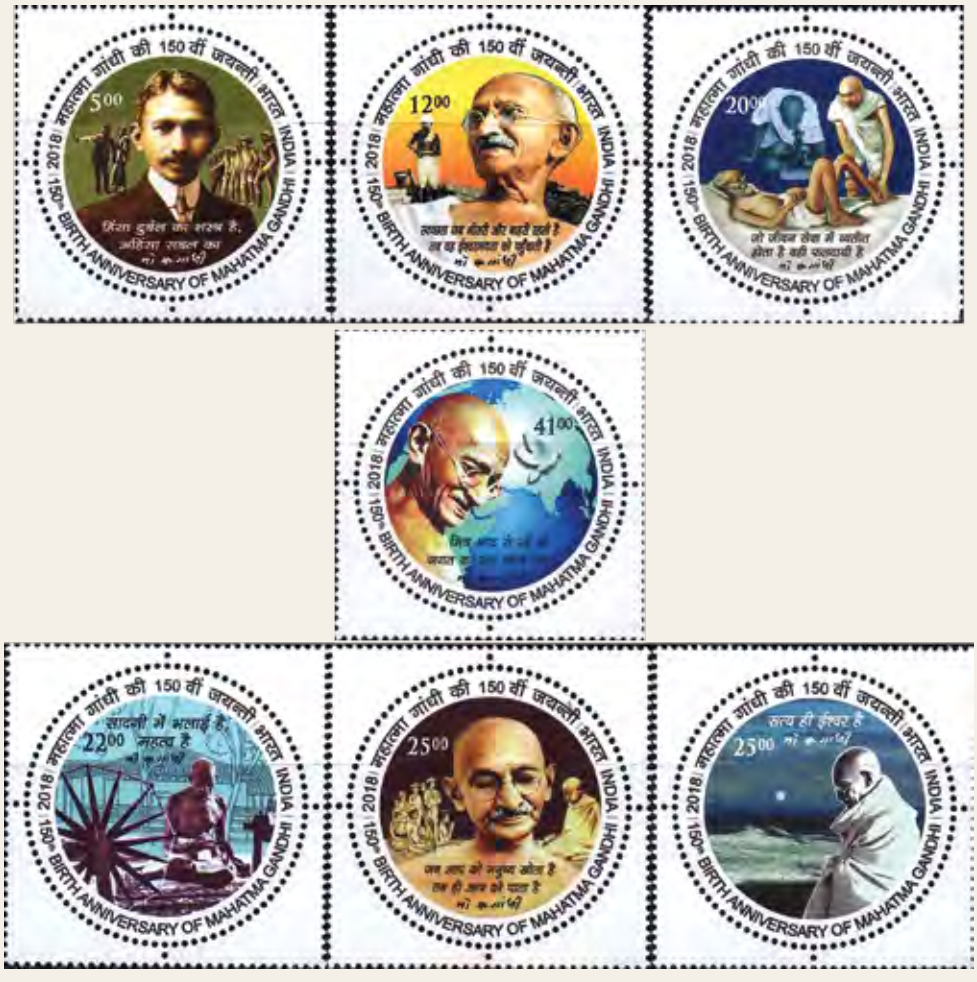
Geographical Indication (GI) Registered Handloom Products

भारतीय हस्तशिल्प

भौगोलिक उपदर्शन (जी आई) पंजीकृत हस्तशिल्प उत्पाद

Geographical Indication (GI) Registered Handicraft Products

PHILATELY


महात्मा गांधी की 150 वीं जयन्ती भारत INDIA
2018 150th BIRTH ANNIVERSARY OF MAHATMA GANDHI
5.00
12.00
20.00
41.00
22.00
25.00
25.00

PHILATELY

11.1 Philately is the hobby of collecting stamps as well as the study of postal history and other philatelic items. It is a mode of commemorating, celebrating and promoting national heritage, culture, events and personalities. Postage Stamps are pictorial ambassadors. They are a statement of the sovereignty of a nation.

11.2 After Independence, the medium of postage stamps was initially used to highlight the country's achievements in science and technology as well as its socio-economic development by depicting themes like Five Year Plans, steel plants, dams etc. Subsequently, the country's rich cultural and natural heritage came to be showcased and many beautiful stamps have been issued in thematic sets on art, architecture, crafts, maritime heritage, science, technology, defence and cinema etc. Great leaders of national and international standing have been honoured with commemorative stamps, the most important being Mahatma Gandhi. The Father of the Nation has been honoured with commemorative as well as definitive stamps. Personalities of repute in areas like painting, literature, science, music, social upliftment etc. have also been portrayed on commemorative postage stamps.

11.3 In keeping with their dual character as a 'Token of payment of Postage' and as 'Cultural Ambassador', there are two categories of stamps viz. Definitive and Commemorative Postage Stamps. Definitive postage stamps are meant for day-to-day use as a token of pre-payment of postage on mail articles. These incorporate less complicated design inputs, entailing minimum expenditure in their manufacture and are printed in large quantities, over longer periods. On the other hand, Commemorative postage stamps are designed and printed with greater aesthetic inputs. These are manufactured in limited quantities and generate great interest among philatelists and collectors.

11.4 The philatelic activities of the Department include:

- Designing, printing, distribution and sale of commemorative postage stamps through philatelic bureaus and counters, e-post office, etc.
- Designing, printing and distribution of definitive postage stamps and items of postal stationery like Envelope, Inland Letter Card, Postcard, Aerogram, Registered Cover, etc.
- Promotion of Philately and conduct and monitoring of Philatelic Exhibitions.
- Maintenance of the National Philatelic Museum, Dak Bhawan, New Delhi.

PHILATELIC ADVISORY COMMITTEE (PAC)

11.5 A Philatelic Advisory Committee (PAC) advises the Government of India on the annual programme for issue of commemorative stamps. It is an important forum for citizen- government interface where persons who have achieved eminence in various fields can contribute to the process of identifying and highlighting issues or events, institutions, personalities and themes whose commemoration through postage stamps would help elevate the image of India in the global arena.

RELEASE OF STAMPS

11.6 A total of 60 issues (List enclosed at Table 11) were released during the period 1st January, 2018 to 31st March, 2019 commemorating various

personalities, events/ occasions. Some of the significant commemorations were – 150th Birth Anniversary of Mahatma Gandhi, Goan Tiatr, World Environment Day, Communal Harmony, Odisha Men's Hockey World Cup 2018, Holiday Destinations in India, Patna University, Hill Forts of Rajasthan, Indian Fashion Through the Ages.

11.7 A set of seven circular Commemorative Postage Stamps was released by the Prime Minister of India to mark the beginning of the 150th Birth Anniversary Celebrations of Mahatma Gandhi. It was simultaneously released in more than 100 countries through Indian Missions abroad.

CELEBRATION OF NATIONAL POSTAL WEEK

11.8 National Postal Week was celebrated across the country from 9th October, 2018 to 15th October, 2018 and various activities like Philately workshops, letter writing and stamp design competitions were organized to promote philately. School children of various schools visited the National Philatelic Museum in Delhi during the National Postal Week.

PRINTING OF INNOVATIVE STAMPS

11.9 A set of seven Circular Commemorative Postage Stamps was issued to mark the commencement of the 150th Birth Anniversary celebrations of Mahatma Gandhi. For the first time in the history of independent India, circular stamps were issued.

11.10 In a first, a uniquely designed Miniature Sheet was issued on Hockey World Cup being held in Bhubaneshwar, away from the usual rectangular and square shaped Miniature Sheets. The objective was to not only celebrate the spirit of hockey but also to attract the youth to the fold of Philately.

11.11 Another innovative Miniature Sheet was issued on the Hill Forts of Rajasthan in the shape of the logo of UNESCO as these Hill forts are UNESCO World Heritage Sites.

CROWD-SOURCING OF STAMP DESIGNS

11.12 The Department has been organizing Stamp Design Competitions for designing postage stamps on "people- centric themes". These competitions have been eliciting huge response from people all over the country.

11.13 The 150th Birth Anniversary celebrations of Mahatma Gandhi had a bearing on the themes of two of the competitions, themes that were close to Mahatma Gandhi's heart i.e. Communal Harmony and Non-violence.

11.14 Information on the Stamp Design Competitions held during 01.01.2018 to 31.03.2019 is as follows:

Sl No.	Type	Theme	Stamp released on
1	Painting	Potter's Wheel	26.01.2018
2	Photography	Holiday Destinations in India	15.08.2018
3	Painting	Communal Harmony	14.11.2018
4	Painting	Ahimsa Parmo Dharma	To be released

DEEN DAYAL SPARSH YOJANA

11.15 A philately scholarship scheme called **Deen Dayal SPARSH** (Scholarship for Promotion of Aptitude & Research in Stamps as a Hobby) **Yojana** was introduced in 2017-18 to promote Philately among children at a young age in a sustainable manner that can reinforce and supplement the academic curriculum in addition to providing a hobby that can help them relax and de-stress. Under this scheme, 920 scholarships are awarded throughout the country to students from Classes VI, VII, VIII & IX every year. In

the Financial Year 2018-19, 83,861 applications were received and 74,555 candidates participated across the country.

DHAI AKHAR LETTER WRITING COMPETITION

11.16 A nationwide letter writing competition/ DhaiAkharwasintroducedin2017-18toencourage and promote letter writing. Top three entries in each category (total 4 categories) are awarded at the national level. The theme for 2017-18 was "Dear Bapu (Mahatma Gandhi) you inspire me". This year's theme for Dhai Akhar Letter Writing campaign is "Letter to my Motherland" inspired by the popular Tagore song "Amar Desher Mati…". A total number of 9,06,695 entries have been received during this year's campaign.

MY STAMP

11.17 My Stamps are personalised sheets of Postage Stamps of India Post. Personalisation is achieved by printing a thumb nail photograph image of the customer and logos of institutions, or images of artwork, heritage buildings, famous tourist places, historical cities, wildlife, other animals and birds etc., alongside the selected Commemorative Postage Stamp.

(i) Personalised My Stamp

11.18 Personalised My Stamp is a personalised sheet of Postage Stamps. Alongside these personalised theme stamps, the customers may opt for printing of their own, parents, family, etc pictures to be printed. Some of the themes of personalised My Stamps are Taj Mahal, Hawa Mahal, Mysore Palace, Indian Army, Rose, Happy Anniversary, Vaishno Devi.

(ii) Customised My Stamp

11.19 Customised My Stamp is a personalised sheet of Postage Stamps wherein corporates, organisations and institutions can get customised sheets printed from India Post. Alongside these customised themed stamps, the organisation may opt for printing of their logo, organisation/ institute.

11.20 The details of Personalised My stamps issued during 1st January, 2018 to 31st March, 2019 are given below:

TABLE - 9

Sl No.	Theme
1	The Ridge, Shimla, Himachal Pradesh
2	Kurinji
3	Victoria Memorial, Kolkata
4	Red Panda
5	Wedding Wishes

11.21 The details of Customised My stamps printed during 1st January, 2018 to 31st March, 2019 are given below:

TABLE - 10

Sl No.	Theme
1	Celebrating 150 Years of The Shri Akshar Deri
2	Kumbh, Prayagraj
3	Andhra Pradesh Tourism
4	Kalinga Institute Of Industrial Technology (KIIT)
5	GMR Hyderabad International Airport Ltd.
6	Indian Institute Of Technology Bombay
7	Shri C U Shah Medical College And Hospital
8	BSF Wives Welfare Association
9	Vishwam Museum
10	Ashok Leyland
11	Christ (Deemed To Be University)
12	Paper Day

Sl No.	Theme
13	Lilavati Kirtilal Mehta 104th Birth Anniversary
14	Kirtilal Manilal Mehta 111th Birth Anniversary
15	Narayan Seva Sansthan
16	Karma Parab
17	Hyundai
18	ICMR - National Institute Of Nutrition, Hyderabad
19	National Human Rights Commission
20	Rayat Shikshan Sanstha, Satara, Maharashtra
21	Taj Connemara,Chennai
22	Dr. M.G.R. Centenary Celebrations 2018
23	Bangalore Club (1868-2018)
24	Tamil Nadu Newsprint and Papers Limited
25	BR Life
26	Union Bank of India
27	Dainik Jagran
28	Maulana Azad Institute of Dental Sciences
29	SBI Hyderabad Main Branch
30	Worship of Livestock: Sohrai
31	60 Years of KV Traction on Indian Railway
32	Ganesh Barsur and Rudra Shiv Tala
33	Apollo Hospitals
34	Malankara Mar Thoma Syrian Church
35	Apollo Hospitals

TABLE - 11

STAMPS ISSUED DURING 01.01.2018 TO 31.03.2019			
Sl. No.	**Stamp Name**	**Date of Release**	**Category**
1	ICAR- Central Plantation Crops Research Institute	8th January, 2018	Institution
2	India - Viet Nam Joint Issue	25th January, 2018	Joint issue
3	ASEAN India Commemorative Summit 2018	25th January, 2018	Joint issue
4	Potter's Wheel	26th January, 2018	Thematic
5	Dr Talimeren AO	28th January, 2018	Personality
6	Joint Issue of India and the Islamic Republic of Iran	17th February, 2018	Joint issue
7	B. Nagi Reddi	23rd February, 2018	Personality
8	Auroville International Township- Golden Jubilee	25th February, 2018	Institution
9	Biju Patnaik	5th March, 2018	Personality
10	Central Industrial Security Force	8th March, 2018	Institution
11	The Solar System	20th March, 2018	Thematic
12	Defence Research and Development Organization	11th April, 2018	Institution
13	Goan Tiatr	17th April, 2018	Event
14	Hemwati Nandan Bahuguna	25th April, 2018	Personality
15	Safdarjung Hospital	27th April, 2018	Institution
16	Prithviraj Chauhan	29th April, 2018	Personality
17	M. V. Arunachalam	15th May, 2018	Personality
18	C. Kesavan	23rd May, 2018	Personality
19	The International Association of Lions Clubs	25th May, 2018	Institution

STAMPS ISSUED DURING 01.01.2018 TO 31.03.2019			
Sl. No.	**Stamp Name**	**Date of Release**	**Category**
20	World Environment Day	5th June, 2018	Event
21	India-South Africa: Joint Issue	7th June, 2018	Joint issue
22	Dakshina Bharat Hindi Prachar Sabha, Madras	17th June, 2018	Institution
23	Scott Christian College, Nagercoil	28th June, 2018	Institution
24	The Institute of Chartered Accountants of India	1st July, 2018	Institution
25	M. L. Vasanthakumari	3rd July, 2018	Personality
26	Damodar Hari Chapekar	8th July, 2018	Personality
27	India South Africa: Joint Issue (Mahatma Gandhi & Nelson Mandela)	26th July, 2018	Personality
28	National Viral Hepatitis Control Programme	28th July, 2018	Institution
29	Geographical Indication (GI) Registered Handloom Products	7th August, 2018	Thematic
30	Holiday Destinations in India	15th August, 2018	Thematic
31	Patna University	25th August, 2018	Institution
32	India Armenia: Joint Issue	29th August, 2018	Joint issue
33	Martyr Mahadevappa Mailar	3rd September, 2018	Personality
34	India Serbia: Joint Issue	15th September, 2018	Joint issue
35	Hislop College, Nagpur	17th September, 2018	Institution
36	Sant Ganinath	23rd September, 2018	Personality
37	150th Birth Anniversary of Mahatma Gandhi	2nd October, 2018	Personality
38	3rd Battalion The Rajputana Rifles	3rd November, 2018	Institution
39	Communal Harmony	14th November, 2018	Thematic
40	Utkal University	27th November, 2018	Institution
41	Odisha Hockey Men's World Cup 2018 Bhubaneswar	28th November, 2018	Event
42	Ustad Sabri Khan	13th December, 2018	Personality
43	Rajkumar Shukla	18th December, 2018	Personality
44	Gulabrao Maharaj	19th December, 2018	Personality
45	National Police Memorial	22nd December, 2018	Institution
46	Paika Rebellion	24th December, 2018	Event
47	Kakaji & Pappaji	28th December, 2018	Personality
48	Maharaja Suheldev	29th December, 2018	Personality
49	Hill Forts of Rajasthan - UNESCO World Heritage sites in India	29th December, 2018	Thematic
50	75th Anniversary of the First Flag Hoisting at Port Blair	30th December, 2018	Event
51	Geographacial Indication (GI) Registered Handicraft Products	31st December, 2018	Thematic
52	Indian Fashion Through the Ages: Series 1	31st December, 2018	Thematic
53	Central Institute of Plastics Engineering & Technology	24th January, 2019	Institution
54	Mahamati Prannath	25th January, 2019	Personality
55	Financial Inclusion	30th January, 2019	Institution
56	Kumbh Mela, Prayagraj	2nd February, 2019	Event
57	IIT (BHU)	19th February, 2019	Institution
58	Aero India	23rd February, 2019	Institution
59	Ram Chand Paul	6th March, 2019	Personality
60	Kubernath Ray	9th March, 2019	Personality

During SPARSH Yojna in School in Bhilwara Division

HUMAN RESOURCE DEVELOPMENT

HUMAN RESOURCE DEVELOPMENT

12.1 Department of Posts, being a service delivery organization, needs a workforce that is well informed and responsive to customers' needs. Thus, there is a need to have focused and well planned training and development programmes aimed at change acceptance by administrative, operative and finance personnel. Accordingly, training for all cadres/categories of staff is provided at the entry level and Mid-Career Trainings at various intervals are imparted to all categories of staff.

TRAINING INFRASTRUCTURE

12.2 The Department has well established training infrastructure. The following training institutes take care of the training needs of the Department:

(i) Rafi Ahmed Kidwai National Postal Academy (RAKNPA) at Ghaziabad.

The Rafi Ahmed Kidwai National Postal Academy (RAKNPA), Ghaziabad is the apex training institute, recognized by the DoP&T as a Central Training Institute. The Academy imparts induction as well as in-service training to the officers of Indian Postal Service and other managerial cadres of India Post. It also imparts training to managers of Foreign Postal Administrations and officers of various Central Government Departments and PSUs, in areas of common interest.

(ii) Postal Training Centers (PTCs) at Darbhanga, Guwahati, Madurai, Mysore, Saharanpur and Vadodara – provide training to operative staff and inspectorial cadres.

(iii) One (1) Regional Training Centre at Nashik and 471 Workplace Training Centers (WTCs) in Circles are operational [including 5 Zonal Training Centers (ZTCs) of the Postal Accounts Wing] for catering to the training requirements of the remaining staff in Circles.

12.3 TRAINING DELIVERY

12.3.1 Human Resources trained under HRM scheme from 01.01.2018 to 31.03.2019 is as under:

Sl. No.	Activity	Number of Officials Trained
1	Management Programme for Group A and B Officers	1004
2	Development Programme for Accounts Officers	605
3	Development Programme for Inspectors and Assistant Superintendents Posts	12695
4	Development Programme for Operative/Supervisory Staff	161895
5	Development Programme for Mail Overseers/ Postmen/MTS	29963
6	Development Programme for Gramin Dak Sevaks	149255
7	Training of Trainers and Specialized trainings	43
	Total	**355460**

12.3.2 Human Resources Trained in Rafi Ahmed Kidwai National Postal Academy, Postal Training Centers and Workplace Training Centers in Circles under scheme during 2018-19 (Actual information/data from 01.01.2018 to 31.03.2019) is as under:

S No.	Name of Training Institution	Officials trained
1	RAKNPA Ghaziabad	1121
2	PTC Darbhanga	1790
3	PTC Guwahati	2247
4	PTC Madurai	3001
5	PTC Mysuru	6725
6	PTC Saharanpur	3898
7	PTC Vadodara	3145
8	RTC Nashik	1330
8	WTCs (in 23 Circles)	331715
9	Postal Directorate	488
	Total	**355460**

STAFF WELFARE

12.4 The Postal Services Staff Welfare Board has been set up at the Central level, to oversee all welfare related activities including promotion of sports and cultural activities for the employees of the Department. Minister of Communications is the Chairperson of the Board. There are Circle Welfare Boards also.

12.5 The Board receives grants-in-aid for welfare from the Consolidated Fund of India. Under various Welfare Schemes, funds are allotted to the Circles for implementing the Welfare measures of the Department. The Welfare Fund covers all departmental employees and Gramin Dak Sewaks.

12.6 The assistance for Welfare measures for Departmental employees is provided under the following schemes:-

(a) Financial assistance in case of death

(i) Financial assistance in case of death of Postal Employee.
(ii) Financial assistance in case of death of Postal Employee on duty due to terrorist activity/ dacoity/robbery etc.
(iii) Financial assistance in case of death of Postal Employee on duty due to accident.
(iv) Financial assistance in case of death of Postal Employee by terrorist activity/dacoity/ robbery while not on duty.

(b) Financial assistance to Employees due to illness/disability

(i) Financial assistance in cases of prolonged and serious illness/major surgeries.
(ii) Financial assistance to regular Employees suffering from T.B. and also for their family members.
(iii) Financial assistance during Extra Ordinary leave and half pay leave due to prolonged illness.
(iv) Financial assistance for purchase of mechanical/motorized tricycle for orthopedically handicapped Employees.

(c) Financial assistance to wards of Employees for Educational purpose

(i) Grant of educational assistance to the children of Postal Employees.
(ii) Financial assistance for the wards of Postal Employees in the Non-Tech Degree for girl child undergoing Graduation in any field with the minimum of 60% aggregate in Class 12th @ ₹ 250/-p.m. has been introduced w.e.f. 2018-19.
(iii) Incentive for excellence in academic achievement for 10th and 12th Class.

(d) Grants of Scholarships

(i) Scholarships for children of employees appearing for UPSC Examination.
(ii) Scholarships for SC/ST Employees for departmental examination and higher education.
(iii) Grant of scholarship and transport charges to the handicapped children of Postal Employees.

(e) Financial assistance to Employees-Recreation Activities

(i) Subsidy on transport charges for Excursion Trips.
(ii) Expenditure on Holiday Homes.
(iii) Grant-in-aid to the Recreation Clubs.

(f) Other miscellaneous Grants.

(i) Grant-in-aid to Central Postal Ladies Organization (CPLO) and its subordinate organizations in Circles.

(ii) Grant-in-aid for establishment and running of Crèches.
(iii) Grant-in-aid for establishment and running Tailoring Centers.
(iv) Grant-in-aid to Residents Welfare Associations.
(v) Financial assistance in cases of natural calamities, fire and floods.

12.7 Field Services (Postal) Benevolent Fund- The Department of Posts operates the Field Services (Postal) Benevolent Fund which has been introduced as a welfare measure exclusively for the benefit of staff who is on deputation to the Army Postal Service (APS). During the period of deputation they are entitled to number of concessions and benefits in case of normal death, death due to enemy action or in insurgency operations and one time scholarship for all school and college going children of the deceased APS personnel.

WELFARE MEASURES FOR GRAMIN DAK SEWAKS

12.8 Circle Welfare Fund Scheme for Gramin Dak Sewaks- The Department of Posts has introduced the Circle Welfare Fund Scheme for Gramin Dak Sewaks from 1.10.2013.The scheme covers all Gramin Dak Sewaks who manage the rural postal network.

12.9 The Circle Welfare Fund for Gramin Dak Sewaks has three main components, as under:-

(i) Financial Grants under various categories.
(ii) Financial assistance by way of low interest loan.
(iii) One time payment at the time of retirement- The amount is granted to those GDSs who have not availed any assistance under these Schemes.

12.10 Under this Scheme the Financial Grant is provided under following heads/items:-

(i) Financial Assistance to families of deceased GDSs to meet immediate expenses following death, irrespective of whether death occurs during duty/outside duty hours.
(ii) Death due to terrorist activity /dacoity, while on duty.
(iii) Financial Assistance in case of death of GDSs due to riots, attack by robbers and terrorists while not on duty.
(iv) Financial Assistance in case of death of GDSs while being on duty due to accident.
(v) Funeral Expenses on death of GDS (payable in cases in which last rites of deceased GDS are performed by brothers or sisters or near relatives in the absence of any other next of kin).
(vi) Financial Assistance in case of major surgical operation in ailments, like Cancer, brain hemorrhage, kidney failure/transplant, heart surgery etc.
(vii) Financial Assistance in case of accident of GDS while being on duty, requiring hospitalization for more than three days.
(viii) Financial Assistance for nutritional diet to GDS suffering from TB.
(ix) Grant of Scholarship under educational Scheme to the children of GDS (as per existing terms and conditions).
(x) Grant of Scholarship under educational Schemes for PG in Technical Course to the children of GDS.
(xi) Incentive for excellence in academic achievement for 10th and 12th Class.
(xii) Scholarship for physically handicapped children of GDS.
(xiii) Maternity Grant to women GDS.
(xiv) Financial Assistance in cases of natural calamities, like fire, floods etc.

12.11 Apart from above financial assistance, there is also facility of repayable loans with low interest within a specified ceiling for:

(i) Construction of one room with flush toilet facilities for housing the Branch Post Office.
(ii) Purchase of Computer/Laptop to encourage computer literacy amongst GDS.
(iii) Purchase of moped/scooter/motor cycle which will also facilitate travel for discharging duty like exchange of BO Bag, visit to Accounts Office, etc.

WELFARE MEASURES AND FACILITIES FOR EMPLOYEES WITH DISABILITIES AND FOR DISABLED CHILDREN OF EMPLOYEES

12.12 FINANCIAL ASSISTANCE TO EMPLOYEES: Orthopedically disabled employees are eligible for the following financial assistance from the Welfare Fund:-

(i) Reimbursement of the amount spent on purchase of Mechanized Tricycle, subject to a limit of ₹ 2, 000/-.

(ii) Claim of an amount of ₹ 15,000/- or 50% of the cost of a Motorized Tricycle whichever is less, from the Circle Welfare Fund. Further, if these employees apply for the grant of scooter advance; their cases are considered sympathetically on priority basis.

(iii) Actual 2nd Class Railway fare from the place of duty to the Artificial Limb Centre and back is also reimbursable from the Welfare Fund for provision of artificial limbs, since such reimbursement is not admissible from any other source.

12.13 SCHOLARSHIP FOR CHILDREN

Out of the available funds under scholarships and other educational schemes of the Department of Posts, 3% of the scholarships are earmarked for disabled children of Postal employees, apart from the grant of scholarships available to the regular students. Under this scheme, children with disabilities (including orthopedic, visual, hearing, speech and mental), of identified Postal Employees are eligible to get annual scholarship.

12.14 TRANSPORT CHARGES FOR CHILDREN

Transport charges and Hostel/Mess subsidies (in lieu of Transport charges) is allowed to disabled children of Postal employees studying from 1st to 12th standard @ ₹ 300/- p.m. in 'A' class cities and @ ₹ 250 /- p.m. in other cities. These welfare measures have been taken by Department of Posts in addition to the already available measures taken by the Government of India.

12.15 As per the Department of Personnel & Training's (DoPT) O.M. No. 36035/02/2017-Estt (Res) dated 15th January, 2018, following action had been taken :-

(i) In case of Direct Recruitment, four percent (4%) of total number of vacancies in the Cadre strength in each group of posts i.e. Group A, B & C shall be reserved for persons with benchmark disabilities. Against the posts identified for each disabilities, of which, one percent each shall be reserved for persons with benchmark disabilities under clauses (a), (b) and (c) and one percent, under clauses (d) & (e), unless or otherwise excluded. The benchmark disabilities are as under:-

(a) blindness and low vision;
(b) deaf and hard of hearing;
(c) locomotor disability including cerebral palsy, leprosy cured, dwarfism, acid attack victims and muscular dystrophy;
(d) autism, intellectual disability, specific learning disability and mental illness;
(e) multiple disabilities from amongst persons under clauses (a) to (d) including deaf-blindness in the posts identified for each disabilities.

(ii) Provided that the reservation in promotion shall be in accordance with such instructions as are issued by the appropriate Government from time to time.

(iii) All the posts of Department of Posts (in all the Groups i.e. A, B & C) having an element of Direct Recruitment, has been identified as suitable for persons with different benchmark disabilities.

(iv) A Grievance Redressal officer has been nominated in all the Postal Circles of this Department who will look after the grievances of persons with disabilities.

(v) The instructions on reservation for EWSs in the Direct Recruitment issued by DoPT had been circulated to all the Postal Circles of this Department for strict compliance.

SPORTS AND CULTURAL ACTIVITIES

12.16 The Postal Sports Board has been set up at Central level which controls all the Sports related activities of the Department. There are Circle level Sports Boards also.

12.17 The objective of the Postal Sports Board is to promote Sports activities in the Department. The Postal Sports Board receives allocation from the Central Welfare Fund. During the year 2018-2019 i.e. 1.4.2018 to 31.3.2019 following 13 sports events and one cultural event were organized :-

(i) Kabaddi (ii) Volleyball (iii) Wrestling (iv) Carrom (v) Athletics and Cycling (vi) Table Tennis (vii) football (viii) Chess (ix) Cricket (x) Basketball (xi) Hockey (xii) Weightlifting, Power lifting & Best Physique (xiii) Badminton (xiv) Culture Meet.

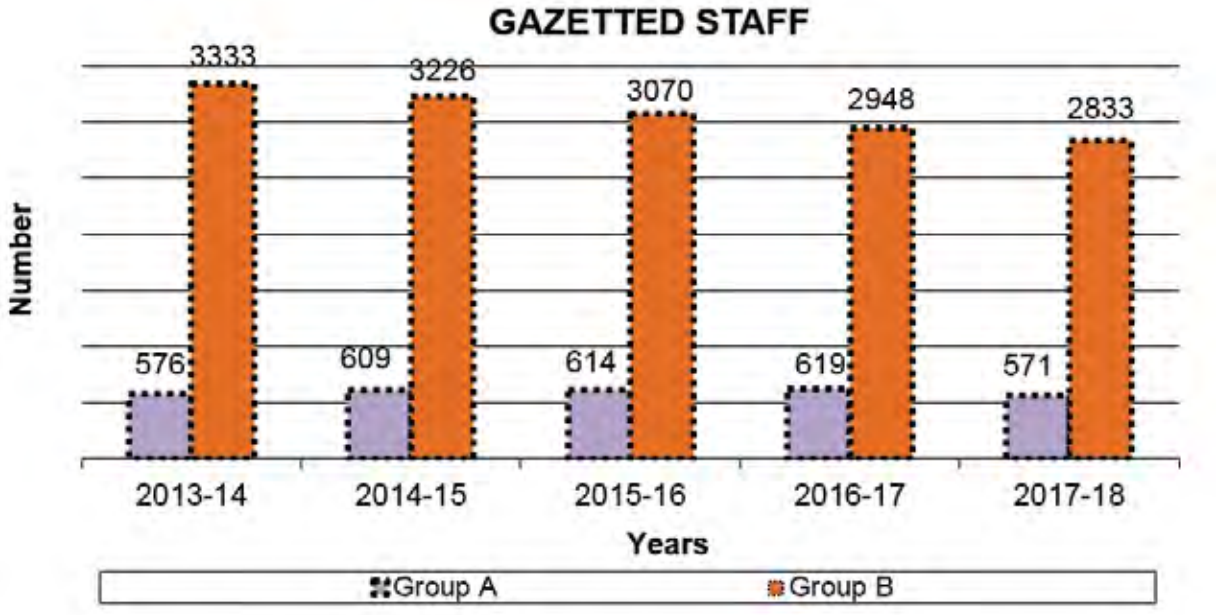
ACTUAL STRENGTH OF PERSONNEL

12.18 As on 31st March, 2018, there are a total of 418818 employees in the Department of Posts, of which, 181477 are Departmental Employees and 237341 are Gramin Dak Sewaks (GDSs). The category-wise detail is given inTable-12:-

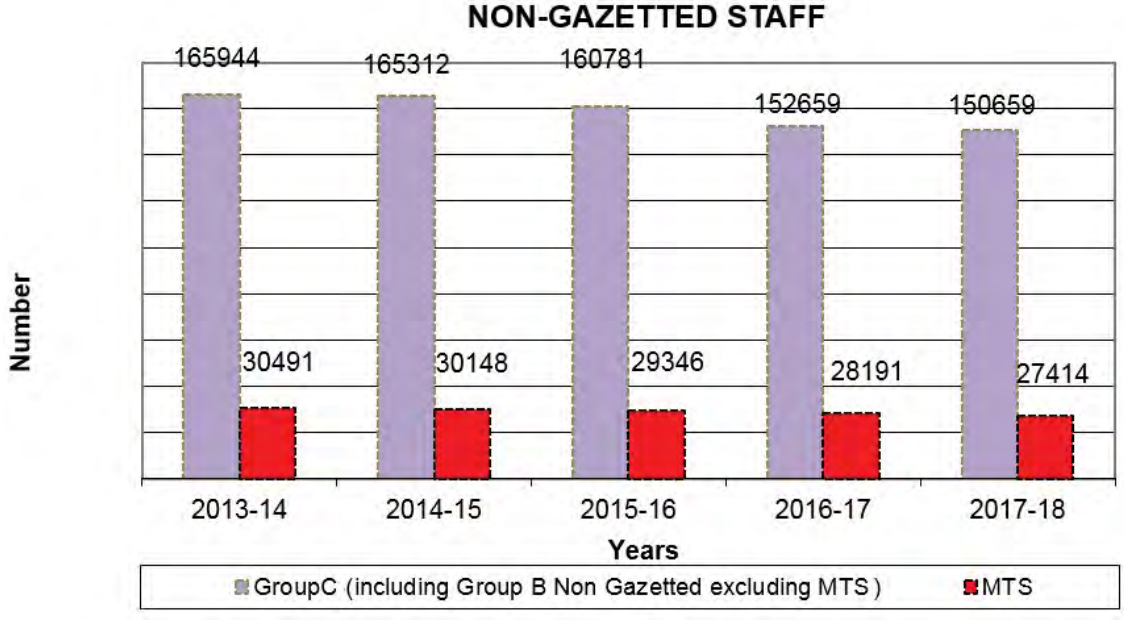
Table 12

PERSONNEL: ACTUAL STRENGTH AS ON 31.3.2018 (including those on deputation and training outside the Department)			
I DEPARTMENTAL			
A. GAZETTED	**GROUP "A"**	**GROUP "B"**	**TOTAL**
INDIAN POSTAL SERVICE GROUP "A"			
Secretary(Posts)	**1**		**1**
Director General Postal Services	**0**		**0**
Member, Postal Services Board	**7**		**7**
Sr.DDG/Chief PMG	**27**		**27**
Senior Administrative Grade	**71**		**71**
Junior Administrative Grade	**52**		**52**
Senior Time Scale	**82**		**82**
Junior Time Scale	**102**		**102**
Training Reserves (Probationers)	**17**		**17**
POSTAL SERVICE GROUP "B"		611	611
Assistant Superintendent		1651	1651
INDIAN P& T ACCOUNTS & FINANCE SERVICE			
Senior Administrative Grade	13		13
Junior Administrative Grade	10		10
Senior Time Scale	20		20
Junior Time Scale	27		27
Senior Accounts Officer/Accounts Officer		196	196
Assistant Accounts Officer		132	132
CENTRAL SECRETARIAT SERVICE	37	53	90
CIVIL WING			
Chief Engineer	0		0
Others	34	154	188
OTHER GENERAL CENTRAL SERVICE	71	36	107
TOTAL(GAZETTED)	**571**	**2833**	**3404**
B. Group 'B' NON GAZETTED		**5715**	**5715**
C. NON GAZETTED	**GROUP "C" Excluding MTS**	**GROUP C "MTS"**	**TOTAL**
Directorate	**111**	**99**	**210**
Post Offices including (Circle office, Accounts, Stamp Depot, Canteen Staff	**128263**	**17249**	**145512**
Railway Mail Service	**13983**	**8812**	**22795**
Mail Motor Service	**1202**	**227**	**1429**
Others(RLO, Dispensary, Store, Training, Civil, Printing Press)	**1385**	**1027**	**2412**
TOTAL(NON GAZETTED) Group C	**144944**	**27414**	**172358**
TOTAL DEPARTMENTAL(A+B+C)			**181477**
II Gramin Dak Sewak (GDS)			**237341**
GRAND TOTAL (I + II)			**418818**

12.19 The Gazetted staff categorized into "Group A" and "Group "B" since 2013-2014 has been shown in the following graph:



12.20 The Non-Gazetted Departmental staff categorized into "Group C [including Group B Non Gazetted excluding Multi Tasking Staff (MTS)] and "MTS" since 2013-2014 has been shown in the following graph:



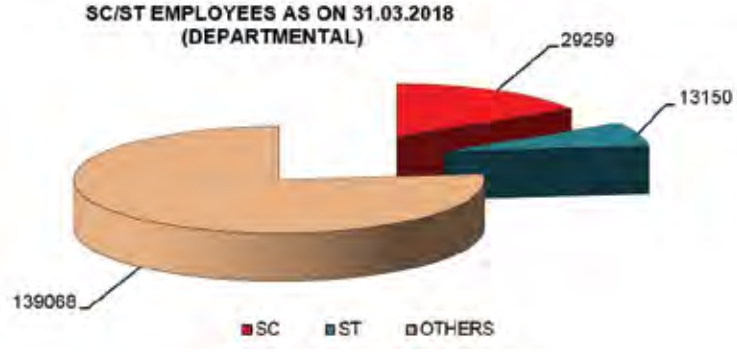
SCHEDULE CASTE AND SCHEDULE TRIBE EMPLOYEES

12.21 As on 31st March, 2018, there were 29259 Schedule Caste and 13150 Schedule Tribe employees in various grades in the Department. Grade-wise detail of Schedule Caste and Schedule Tribe employees and their percentage with total employees are as under:

TABLE - 13

NUMBER OF EMPLOYEES SCHEDULED CASTES/TRIBES AS ON 31.03.2018				
Group	**Scheduled Castes**	**Percentage to Total Number of Employees**	**Scheduled Tribes**	**Percentage to Total Number of Employees**
Group 'A'	60	10.51	31	5.43
Group 'B' (Gazetted)	410	14.47	152	5.37
Group 'B' (Non Gazetted)	936	16.38	331	5.79
Group 'C' excluding MTS	22712	15.67	10584	7.30
Group 'C' Multi Tasking Staff	5141	18.75	2052	7.49
Total	**29259**	**16.12**	**13150**	**7.25**

12.22 The Departmental staff as on 31st March, 2018, categorized into "Scheduled Castes", "Scheduled Tribes" and "Others", has been shown in the following graph:



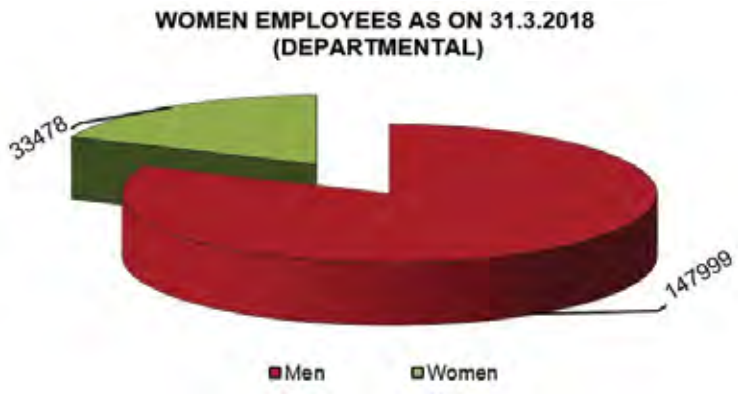
DIFFERENTLY-ABLED PERSONS, WOMEN, OBC AND MINORITY EMPLOYEES

12.23 As on 31st March, 2018, there were 2610 differently-abled employees, 1902 Ex-servicemen, 14 Differently Abled Ex-servicemen, 33478 women employees, 32514 OBC employees and 11095 Minority employees in various grades in the Department. Grade-wise details are as under:

TABLE -14

NUMBER OF EMPLOYEES: TOTAL DIFFERENTLY-ABLED, EX-SERVICEMEN, DIFFERENTLY ABLED EX-SERVICEMEN, WOMEN, OBC AND MINORITY EMPLOYEES AS ON 31.03.2018						
Group	**Differently-abled persons**	**Ex-Service-men**	**Differently-abled Ex-Servicemen**	**Women**	**OBC Employees**	**Minority Employees**
Group 'A'	6	0	0	68	42	33
Group 'B' (Gazetted)	14	10	0	315	222	148
Group 'B' (Non Gazetted)	71	22	1	915	473	291
Group 'C' excluding MTS	2197	1707	10	28959	26390	8664
Group 'C' Multi Tasking Staff	322	163	3	3221	5387	1959
Total	**2610**	**1902**	**14**	**33478**	**32514**	**11095**

12.24 The Departmental staff as on 31st March, 2018, categorized into "Men" and "Women", has been shown in the following graph:



GRAMIN DAK SEVAKS

12.25 The origin of the Gramin Dak Sevaks (GDS) earlier called Extra Departmental Agents (EDAs), can be traced to the days long before independence when Branch Post Offices in rural areas were manned by school masters, shopkeepers etc. on part time basis and they were paid a small allowance. The GDSs are not regular Govt. employees and their working conditions are governed by a separate set of non-statutory rules called GDS (Conduct and Engagement) Rules, 2011 as amended from time to time. Gramin Dak Sevaks (GDS) are basically engaged for providing Postal services in rural areas and they work for a limited hours ranging from 4 to 5 hours per day. The sanctioned strength of Gramin Dak Sevaks is 3,02,721. Gramin Dak Sevaks work mainly in the rural set up and comprise of two approved categories namely (i) Branch Postmaster (BPMs) and (ii) other than BPMs (i.e. Assistant Branch Postmasters (ABPMs) and Dak Sevaks).

12.26 The Department has recently reviewed the applicable service conditions governing their engagement and other aspects relating to Wages and Allowances, Service Discharge Benefits, Social Security Benefits and Maternity Leave to female GDS & a set of revised instructions have been issued on 25.06.2018 and 27.06.2018. A gist of such revised provisions is as under:-

Sl. No.	Schemes	Benefits
1	TRCA Slabs	Eleven slabs of old TRCA slabs have been rationalized by clubbing (merging) into three TRCA slabs for two types of categories (Branch Postmasters and Assistant Branch Postmasters/Dak Sevaks).
2	GDS Gratuity	₹ 1,50,000/- from earlier ₹ 60,000/-.
3	Severance Amount	₹ 4000/- for every completed year of service from 01.01.2016 subject to maximum ceiling ₹ 1,50,000/-. Earlier it was ₹ 1,500/- for every completed year of service subject to maximum ₹ 60,000/-. Severance amount is applicable for those who have not opted for SDBS.
4	Service Discharge Benefits (SDBS)	Monthly contribution to SDBS is ₹ 300/- for both sides i.e. Department contribution as well as the GDS contribution. Earlier this was ₹ 200/- for both.
5	Maternity Leave Benefits	180 days with full TRCA for which cost is to be borne by Government. This has been introduced for the first time.
6	Identity Cards	Identity cards vide orders dated 17.10.2018 & 30.10.2018 have been issued free of cost to all Gramin Dak Sevaks.
7	Voluntary Discharge Scheme	Voluntary Discharge Scheme is introduced vide order dated 14.12.2018. As per the scheme, a GDS can quit the engagement on voluntary basis after 10 years or 20 years, as the case may be.
8	Emergency Leave	'Emergency leave' for a maximum period of 5 days in a calendar year is given to Gramin Dak Sevaks (GDS) vide order dated 2.01.2019.
9	Limited Transfer Facility	Limited transfer facility is given to GDS vide OM dated 4.01.2019.

12.27 In addition to above, several other allowances have been revised upwards as per approved recommendations of the committee, some of these are Composite Allowance, Cash Conveyance Allowance, Combined Duty Allowance, Risk and Hardship Allowance.

GENDER & CHILD RELATED ISSUES

12.28 The Department of Posts is committed to the social objectives of gender equality and justice by ensuring equal participation of women at the highest levels of decision making in the Department.

12.29 Gender sensitization module has been incorporated in every training module to inculcate the element of social responsibility in men and women towards creating an equitable, enabling and gender sensitized work place.

12.30 Besides providing financial assistance to support services like creche facility and tailoring centres, preferential treatment is given to women employees while allotting departmental residential quarters and various welfare measures introduced exclusively for benefits of women employees by implementation of specific programmes.

12.31 The Government of India is proactively working towards women's empowerment and gender equality through its various commitments at the National and International levels. The Ministry of Women and Child Development as the Nodal Ministry has adopted Gender Budgeting as a powerful tool for gender mainstreaming so as to ensure that the benefits of development reach women as much as men. The purpose of gender budgeting is to monitor planning and policies from a gender perspective, as a means to mainstreaming women's concerns. Similarly, child budgeting aims at ensuring budgets for children are prioritized according to their needs. As children are a constituency whose voice is often unheard, prioritizing for their needs and earmarking budgets accordingly, is critical. As per instruction of the Department of Economic Affairs, Ministry of Finance, every Ministry/ Department has to be establish a Gender Budget Cell (GBC).

12.32 Department of Posts has re-constituted Gender Budget Cell as Gender and Child Budget Cell and AS&FA being Chairperson (Nodal Officer) as per guidelines of the Ministry of Women & Child Development. Women and children constitute 70% of the total population in India, hence it is necessary to carry forward the concerns for women and children through gender budgeting. For this purpose Department has made a provision of ₹ 0.40 crore in BE 2019-20. Department has planned to opening of Creches/Tiffin rooms and providing Toilets facility in the offices/POs in the circles to serve the purpose of "*Swachh Bharat*" Mission as well as formulate a scheme to introduce PLI/ RPLI products for benefit of "*Girl Child*" and "*Sukanaya Samridhi Yojana*" through publicity by BD&M Directorate for welfare of children.

12.33 During the year 2018-19 ₹ 4.7 crore were allotted for construction of ladies toilets and ₹ 0.97 crore for construction of Bio-toilets exclusively for use of women employees under "*Swachhta Action Plan*". Under a new scheme, financial assistance for the Postal Employees in Non-tech degree for girl child undergoing graduation in any field with a minimum 60% aggregate in Class 12th @ ₹ 250/- p.m. has been proposed to be given from Circle Welfare Fund. During the financial year 2018-19, 1155 toilets have been constructed under Swachhata Action Plan (SAP) activities, out of which 296 ladies toilets have been constructed.

WELFARE MEASURES FOR WOMEN EMPLOYEES

12.34 The Department of Posts has also introduced Welfare measures exclusively for the benefit of its women employees. The following women specific programs have been implemented:-

(i) Grant-in-aid is admissible to Central Postal Ladies organization (CPLO) and its subordinate organization in the Circles at the

rate of ₹ 60,000/- for starting a crèche. Non-recurring financial assistance @ ₹ 20,000/- is permitted at the end of every 3 years after the establishment of a crèche and recurring grant @ ₹ 1500/- per child p.m. subject to a maximum grant of ₹ 38000/- per month for each crèche provided from the Circle Welfare Fund. The recurring grant is increased every financial year by 10% rounded off to the nearest tenth.

(ii) Non-recurring grant @ ₹ 5000/- is admissible for opening of Tailoring Centers and financial assistance @ ₹ 750/- per month is admissible as salary of the part-time tailoring instructor of the Tailoring Centers.

(iii) Maternity grant equivalent to three months TRCA with DA is admissible to women Gramin Dak Sewaks (GDS) for giving birth up to two children only, as these women are not covered under maternity benefits for departmental employees.

PREVENTION AND ADDRESSING OF SEXUAL HARASSMENT

12.35 To prevent and address sexual harassment of women at the workplace, a Committee under the chairmanship of Deputy Director General (Estt.) with three other members has been set up in the Postal Directorate and a similar setup is available in the field organizations. The number of complaints of sexual harassment filed, disposed of and pending during the period from April 2018 to March 2019 is as under:

TABLE - 15

ANNUAL RETURN ON CASES OF SEXUAL HARASSMENT DURING THE PERIOD FROM APRIL, 2018 TO MARCH, 2019	
Head	**Number**
Number of complaints of sexual harassment received in the year	39
Number of complaints disposed of during the year	22
Number of cases pending for more than 90 days	37
Number of workshops on awareness programs against sexual harassment conducted during the year	59

Meeting of the Indian Postal Service Probationers of 2017 batch with Shri Ram Nath Kovind, President of India on 20th March, 2018

Karnataka Circle won Gold in Kabbadi during All India Postal Kabaddi Tournament held in Vishakapatnam during 18.12.2018 to 20.12.2018

ESTATES MANAGEMENT

ESTATES MANAGEMENT

13.1 The Department of Posts has a universal service obligation to provide basic postal facilities at an affordable price throughout the country. Providing well designed buildings for post offices, mail and administrative offices, which facilitate provision of efficient postal services to the public is an important mandate of the Department. The new building infrastructure being constructed are barrier-free and accessible to persons with disability, following harmonized guidelines and space standards for barrier-free environment for persons with disability and elderly persons, in terms of the instructions as contained in Persons with Disability Act. The Expenditure Finance Committee (EFC) recommended, the continuation of the Central Sector Scheme of 'Estates Management' of the Department with the financial outlay of ₹ 243.5 crore for the financial years 2017-20.

13.2 At present, the Department has 4480 departmental buildings, 19793 rented buildings and 1754 rent free buildings all over the country, in addition to 22348 departmental staff quarters. As on date, the Department has a total 1738 vacant plots of land of which 1139 are in rural areas, 599 in urban areas. To provide departmental buildings for post office, renovate Post office, preserve and conserve heritage buildings and provide for sustainable building infrastructure, roof top solar power packs, rainwater harvesting structures, in addition to providing for common gender specific facilities & toilets and improving accessibility to Post Office under Sugamya Bharat Abhiyan, the Department is implementing a scheme of "Estates Management" to come up with own buildings where ever rents are high and cost benefit analysis suggests own building is cost effective.

13.3 During the period 1st January, 2018 to 31st March 2019, total 20 Post Office buildings, 650 Indian Post Payment Bank (IPPB) branches, 236 Post Office Passport Seva Kendra (POPSK), 2058 toilets were constructed. Besides, LED have been installed in 4245 Post offices. 50 Roof Top Solar Power Panel generating 11250 KW/day in addition to three in Postal Training Centre Madurai, Rafi Ahmed Kiwdai National Postal Academy and Dak Bhawan, New Delhi. 62 Postal Buildings were taken up for renovation to enhance their life. 121 Rain Water Harvesting Structures got constructed. In addition, during the Swachhta Pakhwada, Swachhta pledge ceremony was held in 17448 Postal Offices and a total of 65022 postal staff participated in shramdan. 815 iconic/tourist places were cleaned by way of community participation, Cleanliness audit done in 1993 offices. 7566 trees were planted and three census completed in 847 postal offices & postal colonies. 97 essay writing competition on Swachhta conducted wherein 5000 students participated for engaging in Swachhta awareness campaign. 76 local public representatives got involved in Swachhta Pakhwada (16-30 November 2018). A total of 41 press conferences were held for highlighting the outcomes of Swachhta Pakhwada. Postmen & Gramin Dak Sewaks were declared "Swachhta Doot" to work as ambassadors for Swachhta. A press conference on 05.12.2018 was held in Dak Bhawan at the culmination of the Pakhwada which was addressed by Minister of State for Communications (I/C) Shri Manoj Sinha, where in Maharashtra, Tamil Nadu and Kerala Circles were awarded Ist, IInd & IIIrd prizes for extraordinary work during Swachhta Pakhwada assessed by their performance in 20 parameters.

13.4 Nagpur, Hyderabad and Mumbai GPO were awarded best performing buildings in lines of Energy Conservation under the category of green buildings by MNRE. Kolkata GPO was recognized by INTACH for the conservation of Heritage Building.

13.5 Under 'Sugamya Bharat Abhiyan' ₹ 686.05 Lakhs has been utilized in the financial year 2018-19 for making 286 offices accessible to differently abled persons, by constructing Ramps & Rails and other retro- fittings wherever required.

DEVELOPMENT ACTIVITIES IN NORTH EASTERN REGION

DEVELOPMENT ACTIVITIES IN NORTH EASTERN REGION

14.1 With a vision to accelerate the pace of development, India Post has taken up many special initiatives for the development of the North Eastern Region, aiming at growth parity of the region with the rest of the country.

14.2 Department of Posts, which has a Universal Service Obligation to serve the country as a whole, also earmarks allocations for identifiable Schemes for the exclusive development of North Eastern region, in accordance with the policy guidelines of the Government.

14.3 The administrative structure of the Department in the North Eastern Region is as under:

(i) Assam Circle with its Headquarters at Guwahati, comprises the State of Assam which has 4012 Post Offices. On an average each Post Office in Assam serves an area of 19.55 sq.kms and a population of 7769 persons approximately.

(ii) North Eastern Circle with its headquarters at Shillong, comprising of states of Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland and Tripura. It has 2919 Post Offices and on an average each Post Office serves an area of 79.22 sq. kms and a population of 5155 persons respectively.

(iii) Sikkim State is part of West Bengal Postal Circle. It also forms part of North Eastern Region. It has 209 Post Offices and on an average each Post Office serves an area of 33.97 sq. kms and a population of 2909 persons approximately.

POSTAL NETWORK

14.4 Postal Network, average population and average area served per Post Office in the North Eastern Region is as under:

TABLE-16

Sl. No.	Name of the State	No. of Post Offices, as on 31.03.2019	Average population served per Post Office (Persons)	Average area served per Post Office (In Sq. Kms)
1.	Assam	4012	7769	19.55
2.	Arunachal Pradesh	302	4579	277.28
3.	Manipur	701	4233	31.98
4,	Meghalaya	491	2222	42.93
5.	Mizoram	384	7086	58.15
6	Nagaland	330	6000	50.24
7.	Tripura	711	6809	14.75
8.	Sikkim	209	2909	33.97

OVERVIEW OF PLAN EXPENDITURE FOR LAST 5 YEARS:

14.5 Various Plan activities have been undertaken by the Department in the North Eastern Region. The details of expenditure incurred in the North Eastern Region vis-à-vis the total expenditure on the Plan activities throughout the Country during the last 5 years, is detailed below:

TABLE- 17

PLAN EXPENDITURE IN NORTH EASTERN REGION		
Annual Plan	**Total Plan Expenditure (₹ in crores)**	**Expenditure in North Eastern Region (₹ in crores)**
2012-13	185.21	18.001
2013-14	393.80	28.920
2014-15	306.71	17.748
2015-16	500.33	34.720
2016-17	689.64	34.519
2017-18	1347.10	21.68
2018-19	997.64	22.63
Total	**4420.43**	**178.21**

14.6 Details of major developmental activities initiated during Annual Plan 2018-19 in the North Eastern Region, State –wise are given below:

TABLE -18

MAJOR DEVELOPMENT ACTIVITIES IN NORTH EASTERN REGION		
Sl. No.	**Name of the State**	**Details of major developmental activities**
1.	Assam	No Franchise Outlet was opened during the year. 561 Letter Boxes were installed in rural areas. Cash Chests were embedded at 369 EDBOs.
2.	North East	
(i)	Arunachal Pradesh	1 BO was opened by relocation/ re-deployment. 142 letter boxes were installed in rural areas and 1 FO(Field Office) was opened during the year.
(ii)	Manipur	142 letter boxes were installed in rural areas.
(iii)	Meghalaya	1 FO was opened during the year.
(iv)	Mizoram	53 letter boxes were installed in rural areas.
(v)	Nagaland	142 letter boxes were installed in rural areas
(vi)	Tripura	180 letter boxes were installed in rural areas and 223 cash chests were embedded in rural BOs
(vii)	Sikkim	90 Letter Boxes were installed in Rural Areas and 50 Cash Chests were embedded in Rural BOs.

CBS migration done in 27 POs and 1 ATM opened during the period in NE Region.

14.7 Philately- 8 philatelic exhibitions, 64 seminars/quiz were conducted, 6 My Stamp counters were set up, 1 philatelic bureau was upgraded in NE Region.

Digital Advancement of Rural Post Office for a New India (DARPAN) Project

14.8 Under DARPAN Project launched in June, 2016, the Department in a phased manner

provided SIM based hand held devices to more than 1.29 Lakh Branch Post Offices in the rural areas of the country including the North Eastern States for carrying out online Postal and Financial transactions.

- Customers in the Rural Areas can avail the facility of core banking transactions, booking of registered and speed post articles, booking of money orders, deposit of PLI/RPLI premium and indexing of PLI/RPLI maturity claims through the DARPAN devices.
- A total of 1,29,161 BOs have so far been rolled out under DARPAN Project out of which 5909 offices are in the North East.

14.9 Marketing And Advertisement Activities In The North East Region:

- Release of advertisement through Radio Jingles across NE region
- Release of advertisement through Digital Cinema Theaters in NE region
- Release of advertisement through LCD/LED screens available at bus stations of Assam, NE region
- Release of outdoor campaign through display boards at Airport, Bus stands and other prominent locations
- Outdoor campaign through Auto hood wrapping

14.10 BIS Sevottam Certification was implemented for 1 HPO during 2018-19. 926 Computerised Customer Care Centres (CCCCs) have been established in the NE Region's Post Offices, Sorting Hubs and Divisional/Regional/Circle. A budget of ₹ 12.6 Lakhs has been allotted to NE Region for BIS Sevottam Certification.

14.11 Social Media Cell is an independent entity and deals with the Twitter and Facebook accounts of this Department. The social media complaints are time bound and are replied within 24 hours. The social media cell monitors the complaints sent to all the Circles on daily basis. 1425 complaints received and settled i.e. 100% settlement during the period 1.1.2018 to 31.3.2019 in NE Region. India Post Call Centre (IPCC) received 1247 calls and settled 1220 grievances during 1.6.18 to 31.3.19.

14.12 This Department is processing complaints registered by consumers of Postal services in the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) of PG portal which includes complaints received in DAR&PG (Department of Public Grievances), President's Secretariat and Prime Minister's Office in the system and accessible on the website **www.pgportal.gov.in.** Postal Circles have been created as subordinate organizations and in many Circles the regions and divisions have also been created as users for online handling of grievances. 1367 complaints received and 1320 settled i.e. 96.56% settlement during the period 1.1.2018 to 31.03.2019 in NE Region.

Dynamic Queue Management System (DQMS) was rolled out as a pilot project and covers 8 HPOs of NE Region.

PARCEL

14.13 Department of Posts has taken up various initiatives for the development of the NE Region, in accordance with the policy guidelines of the Govt. of India.

14.14 With the growing e-commerce market, the Dept. has implemented a Parcel Network Optimization Project vide which L1 and L2 parcel hubs have been setup across the country. In the North Easter region, L1 hubs have been setup at Jorhat, Silchar, Tezpur, North Lakhimpur, Tinsukia and Shillong. Pilot implementation of the new process flow at Parcel Hubs has been done at Guwahati Parcel Hub. Seven Nodal Delivery Centres for mechanized delivery of parcels are already operational under NE Region. Funds to the tune of ₹ 1.65 Crores were allotted to NE Region for utilization under plan scheme relating to Parcels.

TRAINING OF STAFF

14.15 Training in North Eastern Region during 2018-19 (Actual information/data from 1.4.2018 to 31.3.2019)

TABLE - 19

Sl. No.	Name of State	Training of Super-visory Cadre	Training of Frontline staff (PAs)	Training of Operative staff(SAs)	Training of Postmen/ Mail-Guard/ Overseers/ MTS	Training of Gramin Dak Sewaks (GDS)	Total
1.	Assam	300	1053	28	387	607	2375
2.	Arunachal Pradesh	9	35	0	16	130	190
3.	Manipur	33	129	0	35	158	355
4.	Meghalaya	17	34	0	1	9	61
5.	Mizoram	11	8	0	2	407	428
6.	Nagaland	20	51	0	79	172	322
7.	Tripura	60	164	0	59	621	904
8.	Sikkim	4	25	2	13	282	326
Total		**454**	**1499**	**30**	**592**	**2386**	**4961**

ISSUES OF GENERAL IMPORTANCE

ISSUES OF GENERAL IMPORTANCE

STAFF RELATIONS

15.1 During the period, the Department endeavoured to maintain harmonious and meaningful relations with the Federations and Service Associations of its employees. The important events during the period under reference are as follows:

Bharatiya Extra Departmental Employees Union (BEDEU) went on strike from 14th May, 2018 to 6th June, 2018, All India Gramin Dak Sevak Union (AIGDSU), National Union of Gramin Dak Sevak Union (NUGDS) & All India Postal Employees Union –GDS went on strike from 22nd May, 2018 to 6th June, 2018 and All India Postal Employees Union Postman and MTS went on strike from 23rd May, 2018 to 6th June, 2018 under sub section (1) of Section 22 of Industrial Disputes Act, 1947 for the settlement of their main demand i.e. implementation of GDS Committee report. The Strike was called off on 6.6.2018.

15.2 Further, Bharatiya Postal Employees Federation & its affiliated unions went on one day nationwide strike on 4-12-2018. All India Gramin Dak Sevak Union (AIGDSU) and National Union of Gramin Dak Sevak (NUGDS) went on strike from 18-12-2018 to 22-12-2018. The strike was called off on 22-12-2018. All affiliated Unions of National Federation of Postal Employees & Federation of National Postal Organizations, All India Gramin Dak Sevak Union (AIGDSU) & National Union of Gramin Dak Sevak (NUGDS) and All India Association of Postal Supervisors (GL) went on two days strike from 8th to 9th January, 2019 for settlement of their demands.

15.3 In this regard, necessary instructions were issued to all Circles to tackle the strike and instructed them to take necessary action as per rules admissible. A 24-hour Control Room was set up temporarily in Dak Bhawan, New Delhi as well as in all Postal Circles for monitoring various activities relating to the strike. Besides, no untoward incident was reported by any Circle.

COURT CASES

15.4 The number of cases pending in various Courts has decreased from 18315 as on 31st March, 2018 to 18190 as on 31st March, 2019.

15.5 The number of Court cases pending in various Courts as on 31.03.2019 is as follows:

CAT	:	7268
Lower Court	:	3831
High Court	:	3362
Supreme Court	:	119
District Consumer Forum	:	2591
State Consumer Forum	:	916
National Consumer Forum	:	75
Supreme Court/Labour Court / Session Court	:	15
CGIT/ H.R/Industrial Tribunal/ CCPD	:	13

15.6 Instructions regarding proper handling of Court cases by filing counter in time mentioning the provisions/ instructions of Department/ Government, monitoring the cases in various courts, implementing the judgement by taking approval of the competent authority etc. were issued to the Circles during the year. The Circles were also advised not to go in for appeal in such cases where the expenditure on implementation is much less than the cost of appeal except in cases where the judgement is violative of rules/ regulation of the Government.

15.7 The Department has implemented the Legal Information Management & Briefing System (LIMBS) portal developed for monitoring the timelines for filing SLPs/ Appeals and made significant progress by uploading approximately 9000 courts cases during January, 2018 to March, 2019. Presently out of 18190 Court cases, 17787 Court cases have been uploaded on LIMBS portal.

15.8 In order to provide an insight into the working and various aspects of LIMBS portal, a one-day workshop was organised by Legal Cell with help of LIMBS team on 26.10.18 at the Directorate for the DPS (HQ) of the Postal Circles as well as various officers of the Department. In this regard, Circles have also been requested to organise training at Circle Level to the concerned officers dealing with LIMBS for effective and proper monitoring of the portal.

15.9 In addition to this, for review of SLPs/ Civil Appeals filed in the Supreme Court by Ministries & Departments, a committee has been formed in which DDG (SR & Legal) is the Nodal Officer from the Department of Posts. In order to reduce pendency of the SLPs in the Supreme Court, Legal Section is making efforts so that different SLPs, filed by the Department which pertains to the same subject, gets tagged for ensuring expeditious disposal in accordance with the prescribed provisions/ rules of the Department.

MEDICAL

15.10 In pursuance of the decision taken by the Government on recommendation of the 7th Central Pay Commission, the following 33 (thirty three) postal dispensaries functioning in 33 cities i.e. Agra, Ajmer, Aligarh, Ambala, Amritsar, Bareilly, Berhampur, Chhapra, Cuttack, Darbhanga, Dhanbad, Dibrugarh, Gaya, Gorakhpur, Guntur, Jalandhar, Jalpaiguri, Jodhpur, Kota, Moradabad, Muzaffarpur, Nellore, Raipur, Rajamundry, Saharanpur, Silchar, Siliguri, Tirunelveli, Tiruchirapalli, Vadodara, Varanasi, Vijayawada and Vishakhapatnam have been merged with the CGHS. In places where CGHS Dispensaries are not available, the employees of the Department can avail health care facilities through the Authorised Medical Attendant as per CS (MA) Rules.

OFFICIAL LANGUAGE

15.11 In pursuance of the Official Language policy of the Central Government, the Department of Posts has been making sustained efforts to ensure optimum use of Hindi in official correspondence and day to day administrative work at all levels.

15.12 In order to effectively monitor the progressive use of Hindi in the offices of the Department, Official Language Implementation Committees are functioning in the headquarters as well as in the subordinate offices.

15.13 The OL Branch has promoted and propagated various incentive schemes to encourage the use of Hindi. It has also nominated officials for imparting training under the Hindi Training Scheme and also familiarized all the Sections of the Department of Posts at the Headquarter, Circle Headquarters and other concerned offices of the Department with the Official Language Act, Rules and instructions. Compliance of instructions, issued under the rules, has been ensured to achieve targets fixed by the Department of Official Language in their Annual Programme issued for the year under review.

15.14 The Official Language Section deals with the translation and vetting work of all the documents received from various divisions of the Department of Posts. These documents include Parliament Questions, Office memorandum, Orders, Notifications, Audit Para, Cabinet Notes, replies of RTI applications, Philately related work, Recruitment Rules, speeches of Minister, letters and other documents. Apart from this it also ensures full compliance of the Section 3(3) of the Official Language Act, 1963 and Rule- 5 and Rule- 10(4) etc. of Official Language Rules 1976.

15.15 The Sub-Committee of the Committee of Parliament on Official Language also monitors

the implementation of Official Language policy in the offices of the Department. During the current financial year, the second Sub-Committee of the Committee of Parliament on Official Language has carried out the inspection of total 10 Subordinate Offices of the Department.

15.16 Hindi Fortnight was observed from 14th to 28th of September, 2018. Hindi typing competition on computer (Unicode supported font) was also organized along with other Hindi competitions during the fortnight. During 2018-19, 40 officials of Circle Offices have been trained under the Hindi Training Programme. To promote the use of official language, 43 quality Hindi books worth ₹ 9,144/- on various subjects, 300 Technical Glossaries worth ₹ 3000/- and 34 English-Hindi Dictionaries worth ₹ 21,420/- were purchased during the financial year 2018-19.

15.17 In every quarter of the year, Hindi Workshops were organized. In the last quarter of the year Hindi workshop was organized on 8-3-2019. A total of 46 officials participated in this workshop. Meetings of Official Language Implementation Committee are held in the Postal Directorate, New Delhi on a regular basis. During the current financial year, four meetings were held on 21-5-2018, 27-8-2018, 27-12-2018 and 14-3-2019 respectively. The Department of Posts regularly reviews the quarterly reports concerning to the Official Language with regard to its various offices located in different parts of the country.

15.18 Thus, the Department of Posts is committed to the implementation of the Official Language Policy of the Government of India.

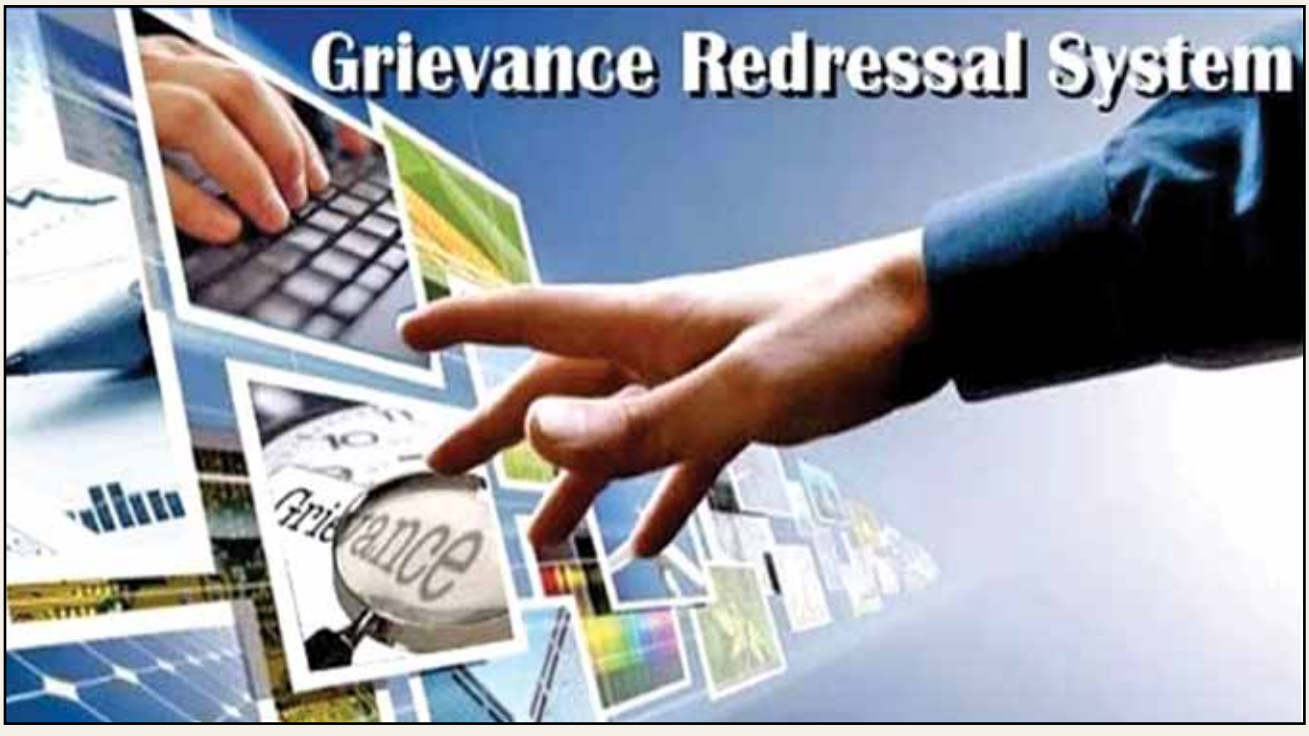
MARKETING AND SOCIAL MEDIA

15.19 Marketing Division in its changing role is also taking a number of steps to increase the visibility and awareness about postal products and services. In the current fiscal, Department has taken several activities/ campaigns for the marketing of its products and services which include release of advertisement in Print media, Radio, TV, Digital Cinema, websites, outdoor campaigns at Metro stations, Bus Queue Shelters, Hoardings, Display Boards at Airports, Audio Visual publicity campaigns through LCD screens at Railway Stations, seat back panels inside Air India Aircrafts etc. The promotional activities of the Department in the recent past have created a good impact and initiatives taken by the Department were appreciated by Standing Committee on IT also.

15.20 Apart from this, Department of Posts is among the first few Departments of Government of India to set up its social media accounts. This enabled the Department in engaging with its customer base directly. So far Department of Posts has over 195K followers on Facebook and 129K on Twitter.

15.21 Department of Posts also has its own web portal **(https://www.indiapost.gov.in)** wherein information is regularly uploaded and updated for generating a broader awareness and visibility about the activities, products and services of the Department.

PUBLIC GRIEVANCES AND RIGHT TO INFORMATION



RIGHT TO INFORMATION

PUBLIC GRIEVANCES AND RIGHT TO INFORMATION

CITIZENS' CHARTER

16.1 An updated Citizens' Charter containing all three components viz. service standards, grievances redressal mechanism and service delivery capabilities was formulated and placed in public domain on **www.indiapost.gov.in** during July 2011. It contains the vision, mission, introduction about the organization, purpose of Citizens' Charter, postal services and facilities for the customers, postal products and services, delivery standards and customer's expectations, complaint settlement mechanism, liability of the organization and administrative set up. A revised Citizens' Charter has been issued in February 2019 and hosted at India Post website.

OPERATING SEVOTTAM COMPLIANT CCCC BASED GRM OF DOP

16.2 The Department has a well laid out procedure for handling public grievances for its services. A monitoring mechanism to ensure the quality of services and prompt redressal of public grievances is in place.

16.3 The modified version of Computerized Customer Care Centre (CCCC) software has been made operational since 2010. The system has been designed keeping in view the requirements for making the Grievance Redress Mechanism in the Department of Posts a Sevottam – compliant one. The features such as escalation of unresolved complaints to next higher administrative level for better monitoring and quicker redressal; differentiation of complaints into minor, major or critical; automatic generation of reply to the complainant on completion of inquiry; provision for feedback of complainant; etc have been incorporated in the CCCC System.

16.4 20237 Computerized Customer Care Centers (CCCCs) have been established in the Post Offices, Sorting Hubs and Divisional/ Regional/Circle Headquarters across the country for online exchange of information amongst all the units for speedy redressal of public grievances. The network covers all Head Post Offices in the country with the objective of providing easy and speedy access to information and help required by the customer, apart from the redressal of grievances.

CENTRALIZED PUBLIC GRIEVANCE REDRESS AND MONITORING SYSTEM (CPGRAMS)

16.5 Department of Posts is also processing complaints registered by consumers of Postal Services in the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) of PG Portal which includes complaints received in DAR&PG, Department of Public Grievances (DPG), President's Secretariat and Prime Minister's Office in the system and accessible at the website **www.pgportal.gov.in**. Postal Circles have been created as subordinate organizations. In many Circles, Regions and Divisions have also been created as users for online handling of grievances. Assam Circle is integrated in this system and in North East Circle, Arunachal, Manipur, Mizoram, Nagaland, Agartala, Meghalaya and Dharmnagar Divisions have been created as subordinate organizations of the North East Circle to monitor and redress the grievances online. The Department received 52480 grievances and resolved 53373 grievances from 1.1.2018 to 31.3.2019 with a resolution of 102% (including 3268 carry forward grievances of previous year).

PUBLIC GRIEVANCES

16.6 During the period from April 2017 to March 2018, a total number of 24,48,208 cases of public grievances were received. A total of 23,43,540 cases were settled during the above period which constitutes 95.72 % of the total grievances handled.

IMPLEMENTATION OF SEVOTTAM

16.7 During the Financial years 2017-18 & 2018-19, BIS awarded IS 15700 : 2005 Certification to 7 Head Post Offices (two HPO each in Assam, Odisha, Jharkhand and one in North East Postal Circles),and renewed BIS Sevottam Certification of 14 HPOs in four Postal Circles. During 2019-20, BIS IS 15700 : 2005 Certification for 4 Head Post Offices in 4 Circles is on the anvil.

DYNAMIC QUEUE MANAGEMENT SCHEME (DQMS)

16.8 The Department also installed DQMS in 263 Post Offices during 2018-19 with the following objectives: -

(i) to reduce waiting time.
(ii) to increase processing capacity.
(iii) to reduce miscommunications among customers.
(iv) to match customer needs and service.
(v) to give a comfort level to staff and customer.
(vi) to track staff performance based on reports.
(vii) to monitor customer flow.

SOCIAL MEDIA CELL

16.9 Social Media Cell is an independent entity and deals with the Twitter and Facebook accounts of the Department of Posts. The social media complaints are time bound and are replied within 24 hours. The social media cell monitors the complaints sent to all the Circles on daily basis. The monitoring of social media complaints is done on daily basis by the office of MOSC(I/C). Percentage of closure of complaints on Twitter Seva has been around 100%. From 1.1.2018 to 31.3.2019, the Department has resolved 1,06,577 complaints lodged on Twitter.

INDIA POST CALL CENTRE (IPCC)

16.10 In wake of the initiatives taken up by the Prime Minister to bring transparency and accountability in the Government, Department of Posts has established "India Post Call Centre" with Interactive Voice Response System (IVRS) at Varanasi on 1.6.2018. Till March 2019, the Department has received 26,96,100 queries at the Call Centre from its users and prospective users of India Post. This Call Centre aims to assist the general public in the following manner:-

- Redressal of Public Grievances.
- Dissemination of information regarding various initiatives, activities, schemes and programmes.

16.11 The number of complaints received and settled in the Call Centre from June,2018 to March 2019 is 46845 with 98% closure.

IMPLEMENTATION OF RIGHT TO INFORMATION ACT 2005

16.12 Online RTI Portal by the DOP: RTI On-line web portal was developed by the Department of Personnel & Training (DOP&T) for disposal of online RTI applications/appeals. Department of Posts is the first Central Public Authority to take this portal to field offices level. Till March 31st 2019, on-line account of 1251 CPIOs and 176 FAAs have been created all over the country who are disposing the RTI applications and appeals online. From 1.1.2018 to 31.3.2019, a total of 1,89,897 RTI applications (online and physical) and 12382 First Appeals were handled by the Department. MIS on request received and First Appeals filed under RTI Act 2005 for 1.1.2018 to 31.3.2019 is as given in **Table-20** :-

TABLE-20

RTI Act 2005: MIS on RTI Requests and First Appeals from 1/1/2018 to 31/03/2019

1) Details about Requests under RTI Act 2005

	Opening balance (a)	Applications received from Other Public Authorities (b)	Applications received directly (c)	Total (a) + (b) + (c)	Total Requests Received (Online + Physical)
Physical Requests Received	18042	29492	108800	**156334**	**189897**
Requests received online	-	-	33563	**33563**	

2) Details about First Appeals under RTI Act 2005

	Opening balance (a)	Applications received from Other Public Authorities (b)	Applications received directly (c)	Total (a) + (b) + (c)	Total First Appeals Received (Online + Physical)
Physical First Appeals received	1399	729	7705	9833	12382
First Appeals received online	-	-	2549	2549	

3) Details of Central Assistant Public Information Officers(CAPIOs), Central Public Information Officers(CPIOs) & First Appellate Authorities(FAAs)

No. of CAPIOs designated	No. of CPIOs designated	No. of FAAs designated
4710	1251	176

4) Details of fee

Registration Fee Collected (in ₹) U/s 7(1)	Additional fee Collected in ₹ U/s 7(3)
483181	179968

PRAGATI VC

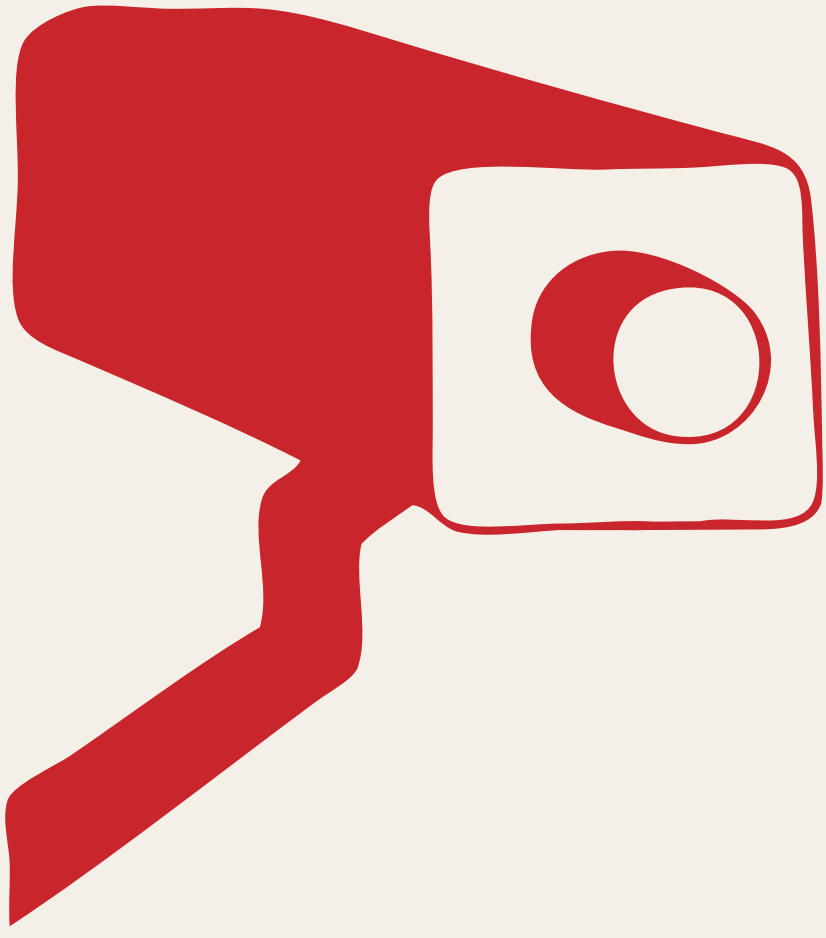
Shri Narendra Modi, Prime Minister interacting with Shri A. N. Nanda, Secretary (Posts) in PRAGATI Video Conference on 23.5.2018.

India Post Call Centre (IPCC) at Varanasi

Dynamic Queue Management System (DQMS) in Thiruvananthapuram GPO

Dynamic Queue Management System (DQMS) in Hyderabad GPO

VIGILANCE ADMINISTRATION



VIGILANCE ADMINISTRATION

17.1 The Department of Posts has in place a full-fledged vigilance set-up at its Headquarters at New Delhi, headed by the Secretary (Posts) and assisted by the Senior Deputy Director General (Vigilance) who is the Chief Vigilance Officer (CVO) of the Department. The CVO acts as the Special Assistant to the Secretary in all matters pertaining to vigilance and provides a link between the Department of Posts and the Central Vigilance Commission (CVC). To ensure transparency, fair play and objectivity in matters related to public administration, Department has adopted a multi-pronged strategy to tackle corruption, comprising punitive, preventive and participative vigilance measures.

17.2 At the Circle, Regional and Divisional levels, vigilance related functions are discharged by the Heads of three units, viz. Chief Postmaster General, Postmaster General and Divisional Heads respectively, as part of their overall duties and responsibilities as an extended arm of Central Vigilance set up at field level.

17.3 As part of preventive vigilance, the CVO arranges regular and surprise inspections of sensitive spots, reviews and streamlines procedures, which appear to afford scope for corruption or misconduct, initiates measures for prevention, detection of corruption and malpractices in the Department and its field offices.

17.4 Department strongly believes that the participation of all citizens is necessary in the fight against corruption. Vigilance Awareness Week was observed from 29th October to 3rd November, 2018 at the Headquarter in Dak Bhawan and offices of Postal Circles in the Department. Various activities including outreach programmes such as quiz, essay, debate, competition in schools and colleges, workshops, road shows, seminar and gram sabhas were conducted in the Circles during Vigilance Awareness Week. Special Stamp Impression containing slogan "**भ्रष्टाचार मिटाओ – नया भारत बनाओं**" "Eradicate Corruption – Build a New India" was affixed on all letters/mails received for deliveries during the period from 22nd October 2018 to 10th November, 2018.

17.5 The endeavor was to undertake a large number of outreach activities through the postal circles to disseminate the awareness around the nook and corners of country. 5,09,000 employees/ citizens (including 181513 this year) have undertaken integrity e-pledge through the Department. Various activities such as essay writing, quiz and debate, etc. in 518 schools and colleges were organized in 465 cities across the country. More than 36,000 children/youths participated in these activities. Meetings in 285 Gram Sabhas across the country were organized and approximately 18,000 people attended the awareness programmes.

17.6 Statement of Disciplinary Cases disposed off and pending from 1.4.2018 to 31.3.2019 is as under:-

Table-21

Group	Rule 14		Rule 16		Rule 9		Rule 10	
	Disposed off	Pending	Disposed off	Pending	Disposed off	Pending	Disposed off	Pending
Group 'A'	4	22	0	1	8	15	-	-
Group 'B'	25	91	156	62	6	71	-	-
Group 'C'	616	1232	3199	803	51	429	-	-
GDS	-	-	-	-	-	-	1144	1449

Officials Taking Integrity Pledge At Leh HO, J & K Circle

Vigilance awareness march by employees of Patna GPO during VAW-2018

School Children participating in debate competition in Telangana Postal Circle

Inauguration of Vigilance Awareness Week, 2018 by DG (Postal Services)

Annexure-I

AUDIT OBSERVATIONS OF C&AG

(Ministry of Communications)
Department of Posts

There are 2 paras of C&AG Report No. CA 21 of 2018 of India pending in the Department of Posts as on date.

No. & Year of Report	Para No.	Subject
CA 21 of 2018	3.1	Audit Core Insurance Solution (CIS) to Department of Post
	3.2	Stocking of Cash Certificate in Department of Posts (DoP)

Summary of important audit observations included in Audit Report No. 21 of 2018(Ministry of Communications)

Department of Posts	
1	Para 3.1 of Report No. 21 of 2018 on the Audit of Core Insurance Solution (CIS) in Department of Posts pointed out that the objective of computerization of Postal Life Insurance was to develop a fully integrated life insurance platform to enable efficient and cost effective service to existing and new customers, besides improving the quality of service being offered to the customers. Deficiencies in software functionalities, computational errors, non-generation of reports, non-integration with other applications, non-roll out in the entire postal network, multiple log on, Lack of sufficient validation controls along with inadequate system based controls and monitoring have exposed the system to fraud vulnerability. DoP should address these inadequacies urgently and review the function of IT controls to achieve the objectives of higher level of excellence.
2	Non-linking of Receipts of Cash Certificates (CCs) from India Security Press (ISP), Nasik with the indents placed by Circle Stamp Depots (CSD) resulted in excess receipt and resultant accumulation of CCs at the CSDs. As the retention of the certificates in the CSDs is prone to misuse, DoP needs to take immediate action to ensure that all the unsold certificates are obtained by ISP Nasik for appropriate disposal.

Annexure-II

Audit Report Paras Pending

Details of Audit Report Paras pending with the Department of Posts and their disposal status as on 31.03.2019

SI. No.	Number and year of the Report	Number of paras/ PA report on which ATNs have been submitted to PAC after vetting by Audit (to Monitoring Cell)	Details of paras/ PA Report on which ATNs are pending		
			Number of ATNs not sent by the Ministry to the Audit even for the first time	Number of ATNs sent but returned with observations and audit is awaiting their resubmission by the Ministry	No. of ATNs which have been finally vetted by audit, but have not been submitted by the Ministry
1	CA 21 of 2017	NIL	NIL	NIL	NIL
2	CA 21 of 2018	2	NIL	2	NIL
	Total	2	NIL	2	NIL

Details of Audit Report Paras pending with the Department of Posts and their disposal status as on 31.03.2019.

Total C&AG Audit paras pending as on 31.03.2019= 2

Total C&AG Audit Paras pending with DG Audit (P&T) for vetting =1

OTHER STATISTICAL TABLES

TABLE - 22

POSTAL NETWORK AT A GLANCE IN INDIA AS ON 31.03.2018 (in number)		
1	Postal Circles	23
2	Postal Regions	54
3	Postal Divisions	446
4	Circle Stamp Depots	17
5	Postal Store Depots	46
6	Railway Mail Service Divisions	69
7	Postal Training Centres	6
8	Post Office	155,531
9	Rural Post Office	139,882
10	Urban Post Office	15,649
11	General Post Office	24
12	Head Post Office	811
13	Sub Post Office	24,746
14	Gramin Dak Sewak Post Office	129,975
15	Delivery Post Office	146,968
16	Night Post Office	128
17	Sorting Hub	90
18	Countries covered under International Speed Post (Merchandise & documents - both)	94
19	Countries covered under International Speed Post (documents only)	6
20	Average person served per Post Office*	8,770
21	Average rural person served per rural Post Office*	6,455
22	Average urban person served per urban Post Office*	29,458
23	Average Area served by a Post Office (in Sq. Km.)	21.14

*Estimated.

TABLE - 23

REGISTERED AND UNREGISTERED MAIL TRAFFIC DURING 2017-18 (number in thousand)			
Circle	**Registered Traffic**	**Unregistered Traffic**	**Total**
Andhra Pradesh	7134	654570	661704
Assam	4800	78809	83609
Bihar	4731	54662	59393
Chhattisgarh	1585	62274	63859
Delhi	11934	137702	149636
Gujarat	9799	600083	609882
Haryana	3870	100386	104256
Himachal Pradesh	2168	48262	50430
Jammu & Kashmir	798	44864	45662
Jharkhand	3286	37848	41134
Karnataka	12358	445471	457829
Kerala	11401	425478	436879
Madhya Pradesh	5866	212859	218725
Maharashtra	20230	940819	961049
North Eastern	1849	53610	55459
Orissa	5296	73022	78318
Punjab	6142	161292	167434
Rajasthan	9897	220737	230634
Tamil Nadu	21154	579289	600443
Telangana	6138	226330	232468
Uttar Pradesh	18508	328446	346954
Uttrakhand	2709	42422	45131
West Bengal	21636	147714	169350
Total	**193289**	**5676949**	**5870238**

TABLE - 24

ARTICLE-WISE MAIL TRAFFIC DURING 2016-2017 AND 2017-2018 (Registered, Unregistered and Premium Products)		
		(number in Crore)
Article	**2016-17**	**2017-18**
1. Postcard *	99.89	106.23
Speed Post	46.31	46.38
Registered Letter	15.46	16.67
Insured Letter	0.07	0.08
Value Payable Letter	0.21	0.22
Unregistered Letter #	310.81	312.61
Total Letter Mail	**372.86**	**375.96**
3. Registered Newspaper	48.28	48.00
4. Parcel		
Express Parcel Post	1.56	1.21
Registered Parcel	1.39	1.29
Insured Parcel	0.11	0.10
Value Payable Parcel	0.37	0.35
Unregistered Parcel	6.82	13.13
Total Parcel Mail	**10.25**	**16.08**
5. Packet		
Registered Packet	0.51	0.41
Value Payable Packet	0.22	0.21
Unregistered Packet	86.86	87.72
Total Packet Mail	**87.59**	**88.34**
Grand Total (1 to 5)	**618.87**	**634.61**

* Include acknowledgements.
# Include letter cards and insufficiently paid letters.

TABLE - 25

INLAND MONEY ORDERS ISSUED DURING 2017-18			
Circle	**Number (in Lakh)**	**Value (₹ in Crore)**	**Commission (₹ in Crore)**
Andhra Pradesh	3.90	60.43	2.6
Assam	1.13	18.59	0.72
Bihar	3.12	43.92	1.29
Chhattisgarh	1.36	20.65	0.86
Delhi	1.42	23.24	1.09
Gujarat	5.47	103.73	4.98
Haryana	1.48	19.64	0.88
Himachal Pradesh	3.59	82.36	4.04
Jammu & Kashmir	0.66	10.17	0.40
Jharkhand	1.34	17.77	0.75
Karnataka	275.73	2593.73	125.27
Kerala	397.87	890.45	43.6
Madhya Pradesh	1.54	34.63	1.62
Maharashtra	14.76	218.65	10.16
North Eastern	0.74	13.77	0.47
Orissa	1.48	29.27	1.21
Punjab	6.55	31.86	1.35
Rajasthan	13.69	129.02	6.04
Tamil Nadu	27.34	209.84	9.74
Uttar Pradesh	5.88	94.20	3.54
Uttarakhand	0.62	18.36	0.62
West Bengal	6.86	72.46	3.42
Base Post Office	0.03	3.78	0.21
Total	**776.56**	**4740.52**	**224.86**

TABLE - 26

INDIAN POSTAL ORDERS SOLD DURING 2017-18			
Circle	**Numbers (in Lakh)**	**Value (₹ in Crore)**	**Commission (₹ in Crore)**
Andhra Pradesh	2.65	0.99	0.12
Assam	3.87	0.09	0.19
Bihar	3.08	2.17	0.23
Chhatisgarh	1.24	0.44	0.04
Delhi	3.43	1.49	0.28
Gujarat	1.00	0.54	0.05
Haryana	2.12	1.22	0.11
Himachal Pradesh	5.47	1.92	0.20
Jammu & Kashmir	0.62	0.21	0.02
Jharkhand	2.11	0.58	0.06
Karnataka	7.42	4.23	0.41
Kerala	2.91	0.50	0.05
Madhya Pradesh	2.48	0.81	0.09
Maharashtra	3.66	1.56	0.15
North - East	0.48	0.45	0.05
Orissa	1.66	0.51	0.06
Punjab	4.16	1.75	0.16
Rajasthan	8.98	4.84	0.49
Tamil Nadu	2.67	1.21	0.12
Uttar Pradesh	9.34	2.93	0.25
Uttarakhand	0.99	0.31	0.04
West Bengal	2.19	1.12	0.07
Base Post Office	0.06	0.02	0.00
TOTAL	**72.59**	**29.89**	**3.24**

TABLE - 27

ACCOUNTS OF SAVINGS SCHEMES AS ON 31.03.2018

(in number)

Circle	Savings Bank	Recurring Deposit	Monthly Income Scheme	Senior Citizen	Time Deposit	Public Provident Fund	Fixed Deposit	National Saving Scheme 87	National Saving Scheme 92	Cumulative Time Deposits	Sukanya Samridhi Yojana	Mahila Samridhi Yojana	Total
Andhra Pradesh	22950171	12811125	477270	35840	709642	48105	0	3571	1169	0	596398	0	37633291
Assam	5760416	2151700	351415	6275	230084	43847	0	2184	309	1084	192861	0	8740175
Bihar	18209166	4460985	1445311	28591	2491512	53623	0	2299	202	688	479895	0	27172272
Chhatisgarh	1046956	569953	392631	75062	201195	217143	2	22046	929	7824	163853	0	2697594
Delhi	7478767	5650957	1280300	144965	1858500	203779	0	27028	211	5673	309120	0	16959300
Gujarat	2819446	1612103	336424	29387	837291	95707	0	10620	280	83879	265960	129679	6220776
Haryana	2499952	2114317	159074	8123	461513	27727	22	1275	80	4615	185510	0	5462208
Himachal Pradesh	1176804	223558	58254	2432	232802	8714	0	1413	44	5676	118668	0	1828365
Jammu & Kashmir	9723902	4835128	355111	119084	340319	115037	3	13169	2093	8294	1125971	0	16638111
Jharkhand	7733677	4747996	330439	28450	364363	23100	298	4984	2039	164	392467	0	13627977
Karnataka	8272865	16833032	1212561	188493	1156498	482268	0	63887	2067	15428	937812	0	29164911
Kerala	12417125	10471571	411624	35572	709310	58849	59	5894	386	10533	522125	0	24643048
Madhya Pradesh	1526942	705637	48226	4745	66726	6094	4	778	102	1447	72924	0	2433625
Maharashtra	8658119	4965363	348700	26468	594499	24314	14	4340	291	9103	417595	0	15048806
North-East	2835655	1867922	406442	58392	853436	164431	0	9692	576	1270	302998	0	6500814
Orissa	11935783	4192982	470681	43592	516293	201671	0	6609	534	3164	567590	0	17938899
Punjab	16642041	12222406	497685	151872	1477277	250118	0	15008	5119	6023	1511169	0	32778718
Rajasthan	15883555	15456681	1239452	60166	1934651	194310	0	13874	3401	23916	1252616	0	36062622
Tamilnadu	15309698	4844370	4661691	271344	2581116	144877	0	29229	0	0	696315	0	28538640
Uttar Pradesh	3075131	751997	76419	9636	90978	28668	0	1332	125	1303	349399	0	4384988
Uttarakhand	7041213	3772002	428666	25277	561018	40755	0	3437	0	2118	522872	0	12397358
West Bengal	3777336	1628709	139377	14766	324718	36266	0	2332	206	9741	286495	0	6219946
Telangana	117754	355389	22250	808	2641	18214	0	315	26	91	36100	0	553588
Base P.O.	12559315	4157471	226215	50803	146499	42684	0	5593	1769	0	392232	11616	17594197
Total	**199451789**	**121403354**	**15376218**	**1420143**	**18742881**	**2530301**	**402**	**250909**	**21958**	**202034**	**11698945**	**141295**	**371240229**

TABLE - 28

OUTSTANDING BALANCE OF SAVINGS SCHEMES AS ON 31.03.2018

(₹ in Crore)

Circle	Savings Bank	Recurring Deposit	Time Deposit	Monthly Income Scheme	Senior Citizen	National Saving Scheme 87 & 92	Cumulative Time Deposits	Fixed Deposit	Sukanya Samriddhi Yojana	Public Provident Fund	Mahila Samriddhi Yojana	Total
Andhra Pradesh	-953.85	55.57	632.00	15.12	470.57	-7.74	0.00	0.00	466.58	79.20	0.00	757.45
Assam	3215.65	2934.66	3705.70	6009.71	3292.97	231.22	-1.41	-1.25	628.22	11612.60	0.00	31628.08
Bihar	12700.25	5807.78	18243.71	45767.67	5629.56	-164.85	5.78	22.78	862.94	3934.41	0.00	92810.04
Chhatisgarh	2238.59	4189.67	4593.53	9431.22	2303.91	75.54	0.28	0.44	1994.87	1890.85	0.76	26719.65
Delhi	11732.51	12249.61	12490.67	16387.60	1677.87	97.97	-1.97	-1.87	2396.11	5200.56	0.00	62229.06
Gujarat	7779.11	5576.14	4124.07	9911.40	4012.00	243.39	-0.04	0.00	3111.83	3898.05	0.00	38655.95
Haryana	119.14	293.69	243.24	327.84	63.65	8.87	0.04	0.00	83.65	114.78	0.00	1254.89
Himachal Pradesh	4962.11	4361.22	8268.94	7253.94	216.49	1161.00	1.21	-0.06	635.12	992.29	0.00	27852.24
Jammu & Kashmir	2343.67	4007.03	3175.71	3264.82	1169.08	60.35	-5.54	0.00	1001.49	2706.84	0.00	17723.46
Jharkhand	-134.53	4704.46	2323.92	5562.98	4428.06	210.57	2.23	-0.01	3039.21	4066.15	0.00	24203.05
Karnataka	5650.64	5048.76	1960.33	3723.04	1046.56	-2.54	-0.98	-0.25	657.09	1503.80	0.00	19586.43
Kerala	3195.06	3592.61	2625.98	3418.52	721.39	2.32	0.00	0.09	690.88	488.18	0.00	14735.02
Madhya Pradesh	3304.38	5791.31	3484.34	5235.58	1218.87	-43.82	1.19	0.00	844.36	4683.47	0.00	24519.69
Maharashtra	4008.59	4468.80	7142.34	5863.82	2011.91	186.84	-23.75	0.00	765.83	7662.84	0.00	32087.22
North-East	2639.97	2237.01	959.29	3161.38	271.43	-1.59	-22.55	0.00	235.83	789.17	0.34	10270.28
Orissa	2554.51	8103.52	914.94	2320.15	1176.40	44.07	-0.13	0.01	928.04	739.38	0.00	16780.88
Punjab	5628.07	2275.44	9093.34	13446.14	4302.50	-95.07	4.24	-0.12	593.81	7447.32	0.00	42695.69
Rajasthan	2469.89	3782.31	1755.60	2784.75	412.36	12.51	0.51	0.00	413.86	1193.87	0.00	12825.67
Tamilnadu	777.50	672.85	1610.69	834.30	204.78	-7.23	3.29	0.00	229.67	229.63	0.13	4555.60
Uttar Pradesh	7260.63	4622.55	6029.31	25972.51	5120.38	1103.61	0.87	-0.01	1998.55	8707.86	0.00	60816.25
Uttarakhand	1016.67	1310.54	681.14	1110.79	163.86	5.09	0.10	0.01	94.89	152.36	0.28	4535.72
West Bengal	1363.22	2338.48	1035.69	1761.96	513.32	34.93	-3.50	0.00	253.59	715.15	0.00	8012.83
Telangana	82.27	992.16	2359.83	5396.90	714.60	-28.05	1.77	0.00	462.14	258.48	0.00	10240.10
Base P.O.	2350.91	2906.79	1834.79	2725.90	575.17	-28.63	-0.01	0.00	516.31	918.36	0.00	11799.59
Total	**86304.97**	**92322.97**	**99289.07**	**181688.06**	**41717.69**	**3098.74**	**-38.38**	**19.76**	**22904.84**	**69985.60**	**1.51**	**597294.84**

TABLE - 29

DISTRIBUTION OF RURAL AND URBAN POST OFFICES AS ON 31.03.2018

(in number)

Circle	Departmental Post Office									Gramin Dak Sewak Post Office									Total Post Office		
	Head Post Office			Sub Post Office			Total			Sub Post Office			Branch Post Office			Total					
	Rural	Urban	Total	Rural	Urban	Total	Rural	Urban	Total	Rural	Urban	Total	Rural	Urban	Total	Rural	Urban	Total	Rural	Urban	Total
Andhra Pradesh	5	54	59	953	583	1536	958	637	1595	-	-	0	8749	146	8895	8749	146	8895	9707	783	10490
Assam	0	19	19	398	208	606	398	227	625	-	-	0	3338	49	3387	3338	49	3387	3736	276	4012
Bihar	1	31	32	645	383	1028	646	414	1060	-	-	0	7979	45	8024	7979	45	8024	8625	459	9084
Chhatisgarh	0	11	11	90	250	340	90	261	351	-	-	0	2808	28	2836	2808	28	2836	2898	289	3187
Delhi	0	12	12	5	390	395	5	402	407	-	-	0	78	69	147	78	69	147	83	471	554
Gujarat	0	33	33	646	626	1272	646	659	1305	-	-	0	7521	122	7643	7521	122	7643	8167	781	8948
Haryana	0	16	16	179	311	490	179	327	506	-	-	0	2139	48	2187	2139	48	2187	2318	375	2693
Himachal Pradesh	3	15	18	348	104	452	351	119	470	-	-	0	2310	12	2322	2310	12	2322	2661	131	2792
Jammu & Kashmir	0	9	9	89	169	258	89	178	267	-	-	0	1406	26	1432	1406	26	1432	1495	204	1699
Jharkhand	0	13	13	232	220	452	232	233	465	-	-	0	2958	37	2995	2958	37	2995	3190	270	3460
Karnataka	0	58	58	845	809	1654	845	867	1712	-	-	0	7779	172	7951	7779	172	7951	8624	1039	9663
Kerala	4	48	52	965	492	1457	969	540	1509	-	-	0	3212	343	3555	3212	343	3555	4181	883	5064
Madhya Pradesh	0	43	43	327	650	977	327	693	1020	-	-	0	7146	114	7260	7146	114	7260	7473	807	8280
Maharashtra	1	60	61	1026	1129	2155	1027	1189	2216	-	-	0	10557	97	10654	10557	97	10654	11584	1286	12870
North - East	0	9	9	190	141	331	190	150	340	-	-	0	2476	103	2579	2476	103	2579	2666	253	2919
Orissa	0	35	35	665	506	1171	665	541	1206	1	-	1	6949	59	7008	6950	59	7009	7615	600	8215
Punjab	0	22	22	332	416	748	332	438	770	-	-	0	3085	15	3100	3085	15	3100	3417	453	3870
Rajasthan	1	46	47	727	559	1286	728	605	1333	-	-	0	8951	27	8978	8951	27	8978	9679	632	10311
Tamil Nadu	1	93	94	1336	1404	2740	1337	1497	2834	-	-	0	8946	358	9304	8946	358	9304	10283	1855	12138
Telangana	2	34	36	423	384	807	425	418	843	-	-	0	4855	113	4968	4855	113	4968	5280	531	5811
Uttar Pradesh	0	72	72	901	1586	2487	901	1658	2559	-	-	0	14846	266	15112	14846	266	15112	15747	1924	17671
Uttarakhand	0	13	13	197	184	381	197	197	394	-	-	0	2316	13	2329	2316	13	2329	2513	210	2723
West Bengal	0	47	47	783	939	1722	783	986	1769	-	-	0	7157	151	7308	7157	151	7308	7940	1137	9077
Total	**18**	**793**	**811**	**12302**	**12443**	**24745**	**12320**	**13236**	**25556**	**1**	**0**	**1**	**127561**	**2413**	**129974**	**127562**	**2413**	**129975**	**139882**	**15649**	**155531**

TABLE- 30

CLASSIFIED FUNCTION-WISE DISTRIBUTION OF POST OFFICES AS ON 31.3.2018					
					(in number)
Circle	**Total Post Office**	**Night Post Offices**	**Post Office with full range of services**	**Post Office without delivery**	**Delivery Post Offices**
Andhra Pradesh	10490	23	9984	506	9984
Assam	4012	1	624	120	3891
Bihar	9084	6	1058	239	8845
Chhatisgarh	3187	2	349	87	3100
Delhi	554	7	407	312	242
Gujarat	8948	9	6586	284	8652
Haryana	2693	2	312	194	2499
Himachal Pradesh	2792	0	2753	39	2753
Jammu & Kashmir	1699	1	267	78	1627
Jharkhand	3460	2	463	104	2995
Karnataka	9663	1	7686	533	9130
Kerala	5064	6	4802	262	4802
Madhya Pradesh	8280	5	8280	297	7983
Maharashtra	12870	8	8762	664	12204
North - East	2919	1	498	41	2875
Orissa	8215	4	1206	292	7923
Punjab	3870	4	548	229	3641
Rajasthan	10311	5	9964	347	9964
Tamilnadu	12138	15	12138	1298	10840
Telangana	5811	8	843	226	5585
Uttar Pradesh	17671	12	2559	1069	16602
Uttarakhand	2723	0	2723	104	2619
West Bengal	9077	6	1132	865	8212
Total	**155531**	**128**	**83944**	**8190**	**146968**

TABLE- 31

PANCHAYAT SANCHAR SEWA KENDRAS, FRANCHISE OUTLET AND MUKHYA DAK GHAR AS ON 31.03.2018 (in number)					
Circle	**Panchayat Sanchar Sewa Kendra**	**Franchise Outlet**	**Mukhya Dak Ghar (MDG)**		
			Rural	**Urban**	**Total**
Andhra Pradesh	12	91	1	4	5
Assam	23	19	2	18	20
Bihar	647	149	4	12	16
Chhattisgarh	2	23	0	9	9
Delhi	0	194	0	0	0
Gujarat	4	44	1	41	42
Haryana	25	86	0	10	10
Himachal Pradesh	40	14	0	0	0
Jammu & Kashmir	20	21	1	10	11
Jharkhand	79	444	0	13	13
Karnataka	4	26	0	45	45
Kerala	0	0	43	47	90
Madhya Pradesh	102	82	0	23	23
Maharashtra	59	137	3	54	57
North Eastern	18	46	2	14	16
Orissa	86	99	1	34	35
Punjab	3	58	0	6	6
Rajasthan	3	70	1	11	12
Tamil Nadu	20	100	4	23	27
Telangana	4	54	0	1	1
Uttar Pradesh	722	274	2	26	28
Uttarkhand	33	62	0	8	8
West Bengal	6	38	6	32	38
Total	**1912**	**2131**	**71**	**441**	**512**

TABLE - 32

LETTER BOX, POST BOX AND POST BAG AS ON 31.03.2018 (in number)						
Circle	**Letter Box**			**Post Box rented to public**	**Post Bag rented to public**	**Post Box cum Bags rented to public**
	Urban	**Rural**	**Total**			
Andhra Pradesh	4233	24846	29079	533	54	1
Assam	1123	11370	12493	814	5	0
Bihar	3111	19472	22583	876	81	255
Chhattisgarh	2991	12219	15210	127	2	0
Delhi	1115	61	1176	495	20	7
Gujarat	4381	19764	24145	4592	71	186
Haryana	1250	5403	6653	378	0	0
Himachal Pradesh	685	5822	6507	207	2	0
Jammu & Kashmir	580	3755	4335	1717	96	0
Jharkhand	1028	8533	9561	301	2	0
Karnataka	5922	23951	29873	6166	39	60
Kerala	3463	11315	14778	4728	263	139
Madhya Pradesh	4287	34122	38409	442	116	2
Maharashtra	8242	36468	44710	6404	211	82
North - East	1098	4565	5663	3438	7	0
Orissa	2491	16909	19400	91	0	0
Punjab	2705	12044	14749	663	2	4
Rajasthan	3613	23690	27303	1360	30	0
Tamil Nadu	9427	30587	40014	3903	497	41
Telangana	2699	11580	14279	366	81	88
Uttar Pradesh	6785	45224	52009	699	18	31
Uttarakhand	1794	9689	11483	442	26	14
West Bengal	4416	22615	27031	4459	181	31
Total	**77439**	**394004**	**471443**	**43201**	**1804**	**941**

TABLE - 33

POSTAL AND RAILWAY MAIL SERVICE FUNCTIONAL UNITS AS ON 31.03.2018						
						(in number)
Circle	**Postal Divisions**	**Railway Mail Service Divisions**	**Postal Store Depots**	**Circle Stamp Depots**	**Railway Mail Service Sorting Offices**	**Railway Mail Service Record Offices**
Andhra Pradesh	28	4	3	0	14	15
Assam	9	2	1	1	11	13
Bihar	22	4	2	1	17	17
Chhatisgarh	5	1	1	0	4	4
Delhi	6	3	1	1	9	3
Gujarat	26	3	3	1	19	19
Haryana	9	2	1	0	12	12
Himachal Pradesh	9	1	1	0	8	6
Jammu & Kashmir	6	1	1	1	2	2
Jharkhand	7	2	1	0	10	10
Karnataka	31	3	3	1	28	25
Kerala	24	3	3	1	25	21
Madhya Pradesh	20	3	1	1	10	11
Maharashtra	41	7	4	1	47	33
North Eastern	7	0	1	0	0	0
Orissa	18	3	2	1	19	20
Punjab	13	2	1	1	9	10
Rajasthan	24	3	3	1	16	18
Tamil Nadu	45	6	5	1	42	37
Telangana	16	2	1	1	13	9
Uttar Pradesh	44	7	4	2	41	37
Uttarkhand	7	1	1	0	3	3
West Bengal	29	6	2	1	26	26
Total	**446**	**69**	**46**	**17**	**385**	**351**

TABLE - 34

COMPLAINTS RECEIVED, SETTLED AND PENDING DURING 2017-18

(in number)

Circle	Opening Balance	Received	Total	Settled	Pending Complaints				
					Below 3 months	3 - 6 months	6 - 12 months	Over 12 months	Total
Andhra Pradesh	1972	34133	36105	34726	1282	55	42	0	1379
Assam	538	72637	73175	72021	1131	23	0	0	1154
Bihar	2003	28332	30335	28833	1468	31	3	0	1502
Chhattisgarh	2088	32355	34443	33085	1260	69	12	17	1358
Delhi	9186	287659	296845	292663	3844	305	30	3	4182
Gujarat	5987	98219	104206	101097	2965	121	16	7	3109
Haryana	4533	77070	81603	79748	1824	31	0	0	1855
Himachal Pradesh	433	12506	12939	12681	248	10	0	0	258
Jammu & Kashmir	226	6384	6610	5271	578	334	102	325	1339
Jharkhand	1142	10641	11783	11592	153	38	0	0	191
Karnataka	2540	542141	544681	527991	16462	189	35	4	16690
Kerala	1497	57186	58683	55653	2756	260	12	2	3030
Madhya Pradesh	2992	109036	112028	106180	5211	494	102	41	5848
Maharashtra	7277	203914	211191	202587	8166	322	107	9	8604
North-East	9581	37834	47415	33216	9580	3026	1407	186	14199
Orissa	1997	44070	46067	44638	1330	91	8	0	1429
Punjab	1051	71042	72093	70802	1254	35	2	0	1291
Rajasthan	2321	94161	96482	92927	3304	227	22	2	3555
Tamilnadu	4119	164928	169047	164338	4447	200	42	20	4709
Telangana	30557	75170	105727	101906	1848	707	621	645	3821
Uttar Pradesh	2687	158907	161594	155011	6212	348	23	0	6583
Uttarankhand	424	8645	9069	8454	564	51	0	0	615
West Bengal	19241	106634	125875	107938	15849	1488	525	75	17937
Army Postal Service	66	146	212	182	21	4	3	2	30
Total	**114458**	**2333750**	**2448208**	**2343540**	**91757**	**8459**	**3114**	**1338**	**104668**

TABLE - 35

PHILATELY STATISTICS DURING 2016-17 AND 2017-18		
		(in number)
Item	**2016-17**	**2017-18**
Philatelic Bureaux	86	86
Philatelic Counters	1030	1030
Commemorative stamps released	153	183
First Day Covers released	46	50

TABLE-36

COUNTRIES COVERED UNDER INTERNATIONAL SPEED POST SERVICE as on 31.03.2018			
1	Afghanistan	39	Iran
2	Argentina	40	Ireland
3	Australia	41	Israel
4	Austria	42	Italy
5	Bahrain	43	Japan
6	Bangladesh	44	Jordan
7	Barbados	45	Kenya
8	Belarus	46	Korea (Republic)
9	Belgium	47	Kuwait
10	Bermuda	48	Latvia
11	Bhutan	49	Luxembourg
12	Botswana	50	Macao
13	Brunei Darussalam	51	Malawi
14	Bulgaria	52	Malaysia
15	Cambodia	53	Maldives
16	Canada	54	Mauritius
17	Cape Verde	55	Mexico
18	Cayman Islands	56	Mongolia
19	China (People's Republic)	57	Morocco
20	Cuba	58	Namibia
21	Cyprus	59	Nauru
22	Denmark	60	Nepal
23	Egypt	61	Netherlands
24	El Salvador	62	New Zealand
25	Eritrea	63	Niger
26	Estonia	64	Norway
27	Ethiopia	65	Oman
28	Fiji	66	Pakistan
29	Finland	67	Panama
30	France	68	Papua New Guinea
31	Georgia	69	Philippines
32	Germany	70	Poland
33	Ghana	71	Portugal
34	Greece	72	Qatar
35	Hong Kong	73	Romania
36	Hungary	74	Russian Federation
37	Iceland	75	Saudi Arabia
38	Indonesia	76	Senegal

COUNTRIES COVERED UNDER INTERNATIONAL SPEED POST SERVICE as on 31.03.2018			
77	Singapore	86	Thailand
78	South Africa	87	Tunisia
79	Spain	88	Turkey
80	Sri Lanka	89	Uganda
81	Sudan	90	Ukraine
82	Sweden	91	United Arab Emirates
83	Switzerland	92	United Kingdom (United Kingdom of Great Britain and Northern Ireland)
84	Taiwan	93	United States of America
85	Tanzania	94	Vietnam
FOR DOCUMENTS ONLY			
1	Democratic Republic of Congo (Zaire)		
2	Guyana		
3	Iraq		
4	Nigeria		
5	Rwanda		
6	Yemen		

TABLE 37

List of Heritage Buildings		
S.No	**Name of Heritage Building**	**Name of the Circle**
1	Patna GPO	Bihar
2	Bhagalpur HPO	
3	P T C Darbhanga	
4	New Delhi GPO	Delhi
5	Delhi GPO	
6	Mandi HPO	Himachal Pradesh
7	Chhotta Shimla PO	
8	Shimla GPO	
9	Ambedkar Chowk PO	
10	Kasauli P O	
11	Mumbai GPO	Maharashtra
12	Nagpur GPO	
13	Director of Accounts (Postal) Nagpur	
14	Pune GPO	
15	Panaji HPO	
16	Amritsar HPO	Punjab
17	Circle Office, Trivandrum	Kerala
18	Postal Training Centre, Mysore	Karnataka
19	Divisional Office Bellary	
20	Circle Office, Bangalore	
21	Varanasi City PO	Uttar Pradesh
22	Varanasi HPO	
23	Lucknow GPO	
24	Circle Office Lucknow	
25	Agra HPO	
26	Chennai GPO	Tamil Nadu
27	Udhagamandalam HPO	
28	Nagapattinam HPO	
29	Return Letter Office Kolkata	West Bengal
30	Darjeeling HPO	
31	Cooch Behar PO	
32	Kolkata GPO	
33	Baruipur HPO	
34	Behrampur HPO	
35	Alipore HPO	
36	Diamond Harbour HPO	

TABLE 38

DEPARTMENTAL AND RENTAL BUILDINGS AS ON 31.03.2018												
Circle	Departmental buildings			Rented buildings			Rent-Free buildings			TOTAL		
	Postal	Railway Mail Service	Other units	Postal	Railway Mail Service	Other units	Postal	Railway Mail Service	Other units	Deptt.	Rented building	Rent-free buildings
Andhra Pradesh	167	5	3	1353	26	7	73	0	4	175	1386	77
Telangana	148	10	1	635	12	0	67	5	0	159	647	72
Assam	161	8	0	441	13	0	23	6	0	169	454	29
Bihar	177	2	7	775	21	0	100	0	0	186	796	100
Chhattisgarh	43	0	2	285	4	1	23	0	0	45	290	23
Delhi	122	2	5	142	7	0	42	2	0	129	149	44
Gujarat	255	2	10	1020	18	3	29	0	0	267	1041	29
Daman & Dadra Nagar Haveli (UT)	3	0	0	3	0	0	0	0	0	3	3	0
Diu(U/T)	0	0	0	4	0	0	0	0	0	0	4	0
Haryana	77	7	1	356	5	0	67	0	0	85	361	67
Himachal Pradesh	77	1	5	374	6	3	21	0	0	83	383	21
Jharkhand	66	2	0	341	17	1	54	0	0	68	359	54
Jammu & Kashmir	33	1	1	200	0	1	24	0	0	35	201	24
Karnataka	405	11	6	1257	8	6	71	0	0	422	1271	71
Kerala including Lakshadweep	251	4	3	1210	21	15	47	0	0	258	1246	47
Madhya Pradesh	190	1	3	734	8	1	97	1	0	194	743	98
Maharashtra	361	7	12	1657	40	8	100	9	0	380	1705	109
Goa	15	0	1	80	0	0	9	0	0	16	80	9
Meghalaya	19	0	2	35	0	0	14	0	0	21	35	14
Mizoram	13	0	0	23	0	0	3	0	0	13	23	3
Manipur	8	0	0	45	0	0	3	0	0	8	45	3
Nagaland	10	0	0	26	0	0	6	0	0	10	26	6
Arunachal Pradesh	23	0	0	12	0	0	14	0	0	23	12	14
Tripura	22	0	0	49	0	0	12	0	0	22	49	12
Orissa	145	7	73	956	15	0	96	0	0	225	971	96
Punjab	138	1	5	528	12	1	100	0	0	144	541	100
Chandigarh	30	0	0	46	0	0	16	0	0	30	46	16
Rajasthan	343	15	1	856	26	0	138	2	0	359	882	140
Tamil Nadu	283	7	5	2214	32	8	84	0	0	295	2254	84
Pondicherry	7	0	0	21	0	0	1	0	0	7	21	1
Uttar Pradesh	310	11	3	2015	43	1	216	0	0	324	2059	216
Uttarakhand	51	0	0	300	0	0	43	0	0	51	300	43
West Bengal	210	10	38	1358	9	21	110	9	1	258	1388	120
Sikkim	6	0	0	12	0	0	5	0	0	6	12	5
A&N Islands	10	0	0	7	3	0	5	2	0	10	10	7
TOTAL	**4179**	**114**	**187**	**19370**	**346**	**77**	**1713**	**36**	**5**	**4480**	**19793**	**1754**

Note: (i) In case 2 or more offices are functioning in a common building, it is treated as 'one number of building' only.
(ii) All the administrative Offices and other offices like CO/RO/DAP/PSD/CSD & MMS Units other than Post Offices/RMS offices shown under "Other Units"

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