वार्षिक रिपोर्ट
ANNUAL REPORT
2019-20

India Post

डाक विभाग
भारत
DEPARTMENT OF POSTS
INDIA
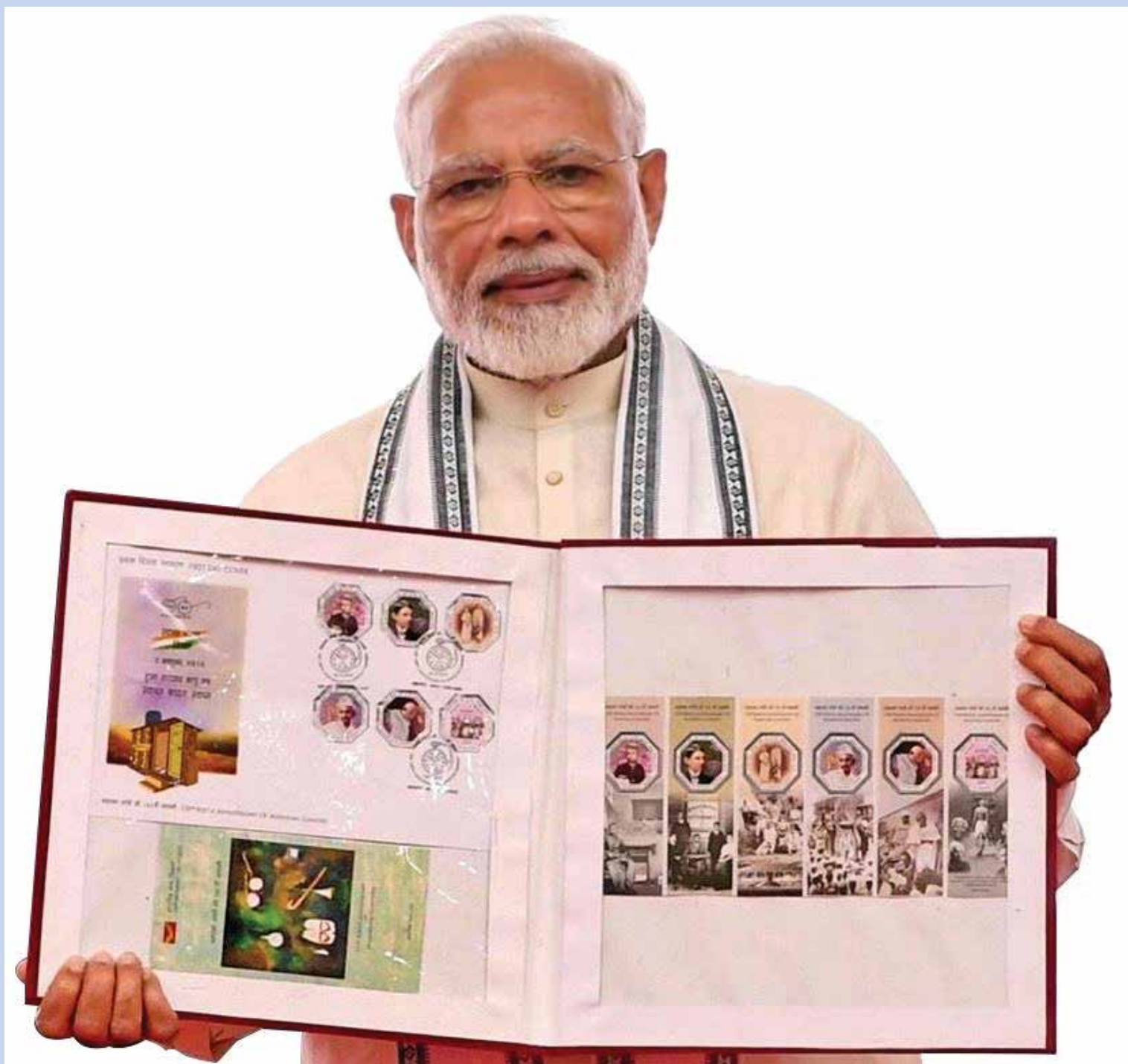
Prime Minister Sh. Narendra Modi releasing a set of six Commemorative Postage Stamps on the 150th Birth Anniversary of Mahatma Gandhi on 2nd October, 2019 at Sabarmati River Front, Ahmedabad.

ANNUAL REPORT
2019-20

भारतीय डाक

India Post

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 1,56,600 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 Indian Post Office Act of 1898 was passed which regulated the postal services in the country.

Department of Posts – The Last mile Reach
As on 31.03.2019

Urban Post Offices 15599 (9.96%)	Post Offices 156600	Rural Post Offices 141001 (90.04%)

Departmental Post Offices 25487	Gramin Dak Sewak Post Offices 131113	Departmental Employees 178602	Gramin Dak Sewaks 239637
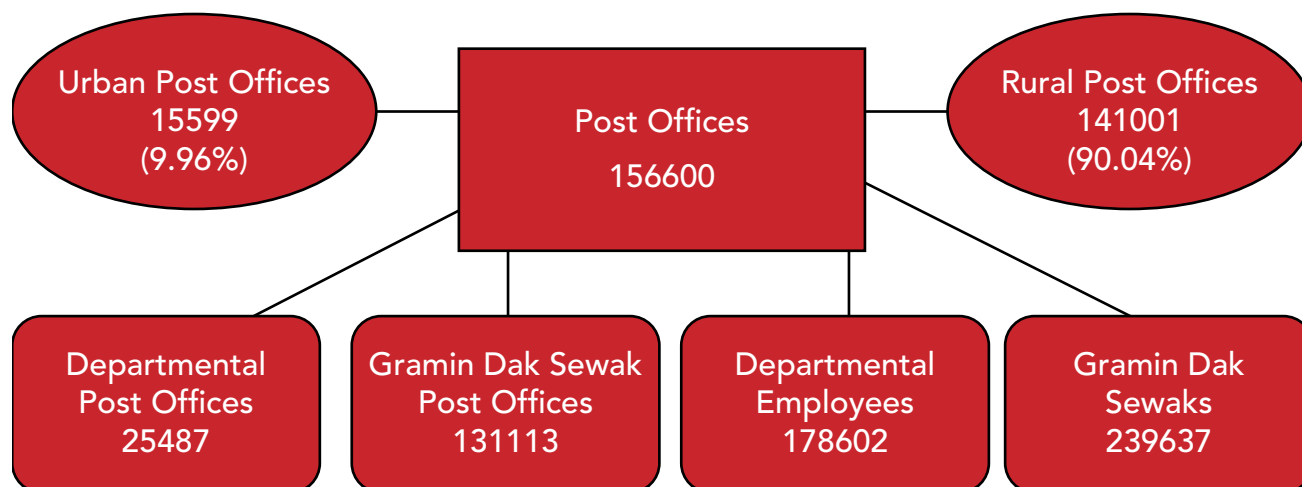
On an average, 8511 people are served by a Post Office in the country; in rural areas, a Post Office serves 6253 people, and in urban areas, a Post Office serves 28923 people.

Average area served by a Post Office is 20.99 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 services to the customers on value-for-money basis.
- 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 Dawk. These stamps were in circulation up to June 1866. 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. 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. 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 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. Networking of all 1,56,600 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.

HEADS OF CIRCLES CONFERENCE

1.9 The annual Heads of Circles Conference was held at Srinagar in Jammu and Kashmir from 29th to 31st July 2019. It adopted a 100 Days Action Plan and a five-year vision to align the Department of Posts with the Prime Minister's "New India" initiative. Some important decisions taken during the conference with participants from across the country included: (a) Leveraging the Digital network of 1.57 lakh Post offices, including 1.41 lakh in rural areas as infrastructure to support e-Commerce, e-Governance and financial inclusion in the country (b) Developing infrastructure to extend the reach of the e-Commerce industry to tier II & III town as well as to rural areas (c) Partnership with Common Service Centre to provide a bouquet of citizen centric services (d) Consolidation of the network of 13,352 Aadhaar enrolment and updation centres in Post offices introducing flexible timings for the convenience of customers.

1.10 The resolve of the Department to support the Prime Minister's "New India" initiative was applauded by Union Minister of Communications, Electronics & IT and Law & Justice Shri Ravi Shankar Prasad in his address to the officers over a video conference. He asked the Heads of Circles to leverage technology to strengthen Digital India by adopting Artificial intelligence, IOT and Cloud computing for citizen centric services. Most importantly, he urged the Department to tap the rising demand for e-Commerce in rural and semi- urban India by fast tracking the access of e-Commerce players to this emerging segment.

Annual Heads of Circles Conference 2019.

Prime Minister Sh. Narendra Modi releasing special commemorative postage stamps on the occasion of 550th Birth Anniversary of Guru Nanak Dev Ji at Punjab.

ORGANISATION

ORGANISATION

ORGANISATIONAL STRUCTURE

2.1 The Department of Posts is under the Ministry of Communications which is headed by Minister of Communications. He is assisted by Minister of State for Communications. Presently Sh. Ravi Shankar Prasad is the Minister of Communications and Sh. Sanjay Dhotre is the Minister of State for Communications. The Department is headed by the Secretary, Department of Posts and Chairperson, 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 Chairperson, Director General Postal Services, 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 Resources 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. In addition, Chief General Managers viz, CGM, (Business Development Directorate), CGM (Parcel Directorate) and CGM, (Postal Life Insurance) 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 an aim to administer and expand parcel business. The Parcel Directorate looks at expansion, sales and 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. Each Circle is headed by a Chief Postmaster General. The Circles

are further divided into Regions comprising groups of field units, called Divisions (Postal/RMS). Each Region is headed by a Postmaster General. In the Circles and Regions there are other functional and supporting units like Stamp Depots, Store Depots and Mail Motor Service.

OPERATIONAL UNITS

2.4 Post Offices in the country are categorized into Head, Sub and Branch Post Offices. 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 Services (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.

	POSTAL SERVICES BOARD
Sl. No.	**Name of the Officer & Designation**
1.	**Shri Pradipta Kumar Bisoi** **Secretary, Department of Posts and Chairman, Postal Services Board**
2.	**Shri Salim Haque** **Director General, Postal Services**
3.	**Ms. Arundhaty Ghosh** **Member (Operations)**
4.	**Shri Vineet Pandey** **Member (Technology)**
5.	**Shri Vishvapavan Pati** **Additional Director General (Coordination)**
6.	**Shri Ashok Pal Singh** **Member (Banking & DBT)**
7.	**Col. Sukhdev Raj** **Member (Planning & HRD)**
8.	**Dr. Santosh Kumar Kamila** **Member (Personnel)**
9.	**Shri Alok Sharma** **Member (Postal Life Insurance)**
10.	**Shri Ashish Upadhyaya** **Additional Secretary & Financial Advisor and Permanent Invitee to the Board**
11.	**Shri Tanweer Qamar Mohammad** **Deputy Director General (IR&GB) and Secretary, Postal Services Board**

DEPARTMENT OF POSTS – ORGANISATIONAL CHART

MINISTER OF COMMUNICATIONS

MINISTER OF STATE for Communications

Secretary (Posts)/Chairman, Postal Services Board

Director General, Postal Services

Member (Planning & HRD)
- DDG (MM)
- DDG (Plg)
- DDG (Trg, Welfare & Sports)
- Director RAKNPA &PTCs

Member (Postal Life Insurance) & Chairman Investment Board
- CGM (Postal Life Insurance)
- GM (Operation)
- GM (Business & Investment)
- GM (Finance)

Member (Operations)
- CGM (Parcel Directorate)
- GM (Operation)
- CGM (BD Directorate)
- GM (Admn& BD)
- GM (Finance)
- DDG(Mail Operation)
- DDG (Marketing)

Addl. DG (Coordination)
- DDG (Public Grievances, Quality Assurance & Inspection)
- DDG (Philately)
- Chief Engineer
- DDG (Estates)

Member (Personnel)
- DDG (Personnel)
- DDG (Estt.)
- DDG (SR, Legal & VP)

Addl. Secretary & Financial Advisor
- DDG (Statistics)
- Sr. DDG (PAF)
- DDG (Budget & Accounts)
- DDG (Finance & PA Admn)

Member (Banking)
- DDG (RB)
- DDG (PMLA)
- DDG (Financial Services)

Member (Technology)
- DDG (PMU)
- DDG (Technology)
- GM, CEPT Mysore
- DDG (RB)
- DDG (PO)

Secretary (Postal Services Board)
- Sr. DDG (Vigilance & CVO)
- DDG (IR& GB)
- DDG(CP)
- DDG (PBI)

ACRONYMS

CGM – Chief General Manager
DDG – Deputy Director General
GM – General Manager
RAKNPA – Rafi Ahmed Kidwai National Postal Academy
PTCs- Postal Training Centres
PMLA – Prevention of Money Laundering Act
DARPAN – RICT Project
RB – Rural Business
PMU – Project Management Unit
PBI – Post Bank of India

Department of Posts – Functional Units

Secretary (Posts)/Chairman, Postal Services Board

Director General, Postal Services

Members, Postal Services Board/Addl. DG Coordination

Directorates/Units under DG Postal Services:
- Parcel Directorate
- RAKNPA Ghaziabad
- Business Development Directorate
- Postal Life Insurance Directorate
- Chief Postmaster General

Under Business Development Directorate / Circle:
- Retuned Letter Office
- Circle Stamp Depot

Regional Postmaster General:
- General Post Office
  - Foreign Post
  - Postal Stores Depot
  - Mail Motor Service
- Postal Division
  - Sub Division
    - Head Post Office
    - Sub Post Office
    - Branch Post Office
- RMS Division
  - Sub Division
    - Head Record Office
    - Sub Record Office
      - Mail Office/Section
- Postal Training Centre

Army Postal Service:
- CEPT, Mysore
- 99 Army Post Office (Kolkata)
  - Section Base Post Office
- 56 Army Post Office (Delhi)
  - Field Post Office

ACRONYMS

RAKNPA - Rafi Ahmed Kidwai National Postal Academy

RMS – Railway mail Service

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 1,56,600 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 functioning at Navi Mumbai since 3rd April, 2013. Disaster Recovery Centre is at Mysuru.

3.5 As part of the Network Integrator stream of the Project, 27431 locations have been networked under Wide Area Network (WAN) as on 31.12.2019.

3.6 The Financial Systems Integrator stream aims at computerizing the Savings Bank and Postal Life Insurance (PLI) operations of the Department through one platform. As on 31.12.2019 Core Banking Solution has been made operational in 23782 Offices and 997 ATMs are functional.

3.6.1 The ATMs have also become inter-operable with those of the Banks since 30.12.2016. Intra operable Internet Banking Service has been made functional from 14.12.2018. Mobile Banking has been launched on 15.10.2019. 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** is under Implementation Phase and it 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. 513 Divisions (501 Postal & RMS Divisions + 12 independent Head Post offices/GPOs) have been rolled out in CSI as on 31.12.2019.

3.8 The **Change Management stream** of the Project aimed to prepare all the employees of the Department including Gramin Dak Sewaks to enable them to function effectively in IT environment. The project has been completed in 2015.

3.9 The **Mail Operations Hardware stream** of the Project aimed at supply of required hardware to Mail Offices and handheld devices to Postmen staff of the Post Offices. This project is under implementation phase. Under this scheme various equipments like Smart Phones to Postman and Computer, Scanner, Printer, UPS etc have been supplied to mail offices.

3.10 Rural ICT Project (Digital Advancement of Rural Post office for a New India (DARPAN)) is aimed 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, Electronic Money Order (eMO) etc. to them. This project is under implementation phase. As on 31.12.2019, total 129080 Branch Post Offices have been rolled out under DARPAN Project.
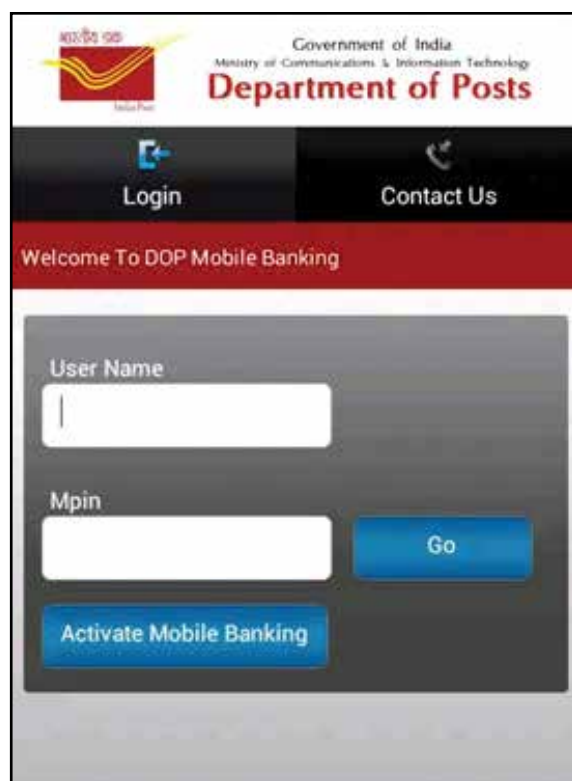
Mobile Banking: The Department of Posts, has launched Mobile Banking for POSB customers on 15th October 2019.

Town Hall PO in Mumbai Region, is a fully computerised Post Office completely manned by female employees of the Department of Posts.

POSTAL
&
MAIL OPERATIONS

POSTAL & MAIL OPERATIONS

4.1 India has the largest Postal Network in the world with 1,56,600 Post Offices of which 1,41,001 (90.04%) 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 20.99 Sq. Km. and a population of 8511 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 (2019-20), the Circles were given targets for opening of 63 Sub-Post Offices (SOs) (by relocation / redeployment) and 16 Branch Post Offices (BOs) (by relocation / redeployment), 100 franchise outlets and provision for basic infrastructural equipments to 1571 rural BOs, installation of 11847 letter boxes in rural areas, 11847 Post office signages and embedding 3480 cash chests in rural BOs.

4.4 In addition to the above, the Department opened 1,778 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 Sewa Yojana (PSSY) scheme of the Department. 2120 franchise outlets and 849 postal agents under the franchise scheme and 1658 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:
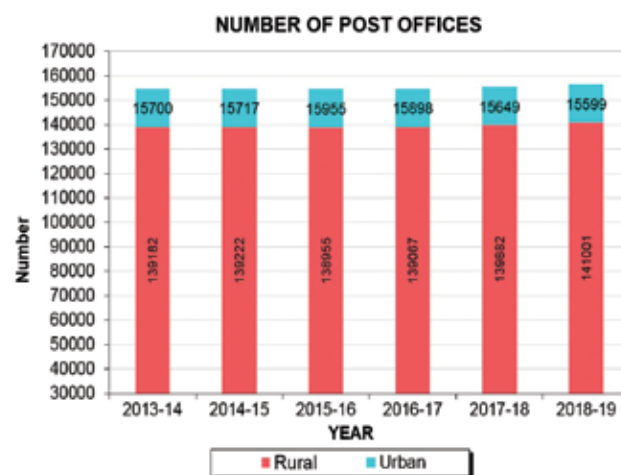
MAIL VOLUME

4.7 Comparative statistics of mail traffic handled during 2018-19 as compared to the previous year is given in Table-1.

TABLE- 1 MAIL TRAFFIC DURING 2017-18 and 2018-19 (In Crore)			
Category	2017-18	2018-19	Increase/ Decrease (in percentage)
Registered	19.33	19.79	2.43
Unregistered	567.69	501.81	-11.60
Premium Products*	47.59	54.65	14.84
Total	634.61	576.25	-9.19

*Speed Post and Express Parcel Post

AUTOMATED MAIL PROCESSING CENTRES

4.8 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

4.9 In order to provide real time updation of delivery information of various accountable postal products, like Speed Post, Registered Letters/Parcels, eMO and Cash on Delivery (COD) articles, Department has undertaken delivery of accountable postal articles through a mobile based delivery application known as Postman Mobile Application (PMA), which has been designed and developed by the Centre for Excellence in Postal Technology (CEPT), Mysuru with inputs from IT Cell, Haryana Circle. Department of Posts has procured more than 50,000 smart phones for the deployment of PMA.

REAL TIME UPDATION OF DELIVERY INFORMATION

4.10 Introduction of Postman Mobile Application has replaced the off-line mode of updating the delivery status of Speed Post / parcels, Registered Post / parcels, Cash on Delivery parcels and Money orders. The PMA captures real-time delivery information with Latitude and Longitude of the delivery locations. PMA has helped the Department in providing improved visibility of the delivery status of the articles to the customers. PMA has been registered in 1,40,625 mobile phones given to Postmen/Gramin Dak Sewaks (GDS) delivery staff across the country covering the urban as well as rural areas. Use of PMA to deliver accountable mail is improving month after month registering a quantum jump from 4.33 lakh in May 2019 to 1.92 crores in December 2019. Special features are built into PMA to cater to the business requirements of corporate customers. They can obtain various types of report by logging on to the web tool *(http://apps.indiapost. gov.in/pmamis/)*.

ELECTRONIC CLEARANCE OF LETTER BOXES

4.11 Electronic clearance of letter boxes through the Nanyatha software has been implemented by the Department to put in place a mechanism to monitor the letter box clearance. It also allows the member of public to know the status of clearance of letter box as well as number of letters cleared from a particular letter box by logging on to the web tool (http://appost.in/nanyatha/). The e-clearance of Letter Boxes has been implemented in 1834 cities/towns across the country covering 23,671 letter boxes.

DELIVERY OF PMJAY SPEED POST ARTICLES

4.12 National Health Agency (nodal agency of Prime Minister Jan Arogya Yojana – PMJAY) signed an agreement with the Department for booking and delivery of ~3 Crore articles within a well defined time limit, in the Postal Circles of Karnataka, Kerala, Rajasthan, Tamil Nadu and West Bengal. Despite the stiff time line, Department successfully delivered the Speed Post articles to the addressees.

DELIVERY OF AADHAAR LETTERS

4.13 Two new products of UIDAI 'Order Aadhaar Reprint Letters' (OARL) and 'Address Validation Letters' are being delivered to the recipients through Speed Post.

MAIL MOTOR SERVICE

4.14 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, Mail Processing offices, Transit Mail offices (TMOs), Railway Stations, Air Mail Sorting Offices, Sea Ports, conveyance of cash, pickup and delivery of Speed Post /bulk mail. In addition to above, MMS schedules are operated for Logistic posts services in cities like Hyderabad, Bangalore, Delhi, Mumbai and Chennai.

4.15 MMS is responsible for operation and maintenance of 1469 mail motor vehicles, out of which 224 are CNG propelled environment friendly mail vans in Agra, Ahmedabad, 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. 990 vehicles are provided with GPS to track the movement of vehicles and GPS is being installed in 305 more vehicles. 30 MMS vehicles have been condemned during the current financial year against which new vehicles will be provided.

4.16 ₹ 11.60 crores was allocated in the year 2018-19 for replacement of 100 condemned vehicles. In the year 2019-20, ₹ 14.63 crore has been earmarked for replacement of 125 condemned vehicles.

ELECTRONIC MONEY ORDER (EMO)

4.17 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)

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

Inauguration of first all women post office in Darjeeling Division
on 27th September, 2019 at Salbari, West Bengal

KOLKATA

CHENNAI

Real time delivery status updation through Postman Mobile App.

PREMIUM SERVICES AND CITIZEN CENTRIC SERVICES

PREMIUM SERVICES AND CITIZEN CENTRIC SERVICES

5.1 Department of Posts is a customer centric organisation. The Post office as a one stop shop provides a range of affordable and customized postal services. To provide greater impetus to the business activities and with focus on specific customer requirements, the Department of Posts has launched several premium services which include Speed Post, Business Parcel, Retail Post, e-post, e-payment, e-post office, Logistics Post, Business Post, etc.

5.2 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 Posts.

SPEED POST

5.3.1 Speed Post was started in August 1986 for providing time-bound and express delivery of letters and parcels weighing up to 35 kg between specified stations in India. Speed Post is the flagship product of Department of Posts and is the market leader in the domestic express industry. Speed Post is booked in almost all the departmental Post Offices in the country and delivery is available across the country. Delivery norms for Speed Post are fixed taking into account the fastest available transport mode between the stations.

5.3.2 Transmission and delivery of Speed Post articles can be tracked online by using 13 digits

Speed Post article number on India Post website **(www.indiapost.gov.in)**. In addition, Speed Post article can also be tracked through an Android based mobile app 'Post Info'.

5.3.3 Salient Features of Speed Post

- Speed Post articles can be insured for up to ₹ 1 lakh.
- Round the clock Speed Post booking facility is available in selected Offices in major cities.
- Credit facility under Book Now Pay Later (BNPL) scheme
- Free pick-up facility
- Volume based discount facility
- Additional discount on advance payment
- National Account Facility
- Cash on Delivery facility

BUSINESS POST

5.4.1 Department of Posts introduced 'Business Post' service in 1996 to offer a comprehensive solution to Government Organizations /PSUs and other Corporate houses for their pre-mailing requirements. A number of pre-mailing activities like folding, inserting, franking, addressing and pasting etc. are required to be completed before an article is posted. Large organizations were finding it difficult to carry out these pre-mailing activities. Business Post meets all such requirements of corporate and bulk customers.

5.4.2 Business Post services are available in Business Post Centres at major Post offices across the country. The services include home/office collection, insertion, sealing, addressing, franking, special handling etc. Business Post is

not a service by itself. It is a value addition for other services like Speed Post, Registered Post, and ordinary mail.

DIRECT POST

5.5.1 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 a response from a carefully selected consumer or business market is the most potent medium for direct advertising. In the advanced countries, Direct Mail constitutes a pre dominant portion of mail traffic handled by Postal Administrations. Direct mail can be both addressed as well as un-addressed.

5.5.2 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 etc., 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.

MEDIA POST

5.6 India Post offers a unique media concept to help the Corporate and Government organizations reach potential customers 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.

RETAIL POST

5.7.1 Post Offices are also being developed as 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.

5.7.2 To provide railway tickets through convenient locations, railway reservation tickets for all classes are being sold at select Post Offices in association with the Ministry of Railways. The service is presently available at 341 Post Offices till the end of October, 2019 and the network is being further extended.

5.7.3 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 Bond", applications are accepted through all Head Post Offices of the Department as and when Tranches are opened by RBI.

5.7.4 Arrangements have been made for distribution of "Gangajal" sourced from Gangotri across the country through more than 4000 Post Offices and through online portal i.e. e-commerce portal and e Post Office portal. Arrangements have also been made for door step delivery of "Gangajal" through Speed Post. "Gangajal" is available in bottles of 250 ml.

e-PRODUCTS

5.8.1 e-Post

i) e-Post is 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 13531 post offices and physical delivery through a network of more than 1.56 lakh Post Offices across India. e-Post
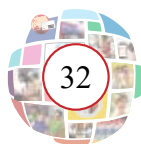
service is provided for both retail as well as corporate customers.

ii) e-Post is mainly used by individual customers for sending limited number of e-Post messages. 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 himself as pre-paid user of e-Post retail.

iii) For availing the pre-paid facility, the customer has to get himself 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.

iv) e-post Corporate service enables corporate customers including Government Departments, PSUs (Public Sector Units), SMEs (Small and Medium Enterprises), 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.

5.8.2   e-Payment

Based on the business requirement of collection of bills and other payments from customers across the country, Post Office offers a simple, convenient and smart solution in the form of e-Payment for businesses and organizations to collect their bills or other payments through the Post Office network. It is a many-to-one solution which allows collection of money (telephone bills, electricity bills, examination fee, taxes, university fee, school fee etc.) on behalf of any organization. The collection is consolidated

electronically using web based software and payment is made centrally through cheque from a specified Post Office of biller's choice.

5.8.3   e-IPO (Electronic Indian Postal Order)

i) Department of Posts has 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 resident Indian Citizens w.e.f. 13th February, 2014.

ii) The applicant needs to register on the website to create customer profile for the first time and to select the Ministry/Department from where information under the RTI Act is to be obtained. The e-IPO so generated can be used to seek information from that Ministry/Department only. A printout of the e-IPO is to be attached with the RTI application sent in hard copy and in case the RTI application is filed electronically, e-IPO is required to be sent as an attachment.

e-COMMERCE PORTAL

5.9   The e-Commerce portal of the Department of Posts has been launched on 14.12.2018. The e-Commerce portal is a platform to sell philatelic ancillaries and other postal products. It is also intended to provide a digital platform to self-help groups/rural entrepreneurs to reach their products to the door steps of the customers.

POST OFFICE PASSPORT SEVA KENDRA (POPSK)

5.10.1   Department of Posts (DoP) and Ministry of External Affairs (MEA) have mutually agreed for leveraging the network of Post Office as Post Office Passport Seva Kendras in order to provide passport services to citizens on a larger scale and to ensure wider area coverage for the benefit of the citizens.

5.10.2 The facility has brought convenience to the general public by making passport services available in their vicinity through Post Offices and citizens are no longer required to travel long distances in order to obtain a Passport.

5.10.3 The pilot project for this joint venture was commenced on 25th January, 2017 at Metagali Post Office Mysuru, Karnataka and at Dahod Head Post Office, Gujarat with effect from 25th January, 2017.

5.10.4 POPSKs are opened as per the feasibility of space & manpower in Post Offices in consultation with MEA. 424 Post Office Passport Seva Kendras have been set up across the country as on 31.12.2019. POPSKs are functional in 65 Aspirational Districts out of the total 115 such districts as on 31.12.2019.

5.10.5 Around 42.72 lakhs applications have been processed in Post Office Passport Seva Kendras till 31.12.2019. A revenue of ₹ 141 crores (approx.) has accrued to the Department till 31.12.2019.

AADHAAR UPDATION & ENROLMENT FACILITY IN POST OFFICES

5.11.1 In the year 2017, Government of India decided to phase out all private agencies providing Aadhaar services and establish Aadhaar Enrolment and Updation Centres in Banks and Post Offices. Accordingly, Department of Posts was mandated by the Government of India to set up Aadhaar Enrolment cum Updation Centres in Posts Offices.

5.11.2 13,352 Aadhaar Enrolment cum Updation Centres have been set up in Post Offices across the country with an aim to provide Aadhaar services in the vicinity of the residents. Out of 13,352 Aadhaar Centres, 1166 Aadhaar Centres are operational in Aspirational Districts. The facility of Aadhaar Centres has brought convenience to the residents in generating new Aadhaar and updating their Aadhaar cards in case of any change/mis-match.

5.11.3 The Aadhaar Enrolments are done free of cost in Post Offices, Aadhaar Updation are chargeable and a sum of ₹ 50/- is collected from the residents for every Aadhaar Updation.

5.11.4 Till 31.12.2019, around 1.69 crore transactions have been performed by these Aadhaar Centres thus generating revenue to the tune of around ₹ 80 crore.

PARCEL NETWORK

5.12.1 Exponential growth of e-commerce has created enormous opportunities for the postal and logistics sector in the form of order fulfillment service in the recent past. The e-commerce driven transportation and delivery of parcels and packets with online payment or Cash on Delivery (COD) along with a number of value added services has emerged as a new growth engine for Courier, Express and Parcel (CEP) market all over the world including India.

5.12.2 In this context, the Department of Posts has established a dedicated set-up namely 'Parcel Directorate' in 2018 as a Business Unit with focus on parcels and e-commerce generated business. The main objectives behind it were: -

a) To deliver benefits of e-Commerce across the country specially in rural India by providing physical connectivity up to the last mile.

b) To capture up to 10% market share in CEP by 2024.

c) To increase parcel handling capacity from existing around 2 lakh per day to 8 lakh per day by 2024 to match the market share requirements.

d) To ensure timely and secure transmission of parcels, development of a network of Road transport routes.
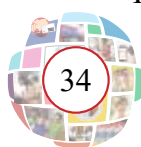
5.12.3 Achievement of these objectives has been envisaged through enabling Parcel Directorate to take faster decisions with flexible approach by providing adequate financial powers as per the market requirements.

5.12.4 Since its inception in 2018, Parcel Directorate has taken a number of steps to address the needs specific to India Post's parcel operations and bring reliability and improvement in quality of service. The initiatives are ranging from creation of dedicated Parcel Network, strengthening of Parcel Hubs (PH), Nodal Delivery Centres (NDC), rolling-out Road Transport Network (RTN), ensuring Security, improved Customer Service etc.

5.12.5 In brief, the major initiatives and achievements of the Parcel Directorate during last one year have been as under:

i) **Market and Capacity:** Department of Posts has setup a target of capturing 10% market share in the domestic CEP market in revenue terms by 2024 and increase Parcel handling capacity from 6 crore per annum to 24 crore per annum simultaneously, as shown in Figure-1 below. Parcel Directorate is implementing Parcel Network Optimization Project (PNOP) in this direction with a number of steps on operational aspects.

Figure -1
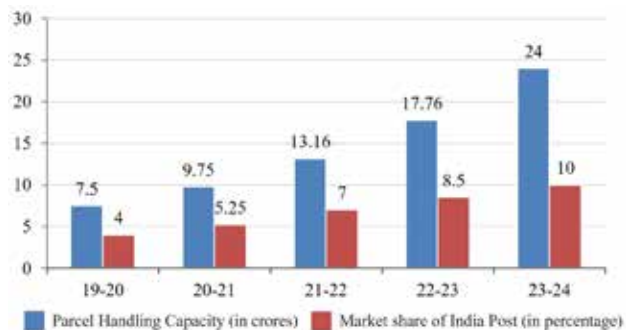
ii) **Parcel Hubs:** A new and separate network consisting of 190 Parcel Hubs, including 57 Level 1 (L1) and 133 Level 2 (L2) hubs for handling of parcels has been approved. Out of these 12 integrated and semi-automated parcel processing centers have been operationalized in Delhi, Mumbai, Odisha, Andhra Pradesh, Rajasthan, Gujarat, West Bengal, UP, Punjab, Tamil Nadu, Assam and Telangana.

Standard layouts have been approved for 171 hubs so far. Distribution of these hubs in Tier-I, Tier-II & Tier-III cities/towns is depicted in Figure 2.

Automated Systems with Conveyer Belts have been established at 7 locations. The target is to set up 22 automated parcel processing systems by 2024.

iii) **Nodal Delivery Centres:** 190 locations have been identified for setting up of Nodal Delivery Centres (NDCs) through mechanized delivery

Parcel Hubs under PNOP

Figure -2

NDCs under PNOP
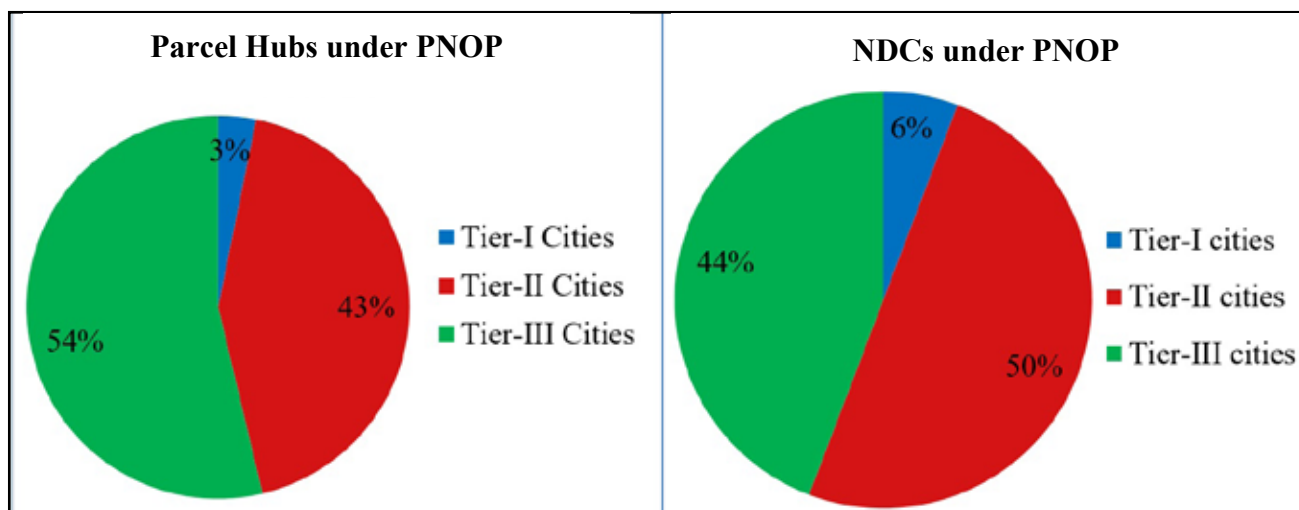
Figure -3

Parcel Hub at Parel, Mumbai

of parcels. These are spread in 138 cities across the country to improve performance of doorstep delivery on the day of receipt of parcels in the destination post office. The initiative will also strengthen delivery network for parcels in tier II & tier III cities, as may be seen in Figure 3. So far, layouts have been approved for 177 NDCs.

iv) Road Transport Network (RTN): With the objective of consistent reliability in Parcel Delivery services, long and short haul road transport networks connecting to Parcel Hubs through Transhipment Centres in major towns and cities are being developed. As on 01.11.2019, four (4) national routes were functional and it

is planned under the scheme to operationalise 4 major routes connecting to Nagpur as a transhipment centre within six months.

These would be:

i.   Delhi   -   Nagpur   -   Delhi
ii. Mumbai   -   Nagpur   -   Mumbai
iii. Kolkata -   Nagpur   -   Kolkata
iv. Bengaluru - Nagpur   -   Bengaluru

Standard equipment designs with detailed specifications for Parcel hubs (PHs) and Nodal delivery centres (NDCs) have been developed and equipments are being installed at all PHs/NDCs as per the requirements for faster processing of shipments.

Mechanised delivery of Parcels through two wheeler/four wheeler

v) Technology : Technology is the backbone of parcel and e-commerce delivery business. Necessary changes in Technology Systems have been undertaken to meet customised requirements of the customers. Well trained workforce is the key to efficient processing and customer satisfaction. Seven Training Workshops for officers & staff have been held at different locations on Parcel Network Optimization related processes and technology involved.

Online web dashboard has been developed for central monitoring of implementation of Parcel Network Optimization Project in all the Circles.

vi) Zonal Reviews on PNOP: With the objective to develop ownership, bring focus on Parcels & e-commerce business and to ensure speedy implementation of Parcel Network Optimization Project (PNOP), four workshops for Zonal Review at the level of Circle Heads (CPMGs) and Regional Heads (PMGs) were organised at Bengaluru, Chandigarh, Kolkata and Vadodara during 2019.

Shri. Sanjay Dhotre, Union Minister of State for Communications inaugurated Parcel Hub Akola, renovated under Parcel Network Optimization Project (PNOP) on 11th January, 2020.

PNOP Zonal Workshops.

Launching of Road Transport Network on 3 routes: Kolkata-Guwahati,
Kolkata-Patna and Kolkata-Bhubaneshwar on 1st December, 2019 to address the challenge of growing
e-commerce & Parcel traffic.

Parcel Hub at Surat, Gujarat.

RURAL BUSINESS
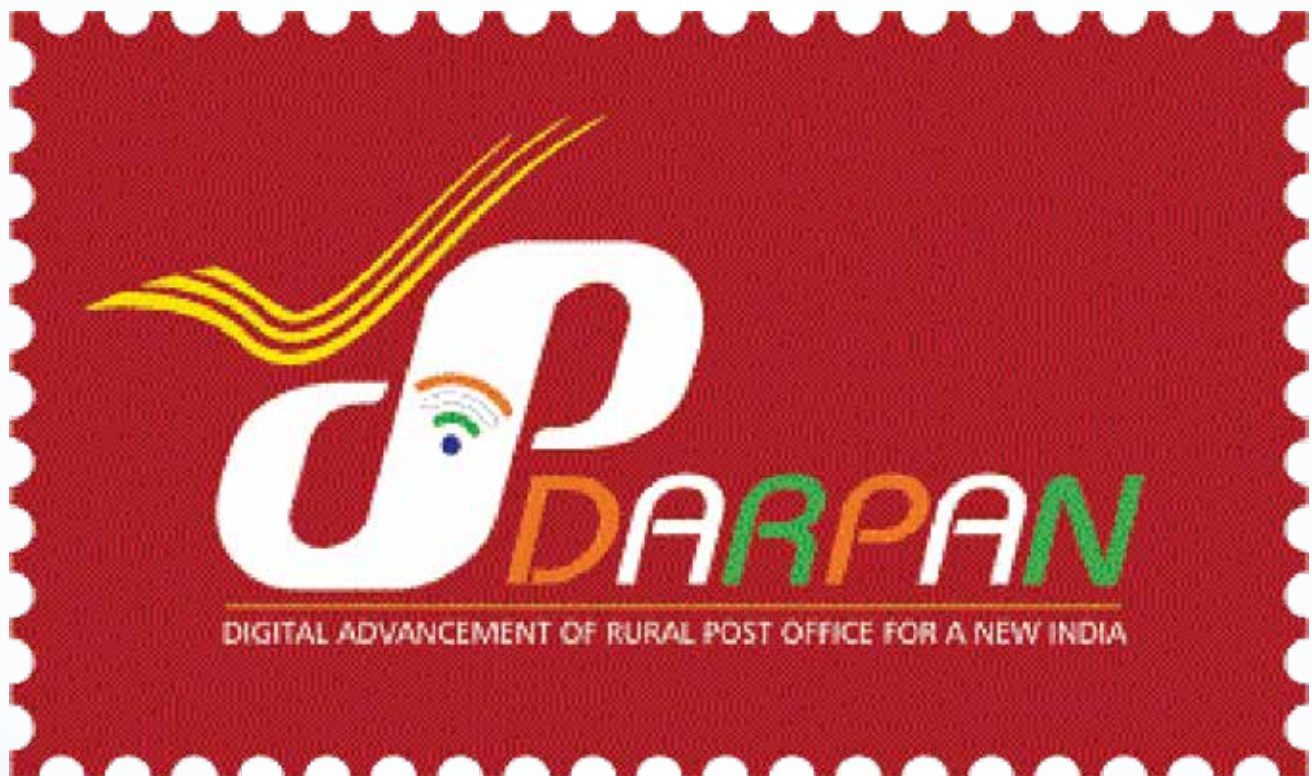
RURAL BUSINESS

6.1 Department of Posts has a predominantly rural network of 141001 Post Offices out of the total 156600 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 the country to provide accessible and affordable basic savings, insurance and postal services to the people in rural areas.

6.2 **Financial inclusion through Post Offices** - One of the most important work of RB division is to promote Financial Inclusion in Rural India through its Postal Savings Bank (POSB) operating through 1.41 lakh rural post offices.

6.3 These Post Offices are providing the opportunity to open a wide variety of small savings POSB accounts such SB, RD, TD, Sukanya Samridhi Yojana etc. to the Rural customers. Through its vast network in rural areas, Department is also facilitating opening & premium collection for Rural Postal Life Insurance Scheme (RPLI).

6.4 Post Offices are also disbursing DBT payments for more than 275 Social Security Schemes of Central & State Government to its beneficiaries through POSB accounts. In the last three years, DOP has made more than 8 crore DBT transactions involving an amount of ₹ 6308 crores. These Social Security DBT payments are made for schemes like MGNREGA wage Payments, Old age Pension Payments and other Social schemes under National Social Assistance Program, Pradhan Mantri Janani Suraksha Yojana, PM Kisan Yojana etc.

6.5 Department of Posts is able to provide DBT benefits to the last mile beneficiaries through its GDS-BPMs (Branch Post Masters) operating on POS devices called as DARPAN devices. The Department has also taken a step in the direction of providing Aadhaar enabled DBT payments through DARPAN devices to ensure that DBT reaches in the hands of correct beneficiaries.

6.6 DIGITAL ADVANCEMENT OF RURAL POST OFFICES FOR A NEW INDIA (DARPAN) - Under the Digital Advancement of Rural Post Office for A New India (DARPAN) Project, Department of Posts has provided SIM-based handheld devices to 1,29,688 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. So far, 26 crore digital transactions have taken place through DARPAN, involving an amount of ₹ 30,473 crores.

Shri Ravi Shankar Prasad, Minister of Communications giving
Sukanya Samridhi Passbook to a beneficiary on the occasion of inauguration of
BPSC Women Sub Post Office at Patna, Bihar on 21st September, 2019.

Branch Post Master doing DARPAN transactions.

INTERNATIONAL BUSINESS AND COOPERATION
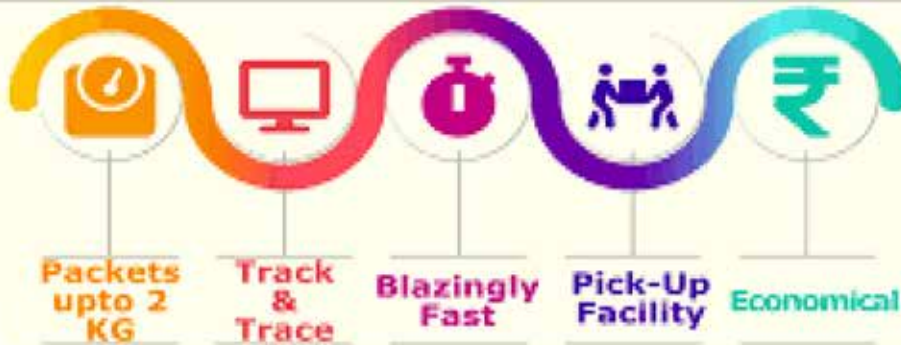
INTERNATIONAL BUSINESS AND COOPERATION

7.1 International Relations and Global Business Division coordinates matters relating to International Business and Cooperation of the Department of Posts. These include multilateral transactions/interactions among designated postal operators of different countries under the ambit of the Universal Postal Union (UPU) as well as Asian Pacific Postal Union (APPU) and other such organizations. IR & GB Division also oversees bilateral discussions and agreements with other designated postal operators, business relations with designated and private postal operators and activities focused on growth of revenue from international business and cooperation. The Post Office has emerged 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. Post office has made the doors wide open for exporters specially MSMEs located in the far-flung villages to export their products worldwide. At the same time, it continues to facilitate people-to-people contact around the world.

INTERNATIONAL e-COMMERCE

7.2 Cross-border e-Commerce is an important aspect of revenue generation for Department of Posts. The Department has taken several initiatives such as opening of Foreign Post Offices (FPOs) to facilitate export and import. In order to boost the cross-border e-Commerce, the Department has identified new key locations in liaison with Customs. Three foreign post offices at Ahmedabad, Bengaluru and Hyderabad and one Sub Foreign Post Office at Vijayawada have

been operationalized to streamline exports from these locations. 28 locations spanning across 20 circles have been enabled with the help of Customs to operate as Export Facilitation Centers for promotion of exports of MSMEs.

INDIA AT THE UNIVERSAL POSTAL UNION (UPU)

7.3.1 India is one of the earliest active members of the UPU, an intergovernmental organization 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. It helps to ensure a Universal Network of up-to-date products and services. In this way, the organization fulfills an advisory, mediating and liaison role, and provides technical assistance where needed. 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. In the current cycle, India is the Co-Chair of the Committee 1 that deals with the Integrated Supply Chain with USA as the other Co-Chair.

7.3.2 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 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)

7.4 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 co-chair of Supply Chain Integration Group and member of Governing Board of the Asian Pacific Postal College.

EXTENSION OF SERVICES

7.5.1 For exporting items through Postal Channel, a new procedure has been mandated by Customs to be followed by exporters. The exporters can use the Postal Channel of exports for sending the commercial exports out of the Country. The procedures have been put in place by Customs in all Foreign Post offices (FPOs),

Exports through Postal Channel-Handling of Exports at FPO, Mumbai.

starting with 5 FPOs – Delhi, Mumbai, Chennai, Kolkata and Kochi. The customs has notified additional locations through notifications No.–31/2017 Customs (N.T.) dated 31st March, 2017 and No. 103/2018-Customs (N.T) dated 31st December, 2018.

7.5.2 EMS Service of India Post is one of its flagship services and it has been extended to 6 more countries namely Bosnia and Herzegovina, Brazil, Ecuador, Kazakhstan, Lithuania and North Macedonia from the existing network of 100 countries w.e.f. 12th September, 2019.

7.5.3 A workshop on SECUREX Project, the ambitious project on Security and customs related electronic data exchange was organized from 16th to 19th July, 2019 at Kolkata jointly by Universal Postal Union and World Customs Organization as part of the implementation of SECUREX project in India. As a part of SECUREX project and UPU commitments, Department of Posts and Customs are in the process of running a pilot for the exchange of electronic data between three SECUREX countries i.e. Georgia, Kazakhstan and Vietnam.

PARTICIPATION IN INTERNATIONAL MEETINGS

7.6.1 India was represented at the Board of Trustees of the Quality of Service Fund of UPU (QSF-BoT) from 28th to 30th January, 2019 held in Berne, Switzerland.

7.6.2 A two member delegation from the Department of Posts attended the hands-on SECUREX (Security and Customs Related Electronic Data Exchange) workshop held in Kuala Lumpur, Malaysia from 25th February - 1st March, 2019. The delegation was also accompanied by an officer from Central Board of Indirect Taxes and Customs (CBIC).

7.6.3 India was represented at the APP e-Packet Steering Committee meeting held from 19th - 20th March 2019 in Manila, Philippines.

7.6.4 A four-member delegation led by Secretary (Posts) attended the 2019.1 session of the Postal Operations Council (POC) and Council of Administration (CA) of the Universal Postal Union (UPU) from 1st – 12th April, 2019 on staggered dates which was held in Berne, Switzerland.

7.6.5 A two-member delegation led by Secretary (Posts) attended the Universal Postal Union's (UPU) Regional Strategy Forum for Asia Pacific countries from 25th to 26th April, 2019 held in Bangkok, Thailand.

7.6.6 India was represented at International Post Corporation Conference 2019 on 24th May, 2019 in Germany.

7.6.7 India was represented at the Joint UPU-WCO postal security capacity-building project in Bangkok, Thailand during 10th-13th June, 2019.

7.6.8 India was represented in the 2019.3 session of the QSF- BoT (Quality of Service Fund- Board of Trustees) in Paris, France during 19th-21st June, 2019.

7.6.9 A two-member delegation led by Secretary (Posts) attended Asian Pacific Postal Union's Executive Council Meeting during 2nd-6th September, 2019.

7.6.10 India was represented at the 3rd Extraordinary Congress of the Universal Postal Union (UPU) and at Asian-Pacific Postal Union – Executive Council meeting during 24th-26th September, 2019.

7.6.11 India was represented at Post Expo at Amsterdam, Netherlands during 30th September-3rd October, 2019.

7.6.12 A two-member delegation from India attended Operational Readiness for e-commerce workshop at Bangkok during 4th-8th November, 2019.

7.6.13 India was represented in Disaster Management Workshop for Asia pacific region at Bangkok during 11th-13th November, 2019.

INTERNATIONAL WORKSHOPS/ BILATERAL MEETINGS HOSTED IN INDIA

7.7.1 A four-member delegation from Japan comprising of officials from Japan Post Co. Ltd and Daiwa Institute of Research (DIR) visited India for conducting an initial research for collaborative projects. The research is being conducted as per the provisions of a Memorandum of Co-operation signed between the two sides in October, 2018. The research was conducted in the Post Offices of New Delhi (13th – 14th February) and Mumbai (18th – 20th February, 2019).

7.7.2 A delegation consisting of officials from Ministry of Internal Affairs and Communications, Japan (MIC), Japan Post and Daiwa Institute of research (DIR) visited Department of Posts on 12th March, 2019 for discussions on the results of the initial research activity conducted in February, 2019 in the Post Offices and other Postal establishments like Foreign Post and Mail Offices of New Delhi and Mumbai.

7.7.3 The Department conducted a training program for the participants from Asian Pacific Postal College, Bangkok during 20th-26th October, 2019.

7.7.4 The Department hosted a delegation from State Post Bureau of China for bilateral discussions during 30th October-2nd November 2019.

7.7.5 A delegation from Universal Postal Union (UPU) visited India during 19th-22nd November, 2019.

Visit of a delegation from State Post Bureau of China during 30th October - 2nd November, 2019.
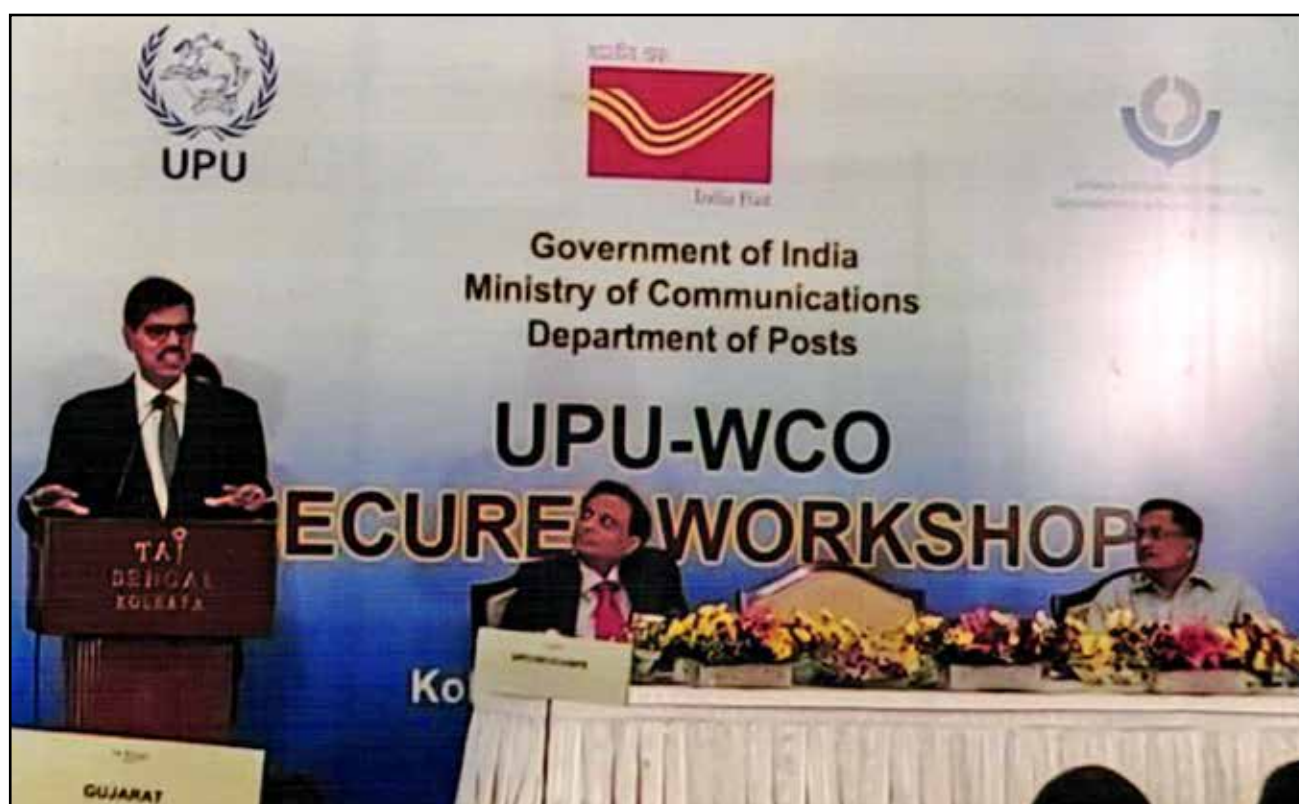
Workshop of India Post on SECUREX Project held in Kolkata from 16th-19th July, 2019.

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 1.56 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 ₹ 908387.05 crore as on 31.03.2019.

8.2 The profile of the Savings Bank Schemes and Saving Certificate is as under:

TABLE 2

SAVINGS BANK SCHEME : PROFILE (AS ON 31.3.2019)		
Name of the Schemes	**Number of Accounts**	**Outstanding Balance (₹ In crores)**
Savings Accounts (including MGNREGA with balance)	189800753	105599.56
RD Accounts	118752677	102407.03
TD Accounts	21250457	124290.8
MIS Accounts	15326652	192655.98
NSS Accounts (87 &92)	271331	3118.76
PPF Accounts	2604498	78525.34
Sr. Citizens Savings Scheme (SCSS)	1724424	55706.69
Fixed Deposits	390	17.72
MSY Accounts	149505	1.53
Sukanya samridhi Account	14103406	34647.69
Total	363984093	696971.10
Savings Certificate		
NSC VIII Issue		98484.55
KVP		19305.35
KVP-2014		93626.05
Total		211415.95
GRAND TOTAL		908387.05

Source: - Book Section

KISAN VIKAS PATRAS

8.3 Kisan Vikas Patra (KVP) is an extremely popular savings instrument. It was discontinued with effect from 1st December 2011, but was relaunched on 18th November 2014. The quarterly interest rate of KVP is 7.6 percent for the quarter 01.01.2020 to 31.03.2020. Minimum investment in Kisan Vikas Patra is ₹ 1000. Total 30.18 Lakh KVPs were sold during 2018-19 with deposit of ₹ 26478.36 crores and 21.43 Lakh KVPs were sold during 2019-20 upto Dec. 2019 with an investment of ₹ 19730.16 crores. Physical certificates have been discontinued by introducing e-mode certificates w.e.f. 1.07.2016.

CORE BANKING SOLUTION

8.4 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 is implementing core banking in all Departmental Post Offices. Banking Solution through Mobile Application and Hand-Held Devices are provided to the Rural Post Offices. The facilities of ATM, Internet Banking (w.e.f. 14.12.2018) and Mobile Banking (w.e.f. 15.10.2019) have been provided to POSB Customers.

8.5 Department of Posts has signed a contract with M/s Infosys Ltd, the Financial Services Integrator (FSI), and vendor, for implementing Core Banking Solutions and installing ATMs. The project started on 28.9.2012. 23782 Post Offices have been migrated to CBS environment and 997 ATMs are functioning. From 31.12.2016, these ATMs have become interoperable with Banks. India Post customers having ATM cards can do transactions on other bank ATMs and similarly other Banks' customers can transact on India Post ATMs as well.

INTERNATIONAL MONEY TRANSFER SERVICE

8.6 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 and for the year 2019-20 (up to sept.) ₹ 3.27 crore.

NATIONAL PENSION SYSTEM (ALL CITIZENS MODEL)

8.7 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 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. 28119 accounts have been opened by DoP since inception and ₹ 1.25 crore has been earned as commission till Dec. 2019.

RETAILING OF MUTUAL FUNDS

8.8 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

8.9 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 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 24.27 lakh accounts were opened during F.Y. 2018-19 with total deposit of ₹ 10615.79 crores and 16.35 lakh accounts have been opened during 2019-20 (April to Dec. 2019) with total deposit of ₹ 8344.31 crores. Now 1.59 crore accounts have been opened since inception with total deposit of ₹ 34927.37 crores.

JAN SURAKSHA SCHEMES

8.10 Jan Suraksha Schemes viz. Pradhan Mantri Suraksha BimaYojna (PMSBY) and Pradhan Mantri Jeevan Jyoti BimaYojna (PMJJBY) were launched w.e.f. 7.09.2015 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 20457 CBS sub post offices. Since inception, 86.44 lakh PMSBY, 4.45 lakh PMJJBY and 2.95 lakh APY enrollments have been made in Post offices till 31st Dec. 2019.

POSTAL LIFE INSURANCE

8.11 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.

8.12 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

8.13 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

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POLICIES UNDER PLI

8.14 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

8.15 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)

PERFORMANCE OF PLI/RPLI

8.16 The business procured during the year (Jan'19 to Nov'19) and the total sum assured in PLI / RPLI as on 30.11.2019 is as under:

Table-3

PERFORMANCE OF POSTAL LIFE INSURANCE/RURAL POSTAL LIFE INSURANCE (as per system report)					
Name of Plan	No. of new policies procured in year 2019-20 (in lakh) (Jan'19 to Nov'19)	Sum Assured (in ₹ cr) (unaudited)	Aggregate No. of active Policies (in lakh) (unaudited)	Aggregate Sum Assured in (in ₹ cr) (unaudited)	Premium income (in ₹ cr)
PLI	2.46	15049.67	63.08	179150.61	7035.50
RPLI	6.64	9181.39	249.52	132460.84	2438.24

8.17 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.

8.18   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 INSURNACE			
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

8.19   The claims in respect of PLI and RPLI policies settled from 01.01.2019 to 30.11.2019 are as under: -

Table-5

CLAIM SETTLED IN POSTAL LIFE INSURANCE/ RURAL POSTAL LIFE INSURNACE DURING (Jan'19 to Nov'19)		
Details	PLI	RPLI
Number of Claims	35473	55125
Amount paid (in ₹ crore)	439.49	168.90

ROLL OUT OF CORE INSURANCE SOLUTION (CIS) PROJECT

8.20   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 McCamish 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.

8.21   Further, DARPAN-PLI App "All scenario APP" has been rolled out across India. Previously the App was rolled out with only two scenarios viz. indexing of maturity claim and collection of Renewal premium. With rollout of All Scenario APP, BOs are able to index all service requests as being done in McCamish.

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.
- Anytime anywhere policy procurement. All insurance policies are stored electronically for easy retrieval and quicker customer service fulfilment from anywhere in the country.
- 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 shortly 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.

- **Employer Portal Integration** Employer Portal is the web portal designed for collection of Direct salary/ Pay deduction premium from respective DDOs. With its roll out, the physical submission of premium deduction schedules will no longer be required.

SAMPOORNA BIMA GRAM (SBG) YOJANA

8.22 In Bima Gram Yojana, a minimum of 100 households in each of the identified village are brought under the coverage of at least one RPLI policy. The annual target for 2019-20 is to cover 50,000 villages under the ambit of Bima Gram Yojana. Till 30th November, 2019, a total of 9377 villages have been brought under the ambit of Bima Gram Yojana, covering 8.74 lakh households with life cover of ₹ 5255.34 crores

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

8.23 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

8.24 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 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.

MONITORING MECHANISM UNDER PMLA

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

8.25.2 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.

8.25.3 For effective AML/CFT monitoring by staff, 26,736 officials have been imparted training on AML/CFT for the year 2019-20 (upto November, 2019) .

8.25.4 In 2019-20, 15,186 post offices have been inspected with reference to AML Compliance across the country.

Saving Bank Mela, Central Kolkata, West Bengal Circle.

PLI/RPLI Mela, Gujarat Cirle.

Tamilnadu Circle: Special camps were undertaken at various Government Primary Schools under the jurisdiction of Chennai City Region aimed at 100% coverage of eligible girl children under Sukanya Samriddhi Accounts (SSA).

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 the roll out of 650 branches across the country located at district headquarter post offices with all post offices in a district linked to the respective IPPB branch. Below the district level there is a complete integration with the post offices so that each post office functions both as a Postal outlet and also 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 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 30.11.2019, 650 IPPB branches and 136078 Access Points have been rolled out across the country.

> **Vision of India Post Payments Bank**
> - Building most accessible, affordable and trusted bank for common man.
> - Spearheading Financial Inclusion Agenda for under-banked populace.

Shri Ravi Shankar Prasad, Minister of Communications addressing the officers at leadership meet of DoP & IPPB, AAROHAN 3.0 on 10th January, 2020 at New Delhi

> **Service delivery channels of India Post Payments Bank**
> • Assisted banking Channels
> • Micro ATMs
> • Post Office Counters
> • Self Service Channels
> • Mobile Banking
> • Aadhaar enabled Payment System (AePS)

9.4 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 in IPPB now becoming the biggest bank of the country in terms of physical presence of having 136078 access points along with a large force of around 2 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 offers 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.

9.5 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. It has increased the rural foothold of the formal banking network by 2.5 times.

9.6 IPPB Offerings :-

• Doorstep delivery of Services.
• Access to cash from any bank account through Aadhaar enabled Payment Services (AePS).
• Assisted transactions including UPI.
• Product Suite :-

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

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

IPPB'S SERVICE ELEMENTS

IPPB products, service and delivery channels are built on the following pillars

- **ACCESSIBILITY :** Network of 1.57 lakh Post offices (Approx. 90% rural) and approx. 2.5 lakh Postmen and GDS delivering doorstep banking services.
- **AFFORDABILITY:** Utilizes public technology infrastructure such as Aadhaar, NPCI and RBI to offer services at affordable rates.
- **EASE OF BANKING:** POSA integration, last mile postmen and GDS empowered with financial knowledge and adequate tools to offer services of IPPB.
- **DIGITAL ECOSYSYTEM:** Reducing cash dependency and align with Digital India Mission.
- **FINANCIAL LITERACY:** Educating customers on savings, payments, investment, insurance etc.

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 has only 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 enables access for POSA customers to the inter-operable 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 also compliments e-commerce business of DoP by facilitating e-commerce payments.

9.9 Recently the first anniversary of IPPB business operation was celebrated on 09.09.2019 at Vigyaan Bhawan, New Delhi and during the event efforts of various Circles and their officials were awarded. Minister for Communications (MoC) presented the award to winning Circles and officers. During this event Minister for Communications (MoC) also announced roll out of Aadhaar enabled Payment System (AePS) by India Post Payments Bank. With the launch of AePS services, IPPB has now become the single largest platform in the country for providing inter-operable banking services to the customers of ANY BANK by leveraging the last mile unprecedented reach of the postal network.

Business Snapshot as on 31.12.2019:
- Number of Accounts : 1.55 crores
- Account Balance : ₹ 527.15 crores
- Value of transactions : ₹ 9324.89 crores

Shri Ravi Shankar Prasad, Minister for Communications at event of First Anniversary of IPPB business operation celebrated on 9th September 2019 at Vigyan Bhawan, New Delhi.

GDS delivering door step banking services of IPPB to people in rural areas

AePS Launch

INDIAN PERFUMES

FINANCIAL MANAGEMENT

FINANCIAL MANAGEMENT

10.1 The total revenue of the Department of Posts, including remuneration for Savings Bank & Savings Certificate work earned from January 2019 to October 2019 is ₹ 11472.71 crore and the amount received from other Ministries/ Departments as Agency Charges (recoveries) are ₹ 686.46 crore. Gross working expenditure is ₹ 23748.26 crore. Deficit of the department is ₹ 11589.09 crore.

Table-6

REVENUE & EXPENDITURE DURING 2018-19 & 2019-20					
	(₹ in Crore)				
Particulars	**Actual**	**Actual**			**Anticipated**
	2018-19	**Jan 2019 to March 2019**	**April to October 2019**	**Total (Jan 2019 to October) 2019**	**November 2019 to March 2020**
Revenue					
Sale of Stamps	78.25	41.32	123.43	164.74	88.16
Postage Realized in Cash	3869.09	1275.06	1933.94	3209.00	1381.39
Commission on Money Orders and Indian Postal Orders etc.	248.76	64.72	128.11	192.83	91.51
Remuneration for Saving Bank/ Saving Certificates Work.	8600.00	2837.40	4670.87	7508.27	3336.34
* Other Receipts	686.46	131.05	266.82	397.87	190.58
Total	**13482.56**	**4349.55**	**7123.16**	**11472.71**	**5087.97**
Expenditure					
General Administration	1929.37	327.04	1473.02	1800.06	1052.16
Operation	16802.33	3385.82	10122.32	13508.14	7230.23
Agency Services	555.23	132.57	305.25	437.81	218.03
**Others	8632.03	1695.30	6306.95	8002.25	4504.97
Total Gross Expenditure	**27918.95**	**5540.72**	**18207.54**	**23748.26**	**13005.39**
Less Recoveries	789.87	251.02	435.44	686.46	311.03
Net Expenditure	**27129.08**	**5289.70**	**17772.10**	**23061.80**	**12694.36**
Deficit (Net Exp - Revenue)	**13646.52**	**940.15**	**10648.94**	**11589.09**	**7606.39**

* 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.
Source: Budget Section

<div align="center">TABLE-7</div>

Sl No.	Head of Account	Actual	Actual			Anticipated
						(₹ in Crore)
		2018-19	Jan 2019 to March 2019	April 2019 to October 2019	TOTAL	November 2019 to March 2020
1	Payment of Coal Mines and EPF/Family pension and misc services (DOT/BSNL/MTNL)	5.83	0.60	0.39	0.98	0.28
2	Payment of Railway Pension	7.61	-0.98	0.32	-0.66	0.23
3	Postal Life Insurance	764.13	240.33	426.91	667.24	304.94
4	Custom Duty Realisation	0.30	0.29	0.01	0.30	0.01
5	*Others	12.00	10.78	7.81	18.59	5.58
	Total	**789.87**	**251.02**	**435.44**	**686.46**	**311.03**

Title row: **RECOVERY OF WORKING EXPENSES ON ACCOUNT OF AGENCY SERVICES**

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

Source: Budget Section

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 up to October 2019 was ₹ 248.17, out which 5.68% was on Land and Buildings, 92.72% on Mechanization and Modernization of Postal Services and 1.6 % on Mail Motor Vehicles and others.

COST OF SERVICES

10.4   The average cost & average revenue of various postal services are as under:-

TABLE-8

Sl. No.	Name of Services	2016-2017		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

AVERAGE COST AND AVERAGE REVENUE IN VARIOUS POSTAL SERVICES DURING 2016-17 AND 2017-18 (Figures in Paise)

Source: Tariff and Costing Section

PHILATELY

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 'Tokens of prepayment of Postage' and as 'Cultural Ambassadors', 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 29 issues (Table-10) were released during the period 1st April, 2019 to 22nd January, 2020, commemorating various personalities, events/ occasions. Some of the significant commemorations were – Indian

Fashion-Sari in myriad forms: Series 2, Ahimsa Parmo Dharma, Indian Perfumes, Gandhian Heritage in Modern India, Indians in First World War, 150th Birth Anniversary of Mahatma Gandhi, Historical Gates of Indian Forts and Monuments, 550th Birth Anniversary of Guru Nanak Dev Ji, Child Rights, 250th Rajya Sabha Session.

PRINTING OF INNOVATIVE STAMPS

11.7 A set of six octagonal shaped Commemorative Postage Stamps to mark the 150th Birth Anniversary of Mahatma Gandhi was released by the Prime Minister of India on 2nd October, 2019. For the first time in the history of independent India, octagonal stamps have been issued.

11.8 Fragrant stamps on Indian Perfumes Jasmine, Sandalwood, Agarwood & Orange Blossom have been issued. A Circular Commemorative Postage Stamp was issued on 250th Rajya Sabha Session.

CELEBRATION OF NATIONAL POSTAL WEEK

11.9 National Postal Week was celebrated across the country from 9th October, 2019 to 15th October, 2019 and various activities like Philately workshops, letter writing and stamp design competitions were organized to promote philately. School children in large numbers visited the National Philatelic Museum at Delhi during the National Postal Week. A set of Commemoraive Postage Stamps and Miniature Sheets on two new fragrances of Indian Perfumes viz. Agarwood and Orange Blossom were released by the Minister of Communications on 15th October, 2019 at the culmination of the National Postal Week.

CROWD-SOURCING OF STAMP DESIGNS

11.10 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.

The information on the Stamp Design Competitions held this year is as follows:

Sl No.	Type	Theme	Stamp released on
1	Photography	Gandhian Heritage in Modern India	15.08.2019
2	Painting	Child Rights	14.11.2019

DEEN DAYAL SPARSH YOJANA

11.11 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.

This year Deen Dayal SPARSH Yojana has been launched on 24.06.2019 and is under way.

DHAI AKHAR LETTER WRITING COMPETITION

11.12 A nationwide letter writing competition/ Dhai Akhar was introduced in 2017-18 to encourage and promote letter writing. Top three entries in each category (total 4 categories) are awarded at the national level. The theme for 2018-19 was "Letter to my Motherland". This
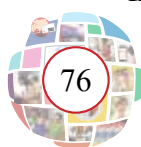
year's theme for Dhai Akhar Letter Writing campaign is "Dear Bapu, you are Immortal" in consonance with the 150th Birth Anniversary Celebrations of Mahatma Gandhi.

MY STAMP

11.13 My Stamps are personalised/customized sheets of Postage Stamps of India Post. Personalisation/customization 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.

Personalised My Stamp

11.14 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's pictures to be printed etc. Some of the themes of personalised My Stamps are Taj Mahal, Hawa Mahal, Mysore Palace, Rose, Happy Anniversary, Happy Birthday, Vaishno Devi.

STATE LEVEL PHILATELIC EXHIBITIONS

11.16 Philatelic Exhibitions bring together stamp collectors and provide them a platform to showcase their collections. They provide an opportunity to the philatelic community for meaningful exchange of ideas. They are a means to spread the age-old and evergreen hobby of philately and function as catalysts to introduce the youth into the fold of philately. Department organizes philatelic exhibitions at different levels from time to time. This year, 3 (Three) State Level Exhibitions were organized. These were held at Mangalore, Karnataka (12-15 October, 2019), Kolkata, West Bengal (16-21 November,

2019) & Thiruvananthapuram, Kerala (26–27 November, 2019). Apart from State Level Exhibitions, 22 District Level Exhibitions were also organized across the country in 2019-20 till 30th November, 2019. There was a special focus on the 150th Birth Anniversary of Mahatma Gandhi in majority of these exhibitions by way of showcasing stamps issued on the Father of the Nation from time to time.

STAMPS RELEASED BY FOREIGN POSTAL ADMINISTRATIONS ON MAHATMA GANDHI

11.17 Member postal administrations of the Universal Postal Union were requested to consider releasing a commemorative postage stamp to mark the 150th birth anniversary of Mahatma Gandhi. In response, 77 Postal Administrations across the world have released Commemorative Postage Stamps on the occasion. These 77 Postal Administrations are: Angola, Afghanistan, Armenia, Argentina, Azerbaijan, Antigua & Barbuda, Bhutan, Brazil, Bulgaria, Central African Republic, Colombia, Cuba, Cyprus, Czech Republic, Democratic People's Republic of Korea, Djibouti, Dominican Republic, Egypt, Fiji, France, Gabon, Ghana, Greece, Guinea-Bissau, Hungary, Indonesia, Iran, Iraq, Ivory Coast, Kazakhstan, Kiribati, Kyrgyzstan, Lebanon, Liberia, Libya, Liechtenstein, Luxembourg, Maldives, Mali, Malta, Marshall Islands, Mauritius, Moldova, Monaco, Mongolia, Montenegro, Mozambique, Myanmar, Nevis, New Zealand, Niger, Nigeria, Palestine, Paraguay, Poland, Portugal, Qatar, Russia, Sao Tome and Principe, Serbia, Seychelles, Sierra Leone, Slovenia, Spain, Sri Lanka, St. Vincent and the Grenadines, Sudan, Tanzania, Togo, Tunisia, Turkey, Uganda, United Arab Emirates, United Nations, Uruguay, Uzbekistan and Vietnam.

11.18 The details of Customised My Stamps printed during the period from 1ˢᵗ April, 2019 to 22ⁿᵈ January, 2020 are given below:

TABLE-9

Sl No.	Theme
1	JALESH
2	Office of the Chief Electoral Officer, Karnataka
3	L&T Technology Services Company
4	Kaiga Generating Station Unit- 1
5	Tarapur Atomic Power Station Unit-1 &2
6	EBIXCASH WORLD MONEY
7	Indraprastha Gas Limited
8	Integral Coach Factory
9	Bharat Dynamics Limited
10	100 Years of Dental Education in India
11	The New India Assurance Co. Ltd
12	33 Crore Tree Plantation Program 2019
13	National Institute of Bank Management
14	Anna Bhau Sathe Birth Centenary
15	Doordarshan
16	Pradhan Mantri Jan Arogya Yojana
17	Jharkhand Vidhan Sabha
18	Maharashtra Vidhan Sabha Election
19	Kolkata Port Trust
20	150th Birth Anniversary of Mahatma Gandhi & Sewagram
21	CBRE
22	Apollo Hospital (Blood Donation)
23	Deepotsav, Ayodhya
24	Indian Institute of Technology Delhi
25	International Film Festival of India
26	Annai Vailankanni Shrine
27	India ITME Society
28	ASSOCHAM
29	Madhya Pradesh Vidhan Sabha
30	Kirloskar Brothers Limited

Release of special cover on Chadar Mail Line at village Chilling, Jammu & Kashmir Circle.

Letter Box painting competition during the State Level Philatelic Exhibition,
Ekla Chalo Re, West Bengal Circle.

Celebration of Postal Week at Nasik Division under Navi Mumbai Region, Maharashtra.

11.19 The details of Commemorative Postage Stamps released during the period from 1ˢᵗ April, 2019 to 22ⁿᵈ January, 2020 are given below:

TABLE-10

Sl. No.	Stamp Name	Date of Release	Category
1	Punjab National Bank	12.04.2019	Institution
2	100 Years of Jallianwala Bagh Massacre	13.04.2019	Event
3	Vedanta Desikan	02.05.2019	Personality
4	Indian Fashion-Sari in myriad forms: Series 2	12.06.2019	Thematic
5	Ahimso Parmo Dharma	17.06.2019	Thematic
6	Fakir Mohan College, Balasore	06.07.2019	Institution
7	India-Republic of Korea Joint Issue	30.07.2019	Joint Issue
8	Indian Perfumes: Jasmine & Sandalwood	01.08.2019	Thematic
9	Gandhian Heritage in Modern India	15.08.2019	Thematic
10	Indians in First World War	20.08.2019	Thematic
11	Calavala Cunnan Chetty	24.08.2019	Personality
12	Master Healers of AYUSH	30.08.2019	Personality
13	Indian Fashion - Concept to Consumer: Series 3	06.09.2019	Thematic
14	150th Birth Anniversary of Mahatma Gandhi	02.10.2019	Personality
15	The Samaja	06.10.2019	Institution
16	Marshal of The Indian Air Force Arjan Singh DFC	09.10.2019	Defence
17	Indian Perfumes (Agarwood and Orange Blossom)	15.10.2019	Thematic
18	Historical Gates of Indian Forts & Monuments	19.10.2019	Thematic
19	Siachen Glacier	25.10.2019	Defence
20	550th Birth Anniversary of Guru Nanak Dev Ji	09.11.2019	Personality
21	Child Rights	14.11.2019	Thematic
22	M.M. Kuzhiveli	22.11.2019	Personality
23	250th Rajya Sabha Session	26.11.2019	Event
24	Char Dham, Uttarakhand	29.11.2019	Thematic
25	The Force Multiplier	14.12.2019	Defence
26	Embroideries Of India	19.12.2019	Thematic
27	Directorate of Revenue Intelligence	26.12.2019	Institution
28	Indian Fashion - Designers' Creations: Series 4	14.01.2020	Thematic
29	100 Years of International Labour Organization	22.01.2020	Institution

Commemorative Postage Stamps issued in 2019 - 20

Vice President Shri Venkaiah Naidu and Shri Sanjay Dhotre, Minister of State for Communications, with the prize winners of Stamp Design Competition organised for Children's Day 2019.

National Level prize winners of Dhai Akhar Letter Writing Competition for 2018-19 held on the topic "Letter to my motherland..........." awarded by Shri Ravi Shankar Prasad, Minister for Communications, at the culmination function of the National Postal Week on 15th October, 2019.

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. In the changing scenario of IT enablement, computer literacy is essential for service delivery. 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 Rafi Ahmed Kidwai National Postal Academy (RAKNPA) is the apex training institute of the Department for meeting training needs of higher managerial cadres of India Post. It is one of the Central Training Institutes recognized by the DoP&T. The Academy imparts induction as well as In-service trainings to the officers of Indian Postal Service other managerial cadres of India Post. It also imparts training to managers of Foreign Postal Administrations and officers of various Central Government Department and PSUs, in areas of common interest.

(ii) Postal Training Centers (PTCs) at Darbhanga, Guwahati, Madurai, Mysore, Saharanpur, Vadodara and Regional Training Centre (RTC) at Delhi, Hubballi (Karnataka) and Nashik (Maharashtra)-provide training to operative staff and inspectorial cadres

(iii) Workplace Training Centres (452 WTCs) located at Headquarters of Circles/Regions/Divisions/Head post Office: The objective of setting up of the WTCs was to impart short term training to the officials nearer to their place of work in diverse areas like departmental software/I.T. Modernization Project related trainings, Marketing, Mails, Accounts etc for Group 'C', Postmen, MTS and GDS cadres, whereas they form a big part of workforce, Therefore, the WTCs serve the purpose of training centres for these categories of staff at Circle level at their Work Places.

12.3 TRAINING DELIVERY

A. Human Resources trained under HRM scheme from 01.01.2019 to 30.11.2019 is as under:

Sl. No.	Activity	Number of Officials Trained
1	Management Programme for Group A and B Officers	682
2	Development Programme for Accounts officers	422
3	Development Programme for Inspector and Assistant Superintendent Posts	2496
4	Development Programme for Operative/Supervisory Staff	41123
5	Development Programme for Mail Overseers/Postmen/MTS	8537
6	Development Programme for GraminDakSevaks	37679
7	Training of Trainers and Specialized trainings	13
	Total	**90952**

B. Human Resources Trained in Rafi Ahmed Kidwai National Postal Academy, Postal Training Centers and Workplace Training Centers in Circles under scheme during 2019-20 from 1st January, 2019 to 30th November, 2019 is as under:

S No.	Name of Training Institution	Officials trained
1	RAKNPA Ghaziabad	675
2	PTC Darbhanga	1012
3	PTC Guwahati	638
4	PTC Madurai	1488
5	PTC Mysuru	1813
6	PTC Saharanpur	1252
7	PTC Vadodara	1912
8	RTC Nashik	658
9	WTCs (in 23 Circles)	81219
10	Postal Directorate	285
	Total	**90952**

STAFF MOTIVATION : MEGHDOOT AWARDS

12.4 The annual affair of "Meghdoot Awards" was established in Department of Posts to recognize the outstanding services rendered by its employees. During the year 2019, Meghdoot Award function was organized as part of Postal Week on 15th October, 2019. On this occasion, Minister of Communications Shri Ravi Shankar Prasad felicitated the winners of Meghdoot Award of different categories in a grand function organized at Vigyan Bhawan. As a part of felicitation, seven employees were given away a certificate of excellence, cash award of Rs. 21,000/- and a Gold medallion.

Meghdoot Award winners of the year 2019 with Shri Ravi Shankar Prasad, Minister of Communications
Awardees (From left to Right); Ms. Sunita Priyadarshini, Postal Assistant: Sh. Deepjyoti Ganguly, Inspector Posts; Sh. Shankar Ramu Gade, Head Sorting Assistant; Sh. Manish Tikader, ASP; Sh. Anand Kumar K G, System Administrator; Sh. Sukhbir Singh, Postman; Sh. Sourav Patra, GDS BPM

STAFF WELFARE

12.5 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.

12.6 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.

12.7 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.
(iv) Scholarships for children of employees appearing for UPSC Examination.

d) Scholarships for SC/ST Employees for departmental examination and higher education.

e) Grant of scholarship and transport charges to the handicapped children of Postal Employees.

f) 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.

g) 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.

12.8 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

12.9 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.

12.10 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 retirement- The amount is granted to those GDSs who have not availed any assistance under these Schemes.

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

(1) Financial Assistance to families of deceased GDSs to meet immediate expenses following death, irrespective of whether death occurs during duty/outside duty hours.

(2) Death due to terrorist activity /dacoity, while on duty.

(3) Female GDS are eligible to Grant Maternity Leave w.e.f 01.07.2018.

(4) Financial Assistance in case of death of GDSs while being on duty due to accident.

(5) 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).

(6) Financial Assistance in case of major surgical operation in ailments, like Cancer, brain hemorrhage, kidney failure/transplant, heart surgery etc.

(7) Financial Assistance in case of accident of GDS while being on duty, requiring hospitalization for more than three days.

(8) Financial Assistance for nutritional diet to GDS suffering from TB.

(9) Grant of Scholarship under educational Scheme to the children of GDS (as per existing terms and conditions).

(9.1) Grant of Scholarship under educational Schemes for PG in Technical Course to the children of GDS

(10) Incentive for excellence in academic achievement for 10th and 12th Class.

(11) Scholarship for physically handicapped children of GDS.

(12) Financial Assistance in cases of natural calamities like fire, floods etc.

12.12 Apart from above financial assistance, there is also facility of repayable loans 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 MEASURE AND FACILITIES FOR EMPLOYEES WITH DISABILITIES AND FOR DISABLED CHILDREN OF EMPLOYEES

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

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

(b) 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.

(c) 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.

SCHOLARSHIP FOR CHILDREN

12.14 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.

TRANSPORT CHARGES FOR CHILDREN

12.15 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.

12.16 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 the 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

12.17 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.

12.18 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, 13 sports events and one cultural event were organized. In 2019-20, the following sports and one cultural meet has been organised upto 31.12.2019:-

(i) Badminton (ii) Chess (iii) Cultural Meet (iv) Volleyball (v) Powerlifting & Best physique (vi) Kabaddi (vii) Carrom (viii) Athletics & Cycling (ix) Wrestling (x) Table Tennis (xi) Hockey. In addition, 3 more sports (Basketball, Cricket and Football) are planned to be held upto 31.03.2020.

ACTUAL STRENGTH OF PERSONNEL

12.19 As on 31st March, 2019, there are a total of 418239 employees in the Department of Posts, of which, 178602 are Departmental Employees and 239637 are Gramin Dak Sewaks (GDSs). The category-wise detail is as given in Table 11.

Shri P.K. Bisoi, Secretary, Department of Posts, with the winners of
XXXV All India Postal Table Tennis Tournament held at Chennai from 9th to 13th December, 2019.

TABLE - 11

Personnel: Actual strength as on 31.3.2019			
(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	1		1
Member, Postal Services Board	7		7
Sr.DDG/Chief PMG	23		23
Senior Administrative Grade	72		72
Junior Administrative Grade	61		61
Senior Time Scale	82		82
Junior Time Scale	102		102
Training Reserves (Probationers)	17		17
POSTAL SERVICE GROUP "B"		**709**	**709**
Assistant Superintendent		**1605**	**1605**
INDIAN P& T ACCOUNTS & FINANCE SERVICE			
Senior Administrative Grade	12		12
Junior Administrative Grade	16		16
Senior Time Scale	23		23
Junior Time Scale	26		26
Senior Accounts Officer/Accounts Officer		145	145
Asstt. Accounts Officer		642	642
CENTRAL SECRETARIAT SERVICE	**63**	**61**	**124**
CIVIL WING			
Chief Engineer	2		2
Others	36	154	190
OTHER GENERAL CENTRAL SERVICE	**69**	**34**	**103**
TOTAL(GAZETTED)	**613**	**3350**	**3963**
B. Group 'B' NON GAZETTED		**5654**	**5654**
C. NON GAZETTED	**GROUP "C" Excluding MTS**	**GROUP "C" MTS**	**TOTAL**
Directorate	124	126	250
Post Offices including (Circle office, Accounts, Stamp Depot, Canteen Staff	126600	16704	143304
Railway Mail Service	13728	7969	21697
Mail Motor Service	1228	214	1442
Others(RLO, Disp., Store, Trg, Civil, Printing Press)	1375	917	2292
TOTAL(NON GAZETTED) Group C	**143055**	**25930**	**168985**
TOTAL DEPARTMENTAL(A +B+C)			**178602**
II Gramin Dak Sewak (GDS)			**239637**
GRAND TOTAL (I + II)			**418239**

12.20 The Gazetted staff categorized into "Group A" and "Group "B" since 2014-2015 has been shown in the following graph:
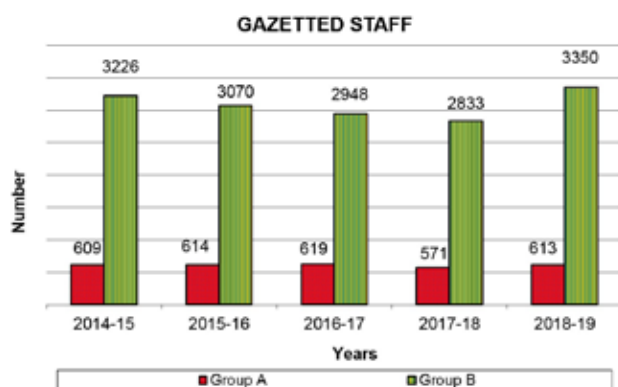
12.21 The Non-Gazetted Departmental staff categorized into "Group C (including Group B Non Gazetted) excluding Multi Tasking Staff (MTS) and "MTS" since 2014-2015 has been shown in the following graph:
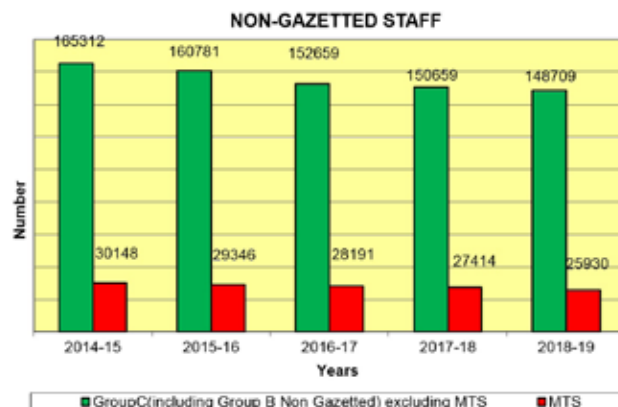
SCHEDULE CASTE AND SCHEDULE TRIBE EMPLOYEES

12.22   As on 31st March, 2019, there were 28306 Schedule Caste and 13026 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 - 12

NUMBER OF EMPLOYEES SCHEDULED CASTES/TRIBES AS ON 31.03.2019				
Group	Scheduled Castes	Percentage to Total Number of Employees	Scheduled Tribes	Percentage to Total Number of Employees
Group 'A'	63	10.28	31	5.06
Group 'B' (Gazetted)	495	14.78	182	5.43
Group 'B' (Non Gazetted)	899	15.90	328	5.80
Group 'C' excluding MTS	22008	15.38	10471	7.32
Group 'C' Multi Tasking Staff	4841	18.67	2014	7.77
Total	**28306**	**15.85**	**13026**	**7.29**

12.23 The Departmental staff as on 31st March, 2019, categorized into "Scheduled Caste", "Scheduled Tribes" and "Others", has been shown in the following graph:
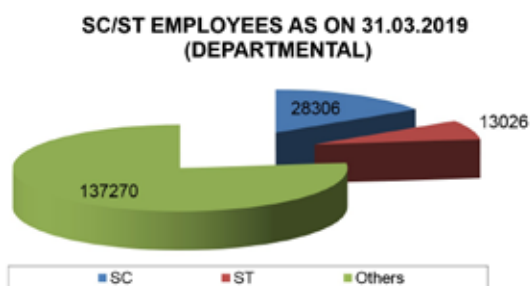
EX-SERVICEMEN, WOMEN, OBC AND MINORITY EMPLOYEES

12.24   As on 31st March, 2019, there were 2294 Ex-servicemen, 28 Differently Abled Ex-servicemen, 32032 women employees, 32984 OBC employees and 10221 Minority employees in various grades in the Department. Grade-wise details are as in Table 13:

EX-SERVICEMEN, WOMEN, OBC AND MINORITY EMPLOYEES

TABLE -13

NUMBER OF EMPLOYEES: EX-SERVICEMEN, DIFFERENTLY ABLED EX-SERVICEMEN, WOMEN, OBC AND MINORITY EMPLOYEES AS ON 31.03.2019					
Group	Ex-Servicemen	Differently Abled Ex-Servicemen	Women	OBC Employees	Minority Employees
Group 'A'	0	0	91	42	46
Group 'B'(Gazetted)	12	0	514	273	150
Group 'B'(Non Gazetted)	26	0	811	477	263
Group 'C' excluding MTS	2065	23	27568	26889	7925
Group 'C' Multi Tasking Staff	191	5	3048	5303	1837
Total	**2294**	**28**	**32032**	**32984**	**10221**

12.25 The Departmental staff as on 31st March, 2019, categorized into "Men" and "Women", has been shown in the following graph:

WOMEN EMPLOYEES AS ON 31.3.2019 (DEPARTMENTAL)

32032 — Women
146570 — Men

■ Women ■ Men
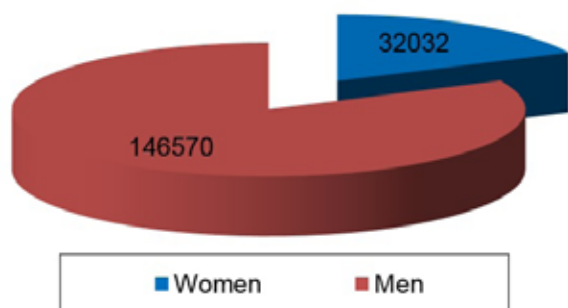
12.26   GRAMIN DAK SEVAKS

(i) Total sanctioned strength of GDS an on 31.10.2019 is 312005.

(ii) Total working strength of GDS as on 31.10.2019 is 241936.

(iii) The following orders on recommendation of Kamlesh Chandra Committee Report and other facilities to GDS have been issued w.e.f 01.02.2019 to 18.12.2019 :-

(a) Reservation for Persons with Disability (PwD) in engagement of GDS is given vide letter No. 17-08/2017-GDS dated 26.02.2019 & 08.03.2019.

(b) Reservation for Economically Weaker Sections (EWSs) in Direct Engagment of Gramin Dak Sevaks is given vide letter No. 17-09/2019-GDS dated 26.02.2019.

(c) Revised Eligibility Criteria for engagement to Gramin Dak Sevaks (GDS) posts issued vide letter No. 17-02/2018-GDS dated 08.03.2019 and 22.03.2019.

(d) Disciplinary aspects specified in Rule 9 (Minor and Major penalties) of GDS (Conduct and Engagement) Rules for all categories of Gramin Dak Sevaks (GDS) implemented vide OM No. 147-31/2016-GDS dated 23.04.2019.

(e) Disciplinary aspects specified in Rule 10 (Introduction of separate procedure for imposing Minor and Major penalties) of GDS (Conduct and Engagement) Rules for all categories of Gramin Dak Sevaks (GDS) implemented vide OM No 17-31/2016-GDS dated 07.05.2019.

(f) Relaxation in Limited Transfer Facility to GDS from 3 years to 1 year for PwD GDS and GDS having PwD dependents/ mentally retarded dependents is given by OM No. 17-31/2016-GDS dated 07.05.2019.

(g) Treatment of strike period in respect of Gramin Dak Sevaks was issued vide OM No. 17-37/2018-GDS dated 08.05.2019.

(h) Provision of Local Language for engagement to Gramin Dak Sevaks Posts was issued vide OM No. 17-11/2019-GDS dated 04.06.2019.

(i) Schedule of Engaging Authority Dieciplinary Authority and Appellate Authority for BPMs and ABPMs / Dak Sevaks under Rule 31 of GDS (Conduct and Engagement) Rules for all categories of Gramin Dak Sevaks(GDS) implemented vide OM No 17-31/2016-GDS dated 10.06.2019.

(j) Amendment in rule 10-A (procedurc for imposing penalty after Discharge) consequent upon revision of Rule 10 of GDS (Conduct & Engagement) Rules, 2011 vide OM No. 17-31/2016-GDS dated 25.06.2019.

(k) Review of Rule 12 of CDS (Conduct and Engagement) Rules, 2011 for al1 categories of Gramin Dak Sevaks(GDS) vide OM No.17-31/2016-GDS dated 26.06.2019.

(l) Amendment in Rule 21 of GDS (Conduct & Engagement) Rules, 2011 for all categories of Gramin Dak Sevaks(GDS) implemented vide OM No. 17-31/2016-GDS dated 26.06.2019.

(m) Social Security benefits for Gramin Dak Sevaks(GDS) implemented w.e.f 01.01.2016 vide OM No. 17-31/2016-GDS dated 01.07.2019.

(n) Rationalisation of categories of Gramin Dak Sevaks implemented vide OM No. 17-31/2016-GDS dated 22.07.2019.

(o) GDS who are working in Departmental posts, such period should invariably be counted as qualifying engagement period for all purpose including annual increase implemented vide OM No 17-31/2016-GDS dated 07.08.2019

(p) The sanction for payment or transfer of due amount to NPS (etc.) as the case may be, should be issued by the competent authority within 3 months from the date of relief from the GDS post implemented vide OM No.17-31/2016-GDS dated 16.08.2019.

(q) Restricting the number of cases to (IO/PO/ Defence Assistant) under Rule 10 and other disciplinary cases implemented vide OM No. 17-31/2016-GDS dated 16.09.2019.

(r) Introduction of Children Education Facilitation Allowance for Gramin Dak Sevaks(GDS) implemented vide OM No. 17-31/2016-GDS dated 18.09.2019.

(s) Transfer of Gramin Dak Sevak(GDS) on Administrative/Vigilance Ground implemented vide OM No. 17-31/2016-GDS dated 21.10.2019.

(t) Standard format for issue of charge sheet under Rule -10 to GDS for imposing Minor and Major Penalties specified in Rule 9 of Gramin Dak Sevak (Conduct and Engagement) Rules, circulated vide letter No. 17-40/2019-GDS dated 21.11.2019.

(u) Introduction of Rule 10-G(procedure for imposing penalty after discharge) in GDS (Conduct and Engagement) was issued vide OM No 19-13/2019-GDS dated 18.12.2019.

GENDER & CHILD RELATED ISSUES

12.27 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.

12.28 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.

12.29 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.

12.30 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, through its D.O.F. No. 1(29)-B(AC)/2004 dated 24th December, 2004 every Ministry/Department has to establish a Gender Budget Cell (GBC).

12.31 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 contained in Ministry of Women & Child Development letter No. GB-15/4/2018-Gender Budgeting dated 23rd August, 2018. 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 ₹ 1.00 Crore in BE 2020-21. Department has planned for opening of Creches/Tiffin rooms and providing Toilets facility in the offices/POs in the circles to serve the purpose of "Swachh Bharat" Mission.

12.32 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. are being given from Circle Welfare Fund.

WELFARE MEASURES FOR WOMEN EMPLOYEES

12.33 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 to Tailoring Centers and financial assistance @ ₹ 750/- per month is admissible as salary of the part-time tailoring instructor of the Tailoring Centers.

PREVENTION AND ADDRESSING OF SEXUAL HARASSMENT

12.34   To prevent and address sexual harassment of women at the workplace, a Committee under the chairmanship of Deputy Director General (Personnel) with three other members has been set up in the Postal Directorate. 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 - 14

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

A Special workshop for visually handicapped and hearing impaired employees of Karnataka Circle was organised to understand their problem and find solutions

Shri Ravi Shankar Prasad, Minister of Communications, presenting Meghdoot award to an awardee.

Release of special cover on 35th All India Postal Weightlifting Power Lifting
and Best Physique Tournament 2019 held at Berhampur (Odisha) on 26th September, 2019.

CHAR DHAM,UTTARAKHAND

ESTATES MANAGEMENT

ESTATES MANAGEMENT

13.1 Developing infrastructure, through creating new postal buildings, maintaining the old buildings, restoring the heritage buildings and developing infrastructure for sustainable development is the mandate given to Estates Division by the Department. Department is actively participating in sustainable development activity. Department is creating Rain Water Harvesting Structures and installing Solar Power Packs. To help out differently-abled persons and senior citizens, rail and ramps are being constructed, under Sugamya Bharat Abhiyan. Separate toilets, crèches and retiring rooms are being constructed for ladies. Department of Posts has been reorganized as flag bearer of Swachhta Action Plan and was awarded 1st prize for its excellent performance during Swachh Mahotsav 2019 held on 6th September, 2019 by Department of Drinking Water and Sanitation, Ministry of Jal Shakti, Government of India, New Delhi.

13.2 At present the Department of Posts is functioning from 4551 departmental buildings, 19,774 rented buildings and 1836 rent free buildings all over the country. There are 955 Postal Colonies, having 20,218 different categories of staff quarters for postal employees. Details of staff quarters are as under :

TOTAL NUMBER OF STAFF QUARTERS (CATEGORY-WISE)						
Type-I	Type-II	Type-III	Type-IV	Type-V	Type-VI	Total
6813	9968	2881	434	99	23	20218

13.3 The Department also owns 1738 vacant plots in the country. Out of which 1139 vacant plots are situated in rural areas and 599 vacant plots are in urban areas.

13.4 During the financial year 2018-19, 15 New Postal Buildings were constructed. 56 offices were renovated, 14 heritage buildings were maintained/renovated, 63 Solar Power Packs were installed in postal buildings, 109 Rain Water Harvesting Structure were constructed in Postal buildings, 50 Ladies Toilets and Ladies retiring rooms were constructed, 270 Ramps and Rails facilities were provided under Sugamya Bharat Abhiyan. In Swachhta Action Plan 1057 Toilets were constructed, LEDs were installed in 1169 offices and 5114 Waste Bins were provided in postal colonies.

13.5 Expenditure made during Financial Year 2018-19 by Estates Division under Scheme and Non Scheme is as under :-

Scheme

(₹ in Crore)

Construction of new buildings	Renovation of old Buildings	Renovation of Heritage Buildings	Installation of Solar Power Plant	Construction of Rain Water Harvesting Structures	Gender Concern	Sugamya Bharat Abhiyan	Swachhta Action Plan	India Post Payment Bank (IPPB)	Technology Induction	Total
24.68	7.07	2.61	10.34	2.15	1.00	6.83	15.95	0.25	0.60	71.48

Non Scheme

(₹ in Crore)

Maintenance of Post Offices buildings	Maintenance of Administrative Office buildings	Maintenance of Staff Quarters buildings	Maintenance of Postal Accounts Office buildings	Total
65.21	7.55	26.49	0.53	99.78

Postal Museum at Kolkata, West Bengal.

Inauguration of Gardanibagh Sub Post office, Patna, Bihar by Shri Ravi Shankar Prasad,
Minister of Communications.

Inauguration of Kota new Post Office building, Karnataka on 1st March 2019.
The Place is associated with Kota Shivarama Karanth, Jnanpith Awardee.

Kolkata GPO building illuminated during sesquicentenary celebrations.

DEVELOPMENT ACTIVITIES
IN
NORTH EASTERN REGION
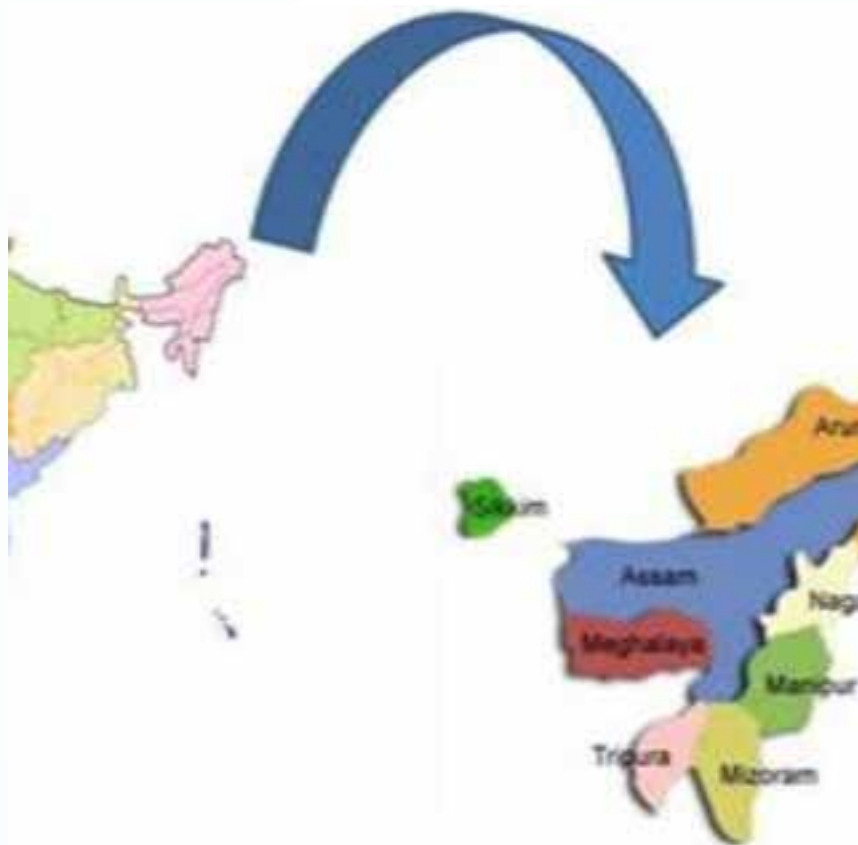
DEVELOPMENT ACTIVITIES IN NORTH EASTERN REGION

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:

a) 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.

b) 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 approximately.

c) 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 - 15

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 - 16

Annual Plan	Total Plan Expenditure (₹ in crores)	Expenditure in North Eastern Region (₹ in crores)
2014-15	306.71	17.748
2015-16	500.33	34.720
2016-17	689.64	34.519
2017-18	1347.10	39.49
2018-19	1026.11	47.83
Total	**3869.89**	**174.307**

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

TABLE - 17

Sl. No.	Name of the State	Details of major developmental activities
1.	Assam (Circle)	Number of CBS Offices rolled out – 508 Number of ATMs installed - 26
2.	North East (Circle)	
(i)	Arunachal Pradesh	Number of CBS Offices rolled out – 19 Number of ATMs installed - 01
(ii)	Manipur	Number of CBS Offices rolled out – 35 Number of ATMs installed - 02
(iii)	Meghalaya	Number of CBS Offices rolled out – 36 Number of ATMs installed - 05
(iv)	Mizoram	Number of CBS Offices rolled out – 25 Number of ATMs installed - 01
(v)	Nagaland	Number of CBS Offices rolled out – 24 Number of ATMs installed - 02
(vi)	Tripura	Number of CBS Offices rolled out – 58 Number of ATMs installed - 06
3.	Sikkim	Number of CBS Offices rolled out – 07 Number of ATMs installed - 0

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

• Under the DARPAN Project, Dept. of Posts has provided SIM based Hand Held Devices to 1,29,688 Branch Post Offices (BOs) in the rural areas of the country, for carrying out online postal and financial transactions.

Approximately one crore digital transactions including account based MGNREGA wage disbursements and other DBT payments are taking place every month on DARPAN devices across the country in remote rural areas which are yet to be covered by online banking and digitalization.

- Customers in rural areas can avail the facility of core banking transactions, booking and delivery of registered, speed posts articles, booking and delivery of money orders, deposit of PLI/RPLI premium and indexing of PLI/RPLI maturity through DARPAN devices.
- A total of 1,29,688 BOs have been rolled out under DARPAN project out of which 2529 are in North-East Circle.

14.8 PARCEL HUBS, NODAL DELIVERY CENTRES AND MARKETING ACTIVITIES IN THE NORTH EAST REGION

14.9 For Parcel Hubs a new and separate network has been approved, out of which one Level-1(L1) and one semi-automated parcel processing centre have been operationalized in Assam.

14.10 For Mechanized delivery of parcels, 8 locations in NER have been identified for setting up of Nodal Delivery Centres (NDCs). These are spread in 8 cities across NER to improve performance of doorstep delivery on the day of receipt of parcels in the destination post office. Out of these, 2 NDC layouts have been approved in NE Region.

14.11 Long and short haul road transport networks connecting to Parcel Hubs through Transshipment Centres in major towns and cities are being developed. Based on the potential of cities in terms of e-commence business, one such route viz Kolkata-Guwahati via Siliguri (1093 km approx) has been operationalized in NE Region.

14.12 Marketing

- 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.
- For Philately Promotion & Marketing, NE Circle has been allotted ₹ 53.50 lakhs and WB Circle (of which Sikkim is a part) is allotted ₹ 59.50 lakhs resp. and ₹ 24 lakhs & ₹ 26 lakhs resp. for Philatelic Operations.

14.13 BIS Sevottam Certification was granted to 1 HPO in Assam in 2018-19 and allocation of ₹ 63000 has been made to NER for obtaining Sevottam Certification for 1 HPO in 2019-20.

14.14 Social Media Cell is an independent entity and deals with the Twitter and Facebook accounts of this Department. 2745 complaints were received and 2743 complaints settled i.e. 99.9 % settlement made till 30.11.2019 in NE Region during the period 1/1/2019 to 30/11/2019.

14.15 This Department is processing complaints registered by consumers of Postal services in the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) of PG portal. 2906 complaints were received and 2867 complaints settled i.e. 98.65 % settlement during the period 01.01.2019 to 30.11.2019 in NE Region.

14.16 Department of Posts has rolled out India Post Call Centres (IPCC) with Interactive Voice Response System (IVRS). 1442 complaints were received and 1414 complaints settled i.e. 98.05 % settlement during the period 01.01.2019 to 30.11.2019 in NE Region.

14.17 Computerized Customer Care Centres (CCCCs) have been designed for making Grievance Redressal Mechanism, Sevottam compliant. Till Nov. 2019, 926 CCCCs

have been established in the Post Offices in the NE Region. Dynamic Queue Management System (DQMS) was implemented in 8 POs in NE Circle and will be implemented in 9 POs in Assam Circle with an allocation of ₹ 17,48,000/-.

TRAINING OF STAFF

14.18 In order to enable staff to harness new technology and to provide customer centric services training in various disciplines were imparted to officials in the North Eastern Region during 2018-19. The details are given below:

TABLE - 18

Sl. No.	Name of State	Training of Super-visory Cadre	Training of Frontline staff (PA)	Training of Operative staff(SA)	Training of postmen /mail Overseers/ MTS	Training of Gramin Dak Sewak (GDS)	Total
1.	Assam	55	620	50	10	0	735
2.	Arunachal Pradesh	2	6	0	55	80	197
3.	Manipur	0	65	0	4	300	369
4.	Meghalaya	4	45	0	0	0	49
5.	Mizoram	0	5	0	0	135	140
6.	Nagaland	3	20	0	1	22	46
7.	Tripura	12	65	0	35	230	342
8.	Sikkim	7	7	2	2	50	68
Total		83	887	52	107	817	1946

Parcel Hub, Guwahati.

Parcel Hub Kohima, Nagaland Division.

PLI/RPLI Mela under Agartala Division.

Chief Guest Sri. Pascal Alan Nazareth reviewing the different types of letter boxes after inauguration of Museum of Communication in Bengaluru on 15.08.2019.

ISSUES OF GENERAL IMPORTANCE

STAFF RELATIONS

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

a. During the period and as on date, National Federation of Postal Employees (NFPE) and Federation of National Postal Organisation (FNPO) along with All India Gramin Dak Sevaks Union (AIGDSU) have gone on one day strike on 8.01.2020 in support of their demands.

b. Re- verification of result towards recognition of Service Associations, as on 2015, has been declared on 19-07-2019.

15.2 To eliminate the possibility of duplicate authorization letter by the members, which leads to cancellation of membership, a committee has been set up under the Chairpersonship of CPMG Delhi.

COURT CASES

15.3 The number of cases pending in various courts decreased from 18,190 as on 31st March, 2019 to 17,877 as on 30th September, 2019.

15.4 The break-up of the number of Cases pending in various Courts as on 30th September, 2019 is as under.

CAT	:	7185
Lower Court	:	3635
High Court	:	3377
Supreme Court	:	139
District Consumer Forum	:	2498
State Consumer Forum	:	940
National Consumer Forum	:	82
C.F. Cases in Supreme Court	:	4
CGIT/H.R./ Industrial Tribunal/CCPD	:	17

15.5 The Department has implemented the Legal Information Management & Briefing System (LIMBS) portal developed for monitoring the timelines of filing SLPs/ Appeals. Significant progress has been made by uploading maximum cases on the LIMBS portal. As on date, 17216 Court Cases of Postal Circles & Postal Account Offices have been uploaded on LIMBS portal.

15.6 In order to ensure that Postal Circles get an overview as well as an insight into the working and various aspects of LIMBS portal, training/ workshops were conducted by officials from Department of Legal Affairs for Assam, Gujarat, Himachal Pradesh, Kerala, Madhya Pradesh, North-East and Uttarakhand Circles.

15.7 Instructions regarding proper handling of Court Cases through timely filing of counter reply, close monitoring of the pending cases in various courts, implementation of judgment by taking advice and approval of the Competent Authority were issued to the Postal Circles.

OFFICIAL LANGUAGE

15.8 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.

15.9 To promote the progressive use of Hindi, the OL Section of the Department of Posts has familiarized all the Sections, Circle Headquarters and other concerned offices of the Department with the Official Language Act, Rules and instructions and ensured its compliance. The Official Language Section has promoted and propagated various incentive schemes to achieve the targets fixed by the Department of Official Language in their Annual Programme 2019-20 issued for the year under review.

15.10 The Official Language Section deals with the translation, typing 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 Paras, Cabinet Notes, replies to 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, Rule-5, Rule-6, Rule-10(4) and Rule-12 etc. of Official Language Rules 1976 (as amended in 1987) along with the other Rules of the Department of Official Language.

15.11 Official Language Inspections of Sections and subordinate offices of the Department of Posts are being carried out under an action plan according to the Annual Programme 2019-20 issued by the Department of Official Language, Ministry of Home Affairs.

15.12 This year Hindi Fortnight was observed from 12th to 26th of September, 2019. Hindi Dictation Competition specifically for MTS category and Hindi Typing Competition on computer in Unicode supported font Mangal was also organized along with other Hindi competitions during the fortnight. During the financial year (2019-20) 35 officials of Circle Offices have been trained under the Hindi Training Programme. Apart from this, to promote the use of official language, there is a proposal of purchasing quality Hindi books worth ₹ 30,000/- on various subjects during the financial year 2019-20.

15.13 In every quarter of the year, Hindi Workshops are being organized. A total of 30 officials participated in the workshop organized on 13.12.2019. In order to effectively monitor the progressive use of Hindi in the office of the Department of Posts, Official Language Implementation Committees are functioning in the Headquarters as well as in the subordinate Circle Offices.

15.14 Meetings of Official Language Implementation Committee are held in the Postal Directorate, New Delhi on a regular basis. Till December, 2019 three meetings were held on 27.06.2019, 30.09.2019 and 19.12.2019. The Department of Posts regularly reviews the quarterly reports concerning the Official Language with regard to its various offices located in different parts of the country.

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

MARKETING AND SOCIAL MEDIA

15.16 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 is undertaking several activities/ campaigns for the marketing of its products and services which include release of advertisement in Print media, Radio, TV, Digital Cinema, outdoor campaigns at Metro stations, Bus Queue Shelters, Hoardings, Audio Visual publicity campaigns through LCD screens at Railway Stations, etc. Department is also sending promotional

birthday wishes SMS to the SSA Account holder girl child.

15.17 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 205K followers on Facebook and 155K on Twitter.

15.18 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.

Speed Post advertisement on Delhi Metro.

Snapshots of feedback from twitterati on
IndiaPost Twitter

Proud Indian Pahadi Gujju.
@Pushkar10169

Replying to @Pushkar10169 and @rsprasad

Sir P&T Dept under u is super responsive, I hv had 2 such experience n they were prompt on both occasions 👍 maybe someone keeps tab on complaints tagged to u 🙏

Pramodh Sastry
@pramodhbala

Replying to @IndiaPostOffice

Appreciate your response! India Post is India's legendary messenger! 🙏

11:23 AM · Jul 1, 2019 · Twitter for Android

Lax. V. Vora
@voralv

@IndiaPostOffice @narendramodi @CMOGuj @BJP4Gujarat Only India Post is trustworthy, regular on tweeter. Responds promptly to the media takes actions that blow on the cheeks of those who are singing songs of digitalization, people who never respond to the tweet.

10:22 AM · Dec 5, 2019 · Twitter Web App

Rajnikant Patel
@Rajnika03519218

Replying to @IndiaPostOffice

Sir, I feel pleasure to inform you that, Post Master, Masar Road has paid remaining due interest to me today dt. 16/9/2019 as per your letter dt. 4/9/2019. I am very very thankful to you. Thanks Sir.

6:13 PM · Sep 16, 2019 · Twitter for Android

Manish parashar
@manish99396

Replying to @IndiaPostOffice

जी सर,मेरा आर्टिकल मेरे पास सफलता पूर्वक पहुँचा दिया गया है।।
मैं इंडिया पोस्ट टीम का धन्यवाद करता हूँ।।

5:39 PM · Jun 18, 2019 · Twitter for Android

Vaibhav Mehrotra
@vaibhavmehrotr3

Replying to @IndiaPostOffice

Thank you so much finally have received the parcel from Dilkusha SO. @TwitterSupport @rsprasad thanks for the support

4:53 PM · Jun 19, 2019 · Twitter Web App

India Post ✔
@IndiaPostOffice

Replying to @Rajnika03519218

Sir, Postmaster Masar Road PO has been directed vide letter dtd 04.09.2019 to arrange to pay less paid due interest to the customer. However inconvenience caused to you is deeply regretted.

5:55 PM · Sep 4, 2019 · OneDirect Suite

Darshan patel
@D_9061

Replying to @IndiaPostOffice

Best customer support provided by India Post bcoz my complain short out within 24 hours great job...

9:07 AM · Dec 20, 2019 · Twitter for Android

Happy
@Happy19701629

@rsprasad @OfficeOfRSP @IndiaPostOffice You have really made us Indians feel proud by solving issues related to IndiaPost on twitter so efficiently.
I appreciate all the efforts and hard work put in and wish you All The Best.
Warm Regards,
Indiapost Customer

7:24 PM · Sep 19, 2019 · Twitter Web App

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shakti singh Rajput
@shaktish9045

@IndiaPostOffice Thank you so much for delivering my consignment. I really #appreciate your efforts and #rapidaction

I will prefer #IndianPost service only for all my future official and personal consignments.
Thank you again ❤

12:24 PM · Nov 15, 2019 · Twitter for Android

RaviChandran
@FarmerRaviVKV

Replying to @IndiaPostOffice

Thank you sir.The parcel was traced at US Customs which is since been cleared. I thank @IndiaPostOffice for following with US Posts to deliver to the adresse.

1:20 PM · Aug 30, 2019 from Nannilam, India · Twitter for Android

PUBLIC GRIEVANCES
AND
RIGHT TO INFORMATION

RIGHT TO
INFORMATION

PUBLIC GRIEVANCES AND RIGHT TO INFORMATION

16.1 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. There are various channels available to the customers to lodge their grievances like CPGRAMS, India Post Call Centre (IPCC), Social Media Cell, Computerized Customer Care Centres, e-mails etc. The details of these are as under: -

CENTRALIZED PUBLIC GRIEVANCE REDRESS AND MONITORING SYSTEM (CPGRAMS)

16.2 Department of Posts 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 (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 and in many Circles, the Regions and Divisions have also been created as users for online handling of grievances. The revamping of CPGRAMS by mapping all the Post Offices upto the level of Branch Post Offices for better navigation of complaint to the line-end office was implemented on 25.09.2019 in collaboration with DAR&PG. The details of the complaints handled from January 2019 till December 2019 is as under:-

Period	Complaints Received	Complaints Settled	% of settlement	Average Disposal Time (Days)
01.01.2019 to 31.12.2019	44,978	44,452	98.8 %	18

SOCIAL MEDIA CELL

16.3 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 details of the complaints handled from January 2019 till December 2019 are as under: -

Period	Complaints Received	Complaints Settled	% of settlement
01.01.2019 to 31.12.2019	99,242	98,326	99.07 %

INDIA POST CALL CENTRE (IPCC)

16.4 Department of Posts rolled out India Post Call Centre (IPCC) with Interactive Voice Response System (IVRS) at Varanasi on 01.06.2018 with toll free number 1800 266 6868. The second Branch of IPCC started its operations on 01.07.2019. Interactive Voice Response System (IVRS) functions 24x7x365. However, the working hours for Agents based service of the Call Centre are from 9 am to 6 pm. The Call Centre functions 6 days a week (excluding Sundays and Gazetted holidays). The two services offered by the Call Centre are: -

(i) Inquiry.
(ii) Complaints registration and resolution.

16.5 The details of the complaints handled in IPCC from January 2019 till December 2019 are as under: -

Period	Total Calls Received in IVRS	Complaints registered	Complaints settled	% of complaints
01.01.2019 to 31.12.2019	45,44,370	69,735	68,615	98.39 %

16.6 Overall complaints handled and settled by the Department on various grievance redressal platforms in 2018-19 were 24,77,975 and 22,71,295 respectively. The in-house, web-based computerized customer care centre was migrated to CRM-SAP based platform on 30.12.2019.

CITIZENS' CHARTER

16.7 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. A revised Citizens' Charter was issued in February 2019 and hosted on India Post website.

DYNAMIC QUEUE MANAGEMENT SYSTEM (DQMS)

16.8 Dynamic Queue Management System (DQMS) was implemented in 263 Post Offices in 2018-19. For 2019-20, DQMS is being implemented in 54 Post Offices with a budget of ₹ 1.08 crores.

IMPLEMENTATION OF SEVOTTAM

16.9 During 2019-20, three Head Post Offices were granted BIS Certification. In the current FY i.e. 2019-20, BIS IS15700:2005 Certification for 4 Head Post Offices in 4 Circles is on the anvil.

INSPECTION REFORMS

16.10 The Department of Posts has a well-oiled extensive system of inspections and visits in place. Regular inspections are done for Administrative and Operative Offices and are an important management tool.

16.11 The Department has carefully drafted standardized Inspection Questionnaire of various offices to maintain objectivity and uniformity in inspections. Since the Department has embraced technology in a big way, the inspection questionnaires of the important fields formations i.e. Head Post Offices, Sub Post Offices, Branch Post Offices, Training Institutes & SBCO have been revised and brought in sync with the changing IT environment. The inspecting authorities can monitor many of the operations on-line and prepare before initiating inspection of an office. The periodicity of inspection is by and large annual, barring the 'bad offices' which are inspected twice a year.

IMPLEMENTATION OF RIGHT TO INFORMATION ACT 2005

16.12 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 30th November 2019, on-line accounts of 1260 CPIOs and 175 FAAs have been created all over the country who are disposing the RTI applications and appeals online. From 01.01.2019 to 31.12.2019, a total of 1,50,064 RTI applications (online and physical) and 9932 First Appeals (online and physical) were handled by the Department.

Dr. Jitender Singh MoS (PP & PMO) inaugurating workshop and exhibition on CPGRAMS reforms at Vigyan Bhawan on 5th November, 2019.

TABLE - 19

<div style="text-align: center;">**RTI Act 2005: MIS on Requests and First Appeals from 1/1/2019 to 31/12/2019**</div>

1. Details about Requests under RTI Act 2005

	Applications received from Other Public Authorities (a)	Applications received directly + Opening balance (b)	Total (a) + (b)	Total Requests Received (Online + Physical)
Physical Requests Received	18985	1,06,319	1,25,304	1,50,064
Requests received online	NIL	24,760	24,760	

2. Details about First Appeals under RTI Act 2005

	Applications received from Other Public Authorities (a)	First Appeals received directly + Opening balance (b)	Total (a) + (b)	Total First Appeals Received (Online + Physical)
Physical First Appeals received	NIL	7496	7496	9932
First Appeals received online	NIL	2436	2436	

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	1260	175

4. Details of fee

Registration Fee Collected (in ₹) U/s 7(1)	Additional fee Collected in ₹ U/s 7(3)
3,90,833	1,02,179

Dynamic Queue Management System (DQMS)

Guwahati GPO, Assam.

Anna Road HPO, Chennai Tamilnadu.

Photographs on social media

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 an advisor 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 participation of all citizens is necessary in the fight against corruption. Vigilance Awareness Week was observed from 28th October to 2nd November, 2019 at the Postal Headquarters in Dak Bhawan and Post Offices through out the country. Various activities including outreach programmes such as quiz, essay, debate competition, workshops and seminars in schools, colleges and Gram Sabhas were conducted in the Circles during Vigilance Awareness Week. Special Stamp Impression containing slogan "Integrity – A way of life" ("ईमानदारी – एकजीवनशैली") was affixed on all letters/mails received for deliveries during the period from 21st October, 2019 to 9th November, 2019.

17.5 The endeavor was to undertake large number of outreach activities through the postal circles to disseminate awareness about integrity in every nook and corner of the country. More than 6,00,000 employees/ citizens (including 215441 this year) have undertaken Integrity e-Pledge. Various activities such as essay writing, quiz and debate, etc. in 355 schools and colleges were organized in 310 cities across the country. More than 13,000 children/youth participated in these activities. Meetings in 345 Gram Sabhas across the country were organized and approximately, 11000 people attended the awareness programmes.

17.6 Statement of Disciplinary cases disposed off and pending from 01.04.2019 to 30.11.2019 are as given in Table 20.

TABLE - 20
Statement of Disciplinary Cases

Group	Rule 14		Rule 16		Rule 9		Rule 10	
	Disposed off	Pending	Disposed off	Pending	Disposed off	Pending	Disposed off	Pending
Group 'A'	2	19	0	7	3	16	-	-
Group 'B'	16	73	42	36	6	68	-	-
Group 'C'	367	1129	1874	809	66	389	-	-
GDS	-	-	-	-	-	-	820	1280

Integrity Pledge taken on 28th October, 2019 at Circle Office, Telangana Circle.

Walkathon during Vigilance Awareness Week, Assam Circle.

Essay writting competition during Vigilance Awareness Week by Telangana Circle.

Debate competition during Vigilance Awareness Week 2019 in Dak Bhawan, New Delhi.

New Services launched during 2019-20

Mobile banking service launched on 15.10.2019

NDC, Krishna Nagar HO, Delhi

NDC, Dadar Mumbai

NDC, Azad Nagar, Mumbai

Annexure-I

AUDIT OBSERVATIONS OF C&AG

(Ministry of Communications)

Department of Posts

There were 2 paras of C&AG of India report No. 21 of 2018 in the Department of Posts, No C&AG para is pending with the Department as on 22.01.2020

Department of Posts

Summary of important Audit observations in C&AG Report No. 21 of 2018 for the year ended March, 2017 for inclusion in the Annual Report of Department of Posts.

Audit of Core Insurance Solution (CIS) to Department of Posts:-

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 objective of higher level excellence.

Para No. 3.1

Stocking of Cash Certificate in Department of Posts (DoP):-

Non-linking of Receipts of Cash Certificate (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.

Para No. 3.2

AUDIT REPORT PARAS PENDING

Details of Audit Report Paras pending with the Department of Posts and their disposal status as on 22.01.2020.

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 2018	2	NIL	NIL	NIL
	Total	**2**	**NIL**	**NIL**	**NIL**

Details of Audit Report Paras pending with the Department of Posts and their disposal status as on 22.01.2020.

Total C&AG Audit paras pending as on 22.01.2020= Nil

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

OTHER
STATISTICAL TABLES

TABLE - 21

	POSTAL NETWORK AT A GLANCE IN INDIA AS ON 31.03.2019	
		(in number)
1	Postal Circles	23
2	Postal Regions	54
3	Postal Divisions	446
4	Circle Stamp Depots	16
5	Postal Store Depots	46
6	Railway Mail Service Divisions	69
7	Postal Training Centres	6
8	Post Office	156,600
9	Rural Post Office	141,001
10	Urban Post Office	15,599
11	General Post Office	24
12	Head Post Office	811
13	Sub Post Office	24,677
14	Gramin Dak Sewak Post Office	131,113
15	Delivery Post Office	147,849
16	Night Post Office	120
17	Sorting Hub	91
18	Countries covered under International Speed Post (Merchandise & documents - both)"	100
19	Countries covered under International Speed Post (documents only)	6
20	Average person served per Post Office*	8,511
21	Average rural person served per rural Post Office*	6,253
22	Average urban person served per urban Post Office*	28,923
23	Average Area served by a Post Office (in Sq. Km.)	20.99

*Estimated.

TABLE - 22

REGISTERED AND UNREGISTERED MAIL TRAFFIC DURING 2018-19 (number in thousand)			
Circle	Registered Traffic	Unregistered Traffic	Total
Andhra Pradesh	6728	225004	231732
Assam	4544	80286	84830
Bihar	4731	46374	51105
Chhattisgarh	1583	65885	67468
Delhi	9781	119286	129067
Gujarat	9777	610753	620530
Haryana	3781	89049	92830
Himachal Pradesh	1982	48587	50569
Jammu & Kashmir	794	44865	45659
Jharkhand	3362	38341	41703
Karnataka	11687	436428	448115
Kerala	11244	387818	399062
Madhya Pradesh	6942	212584	219526
Maharashtra	23731	905137	928868
North Eastern	1733	52953	54686
Odisha	4952	81947	86899
Punjab	8738	152776	161514
Rajasthan	9660	230844	240504
Tamil Nadu	19714	605901	625615
Telangana	6336	216712	223048
Uttar Pradesh	18603	202447	221050
Uttrakhand	2509	43200	45709
West Bengal	24980	120859	145839
Total	**197892**	**5018036**	**5215928**

Source : Postal Circles

TABLE - 23

ARTICLE-WISE MAIL TRAFFIC DURING 2017-2018 AND 2018-2019 (Registered, Unregistered and Premium Products)		
		(number in Crore)
Article	**2017-18**	**2018-19**
1. Postcard *	**106.23**	**87.35**
Letter		
i) Speed Post	46.38	53.73
ii) Registered Letter	16.67	17.00
iii) Insured Letter	0.08	0.08
iv) Value Payable Letter	0.22	0.21
v) Unregistered Letter #	312.61	281.25
2. Total Letter Mail (i) to (v)	**375.96**	**352.27**
3. Registered Newspaper	**48.00**	**46.77**
Parcel		
i) Express Parcel Post	1.21	0.92
ii) Registered Parcel	1.29	1.35
iii) Insured Parcel	0.10	0.10
iv) Value Payable Parcel	0.35	0.31
v) Unregistered Parcel	13.13	7.20
4. Total Parcel Mail (i) to (v)	**16.08**	**9.88**
Packet		
i) Registered Packet	0.41	0.51
ii) Value Payable Packet	0.21	0.23
iii) Unregistered Packet	87.72	79.24
5. Total Packet Mail (i) to (iii)	**88.34**	**79.98**
Grand Total (1 to 5)	**634.61**	**576.25**

* Include acknowledgments.

Include letter cards and insufficiently paid letters.

Source : Postal Circles

TABLE - 24

INLAND MONEY ORDERS ISSUED DURING 2018-19			
Circle	Number (in Lakh)	Value (₹ in Crore)	Commission (₹ in Crore)
Andhra Pradesh	0.10	28.09	1.26
Assam	0.28	12.03	0.58
Bihar	1.06	28.86	1.23
Chhattisgarh	0.82	12.31	0.73
Delhi	0.46	37.91	0.69
Gujarat	0.87	54.41	2.82
Haryana	0.96	11.12	0.87
Himachal Pradesh	0.91	16.08	0.85
Jammu & Kashmir	0.34	5.23	0.23
Jharkhand	0.73	9.88	0.62
Karnataka	34.53	3258.86	161.35
Kerala	44.41	900.20	40.28
Madhya Pradesh	0.99	28.85	1.35
Maharashtra	4.22	185.52	9.36
North Eastern	0.45	10.54	0.15
Odisha	10.51	19.24	0.94
Punjab	4.07	14.10	1.16
Rajasthan	4.17	83.85	4.59
Tamil Nadu	20.65	198.37	9.81
Telangana	0.15	25.87	1.02
Uttar Pradesh	5.05	67.65	2.72
Uttarakhand	0.35	12.06	0.53
West Bengal	3.24	42.10	2.70
Base Post Office	0.02	1.84	0.08
Total	**139.34**	**5064.97**	**245.92**

Source : Book II Section

TABLE - 25

INDIAN POSTAL ORDERS SOLD DURING 2018-19			
Circle	Numbers (in Lakh)	Value (₹ in Crore)	Commission (₹ in Crore)
Andhra Pradesh	1.41	0.40	0.04
Assam	2.35	0.82	0.12
Bihar	7.13	2.51	0.28
Chhatisgarh	1.00	0.39	0.03
Delhi	3.30	1.85	0.13
Gujarat	0.35	0.35	0.04
Haryana	1.36	0.80	0.10
Himachal Pradesh	2.05	0.87	0.09
Jammu & Kashmir	0.49	0.14	0.01
Jharkhand	0.96	0.30	0.04
Karnataka	7.43	1.55	0.16
Kerala	0.50	0.32	0.04
Madhya Pradesh	2.12	0.68	0.07
Maharashtra	0.75	1.47	0.15
North - East	0.52	1.22	0.03
Odisha	3.55	2.33	0.25
Punjab	2.50	0.69	0.18
Rajasthan	6.88	3.74	0.40
Tamil Nadu	0.74	1.01	0.06
Telangana	1.21	0.5	0.04
Uttar Pradesh	7.46	2.65	0.21
Uttarakhand	2.24	0.69	0.09
West Bengal	1.03	1.66	0.09
Base Post Office	0.09	0.01	0.00
Total	**57.42**	**26.95**	**2.65**

Source : Book II Section

TABLE - 26

ACCOUNTS OF SAVINGS SCHEMES AS ON 31.03.2019

(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	Sukanya Samridhi Yojana	Mahila Samridhi Yojana	Total
Andhra Pradesh	18729723	10644865	349103	48853	603282	47341	0	3560	1359	692419	0	31120505
Assam	5949740	2151211	357884	8172	253485	44373	0	2263	313	224206	0	8991647
Bihar	19253317	5304412	1591943	28840	3074003	56752	0	2299	202	622249	0	29934017
Chhatisgarh	7343642	818079	76753	12336	162720	28304	0	1295	121	377442	0	8820692
Delhi	1009681	668256	400202	75865	225239	211006	2	21211	990	194103	0	2806555
Gujarat	6312103	5360572	1234371	177290	1783955	205541	0	25851	192	381137	0	15481012
Haryana	2752703	1555815	332621	34038	837052	96263	0	10309	255	341628	129679	6090363
Himachal Pradesh	2024103	2047838	159640	10191	470879	30146	22	1229	75	216427	0	4960550
Jammu & Kashmir	1205691	200738	57155	2769	232405	9043	0	1390	39	125421	0	1834651
Jharkhand	7105166	3764010	432697	28051	582841	40684	0	3437	0	547549	0	12504435
Karnataka	10616353	4576323	352618	150261	384012	124860	3	12751	2088	1314984	0	17534253
Kerala	8342386	4728917	336632	39682	453384	25852	298	4984	1850	465832	0	14399817
Madhya Pradesh	11252478	10575871	404748	46000	775844	60953	59	5756	361	971142	0	24093212
Maharashtra	8639808	15419200	1149272	233319	1311317	480352	0	61269	1995	1140490	0	28437022
North-East	1535429	681661	48986	5989	70549	6227	0	755	96	82563	0	2432255
Odisha	9228006	5372550	344063	36570	773606	27278	6	4165	282	513838	0	16300364
Punjab	2275739	2162738	385750	65341	911383	166841	0	9305	564	374623	0	6352284
Rajasthan	7458961	4264272	468269	57308	670815	200868	0	6433	471	738309	0	13865706
Tamilnadu	11122388	12626393	517967	202689	2231900	297087	0	14839	5139	1760601	0	28779003
Uttar Pradesh	15792782	15196982	1204730	70574	2032281	199388	0	20442	3370	1465730	0	35986279
Uttarakhand	3917650	1601716	143162	16782	339669	38185	0	2242	203	326965	8210	6394784
West Bengal	16454164	5048132	4743943	312691	2914735	146286	0	28812	0	739569	0	30388332
Telangana	11287386	3752954	222105	60401	154284	46724	0	5160	1284	461089	11616	16003003
Base P.O.	191354	229172	12038	412	817	14144	0	246	79	25090	0	473352
Total	**189800753**	**118752677**	**15326652**	**1724424**	**21250457**	**2604498**	**390**	**250003**	**21328**	**14103406**	**149505**	**363984093**

Source : Book II Section

TABLE - 27

OUTSTANDING BALANCE OF SAVINGS SCHEMES AS ON 31.03.2019

(₹ in Crore)

Circle	Savings Bank	Recurring Deposit	Time Deposit	Monthly Income Scheme	Senior Citizen	National Saving Scheme 87 & 92	Fixed Deposit	Sukanya Samriddhi Yojana	Public Provident Fund	Mahila Samriddhi Yojana	Total
Andhra Pradesh	2480.94	4825.61	5296.08	9811.07	2839.24	73.56	0.44	2815.56	2040.20	0.77	30183.47
Assam	3236.93	2382.74	1344.81	3422.79	387.35	-2.28	0.00	344.20	844.02	0.34	11960.90
Bihar	5697.10	4884.44	9543.18	7467.36	333.45	1148.49	-0.06	1003.83	1065.76	0.00	31143.55
Chhatisgarh	1700.14	2568.52	1344.91	1924.31	677.91	34.57	0.00	439.87	801.47	0.00	9491.70
Delhi	3639.44	3256.62	4645.27	6128.69	3642.68	194.69	-1.43	959.03	12509.27	0.00	34974.26
Gujarat	6291.16	2821.70	11774.39	14122.05	5784.40	-81.20	-0.14	885.82	7704.09	0.00	49302.27
Haryana	2839.69	4399.95	3884.16	3560.98	1464.52	62.07	-0.13	1522.51	3206.96	0.00	20940.71
Himachal Pradesh	3049.62	4182.15	2192.00	3293.95	547.31	10.79	0.00	646.09	1413.02	0.00	15334.93
Jammu & Kashmir	868.95	729.03	1863.49	974.38	228.07	-37.09	0.00	326.10	254.67	0.14	5207.74
Jharkhand	287.76	1148.88	2811.46	5628.56	884.59	-31.58	0.00	659.73	287.34	0.00	11676.74
Karnataka	908.71	4967.59	3226.35	6036.24	5889.71	218.38	-0.01	4472.21	4710.83	0.00	30430.01
Kerala	3389.55	8946.84	1297.08	2616.53	1508.20	45.30	0.01	1355.45	838.58	0.00	19997.54
Madhya Pradesh	6407.55	5691.07	2721.08	4080.39	1490.41	-12.01	-1.93	1023.84	1627.77	0.00	23028.17
Maharashtra	9146.66	4824.35	7951.12	27184.99	7532.87	1248.07	-0.01	2915.16	9726.75	0.00	70529.96
North-East	1253.16	1346.20	852.34	1194.10	236.68	8.47	0.01	143.83	162.72	0.28	5197.79
Odisha	3947.59	4051.41	3497.53	3753.42	1109.10	-2.39	0.06	1033.49	546.38	0.00	17936.59
Punjab	4555.02	4920.33	8431.11	6255.46	2427.68	184.38	0.00	1167.89	8684.21	0.00	36626.08
Rajasthan	4175.30	6625.96	4472.06	5855.32	1930.40	-57.21	0.00	1483.65	5585.48	0.00	30070.96
Tamilnadu	11892.49	6254.65	5349.40	10660.52	5741.56	250.83	0.00	4770.43	4679.05	0.00	49598.93
Uttar Pradesh	13336.12	13589.35	15109.03	17301.00	2302.94	96.74	-1.87	3492.07	5699.62	0.00	70925.00
Uttarakhand	2980.92	3266.44	2308.76	3211.17	727.27	-32.02	0.00	808.30	1073.59	0.00	14344.43
West Bengal	15529.76	6311.94	22920.33	47716.24	6991.23	-197.28	22.78	1244.39	4677.83	0.00	105217.22
Telangana	-2148.60	131.74	1224.92	167.13	980.22	-12.70	0.00	1065.35	276.59	0.00	1684.65
Base P.O.	133.60	279.52	230.02	289.33	48.90	8.17	0.00	68.89	109.14	0.00	1167.57
Total	**105599.56**	**102407.03**	**124290.88**	**192655.98**	**55706.69**	**3118.75**	**17.72**	**34647.69**	**78525.34**	**1.53**	**696971.17**

Source : Book II Section

TABLE - 28

DISTRIBUTION OF RURAL AND URBAN POST OFFICES AS ON 31.03.2019

(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	578	1531	958	632	1590	-	-	0	8746	147	8893	8746	147	8893	9704	779	10483
Assam	0	19	19	398	207	605	398	226	624	-	-	0	3338	49	3387	3338	49	3387	3736	275	4011
Bihar	1	31	32	635	393	1028	636	424	1060	-	-	0	7974	50	8024	7974	50	8024	8610	474	9084
Chhatisgarh	0	11	11	90	250	340	90	261	351	-	-	0	3517	28	3545	3517	28	3545	3607	289	3896
Delhi	0	12	12	5	375	380	5	387	392	-	-	0	78	69	147	78	69	147	83	456	539
Gujarat	0	33	33	635	593	1228	635	626	1261	-	-	0	7515	127	7642	7515	127	7642	8150	753	8903
Haryana	0	16	16	181	309	490	181	325	506	-	-	0	2140	48	2188	2140	48	2188	2321	373	2694
Himachal Pradesh	3	15	18	349	104	453	352	119	471	-	-	0	2311	13	2324	2311	13	2324	2663	132	2795
Jammu & Kashmir	0	9	9	88	170	258	88	179	267	-	-	0	1406	26	1432	1406	26	1432	1494	205	1699
Jharkhand	0	13	13	233	221	454	233	234	467	-	-	0	3275	37	3312	3275	37	3312	3508	271	3779
Karnataka	0	58	58	849	799	1648	849	857	1706	-	-	0	7777	166	7943	7777	166	7943	8626	1023	9649
Kerala	4	48	52	966	491	1457	970	539	1509	-	-	0	3211	343	3554	3211	343	3554	4181	882	5063
Madhya Pradesh	0	43	43	328	648	976	328	691	1019	-	-	0	7146	114	7260	7146	114	7260	7474	805	8279
Maharashtra	1	60	61	1020	1133	2153	1021	1193	2214	-	-	0	10689	97	10786	10689	97	10786	11710	1290	13000
North - East	0	9	9	196	135	331	196	144	340	-	-	0	2465	106	2571	2465	106	2571	2661	250	2911
Odisha	0	35	35	668	507	1175	668	542	1210	1	-	1	6945	59	7004	6946	59	7005	7614	601	8215
Punjab	0	22	22	332	414	746	332	436	768	-	-	0	3086	15	3101	3086	15	3101	3418	451	3869
Rajasthan	1	46	47	729	558	1287	730	604	1334	-	-	0	8949	28	8977	8949	28	8977	9679	632	10311
Tamil Nadu	1	93	94	1335	1405	2740	1336	1498	2834	-	-	0	8944	359	9303	8944	359	9303	10280	1857	12137
Telangana	2	34	36	426	380	806	428	414	842	-	-	0	4854	113	4967	4854	113	4967	5282	527	5809
Uttar Pradesh	0	72	72	892	1593	2485	892	1665	2557	-	-	0	14853	262	15115	14853	262	15115	15745	1927	17672
Uttarakhand	0	13	13	198	183	381	198	196	394	-	-	0	2316	13	2329	2316	13	2329	2514	209	2723
West Bengal	0	47	47	784	940	1724	784	987	1771	-	-	0	7157	151	7308	7157	151	7308	7941	1138	9079
Total	18	793	811	12290	12386	24676	12308	13179	25487	1	0	1	128692	2420	131112	128693	2420	131113	141001	15599	156600

Source : Planning Section

TABLE- 29

CLASSIFIED FUNCTION-WISE DISTRIBUTION OF POST OFFICES AS ON 31.3.2019					
					(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	10483	23	9982	501	9982
Assam	4011	1	624	104	3907
Bihar	9084	6	1062	239	8848
Chhatisgarh	3896	2	349	85	3811
Delhi	539	7	392	296	243
Gujarat	8903	8	7509	278	8625
Haryana	2694	2	314	192	2502
Himachal Pradesh	2795	0	2756	39	2756
Jammu & Kashmir	1699	1	267	78	1622
Jharkhand	3779	2	463	104	2995
Karnataka	9649	2	9124	525	9124
Kerala	5063	6	4146	261	4803
Madhya Pradesh	8279	5	8279	295	7984
Maharashtra	13000	7	8762	665	12335
North - East	2911	1	498	41	2875
Odisha	8215	0	1210	282	7927
Punjab	3869	1	546	224	3645
Rajasthan	10311	5	9964	346	9965
Tamilnadu	12137	15	12138	1298	10840
Telangana	5809	8	842	184	5625
Uttar Pradesh	17672	12	2557	1067	16605
Uttarakhand	2723	0	2723	107	2616
West Bengal	9079	6	1132	865	8214
Total	**156600**	**120**	**85639**	**8076**	**147849**

Source : Postal Circles

TABLE- 30

Circle	Panchayat Sanchar Sewa Kendra	Franchise Outlet	Mukhya Dak Ghar (MDG)		
PANCHAYAT SANCHAR SEWA KENDRAS, FRANCHISE OUTLET AND MUKHYA DAK GHAR AS ON 31.03.2019 (in number)					
			Rural	Urban	Total
Andhra Pradesh	12	87	1	4	5
Assam	19	16	2	18	20
Bihar	517	153	4	14	18
Chhattisgarh	2	25	0	9	9
Delhi	0	228	0	0	0
Gujarat	4	39	1	44	45
Haryana	25	96	0	10	10
Himachal Pradesh	37	14	0	0	0
Jammu & Kashmir	19	27	0	10	10
Jharkhand	40	379	0	13	13
Karnataka	2	25	0	45	45
Kerala	0	0	43	47	90
Madhya Pradesh	88	81	0	23	23
Maharashtra	45	133	3	51	54
North Eastern	11	46	2	14	16
Odisha	58	102	1	34	35
Punjab	3	61	0	6	6
Rajasthan	3	64	1	11	12
Tamil Nadu	13	92	4	23	27
Telangana	4	61	0	1	1
Uttar Pradesh	718	280	2	24	26
Uttarkhand	33	64	0	8	8
West Bengal	5	47	6	32	38
Total	**1658**	**2120**	**70**	**441**	**511**

Source : Planning Section

TABLE - 31
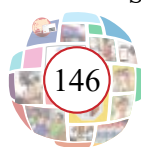
Circle	Letter Box			Post Box rented to public	Post Bag rented to public	Post Box cum Bags rented to public
LETTER BOX, POST BOX AND POST BAG AS ON 31.03.2019						**(in number)**
	Urban	Rural	Total			
Andhra Pradesh	4232	24947	29179	520	48	1
Assam	1123	11931	13054	308	5	0
Bihar	3197	19584	22781	876	81	255
Chhattisgarh	2991	12373	15364	121	1	0
Delhi	836	34	870	350	21	132
Gujarat	4496	19624	24120	3076	286	4
Haryana	1355	5323	6678	293	1	0
Himachal Pradesh	685	5828	6513	217	2	0
Jammu & Kashmir	578	3663	4241	1717	96	0
Jharkhand	1028	8850	9878	301	2	0
Karnataka	5767	23122	28889	5213	104	44
Kerala	3435	11324	14759	4450	328	105
Madhya Pradesh	4288	34121	38409	499	45	7
Maharashtra	8188	36469	44657	6571	160	21
North - East	1160	4740	5900	3438	7	0
Odisha	2491	17010	19501	259	0	0
Punjab	2686	12041	14727	724	6	1
Rajasthan	3614	23804	27418	1320	34	0
Tamil Nadu	9416	30585	40001	3903	497	41
Telangana	2752	11576	14328	366	68	40
Uttar Pradesh	6769	45691	52460	678	16	41
Uttarakhand	1794	9689	11483	379	17	0
West Bengal	4416	22615	27031	4459	181	31
Total	**77297**	**394944**	**472241**	**40038**	**2006**	**723**

Source : Planning Section and Postal Circles

TABLE - 32

Circle	Postal Divisions	Railway Mail Service Divisions	Postal Store Depots	Circle Stamp Depots	Railway Mail Service Sorting Offices	Railway Mail Service Record Offices
POSTAL AND RAILWAY MAIL SERVICE FUNCTIONAL UNITS AS ON 31.03.2019						
						(in number)
Andhra Pradesh	28	4	3	0	14	15
Assam	9	2	1	1	11	13
Bihar	23	4	2	1	17	17
Chhatisgarh	5	1	1	0	4	4
Delhi	6	3	1	1	8	3
Gujarat	25	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	8	2	1	0	10	10
Karnataka	31	3	3	1	28	25
Kerala	24	3	3	1	24	21
Madhya Pradesh	21	3	1	1	10	11
Maharashtra	41	7	4	1	47	33
North Eastern	7	0	1	0	0	0
Odisha	19	3	2	1	19	20
Punjab	13	2	1	1	9	10
Rajasthan	24	3	3	1	16	18
Tamil Nadu	43	6	5	1	42	37
Telangana	16	2	1	1	13	9
Uttar Pradesh	44	7	4	1	41	37
Uttarkhand	7	1	1	0	3	3
West Bengal	28	6	2	1	26	26
Total	**446**	**69**	**46**	**16**	**383**	**351**

Source : PE-1 Section and Mails Section

TABLE - 33

COMPLAINTS RECEIVED, SETTLED AND PENDING DURING 2018-19

(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	1379	40485	41864	38203	2322	794	403	142	3661
Assam	1154	37066	38220	35963	1716	382	153	6	2257
Bihar	1502	39028	40530	38617	1557	356	0	0	1913
Chhattisgarh	1358	17744	19102	16404	907	886	814	91	2698
Delhi	4182	208876	213058	207412	5047	589	10	0	5646
Gujarat	3109	99394	102503	93549	5901	2003	987	63	8954
Haryana	1855	150372	152227	136356	14299	1572	0	0	15871
Himachal Pradesh	251	12303	12554	12089	361	101	3	0	465
Jammu & Kashmir	1339	907	2246	1484	292	263	194	13	762
Jharkhand	191	5139	5330	3851	1452	27	0	0	1479
Karnataka	16690	361593	378283	318846	59399	34	4	0	59437
Kerala	3030	122661	125691	123801	1617	117	108	48	1890
Madhya Pradesh	5848	86944	92792	87672	3772	1148	170	30	5120
Maharashtra	8604	467837	476441	469559	3546	2289	476	571	6882
North-East	14199	27232	41431	35552	3660	1364	650	205	5879
Odisha	1435	18859	20294	17535	279	0	197	2283	2759
Punjab	1291	61581	62872	60238	2547	69	15	3	2634
Rajasthan	3555	75253	78808	75113	3296	279	118	2	3695
Tamilnadu	4709	148294	153003	144168	6345	1925	499	66	8835
Telangana	3821	59592	63413	47702	6086	4070	4730	825	15711
Uttar Pradesh	6583	195955	202538	186184	15785	535	34	0	16354
Uttarakhand	680	12497	13177	12050	826	248	43	10	1127
West Bengal	17937	123357	141294	108792	30950	1081	434	37	32502
Army Postal Service	32	272	304	155	88	44	9	8	149
Total	**104734**	**2373241**	**2477975**	**2271295**	**172050**	**20176**	**10051**	**4403**	**206680**

Source : PG Section

TABLE - 34

PHILATELY STATISTICS DURING 2017-2018 AND 2018-2019		
		(in number)
Item	2017-18	2018-19
Philatelic Bureaux	86	84
Philatelic Counters	1030	1032
Commemorative stamps released	183	93
First Day Covers released	50	49

Source : Philately Section

TABLE-35

COUNTRIES COVERED UNDER INTERNATIONAL SPEED POST SERVICE as on 27.09.2019			
1	Afghanistan	39	Hungary
2	Argentina	40	Iceland
3	Australia	41	Indonesia
4	Austria	42	Iran
5	Bahrain	43	Ireland
6	Bangladesh	44	Israel
7	Barbados	45	Italy
8	Belarus	46	Japan
9	Belgium	47	Jordan
10	Bermuda	48	Kazakhstan
11	Bhutan	49	Kenya
12	Botswana	50	Korea (Republic)
13	Bosnia and Herzegovina	51	Kuwait
14	Brazil	52	Latvia
15	Brunei Darussalam	53	Lithuania
16	Bulgaria	54	Luxembourg
17	Cambodia	55	Macao
18	Canada	56	Malawi
19	Cape Verde	57	Malaysia
20	Cayman Islands	58	Maldives
21	China (People's Republic)	59	Mauritius
22	Cuba	60	Mexico
23	Cyprus	61	Mongolia
24	Denmark	62	Morocco
25	Ecuador	63	Namibia
26	Egypt	64	Nauru
27	El Salvador	65	Nepal
28	Eritrea	66	Netherlands
29	Estonia	67	New Zealand
30	Ethiopia	68	Niger
31	Fiji	69	North Macedonia
32	Finland	70	Norway
33	France	71	Oman
34	Georgia	72	Pakistan
35	Germany	73	Panama
36	Ghana	74	Papua New Guinea
37	Greece	75	Philippines
38	Hong Kong	76	Poland

COUNTRIES COVERED UNDER INTERNATIONAL SPEED POST SERVICE as on 27.09.2019			
77	Portugal	89	Switzerland
78	Qatar	90	Taiwan
79	Romania	91	Tanzania
80	Russian Federation	92	Thailand
81	Saudi Arabia	93	Tunisia
82	Senegal	94	Turkey
83	Singapore	95	Uganda
84	South Africa	96	Ukraine
85	Spain	97	United Arab Emirates
86	Sri Lanka	98	United Kingdom (United Kingdom of Great Britain and Northern Ireland)
87	Sudan	99	United States of America
88	Sweden	100	Vietnam

FOR DOCUMENTS ONLY	
1	Democratic Republic of Congo (Zaire)
2	Guyana
3	Iraq
4	Nigeria
5	Rwanda
6	Yemen

Source : DA Section

TABLE 36

	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	

Source : Estates Section

TABLE 37

DEPARTMENTAL AND RENTAL BUILDINGS AS ON 31.03.2019

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	169	7	12	1346	23	10	72	1	1	188	1379	75
Telangana	150	14	1	628	9	0	73	1	0	165	637	74
Assam	161	11	0	441	13	0	23	8	0	172	454	31
Bihar	178	2	7	774	21	0	100	0	0	187	795	100
Chhattisgarh	43	0	2	285	4	1	23	0	0	45	290	23
Delhi	121	2	6	208	7	0	38	0	0	129	215	38
Gujarat	286	3	7	946	17	2	26	0	0	296	965	26
Daman & Dadra Nagarhaveli (UT)	3	0	0	3	0	0	0	0	0	3	3	0
Diu (U/T)	0	0	0	1	0	0	0	0	0	0	1	0
Haryana	83	0	0	359	12	0	65	1	0	83	371	66
Himachal Pradesh	77	1	5	376	6	3	21	0	0	83	385	21
Jharkhand	66	2	0	342	17	1	54	0	0	68	360	54
Jammu & Kashmir	33	1	1	202	0	1	25	0	0	35	203	25
Karnataka	387	11	22	1247	13	6	73	0	0	420	1266	73
Kerala including Lakshadweep	251	4	3	1210	21	15	47	0	0	258	1246	47
Madhya Pradesh	190	2	3	729	3	0	100	2	0	195	732	102
Maharashtra	363	41	15	1630	66	38	178	12	19	419	1734	209
Goa	15	3	1	80	0	2	9	1	0	19	82	10
Meghalaya	19	0	2	34	0	0	14	0	0	21	34	14
Mizoram	12	0	0	24	0	0	3	0	0	12	24	3
Manipur	8	0	0	45	0	0	3	0	0	8	45	3
Nagaland	11	0	0	26	0	0	6	0	0	11	26	6
Arunachal Pradesh	23	0	0	12	0	0	14	0	0	23	12	14
Tripura	21	0	0	50	0	0	12	0	0	21	50	12
Odisha	148	7	73	956	15	0	106	0	0	228	971	106
Punjab	108	1	5	484	12	1	82	0	0	114	497	82
Chandigarh	30	0	1	45	0	0	18	0	0	31	45	18
Rajasthan	342	13	7	853	23	0	140	4	0	362	876	144
Tamil Nadu	284	6	3	2175	32	6	76	0	0	293	2213	76
Pondicherry	9	0	0	69	0	0	4	0	0	9	69	4
Uttar Pradesh	308	15	5	2032	41	5	206	0	0	328	2078	206
Uttarakhand	51	0	0	305	1	0	42	0	0	51	306	42
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	4176	156	219	19294	368	112	1773	41	22	4551	19774	1836

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"
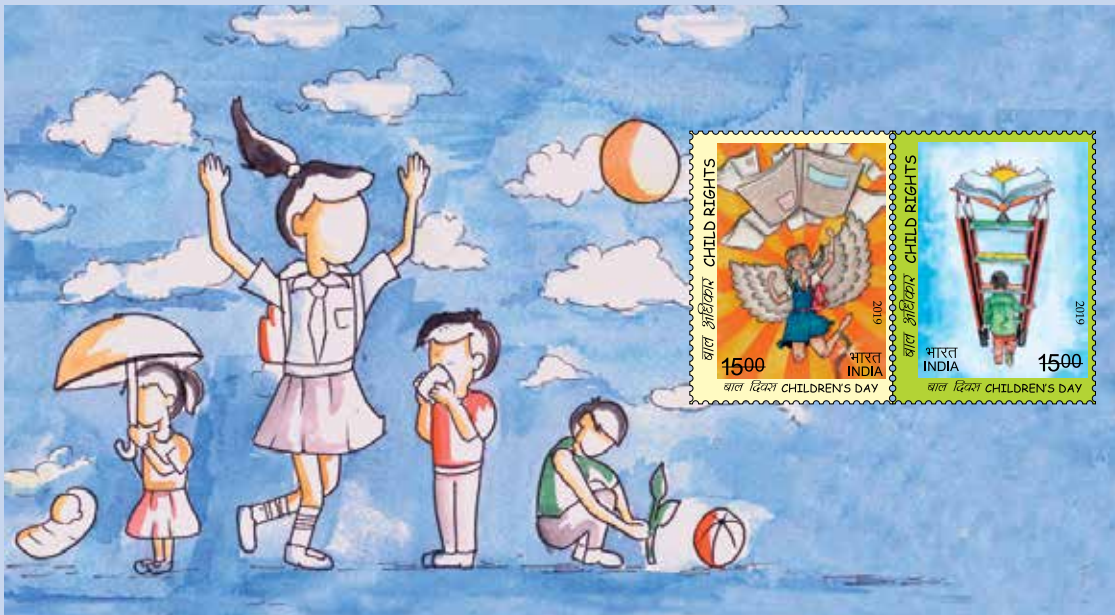
Source : Estates Section

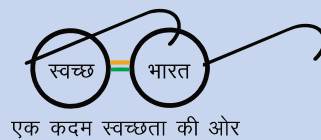Newly Constructed Post Office building at New Town, Kolkata

भारतीय फैशन - साड़ी के विविध रूप : श्रृंखला 2

Indian fashion- Sari in myriad forms: Series 2

बाल अधिकार CHILD RIGHTS   बाल दिवस CHILDREN'S DAY