



# Annual Report 2017-18



Department of Posts

भारतीय डाक



India Post



Shri Narendra Modi, Prime Minister of India with Prime Minister of Belarus on release of Joint issue of Republic of India and Republic of Belarus celebrating 25 years of establishing diplomatic relationship on 12<sup>th</sup> September, 2017.

# **ANNUAL REPORT 2017-18**



**Department of Posts  
Ministry of Communications  
Government of India**





Release of Commemorative Postage Stamp on establishment day of Jharkhand by Shri Ram Nath Kovind, President of India, on 15<sup>th</sup> November, 2017



Inauguration of Parcel Processing Centre at Peenya, Bengaluru on 30<sup>th</sup> November, 2017 by Shri Manoj Sinha, Union Minister of State for Communications (I/C) and Railways.



Chapter	Content	Page No.
Chapter 1	An Overview	9
Chapter 2	Organisation	17
Chapter 3	IT Modernization Project	23
Chapter 4	Postal & Mail Operations	27
Chapter 5	Premium Services	35
Chapter 6	Rural Business	45
Chapter 7	International Business and Cooperation	51
Chapter 8	Financial Services	59
Chapter 9	Financial Management	69
Chapter 10	Philately	75
Chapter 11	Human Resource Development	83
Chapter 12	Estates Management	97
Chapter 13	Development Activities in North Eastern Region	101
Chapter 14	Issues of General Importance	111
Chapter 15	Public Grievances	117
Chapter 16	Vigilance Administration	123
Annexure 1	Audit Observations of C & AG	127
Annexure 2	Audit Report Paras Pending	128
Appendix	Other Statistical Tables	131





Table No.	Content	Page No.
1	Mail Traffic	28
2	Profile of Savings Bank Schemes	59
3	Performance of Postal Life Insurance/Rural Postal Life Insurance	62
4	Rate of Bonus on Postal Life Insurance/Rural Postal Life Insurance	63
5	Claims Settled in Postal Life Insurance/Rural Postal Life Insurance	63
6	PMLA Statistics	65
7	Revenue and Expenditure	69
8	Recovery of Working Expenses on Account of Agency Services	70
9	Funds Surrendered and Savings	70
10	Average Cost and Average Revenue in Various Postal Services	71
11	Customized My Stamps printed	77
12	Personalised My Stamps printed	77
13	Stamps released during the period 1 <sup>st</sup> April ,2017 to 31 <sup>st</sup> December, 2017	78
14	Personnel : Actual Strength	88
15	Number of Employees : Scheduled Castes/Tribes	90
16	Number of Employees : Ex-servicemen, Differently Abled Ex-servicemen & Women	91
17	Annual Return on Cases of Sexual Harassment during the period from April, 2016 to March, 2017.	93
18	Average Population and Average Area served per Post Office in North Eastern Region	101
19	Plan Expenditure in North Eastern Region	102
20	Major Development Activities in North Eastern Region	102
21	Training in North Eastern Region	108
22	Number of Postal Dispensaries	112

Table No.	Content	Page No.
<b>Appendix: Other Statistical Tables</b>		
23	Postal Network at a Glance in the Country	131
24	Registered and Unregistered Mail Traffic	132
25	Article-wise Mail Traffic	133
26	Inland Money Orders Issued	134
27	Indian Postal Orders Sold	135
28	Accounts of Savings Schemes	136
29	Outstanding Balance of Savings Schemes	137
30	Distribution of Post Offices	138
31	Classified Function-wise distribution of Post Offices	139
32	Panchayat Sanchar Sewa Kendras, Franchise Outlet and Mukhya Dak Ghar	140
33	Letter Box, Post Box and Post Bag	141
34	Postal and Railway Mail Service Functional Units	142
35	Human Resources Trained under Plan Scheme	143
36	Complaints received, Settled and Pending	144
37	Philately Statistics	145
38	Countries covered under International Speed Post Service	146
39	List of Departmental Heritage Buildings	148
40	Departmental and Rental Buildings	149



# An Overview



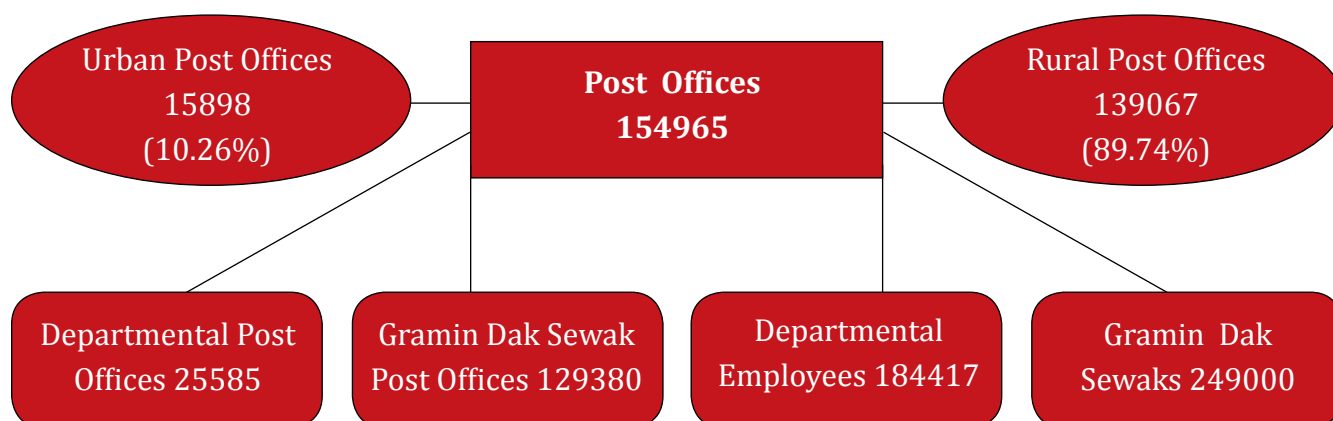


## AN OVERVIEW

**1.1** The Department of Posts, with its network of 1,54,965 Post Offices, is the largest postal network in the world. The beginnings of this vast postal network can be traced back to the year 1727 when the first Post Office was set up in Kolkata. Subsequently, General Post Offices (GPOs) were also set up in the then three Presidencies of Kolkata (1774), Chennai (1786) and Mumbai (1793). To bring some uniformity amongst the then Post Offices, the Indian Post Office Act of 1837 was enacted. This Act was followed by the more comprehensive Indian Post Office

Act of 1854. The Act reformed the entire fabric of the postal system and its provisions granted the monopoly of carrying mail in the British territories in India to the Indian Post Offices. The present postal system in India thus came into existence with the Indian Post Office Act of 1854. In the same year, Railway Mail Service was introduced as also the Sea Mail Service from India to Great Britain and China. Thereafter, the India Post Office Act of 1898 was passed which regulated the postal services in the country.

### Department of Posts – The Last Mile Reach as on 31.03.2017



On an average, 7753 people are served by a Post Office in the country; in rural areas, a Post Office serves 5995 people, and in urban areas, a Post Office serves 23720 people.

Average area served by a Post Office is 21.56 sq.km.

## **VISION**

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

## **MISSION**

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

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

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

**1.5** While the core activity of the Department is processing, transmission and delivery of mail, there are also a diverse range of retail services undertaken by the Department, which include money remittance, banking, as well as, insurance. Of late, the Department has undertaken the disbursement of the social benefit payments, such as MGNREGA and social security pension schemes. To meet the developments and challenges of the new environment where the mail is seeing a decline the world over, the services provided by the Department of Posts are being upgraded, diversified and new services being introduced in consonance with customer expectations. A major IT Induction and Modernization Project is currently being implemented in the Department with focus on - Business process re-engineering and improving operational efficiency of the Department.

## **CONSTITUTIONAL AND LEGAL PROVISIONS**

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

**1.7** An amendment in Section 7 of the Indian Post Office Act, 1898 was approved by the Parliament through Financial Bill, 2017 whereby the powers to modify rates & tariff of the basic Postal services contained in

the First Schedule of Indian Post Office Act, 1898, which was earlier with the Parliament, has now been delegated to Ministry of Communications.

## **IT MODERNIZATION PROJECT**

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

**1.9** Digital India Programme is a flagship programme of Government of India launched in 2014 with a vision to transform India into a digitally empowered society and knowledge economy. The thrust of the Digital India Programme is digital empowerment of the citizens of India. Department of Posts has been entrusted to transform the Post Offices into multi service centres. The Department is digitizing all the 1,54,965 Post Offices including 1,29,380 Gramin Dak Sewak Post Offices. The digitized Post Office shall work as multi service centre and become the nodal centre for the dissemination of information vis-à-vis government policies; disbursement of social security benefits; and financial inclusion. These Post Offices will offer a digital means of communication, carrying physical goods and money transfers.

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

**1.10** The implementation of DARPAN Project with Core Banking Solution (CBS) will enable Department of Posts to rollout various social sector schemes on behalf of the Central and State governments through a network of 1.29 lakh Branch Post Offices in the rural areas. Rural Branch Post Offices will be provided with a Hand Held Device enabled with biometric identification and Micro ATM functionality to perform various financial and postal transactions. As on 17<sup>th</sup> January, 2018, 51361 Branch Post Offices have been covered under DARPAN Project.

## **CORE BANKING SOLUTION (CBS) PROJECT**

**1.11** The Core Banking Solution (CBS) Project is bringing in facilities of ATM banking, Internet Banking and Mobile Banking to Post Offices Savings Bank (POSB) customers 24×7 along with the facilities of National Electronic Fund Transfer (NEFT) and Real Time Gross Settlement (RTGS).

## **PRODUCTION AND FULFILLMENT CENTER**

**1.12** A Production and Fulfillment Center has been set up at Dak Bhawan, New Delhi to take India Post philatelic market to a higher level. E-post office, an e-commerce portal of India Post, was opened to global customers on 9<sup>th</sup> October, 2017 for sale of commemorative stamps, philatelic ancillaries etc.

## **INDIA POST PAYMENTS BANK**

**1.13** IPPB got incorporated as a Public Limited Company with 100% GOI equity under Department of Posts on 17<sup>th</sup> August,



2016. Two branches were launched on 30<sup>th</sup> January, 2017 at Ranchi in Jharkhand and Raipur in Chhattisgarh in collaboration with Punjab National Bank. The IPPB is targeted to launch its other branches by 31<sup>st</sup> March, 2018.

#### **Vision of India Post Payments Bank**

- Building most accessible, affordable and trusted bank for common man
- Spearheading Financial Inclusion agenda for under-banked populace.

**1.14** Leveraging the reach of the Department of Posts, IPPB aims to be the largest payments bank for the common man. It will leverage the trust which the India Post enjoys in the minds of the public, coupled with the simple, affordable and convenient digital solutions it will offer to the rural population using Door Step (assisted) Banking through the Gramin Dak Sevaks (GDS), Postal Assistants and across the Post Office counters.

#### **Channels of India Post Payments Bank**

- a) Counter Operations
- b) ATMs / Micro ATMs
- c) Doorstep, Mobile & Internet Banking, Aadhaar Based Payments
- d) Pre-paid instruments such as mobile wallets, PoS, MPoS etc.
- e) USSD / UPI etc

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

**1.16** With the introduction of IPPB, Post Office savings Bank (POSB) accounts will be linked to IPPB which will enable them for RTGS & NEFT and other online modes of payments. Similarly, POSB will complement IPPB accounts by becoming a sweep-out destination for accounts which have balances above ₹ 1 lakh at end of the day. IPPB will also compliment e-commerce business of DoP by facilitating e-commerce payments.

**1.17** The DOP-IPPB system integration will link lakhs of POSB accounts which are currently working in a closed loop system to banking world providing complete interoperability. This will enable POSB customers to enjoy internet banking, mobile banking, electronic fund transfers, online bill payments, digital payments etc. across the spectrum of banks 24x7.



Symposium on Implementation of India Post Payments bank 15-16 December, 2017, New Delhi



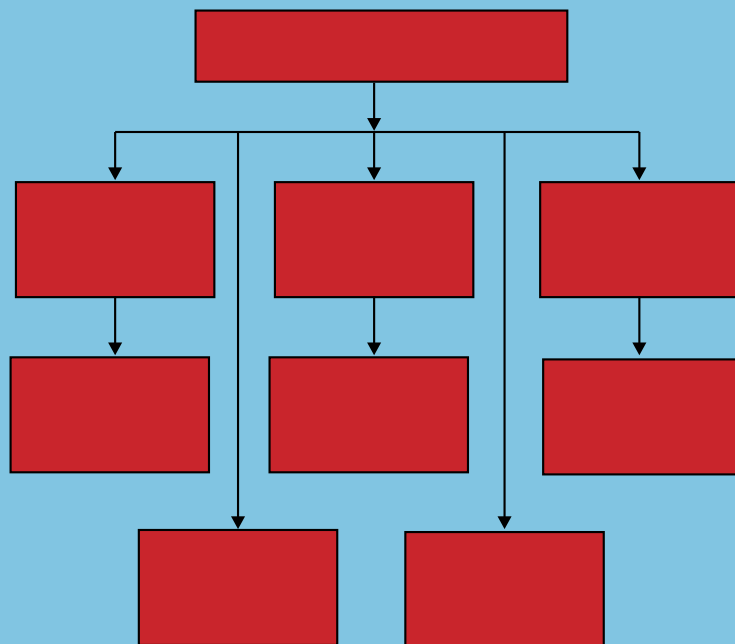


Launch of New Products by India Post on World Post Day, 9<sup>th</sup> October, 2017



Launch of redesigned uniform for postman, postwoman and MTS on 29<sup>th</sup> January, 2018

# Organisation







# ORGANISATION

## ORGANISATIONAL STRUCTURE

**2.1** The Department of Posts under the Ministry of Communications has Minister-in-charge in the Cabinet with Independent Charge. The Department is headed by the Secretary, Department of Posts and Chairperson, Postal Services Board. The Director General, 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 and six Members. The Joint Secretary and Financial Advisor (JS&FA) is an invitee to the Board. The six members of the Board look after areas of Personnel Management, Postal Operations, Technology Induction & Implementation, Postal Life Insurance & Investment of Postal Life Insurance Funds, Human Resources Development & Planning and Banking & DBT. Director General Postal Service and Additional Director General (Co-ordination) are permanent invitees to the Postal Services Board. The Joint Secretary and Financial Advisor 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. Senior Deputy Director General (Post Bank of India) and the two Chief General Managers viz, CGM, (Business

Development & Marketing) and CGM, (Postal Life Insurance) and Deputy Directors General, Directors and Assistant Directors General of the Department provide necessary support to the Board.

## 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/Railway Mail Service). 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 as Head, Sub and Branch Post Office. Branch Post Offices are mostly located in rural areas and are manned by Gramin Dak Sevaks. The Sub Post Offices are Departmental Offices located in both rural and urban areas. Head Post Offices are located in important towns and cities mostly at district levels.

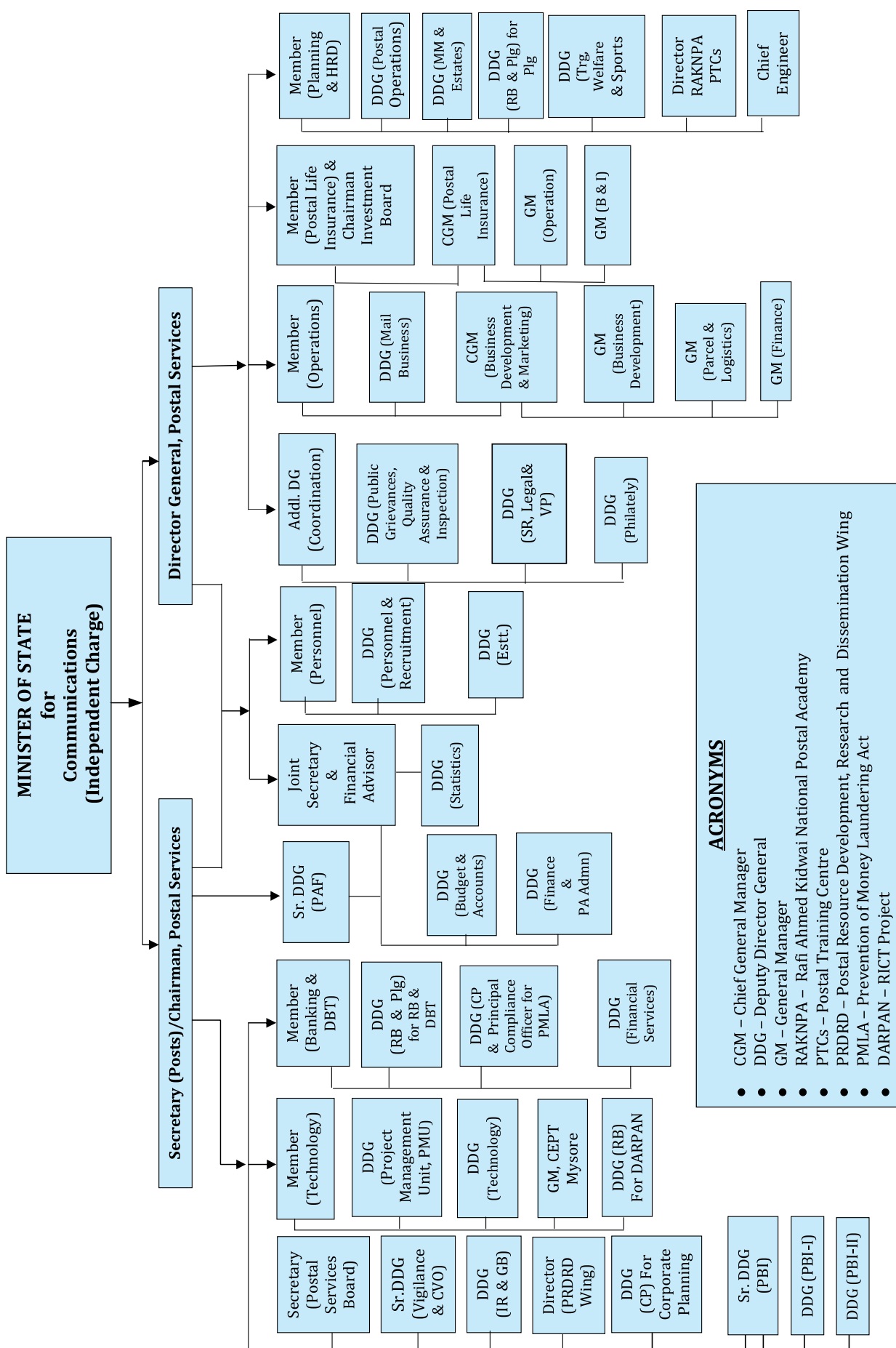
## ARMY POSTAL SERVICE CORPS

**2.5** Apart from the 23 Circles, there is a separate wing called the Army Postal Services (APS) to take care of postal needs of the Armed

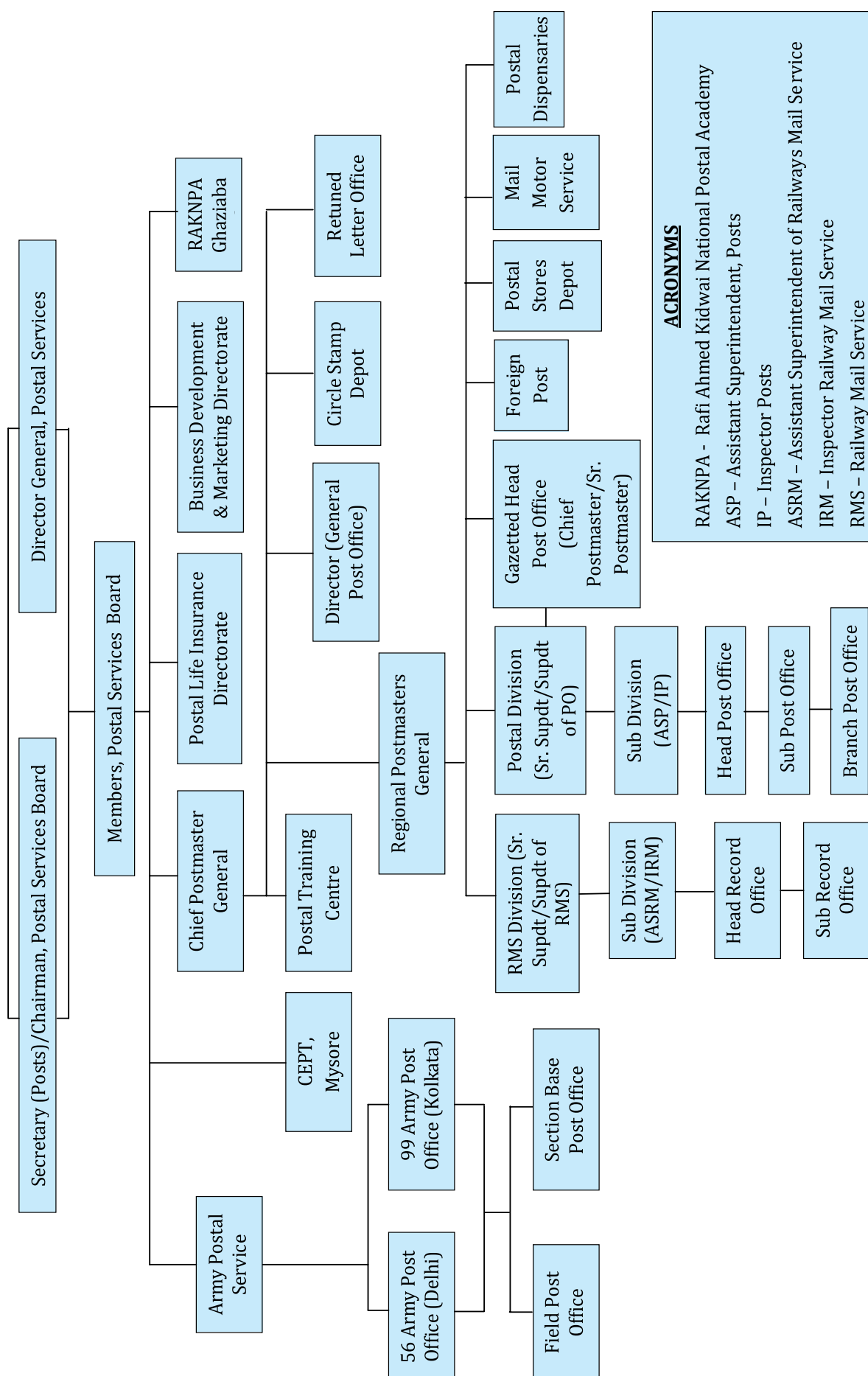
Forces. The APS is designated as another Circle called the Base Circle. It is headed by the Additional Director General, Army Postal Service in the rank of Major General. Officers' cadre of Army Postal Service is drawn on

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 DIRECTORATE – ORGANISATIONAL



## Department of Posts – Functional Units



# 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 crores. The Project aims at transforming the operational efficiency of Department of Posts along with improving the service delivery of its operational and administrative units through upgraded technology and connectivity.

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

**3.2.1** Networking of all 1,54,965 post offices covering the remotest parts of the country enables tracking and tracing of all kinds of accountable mail and parcels in the country, besides providing real-time information to facilitate customer feedback and management functions. As part of the Network Integrator stream of the Project, 28108 locations have been networked under Wide Area Network (WAN) as on 10<sup>th</sup> December, 2017.

**3.2.2** The Primary Data Centre has been commissioned at Navi Mumbai and is operational from 03<sup>rd</sup> April, 2013. Disaster Recovery Centre has been established at Mysuru on 15<sup>th</sup> May, 2015.

**3.2.3** The Financial Systems Integrator stream of the Project aims at computerizing the Savings Bank and Postal Life Insurance (PLI) operations of the Department through one central platform. As on 10<sup>th</sup> December, 2017 Core Banking Solution has been made

operational in 23463 Post Offices and 991 ATMs have been commissioned. The ATMs have also become inter-operable with those of the Banks since 30<sup>th</sup> December, 2016. In respect of Postal Life Insurance (PLI), Core Insurance Solution (CIS) has been rolled out in 25,566 Post Offices.

**3.2.4** The Core Systems Integrator (CSI) stream of the Project aims at computerizing through one central platform all the postal, mail and counter operations of the post offices, apart from implementing computerization of finance & accounts and HR functions of the Department. CSI has been rolled out in 65 Divisions and 25 other related offices including pilot, as on 10<sup>th</sup> December, 2017.

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

**3.2.6** The Mail Operations Hardware stream of the Project aims at supply of required hardware to Mail Offices and handheld devices to departmental Postmen. The procurement of Gen Sets (742) and computers (867) have been completed. Further, 622 UPS and 563 Weighing Scales have been supplied to Mail Offices across the country.

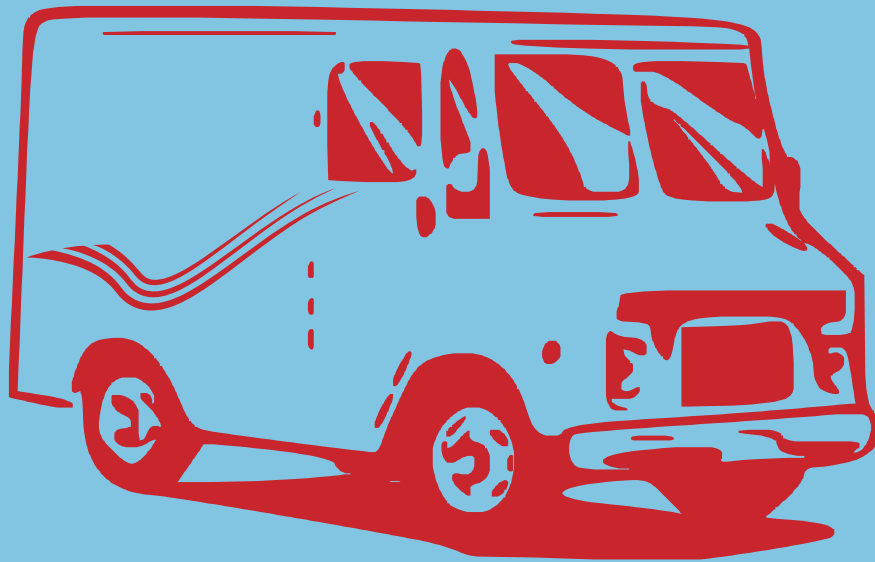
**3.2.7 Rural ICT Project** aims at computerizing 1,39,067 rural Branch Post Offices in the country by supplying computer hardware, other peripherals, solar charging devices and providing network connectivity,

development and deployment of software for MGNREGS, eMO etc. to them. As on 10<sup>th</sup> December, 2017, total 40657 Branch Post Offices have been rolled out under RICT Project.



Prize distribution for naming of Digital Advancement of Rural Post Office for a New Rural India (DARPAN) on 21<sup>st</sup> December, 2017 by Sh. Manoj Sinha, Union Minister of State for Communications [I/C] and Railways.

# Postal & Mail Operations







## POSTAL & MAIL OPERATIONS

**4.1** India has the largest Postal Network in the world with 1,54,965 Post Offices of which 1,39,067 (89.74%) are in the rural areas. At the time of independence, there were 23,344 Post Offices, which were primarily in the urban areas. The Postal network has thus registered a seven-fold growth since independence, with the focus of this expansion primarily being in the rural areas. On an average, a Post Office serves an area of 21.56 Sq. Km. and a population of 7,753 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.

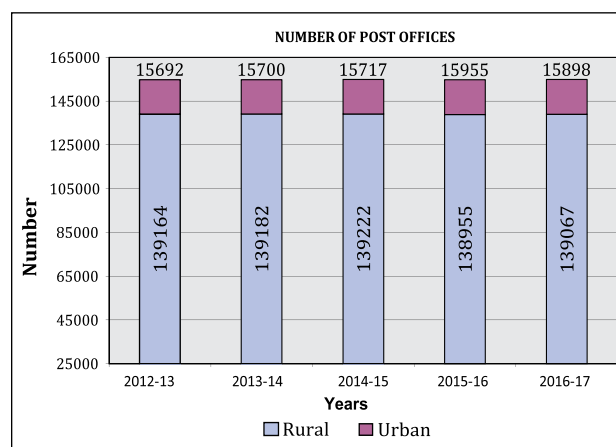
**4.3** During the current financial year (2017-18), the Circles have been given targets for opening of 105 Sub-Post Offices (SOs) and 104 Branch Post Offices (BOs) (by relocation/redeployment), 200 franchise outlets and provision for basic infrastructural equipments to 6,319 rural BOs, installation of 21,806 letter boxes in rural areas, installation of 11,880 signages and embedding 6231 cash chests in rural BOs.

**4.4** In addition to the above, the Department is opening 1,789 new BOs during 2017-18 at Gram Panchayat headquarter villages having no post offices within a distance of 3 Kms in the 35 worst affected Left Wing Extremism (LWE) districts. This

will be 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, with 1,54,965 Post Offices, 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. 2345 franchise outlets and 2161 postal agents under the franchise scheme and 2049 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 2012-2013, year-wise, is shown in the following graph:



## MAIL VOLUME

**4.7** Comparative statistics of mail traffic handled during 2016-2017 as compared to the previous year is given in Table-1.

<b>TABLE 1</b> <b>MAIL TRAFFIC DURING 2015-2016</b> <b>AND 2016-2017</b> (In Crore)			
<b>Category</b>	<b>2015-2016</b>	<b>2016-2017</b>	<b>Increase/Decrease (in percentage)</b>
Registered	19.83	18.34	(-)7.51
Unregistered	561.49	552.66	(-) 1.57
Premium Products *	42.72	47.87	12.06
<b>Total</b>	<b>624.04</b>	<b>618.87</b>	<b>(-) 0.83</b>

\*Speed Post and Express Parcel Post

## PARCEL NETWORK OPTIMISATION PROJECT

**4.8.1** The proportion of parcels in mail volumes has been steadily increasing in recent years. The Department of Posts has formulated a plan to restructure its parcel network, systems and processes in order to provide a reliable distribution channel for e-commerce shipments and other parcels.

**4.8.2** Accordingly, the Parcel Network Optimization Project (PNOP) has been conceptualized to define a new network structure, redesign operational processes, develop an effective performance management system and develop an optimal delivery mechanism for parcels.

**4.8.3** Standardized equipment has also been designed and is being provided to parcel processing centres to improve parcel handling capacity aided by revised operational processes.

## DEVELOPMENT OF ROAD TRANSPORT NETWORK

**4.9** In order to ensure safe and secure transmission of Speed Post articles and parcels, particularly e-commerce articles, a scheme named the 'Development of Road Transport network' has been undertaken by the Department. Under the scheme, 42 routes have been made functional. Alternate/additional routes, which can be operationally advantageous for transmission of mail are also being identified continuously.

## AUTOMATED MAIL PROCESSING CENTRES

**4.10** In order to expedite mail particularly letters and packets processing, Department has established Automated Mail Processing Centres (AMPCs) in Delhi and Kolkata. Each centre is equipped with a Letter Sorting Machine (LSM) and a Mixed Mail Sorter (MMS) 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

**4.11** Traditionally, the delivery updation for various accountable articles takes place in an off-line mode and the delivery information is updated in the tracking report, only after the postmen feeds it in the system after completing his/her beat for the day. In order to overcome the above challenges, the Department has developed and introduced the Postman Mobile Application (PMA), an android based mobile application.

The PMA is being used by the delivery staff for delivering various accountable articles such as Speed Post, Express Parcel, Business Parcel and Regd. Post, including COD parcels and for capturing and updating delivery information in real time after taking electronic acquittance of delivery from customers. As of now the application is being run on about 15000 smart phones supplied to postmen and will be extended to the entire country shortly.

## **MECHANIZED DELIVERY OF PARCELS**

**4.12** The rapidly increasing volume of parcels especially e-commerce parcels puts a huge stress on last mile delivery due to the weight and volumetric nature of parcels. Accordingly, the Department has undertaken centralized delivery of parcels through mechanized means from the identified nodal delivery centres. Under the system, 3-4 adjoining delivery POs are being served through an identified nodal delivery centre. So far, nodal mechanized parcel deliveries have been introduced in metro cities, state capitals and other important cities.

## **MAIL MOTOR SERVICE**

**4.13.1** Mail Motor Service (MMS) came into existence in the year 1944. The functions of the MMS include conveyance of mail between post offices, RMS offices, TMOs, railway stations, airports, sea ports, conveyance of cash, pickup and delivery of speed / bulk mail etc. In addition to above, the MMS schedules are operated for Logistic Post services in cities like Hyderabad, Bangalore, Delhi, Mumbai and Chennai. MMS workshops have

been established to attend to the repairs and maintenance of MMS vehicles, staff cars and inspection vehicles.

The MMS is responsible for operation and maintenance of 1278 mail motor vehicles. 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

**4.13.2** In addition to these, 204 vehicles were recently purchased for all Postal Circles under the Quality of Service Fund (QSF) project for “Expediting International Mail Delivery in Major Cities” funded by QSF Board of Universal Postal Union (UPU).

**4.13.3** The Postal Service Board in its 17<sup>th</sup> meeting held on 29.12.2016 decided that the powers for condemnation, approval and placing of orders should be fully delegated to the Heads of Circles. Accordingly, powers are now fully delegated to Heads of Circles for condemnation and replacement of Mail Motor Operative vehicles, which fulfil the norms of condemnation either through purchase of new vehicles or through outsourcing. Similarly, powers have also been delegated to Heads of Circles for a period of one year from 01.04.2017 to 31.03.2018 for condemnation and replacement either through purchase of new staff cars/Inspection vehicles or through outsourcing. Extension of these powers beyond the period is under consideration.

**4.13.4** Recently the design of Mail Motor vans has been modified as “closed container type” rear compartment with a view to improve transportation and ensure security of mail.

## PROJECT ARROW

**4.14.1** “Project Arrow”, was conceptualized by the Department of Posts in 2008 with the objective to make a visible difference in the working of Post Offices by improving and upgrading the core business areas as well as improving the “Look and Feel” of Post Offices. It aims at improving the quality of services offered by post offices in both urban and rural areas. It seeks to provide IT enabled services through post offices and strives to make post offices “a window to the world” for the common man.

**4.14.2** By the end of 2016-17, 3274 Post Offices have been covered under ‘Look & Feel’, while maintenance work has been carried out in 1087 Post Offices under ‘upkeep’ activity. In the FY 2016-17, 31 Post Offices have been covered under ‘Look & Feel’ activity while maintenance work has been carried out in 416 Post Offices.

### 4.14.3 The Components

Modernize ‘Look & Feel’ – with focus on Branding, Information Technology, Human Resource and Infrastructure.

#### 4.14.4 “Look and Feel”

Infrastructure	Standardization of interiors and exteriors of identified Post Offices to ensure uniform branding for easier visibility.
----------------	---

### 4.14.5 Advantages from Project Arrow

- ✓ Upgrade appearance of Post Offices under “Look & Feel” to establish a branded identity.

## INSTANT MONEY ORDER (IMO)

**4.15** Instant Money Order (iMO) is an online domestic money transmission service which is instant, convenient, reliable and affordable. This service is intended for people requiring instant money remittance. This service enables the customer to quickly transmit money from any of the post offices providing iMO service. Under this service, a person can send an amount from ₹ 1,000 up to ₹ 50,000 in one transaction. Money will be disbursed to the payee at any of the designated iMO Post Offices in India on presentation of a 16 digit iMO number and a photo identity proof. At present, iMO service is available in 16,977 Post Offices across the country.

## ELECTRONIC MONEY ORDER (EMO)

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

## ELECTRONIC INDIAN POSTAL ORDER (EIPO)

**4.17.1** eIPO service has been introduced by Department of Posts on 9<sup>th</sup> October, 2017 as a pilot, for the IPOs of ₹ 10/-, ₹ 20/-, ₹ 50/- & ₹ 100/-, for all purposes like fee for seeking information under RTI Act, 2005,

fee payment to educational institutions, online registration for Cable Operators, fee submission to Tribunals etc. Earlier, the eIPO service was available for IPO of ₹ 10/-, which could be utilized only for seeking information under RTI Act, 2005.

**4.17.2** In this service, a customer does not require to visit Post Office premises for purchasing Indian Postal Orders (IPOs). Now, he/she can purchase IPOs online in the form of eIPO from his home, office etc. as per his/her convenience by paying the fee through Debit Card/ Credit Card or Net Banking.

**4.17.3** At present, the service has been launched as a Pilot project in Bihar, Delhi & Karnataka Circles and soon will be extended across the country on the basis of outcome of the Pilot.

### **JEEVAN PRAMAAN CENTRES (JPC)**

**4.18** Jeevan Pramaan is a biometric enabled digital service for pensioners, which was introduced on 30<sup>th</sup> June, 2015. In this service,

all life certificates submitted manually by the pensioners are now being submitted digitally by using Aadhar number. These Jeevan Pramaan Centers are functioning across the country and in all the 810 Head Post Offices of the country.

### **MOBILE MONEY TRANSFER SERVICE (MMTS)**

**4.19** DOP launched Mobile Money Transfer Service in March, 2012. This enables instant money transfer from one place to another place using mobile, through Indian Post Offices. The consumer just needs to have a mobile while the actual transmission of the money is initiated by the Postal Assistant, using his/her special handset. The process for money transfer is very simple to understand and follow. The remitter (sender) can submit money (Cash In) at any of the covered post office and automatically, the amount is transferred to a central position, which can be collected by recipient customer (Cash Out) from any of the covered Post Offices.

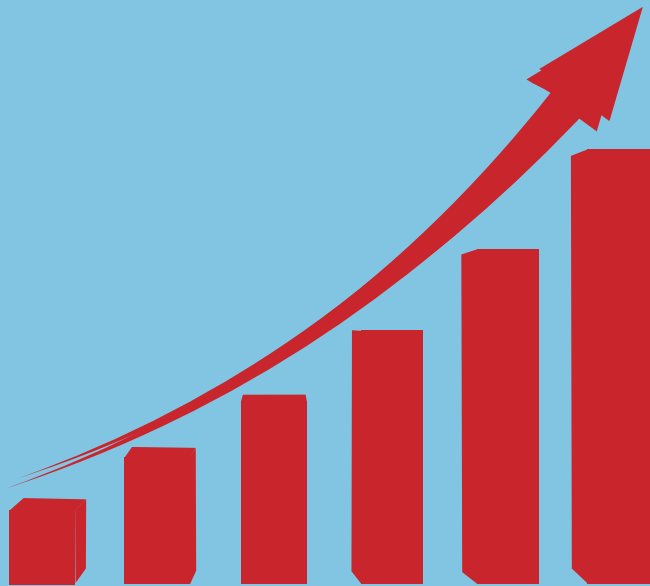




Launch of Postman Mobile App at Ranchi by Shri Manoj Sinha,  
Union Minister of State for Communications (I/C) and Railways



# Premium Services





## PREMIUM SERVICES

**5.1** Department of Posts, with its vast network of post offices, continuously strives to be a customer service-centric organization. The post office as a one stop shop provides a range of utility services to the customers and offers convenience and affordability at the door steps of the common man. In addition to meeting its social obligations, Department of Posts, with the aim to generate revenue, has introduced a number of business products and services like Speed Post, Express Parcel, Business Parcel, Retail Post, e-post, e-payment, e-post office, Logistics Post, Business Post, etc. To provide a greater impetus to these business activities, Department of Posts set up a Business Development Directorate in 1996. It was reorganized as Business Development and Marketing Directorate in the year 2004-05, to provide a better focus on marketing. Business Development and Marketing Directorate is headed by a Chief General Manager and dedicated Business Development and Marketing Divisions have also been created in the Circles, Regions and Divisions.

### SPEED POST

**5.2.1** Speed Post was started in August 1986 and provides time-bound and express delivery of letters and parcels weighing upto 35 kg between specified stations within the country. It is the flagship product of Department of Posts and is the market leader in the domestic express industry with monthly volume of more than 4 crore articles. Speed Post is booked in almost all the departmental post

offices in the country. The delivery facility of Speed Post is available across the country.

**5.2.2** Speed Post offers time bound and assured delivery of letters, documents and parcels weighing upto 35 Kg across the country. Delivery norms are fixed taking into account the fastest available mode of transport between stations.

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

**5.2.4** Insurance is also provided as an add-on service for Speed Post articles. Articles can be insured for value of up to ₹ 1 lakh. Round the clock Speed Post booking facility is available in selected post offices in some major cities.

**5.2.5** In the unlikely event of delay in delivery of domestic Speed Post articles beyond the norms determined by the Department of Posts from time to time, the Speed Post fee paid by the customer is refunded as compensation.

**5.2.6** In the event of loss of domestic Speed Post articles or loss of its contents or damage to the contents, double the amount of Speed Post charges paid by the customer or

₹ 1,000/-, whichever is less is refunded as compensation.

#### **Value additions under Speed Post**

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

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

### **BUSINESS POST**

**5.3.1** Department of Posts introduced 'Business Post' service in 1996 to offer a comprehensive solution to corporate/ Government Organizations /PSUs and other corporate houses for their pre-mailing requirements. Besides bringing in additional revenue, this activity is meeting the need of corporate and bulk customers. This is the second highest revenue earner in the BD segments after Speed Post.

**5.3.2** 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.

**5.3.3** Business Post services are available in Business Post Centre at major post offices across the country. The services include home/office collection, insertion, sealing, addressing, franking, special handling, etc.

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

### **DIRECT POST**

**5.4.1** 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 now constitutes a predominant portion of mail traffic handled by Postal Administrations. Direct mail can be both addressed as well as un-addressed.

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

### **MEDIA POST**

**5.5** 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, postal premises etc.

## POST OFFICE PASSPORT SEVA KENDRAS (POPSK)

**5.6.1** Post Offices are being transformed to bring convenience to the general public by making third party products and services available in their vicinity through select Post Offices. As a part of this initiative, **in order to extend passport services to citizens on a larger scale and to ensure wider area coverage, the Ministry of External Affairs (MEA) and the Department of Posts (DOP) have agreed to leverage select Head Post Offices (HPO) in various States as Post Office Passport Seva Kendras (POPSK) for delivering passport related services to the citizens of our country in pursuance of the budget speech 2017 of Union Finance Minister which announced that: -**

***“Our citizens in far flung regions of the country find it difficult to obtain passport and redress passport related grievances. We have decided to utilize Head Post Offices as the front office for rendering passport services”.***

**5.6.2** This joint venture started on 25<sup>th</sup> January, 2017 at Metagalli Post Office, Mysuru, Karnataka and Dahod Head Post Office, Gujarat which were inaugurated by the Minister for Chemical and Fertilizers Shri Ananth Kumar and Gen (Dr.) V.K. Singh, Minister of State for External Affairs respectively.

It has been agreed to setup 235 Post Office Passport Seva Kendras in various parts of country in phased manner. Of the 86 POPSKs agreed in 1<sup>st</sup> phase, 59 POPSKs are functioning in camp mode and more than 4 lakh successful passport appointments have been processed through these POPSKs. 149 POPSKs are proposed to be opened in 2<sup>nd</sup> phase.

**5.6.3** The Government intends to scale up this programme by opening more POPSKs at mutually agreed Post Offices in a phased manner all over the country in consonance with Finance Minister's Budget announcement.

## PARCEL & LOGISTICS

**5.7.1 Express Parcel and Business Parcel:** Increasing e-Commerce market in India has given a boost to the parcel segment where Business 2 Customer (B2C) parcels are on the rise. At the same time, there is a requirement to cater to the needs of the Customer 2 Customer (C2C) category parcels also. Considering the market requirements, customer demands and operational feasibility, Department of Posts rationalised parcel services and Express Parcel / Business Parcel services were introduced by the Department w.e.f. 2<sup>nd</sup> December, 2013 alongwith Cash-on Delivery facility as a value addition. Total revenue earned in this segment in the year 2016-17 was ₹ 156 Crores which is ₹ 58.56 crores till September, 2017 during the current financial year.

- a) Express Parcel** is a premium parcel service available for retail as well as bulk customers, which offers time bound, safe and secure home delivery of parcels. To have minimal transit time, these parcels will be given airlift wherever needed. Minimum chargeable weight of Express Parcel is 0.5 Kg whereas maximum chargeable weight for retail customers is 20 Kg and for contractual customers it is 35 Kg.
- b) Business Parcel** aims to provide an economical distribution solution to corporate customers by providing surface transmission of parcels. Minimum chargeable weight of parcels in this category is 2 Kg and maximum weight is 35 Kg. Service is available for all locations in the country.

### **c) Value additions under Express/ Business Parcel:**

In order to meet the needs of the customer, the following value added services are provided:-

- Multiple payment options -- Credit facility, Advance Deposit, Payment at the time of booking
- National Account Facility
- Free pick-up facility
- Volume based discount facility
- Cash on Delivery facility (COD)

### **CASH ON DELIVERY**

**5.8** Increasing trend for online shopping among the Indian customers has tremendous business opportunities for payment services, order processing and fulfillment services etc. In order to cater to these business opportunities and to provide a fast, safe and economical solution of collection of amount of goods at the time of its delivery and its remittance to sender, Department of Posts has introduced Cash on Delivery facility as value addition to the parcel services w.e.f. 2<sup>nd</sup> December, 2013 which is available to the contractual customers of Express Parcel, Business Parcel and Speed Post services. Till October, 2017, the Department has collected more than ₹ 2600 crores under Cash on Delivery since its introduction.

### **FLAT RATE PARCEL**

**5.9** In order to provide convenience to its customers and with a view to standardize parcel size and shape, Flat Rate Parcel service was introduced on 4<sup>th</sup> February, 2011. Flat Rate Parcel is an air express parcel service. Flat Rate Parcel provides an added convenience to the customers by offering them pre-paid Flat

Rate Parcel boxes. These boxes are available in three weight slabs viz. 1 Kg, 2.5 Kg and 5Kg. Flat Rate Parcel boxes are sold at Head Post Offices and other identified Computerized Post Offices and delivered across India including rural areas. This service is available for international parcels also.

### **LOGISTICS POST**

**5.10** Logistics Post offers customers a range of integrated logistics and fulfilment services that can be tailor-made to suit the requirements of the customers. This service includes order processing, warehousing and door-to-door distribution.

- a) With Logistics Post, distribution task is made easy and efficient for the customers. There is no maximum weight limit whereas minimum weight limit is 50 kg for an article. Logistics Post manages the entire distribution chain of the logistics customer from collection to distribution, from storage to carriage and from order preparation to order fulfillment.
- b) Department of Posts has started utilizing flights of Air India for providing air lift to parcels as an extension of existing logistics services. Facility for Air transmission of Logistics Post consignments has been provided between Agartala, Delhi, Mumbai, Kolkata, Nagpur, Bangalore, Hyderabad, Chennai, Pune, Ahmedabad, Imphal, Guwahati, Patna, Lucknow and Trivandrum keeping in view the business potential at these centers.
- c) Logistics Post has been showing generally a stable trend of revenue generation over the last five years. Introduction of Air as a mode of transmission is expected to boost the business and compete with other private service providers.

## RETAIL POST

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

**5.11.1** To provide railway tickets through convenient locations, railway reservation tickets for all classes are being sold at selected Post Offices in association with the Ministry of Railways (MOR). The service is presently available at 346 Post Offices and the network is being further extended.

**5.11.2** Many more tie ups have been done with various players for sale of third party products viz. Samsung mobile phones, sale of agricultural products, 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.

**5.11.3** Arrangements for supply and distribution of ‘Gangajal’ sourced from Rishikesh and Gangotri, through Post Offices across the country and e-Post office portal have been made since 10<sup>th</sup> July, 2016. Arrangements have also been made for door step delivery of Gangajal across the country through Speed Post.

## e-PRODUCTS

**5.12 ePost:-** ePost is an unregistered hybrid mail product which provides electronic

transmission of messages which may include text messages, scanned images, pictures, etc and their delivery in hard copies at the destination through postman/delivery staff. Presently, ePost booking facility is available in more than 13400 Post Offices and physical delivery through a network of more than 1.54 lakh Post Offices across India. ePost service is provided for both retail as well as corporate customers.

- a) 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 ePost enabled Post Offices or it can be sent from customer's own premises by registering himself as prepaid user of ePost retail.
- b) For availing the pre-paid facility, the customer has to get himself registered online by accessing to ePost URL **[www.indiapost.nic.in](http://www.indiapost.nic.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 his/her credit/debit card at the time of registration or by walking into any e-post enable post office and depositing the recharge amount against the unique customer ID.
- c) ePost 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.



## **ePAYMENT**

**5.13** When businesses require collection of bills and other payments from customers across the country, Post Office offers them a simple and convenient solution in the form of ePayment. ePayment is a smart option for businesses and organizations to collect their bills or other payments through 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.

## **ePOST OFFICE**

**5.14** ePost Office is an eCommerce portal of Department of Posts which provides select postal facility to the common man through the internet. This portal is aimed at providing convenience to the public in availing select postal services from their home/office using their own computer and internet. They need not walk into the post office to avail these services. Customers can buy Philatelic products and pay PLI / RPLI premia online using Credit/Debit card through this portal. The customer needs to register on the website for the first time.

## **eIPO (Electronic Indian Postal Order)**

**5.15** Department of Posts has launched the Electronic Indian Postal Order (eIPO) on 22<sup>nd</sup> March, 2013 to enable Indian Citizens living abroad to pay the RTI fee online through the ePost Office portal i.e. <https://www.epostoffice.gov.in>. The facility

of eIPO has been extended to Indian Citizens living in India w.e.f. 13<sup>th</sup> February, 2014. The applicant needs to register on the website to create his/her profile for the first time and to select the Ministry/Department from whom he/she desires to seek information under the RTI Act. The eIPO so generated can be used to seek information from that Ministry/Department only. A printout of the eIPO is to be attached with the RTI application sent in hard copy and in case the RTI application is filed electronically, eIPO is required to be sent as an attachment.

## **SETTING UP OF AADHAAR UPDATION AND ENROLMENT FACILITIES IN ALL POST OFFICES.**

**5.16** The Department of Posts has agreed to provide Aadhaar Enrolment and Aadhaar Updation facilities in the neighbourhood to citizens across the country through its network of Head offices and Departmental Sub Post Offices in urban and rural areas.

**5.16.1** Department of Posts will facilitate the citizens by providing Aadhaar Enrolment and Aadhaar Updation facilities through its wide network thereby enabling the citizens to save on precious time and travel cost. Due to these facilities being located almost in the neighbourhood of the citizens, it will encourage more and more citizens to avail of this facility. The government will also benefit from this scheme as it will enable it to achieve its target of increasing the coverage of Aadhaar holders and facilitate it in disbursement of benefits in social security schemes across the country.

**5.16.2** It is proposed to roll out Aadhaar Enrolment and Aadhaar Updation facilities

in approximately 13500 Post Offices and Aadhaar Updation Centres in 9103 Single Handed Sub Post Offices till December, 2017.

**5.16.3** Aadhaar Enrolment & Aadhaar Updation facilities – New Aadhaar Enrolment, Demographic Updation such as Name Email ID, Mobile Number and Address from Post Offices.

**5.16.4** Present status regarding Aadhaar Enrolment & Updation centres across the country:

- Aadhaar Enrolment cum Updation Centres-21
- Aadhaar Enrolment Centres-1084

**5.17** The BD & M Directorate has earned a revenue of ₹ 1947.15 crores during 2017-18 up to October, 2017.



Inauguration of Post Office Passport Sewa Kendra at Karaikal





Inauguration of Post Office Passport Sewa Kendra at Silvassa, Dadra and Nagar Haveli on 17<sup>th</sup> April, 2017



Inauguration of Aadhar Updation Centre at Ludhiana Head Post Office

# Rural Business





## RURAL BUSINESS

**6.1** Department of Posts has a predominantly Rural Network of 1,39,067 Post Offices in rural areas out of the total 1,54,965 Post Offices in the country. The Rural Business (RB) Division of the Department of Posts (DoP) has been given the mandate of leveraging the Rural Network spread across the length and breadth of country to provide accessible and affordable Financial and Postal services to the people in rural areas.

**6.2** Over the years, Financial Inclusion has emerged as the main focus of the activities of the RB Division. The Division has been actively involved in the implementation of various Governments sponsored Social Security Schemes like:-

- Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS),
- Indira Gandhi National Old Age Pension Scheme (IGNOAPS),
- Indira Gandhi National Widow Pension Scheme (IGNWPS),
- Indira Gandhi National Disability Pension Scheme (IGNDPS)
- Indira Gandhi Matritva Sahyog Yojana (IGMSY).

**6.3** One of the most important area of work of the RB Division is to bring people living in the rural areas into the ambit of formal financial services, through opening of Post Office Savings Bank accounts and disbursement of social security scheme payments. Some of the schemes being implemented and monitored by the RB division are detailed below.

### DISBURSEMENT OF MGNREGA WAGES THROUGH POST OFFICES

**6.4** Government of India has enacted Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA) in September 2005. The Act seeks to provide at least 100 days of guaranteed wage employment in every financial year to every household whose adult members volunteer to do unskilled manual work. The scheme has come into force in all districts in the country with effect from 1<sup>st</sup> April 2008.

**6.5** Department of Posts has been actively involved in the disbursement of wages through Post Office Savings Bank accounts for MGNREGS beneficiaries. Starting with Andhra Pradesh Postal Circle in 2005, the scheme of disbursement of MGNREGS wages through Post Office accounts has been made operational in the entire country, with the exception of Delhi and J&K Postal Circles. The Scheme is presently operational in more than 96,000 Post Offices across the country and an amount of ₹ 6152 crores have been disbursed in the year 2016-17.

**6.6** Department of Posts also undertakes payment of pensions under National Social Assistance Programme (NSAP) of the Ministry of Rural Development (MoRD) and disbursement of benefits under Direct Benefit Programmes of various Ministries of the Government of India through National Automated Clearing House (NACH) Platform. These schemes are of immense social importance as they provide the much needed



financial support to disadvantaged sections of the society. These include:

- a) Indira Gandhi National Old Age Pension Scheme (IGNOAPS),
- b) Indira Gandhi National Widow Pension Scheme (IGNWPS)
- c) Indira Gandhi National Disability Pension Scheme (IGNDPS)
- d) Indira Gandhi Matritva Sahyog Yojana (IGMSY)

The payments for pension schemes are being effected either through Money Orders or Post Office Savings Bank (POSB) accounts. During the period April-December 2017, the Department of Posts has disbursed an amount of ₹ 1463.88 crore to 2.05 crore beneficiaries of MGNREGS and other Social Security Pension Schemes through NACH Platform.

**Data Collection work for computing Rural Consumer Price Index on behalf of the Ministry of Statistics and Programme Implementation:**

**6.7** Rural Price Indices have been designed and are calculated at regular intervals by the Ministry of Statistics and Programme Implementation to estimate inflation and trends in the price movements, so that appropriate and adequate policy interventions may be made and implemented. DoP has taken the responsibility of collection, verification and uploading of consumer prices in 1181 selected villages through Post Offices in the country.

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

**6.8.1** The implementation of DARPAN Project with Core Banking Solution (CBS) will enable Department of Posts to rollout various social sector schemes on behalf of the Central and State governments through a network of 1.29 lakh Branch Post Offices in the rural areas. Rural Branch post offices will be provided with a Hand Held Device enabled with biometric identification and Micro ATM functionality, to perform various financial and postal transactions.

**6.8.2** DARPAN Project involves digitization and networking of all Branch Post Offices of the Department. The objective is to provide a technology solution which will enable each of the 1.29 lakh Branch Post Offices (BOs) to improve the quality of financial and other postal services being offered to the rural customers. Implementation of DARPAN will increase the rural reach of the Department and enable Branch Post Offices to increase transaction of financial remittances, opening of savings accounts and procurement of Rural Postal Life Insurance (RPLI) Policies. As on 17<sup>th</sup> January, 2018, 51361 Branch Post Offices have been covered under DARPAN.

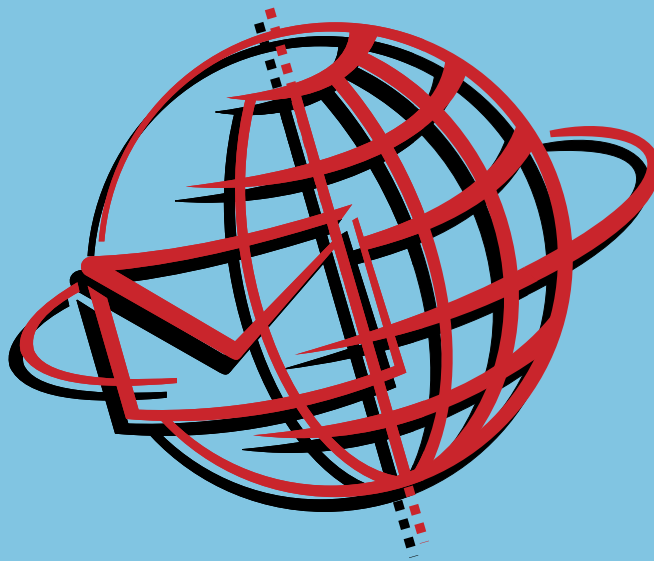
**6.9** Following tie-ups have also been made by the RB Division to leverage postal network for various activities of social and economic relevance:

Ser.	Ministry concerned	Details of the scheme / Projects
1	Ministry of Labour (MoLE)	A Memorandum of Understanding (MoU) has been signed between DoP and Ministry of Labour and Employment (MoLE) on 4 <sup>th</sup> November, 2016 to leverage Post Offices as Employment Registration Centers. The project has been launched on 12 <sup>th</sup> February, 2017 at Hyderabad by the Minister for Labour and Employment enabling 95 HPOs in AP and Telangana States. Nation wide roll out of the scheme was done on 12 <sup>th</sup> December, 2017.
2	Ministry of Power	Department of Posts has undertaken to conduct the survey of un electrified households in the country under Pradhan Mantri Sahaj Bijli Har Ghar Yojana (SAUBHAGYA) of Ministry of Power. Initially the survey will be conducted in five states viz MP, Odisha, Chhattisgarh, Assam and Jharkhand so that electricity can be provided to un-electrified households in all villages. In all 1,74,037 villages will be covered under the survey in the 5 states to be completed by 31 <sup>st</sup> January, 2018.
3	Energy Efficiency Services Ltd (EESL)	Sale of LED bulbs in tie up with EESL has been undertaken by the DoP. This will promote use of energy efficient LED bulbs and tubes in the country, thereby saving electricity consumption.



Winners of the MGNREGA Awards

# **International Business and Cooperation**





# INTERNATIONAL BUSINESS AND COOPERATION

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

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

## INDIA AT THE UNIVERSAL POSTAL UNION (UPU)

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

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

## ASIAN PACIFIC POSTAL UNION (APPU)

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

## 12<sup>th</sup> APPU CONGRESS, TEHRAN, IRAN

**7.6** The 12<sup>th</sup> APPU Congress was held in Tehran, Iran this year from 3<sup>rd</sup> to 7<sup>th</sup> July, 2017. Delegates from 32 member countries of APPU participated in the Congress.



### **7.7 India's Leading Contribution in the multi-lateral cooperation in the APPU:-**

- As outgoing Chair of the APPU, India opened the session and carried out the initial agenda items till the election of the new chairman, the Deputy Minister of the Islamic Republic of Iran.
- India took on membership/chairmanship of important Working Groups at the APPU for the next cycle viz.
  - o Integrated Supply Chain Working Group, which mirrors Committee 1 of the Postal Operations Council (POC) of the UPU which India is chairing along with the USA. India and Japan would be co-chairs of this Working Group at the APPU.
  - o Physical Services and e-Commerce Working Group (Chair Australia and China)
  - o Postal Financial Services Working Group (Chair- Bangladesh)
  - o UPU-APPU Reforms (Chair- New Zealand)
- India participated in the meeting of the Asia-Pacific Postal College, Governing Board as India is one of the 11 members. One of India's officers is serving as lecturer at the APPC. India suggested ways to increase the activities of the college by increasing the number of lecturers at the college.
- India also participated in the General Assembly of the Asia-Pacific Post Co-Operative which is responsible for operational and marketing improvements in line with customer requirements for the member countries. India's decision to introduce the APP e-Packet Service from August 2017 (inward service) and October 2017 (outward service) was welcomed by the member countries. India

made a suggestion to focus, prioritise and synergise the activities of the APP Co-operative in order to work efficiently towards the common goals of the member countries.

- India chaired the meeting of the Integrated Supply Chain Working Group and underlined the importance of the operational reforms with exchange of Electronic Advance Data and seamless integration with customs, transportation and security agencies. The way forward for the work of this committee was agreed upon. The central importance of the Operational Readiness for e-Commerce (ORE) Project was underlined for the member countries. Areas related to issues in data capture and data exchange with other agencies like customs were also discussed as important problems to solve. The importance of Security related steps and the need to adopt UPU standards S-58 and S-59 and obtain related certification was also underlined by the working group.
- India reiterated its stand related to UPU reforms of maintaining and upholding the inter-governmental nature of the UPU and also balancing the interests of the developing countries by ensuring equitable geographical representation in the redesigned council. India has been named as one of the chosen member of the Special 10 member group to finalise recommendations of the UPU Reforms at the June 2017 meetings at Berne. Other countries look at the leadership role played by India in this special group.

### **PARITICIPATION IN INTERNATIONAL MEETINGS**

**7.8** India Post has been actively participating in international meetings

during the year 2017. Important meetings attended by India during the year 2017 are as under:

- A three member delegation led by Secretary (Posts) represented India at bilateral discussions with CEO and officers of Canada Post from 14<sup>th</sup> to 16<sup>th</sup> February, 2017 in Canada.
- A three member delegation led by Secretary (Posts) attended Universal Postal Union meetings of Postal Operation Council from 27<sup>th</sup> to 31<sup>st</sup> March, 2017 in Berne, Switzerland.
- A three member delegation participated in the Training Workshop on EMS Performance Reports in Berne, Switzerland from 30<sup>th</sup> May to 1<sup>st</sup> June, 2017
- A three member delegation from India Post participated in the Operational Readiness for E-Commerce Workshop for Asia-Pacific region from 19<sup>th</sup> to 23<sup>rd</sup> June, 2017.
- India was represented at the meetings of Board of Trustees of the Quality of Service Fund of UPU (QSF-BoT) from 26<sup>th</sup> to 30<sup>th</sup> June, 2017.
- A two member delegation attended the EMS Symposium on positioning EMS growth held at Seoul, Korea from 19<sup>th</sup> to 21<sup>st</sup> July, 2017
- A two member delegation attended the UPU World CEO Forum at Moscow, Russia from 17<sup>th</sup> to 19<sup>th</sup> September, 2017.
- India was represented at the the UPU World Postal Business Forum and Post-Expo 2017 in Geneva, Switzerland from 26<sup>th</sup> to 28<sup>th</sup> September, 2017 by a one member delegation.
- India was represented at the meetings of Postal Operation Council ('POC') - Council of Administration ('CA') from 16<sup>th</sup> to 27<sup>th</sup> October, 2017 in Berne, Switzerland.

## **INTERNATIONAL WORKSHOPS/ BILATERAL MEETINGS HOSTED IN INDIA**

**7.9** A four member delegation from Bhutan Post visited India from 29<sup>th</sup> January to 5<sup>th</sup> February, 2017 to discuss e-Commerce related issues.

**7.10** A four member delegation from Deutsche Post visited India on 22<sup>nd</sup> February, 2017 to hold discussions regarding strategic alliance on outbound e-Commerce.

**7.11** A four member delegation from Qatar Post visited India from 18<sup>th</sup> to 19<sup>th</sup> April, 2017 for discussions to explore the possibility of establishing a partnership agreement with India Post to increase the existing collaboration between two postal administrations and to provide better services for the Indian community living in Qatar.

**7.12** A three member delegation from Japan visited India on 18<sup>th</sup> August, 2017 for discussions regarding Memorandum of Cooperation (MoC) between India Post and Ministry of Internal Affairs and Communications (MIC), Government of Japan.

**7.13** A three member delegation from United States Postal Service (USPS) visited India from 4<sup>th</sup> to 5<sup>th</sup> September, 2017 to explore the possibility of potential areas of opportunity and to strengthen the relationship between two postal administrations.

**7.14** India Post hosted a delegation from Japan which visited India on 31<sup>st</sup> October, 2017 for a trial run of Cool EMS.

**7.15** A one member delegation from International Bureau, Universal Postal Union (UPU) visited India from 14<sup>th</sup> to 16<sup>th</sup> November, 2017 for a meeting with technical and operation staff of India Post regarding

GMS (Global Monitoring Services) Project in India. A trial run for the GMS Project in India was successfully held at New Delhi.

## **INTERNATIONAL MAILS**

**7.16 Cool EMS Service between India and Japan:** India Post and Japan Post have entered into a formal arrangement on 14<sup>th</sup> September, 2017 to start a new service 'Cool EMS' between India and Japan. Currently, it shall be a one-way service from Japan to India. Under this service, people in India shall be able to place orders for permitted Japanese food items for personal use.

**7.17 International EMS Network:** India Post commenced International EMS service to Finland from 31<sup>st</sup> January, 2017. Both documents and merchandise are available under this service of India Post to Finland. With addition of Finland, International EMS is available to 100 destinations across the globe (List of destinations enclosed)

**7.18 EMS Performance Improvement:** India Post has defined delivery norms for outbound International EMS articles under its Citizen Charter. As International EMS is a premium and time bound service, IR & GB Division organized two workshops during 13<sup>th</sup>-14<sup>th</sup> July, 2017 and 19<sup>th</sup> September, 2017 with officers/official in Dak Bhawan to acquaint and sensitize performance improvement in International EMS segment.

### **7.19 SECUREX (Security and Customs Related Electronic Data Exchange):**

India Post has decided to join the SECUREX Project to streamline the issues related to faster customs clearance. This project is aimed to facilitate electronic pre advice of customs information by enabling postal

administrations in 12 pilot countries to capture/process and route electronic customs declaration data and exchange with postal and custom authorities.

**7.20 International Tracked Packet Services:** India Post launched International Tracked Packet Services on World Postal Day i.e. 9<sup>th</sup> October, 2017. In order to meet cross-border requirements of the e-commerce sector in Asia-Pacific region, this service promises to be a major technological advantage for India Post. International Tracked packet service offers to meet demands of regional e-Commerce by providing a cost effective, reliable and affordable service with track & trace facility.

**7.21 Global Monitoring System (GMS):** GMS is a global project managed by International Bureau of the UPU to improve quality of service for International Mail. India successfully launched GMS System in Offices of Exchange in New Delhi and Kolkata. The process of launching this service in other Offices of Exchange namely Kochi, Mumbai and Chennai is presently underway.

## **46<sup>th</sup> LETTER WRITING COMPETITION, 2017**

**7.22** The Universal Postal Union letter writing competition, held annually, has become a global institution over the years. The competition is an excellent way of encouraging literary composition in children and young people. It develops their skills in composition and builds their ability to express their thoughts clearly. The contest also makes them aware of the important role postal services play in the world. Department of Posts hosted the 46<sup>th</sup> Letter Writing Competition on 8<sup>th</sup> January, 2017.



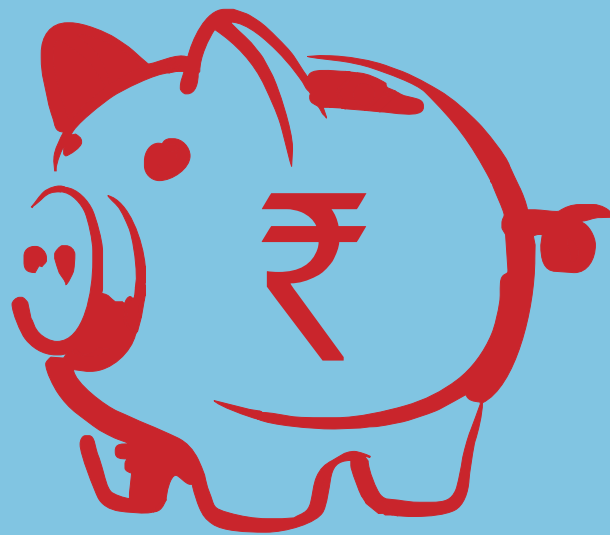
The 12<sup>th</sup> Asian Pacific Postal Union Congress, Tehran, July 2017





Release of joint stamp on Diwali by India and Canada

# Financial Services







## FINANCIAL SERVICES

**8.1** Department of Posts operates Small Savings Schemes on behalf of Ministry of Finance, Government of India. Post Office Savings Bank (POSB) has a customer base of more than 35.67 crore account holders as on 31.03.2017, provided through a network of 154965 Post Offices across the country.

**8.2** The outstanding balance under all National Savings Schemes and Saving Certificates in Post Office is over ₹ 680078.70 Crore as on 31.03.2017. The profile of the

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 Accounts.

Savings Bank Schemes and Savings Certificate is as under:

**TABLE -2**  
**PFOFILE OF SAVINGS BANK SCHEMES DURING 2015-2016 AND 2016-2017**

Name of Schemes	Number of Accounts		Outstanding Balance (₹ In crores)	
	2015-2016	2016-2017	2015-2016	2016-2017
Savings Accounts	163030431	186200705	55082.35	85168.93
RD Accounts	122189563	122703759	76181.88	84455.58
TD Accounts	16749513	16669195	70632.28	79655.46
MIS Accounts	19543130	16680673	193805.89	180063.61
NSS Accounts (87 & 92)	305001	285125	3621.37	3257.06
PPF Accounts	2456944	2465767	57603.50	63361.91
Sr. Citizens Saving Scheme (SCSS)	1036568	1123387	22876.07	29453.39
Cumulative Time Deposit	177867	208302	8.27	8.14
Fixed Deposit	681	388	24.19	24.24
MSY Accounts	1810521	457608	2.92	2.90
Sukanya Samridhi Account	7968318	9919137	6425.94	13824.29
<b>Total (1 to 11)</b>		<b>356714046</b>	<b>486264.66</b>	<b>539275.51</b>
Savings Certificate				
NSC VIII			88128.35	87228.37
KVP			64861.05	53574.82
<b>Total</b>			<b>152989.40</b>	<b>140803.19</b>
<b>Grand Total</b>			<b>639254.06</b>	<b>680078.70</b>

## KISAN VIKAS PATRAS

**8.3** Kisan Vikas Patra (KVP) which was discontinued with effect from 1<sup>st</sup> December, 2011, was relaunched on 18<sup>th</sup> November, 2014. The quarterly interest rate of KVP is 7.5 percent for the quarter 1.10.2017 to 31.12.2017. Minimum investment in Kisan Vikas Patra is ₹ 1000.

A Total of 4883849 KVPs were sold during 2016-17 with a deposit of ₹ 16022.94 crores and 2536891 KVPs were sold during 2017-18 upto November, 2017 with an investment of ₹ 16695.43 crores.

Physical certificates have been discontinued by introducing e-mode certificates w.e.f. 1<sup>st</sup> July, 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 has implemented core banking in majority of Departmental Post Offices. Banking Solution through Mobile Application and Hand-Held Devices will be provided to the Rural Post Offices. The project is bringing in facilities of ATM, Internet and Mobile Banking to the Post Offices.

**8.5** Department of Posts has signed the contract with M/s Infosys Ltd, the Financial Services Integrator (FSI), vendor, for implementing Core Banking Solutions and for installing ATMs. The project started on 28.9.2012. As on 20.12.2017, 23463 Post Offices have been migrated to CBS environment and 991 ATMs are functioning. From 31<sup>st</sup> December, 2016, these ATMs have

become interoperable with banks. India Post customers having Debit cards can do transactions on other bank ATMs and similarly other bank customers can transact on India Post ATMs as well.

## INTERNATIONAL MONEY TRANSFER SERVICE

**8.6** 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 9942 post office locations. The revenue generated from the service in 2017-18 upto November, 2017 is ₹ 7.78 crore.

## NATIONAL PENSION SYSTEM

**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 as on the date of submission of his/her application can join NPS. The pension contributions are invested in various schemes by different Pension Fund Managers appointed by Pension Fund Regulatory and Development Authority (PFRDA) as per the preference of the Subscriber. The facility to open a pension account under this Scheme is available at all Head Post Offices in the country. 27227 accounts have been opened by the Department since inception and ₹ 1.12 crore has been earned as commission till November, 2017.

## 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 22<sup>nd</sup> January 2015. Under the scheme, a legal/natural guardian can open only one account in the name of one girl child and maximum two accounts in the name of two different girl children up to 10 years from date of birth of the girl child.

16.07 lakh accounts were opened during 2016-17 with total deposit of ₹ 5002.44 crores and 10.06 lakh accounts have been opened during 2017-18 with total deposit of ₹ 3574.33 crores upto November, 2017.

## JAN SURAKSHA SCHEMES

**8.10** Jan Suraksha Schemes viz. Pradhan Mantri Suraksha Bima Yojna (PMSBY) and Pradhan Mantri Jeevan Jyoti Bima Yojna (PMJJBY) were launched w.e.f. 7<sup>th</sup> September, 2015 in all CBS Post Offices. The schemes are available to all Post Office Savings Account holders. Atal Pension Yojna (APY) was launched in 808 CBS Head Post Offices from 1<sup>st</sup> December, 2015 which is further extended to 17764 CBS sub post offices. Since inception, 3206724 PMSBY, 187729 PMJJBY and 229902 APY enrollments have been made in Post offices till November, 2017.

## POSTAL LIFE INSURANCE

**8.11** Postal Life Insurance (PLI), introduced in 1884, is the oldest life insurance scheme for the 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.

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

**8.11.1** Rural Postal Life Insurance (RPLI) scheme was introduced in 1995 for the benefit

of rural populace to extend insurance cover to the people living in rural areas with special emphasis on weaker sections and women workers.

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

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

## PERFORMANCE OF PLI/RPLI

**8.11.2** The business procured during the year 2016-17 and the total sum assured in PLI /RPLI as on 31.03.2017 is as under:

Table- 3 PERFORMANCE OF POSTAL LIFE INSURANCE/RURAL POSTAL LIFE INSURANCE					
Name of Plan	No. of new policies procured (in lakh)	Sum Assured (₹ in cr)	Aggregate No. of active Policies (in lakh)	Aggregate Sum Assured (₹ in cr)	Premium income (₹ in cr)
PLI	2.13	11096.68	46.80	113084.81	7233.89
RPLI	3.75	6850.45	146.84	83983.47	2120.02

**8.11.3** Net accretions to Post Office Life Insurance Fund (POLIF) and Rural Post Office Life Insurance Fund (RPOLIF) are being invested in Government securities etc. as per IRDA guidelines since 4<sup>th</sup> November, 2009.

### 8.11.4 POLICIES UNDER PLI

PLI offers the following types of Policies: -

- Whole Life Assurance (Suraksha)
- Convertible Whole Life Assurance (Suvidha).
- Endowment Assurance (Santosh)
- Anticipated Endowment Assurance for 15 and 20 years (Sumangal).

v) Joint Life Endowment Assurance (Yugal Suraksha).

vi) Children Policy (Bal Jiwan Bima).

### 8.11.5 POLICIES UNDER RPLI

RPLI offers the following types of Policies:

- Whole Life Assurance (Gram Suraksha)
- Convertible Whole Life Assurance (Gram Suvidha)
- Endowment Assurance (Gram Santosh)
- Anticipated Endowment Assurance for 15 and 20 years (Gram Sumangal)
- 10 years RPLI (Gram Priya)
- Children Policy (Bal Jiwan Bima)

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

<b>Table- 4</b> <b>RATE OF BONUS ON POSTAL LIFE</b> <b>INSURANCE/RURAL POSTAL LIFE INSURANCE</b>			
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

**8.11.7** The claims in respect of PLI and RPLI policies settled during the year 2016-17 are as under

<b>Table- 5</b> <b>CLAIM SETTLED IN POSTAL LIFE</b> <b>INSURANCE/RURAL POSTAL LIFE</b> <b>INSURANCE DURING 2016-17</b>		
Details	PLI	RPLI
Number of Claims (in lakh)	1.73	0.87
Amount paid (₹ in crore)	3326.08	1068.06

#### **8.11.8 ROLL OUT OF CORE INSURANCE SOLUTION (CIS) PROJECT:**

All the PLI / RPLI operations have been automated under the Financial Services Integration ( 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.

#### **IMPLEMENTATION OF CORE INSURANCE SOLUTION (CIS) PROJECT**

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

#### **SAMPOORNA BIMA GRAM (SBG) YOJANA**

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



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

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

## **THE PREVENTION OF MONEY LAUNDERING**

**8.13** The Prevention of Money Laundering Act (PMLA), 2002 came into force w.e.f. 1<sup>st</sup> 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. 1<sup>st</sup> 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**

**8.13.1** 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. Additional Director General has been appointed “Designated Director” for the Department of Posts. At Circle level, there are 23 Nodal Officers who are Circle Compliance Officers.

## **8.13.2 MONITORING MECHANISM UNDER PMLA**

- i) 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.
- ii) Compliance Officer at the Circle level are responsible for verifying the data generated for Cash Transaction Report (CTR), Suspicious Transaction Report (STR) and Counterfeit Currency Report (CCR) to the next higher level and also for looking after the training of Anti Money Laundering (AML), Know Your Customer (KYC) and AML inspection for the circle.
- iii) For effective AML/CFT monitoring by staff, 37,898 officials have been imparted training on AML/CFT for the year 2017 (upto November, 2017).
- iv) In 2017, 12500 Post Offices have been inspected with reference to AML Compliance across the country. The Circle-wise monitoring of implementation of AML/CFT norms in Small Savings Schemes through inspections for the month ending November, 2017 is detailed below with breakup figures of 23 Circles of Department of Posts.

**TABLE- 6**  
**PMLA STATISTICS CIRCLE-WISE FOR THE YEAR 2017**

Sl.	Name of Circles	No. of Departmental Post Office in the Circles	Fully/ Partially Compliant	Non Compliant	Total	No. of staff training
1	Andhra Pradesh	1594	451	295	746	712
2	Assam	625	271	5	276	811
3	Bihar	1058	360	55	415	0
4	Chhattisgarh	349	138	0	138	118
5	Delhi	407	259	22	281	119
6	Gujarat	1341	221	10	231	1009
7	Haryana	504	179	0	179	337
8	Himachal Pradesh	469	164	0	164	295
9	Jammu & Kashmir	266	230	15	245	344
10	Jharkhand	463	400	0	400	2652
11	Karnataka	1717	1445	0	1445	9900
12	Kerala	1507	731	1	732	1283
13	Madhya Pradesh	1021	470	6	476	322
14	Maharashtra	2216	650	0	650	505
15	North East	340	395	0	395	0
16	Odisha	1204	251	51	302	1373
17	Punjab	768	736	0	736	553
18	Rajasthan	1335	753	27	780	12
19	Telangana	852	225	3	228	129
20	Tamil Nadu	2834	1499	0	1499	12828
21	Uttar Pradesh	2554	1199	0	1199	5053
22	Uttarakhand	393	170	0	170	151
23	West Bengal	1768	766	47	813	755
	<b>Total</b>	<b>25585</b>	<b>11963</b>	<b>537</b>	<b>12500</b>	<b>37898</b>



India Post Pavilion at India International Trade Fair, 2017

# Financial Management





## FINANCIAL MANAGEMENT

**9.1** The Department of Posts provides postal services to the public through a large nationwide network of Post Offices. Besides providing purely postal services, Post Offices perform agency functions like Savings Bank, payment of pension, sale of Cash Certificates etc. on behalf of other Ministries/ Departments of the Government of India/ Other Organizations.

**9.2** The total revenue earned including remuneration for Savings Bank & Savings Certificate work during the year 2016-17 was ₹ 11511.00 crore and the amount received from other Ministries/ Departments as

Agency charges (recoveries) was ₹ 730.90 crore. Gross working expenditure for the year 2016-17 was ₹ 24211.85 crore against the previous year's expenditure of ₹ 19654.67 crore (i.e. an increase of about 23.19%). The increase was mainly due to payment of increased pay & allowances consequent upon implementation of 7<sup>th</sup> pay commission recommendations, leave encashment during LTC, cost of materials, oil, diesel, revision of service tax on govt. buildings etc. Deficit of the Department has increased to ₹ 11969.95 Crore against the previous year's (2015-16) deficit of ₹ 6007.18 Crore.

**TABLE - 7**  
**REVENUE & EXPENDITURE DURING 2015-16 & 2016-17**

(₹ in crore)

Particulars	Actual 2015-16	Actual 2016-17	% age Increase(+) /Decrease (-)over previous year
<b>Revenue</b>			
Sale of Stamps	441.75	470.90	6.60
Postage Realised in Cash	3468.41	3609.88	4.08
Commission on Money Orders and Indian Postal Orders etc	464.84	284.62	-38.77
Remuneration for Savings Bank/Savings Certificates Work.	7783.88	7085.84	-8.97
*Other Receipts	780.91	59.76	-92.35
<b>Total</b>	<b>12939.79</b>	<b>11511.00</b>	<b>-11.04</b>
<b>Expenditure</b>			
General Administration	1077.04	1305.31	21.19
Operation	11895.89	13923.52	17.04
Agency Services	745.31	575.54	-22.78
**Others	5936.43	8407.48	41.63
<b>Total Gross Expenditure</b>	<b>19654.67</b>	<b>24211.85</b>	<b>23.19</b>
Less Recoveries	707.70	730.90	3.28
<b>Net Expenditure</b>	<b>18946.97</b>	<b>23480.95</b>	<b>23.93</b>
<b>Deficit (Net Exp - Revenue)</b>	<b>6007.18</b>	<b>11969.95</b>	<b>99.26</b>

\* 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.



**TABLE-8**  
**RECOVERY OF WORKING EXPENSES ON**  
**ACCOUNT OF AGENCY SERVICES**  
**(₹ in Crore)**

Sl No.	Head of Account	2015-16 Actuals	2016-17 Actuals
1	Payment of Coal Mines and EPF/ Family pension and misc. services (DOT/ BSNL/MTNL)	68.15	49.76
2	Payment of Railway Pension	5.33	5.24
3	Postal Life Insurance	619.66	664.38
4	Customs Duty Realisation	2.99	3.96
5	*Others	11.57	7.56
	<b>Total</b>	<b>707.70</b>	<b>730.90</b>

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

**9.3** 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, receipts from other premium services, remuneration for Savings Bank and Savings Certificates work etc.

**9.4** During the financial year 2016-17, the deficit of the Department was ₹ 11969.95 crore against the previous year's deficit of ₹ 6007.18 crore, which has increased by 99.26%. The funds made available by the Ministry of Finance for 'Working Expenses' and 'Capital Outlay' during the year were appropriately utilized during the year. Surplus funds were surrendered in time to the Ministry of Finance. This appreciable achievement was made possible by effective budgetary control and monitoring the progress of expenditure on monthly basis.

**Table-9**  
**FUNDS SURRENDERED AND SAVINGS DURING 2016-17**

(₹ in Crore)						
Nature of Expenditure	Budget Estimate	Suppl. Grant	Total	Actual Expenditure	Excess(+) Saving (-)	Amount Surrendered
3201 Working Exp	23107.43	153.49	23260.92	24211.85	950.93	0.01
2552 Prov. For the Development of North East Region	15.17	0.00	15.17	0.00	-15.17	0.00
<b>Total Working Exp.</b>	<b>23122.60</b>	<b>153.49</b>	<b>23276.09</b>	<b>24211.85</b>	<b>935.76</b>	<b>0.01</b>
5201 Capital Exp.	361.43	150.01	511.44	504.45	-6.99	40.89
4552 Prov. For the Development of North East Region	44.83	0.00	44.83	0.00	-44.83	0.00
<b>Total Capital</b>	<b>406.26</b>	<b>150.01</b>	<b>556.27</b>	<b>504.45</b>	<b>-51.82</b>	<b>40.89</b>
Total Working Exp. +Capital Exp	23528.86	303.50	23832.36	24716.30	883.94	40.90

## CAPITAL OUTLAY

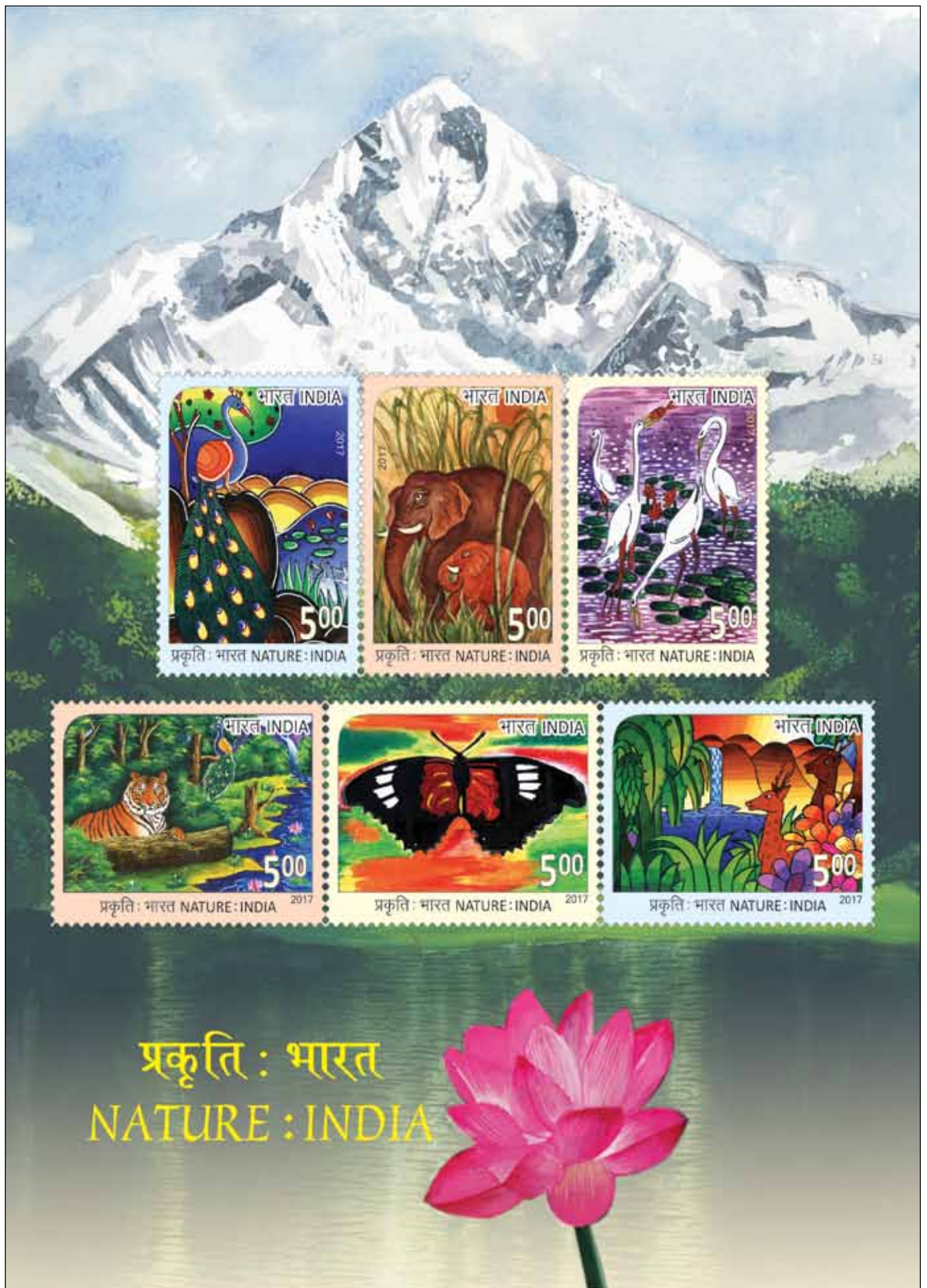
**9.5** The expenditure on fixed assets in the year 2016-17 was ₹ 229.45 crore, of which 14.43 % was on Land and Buildings, 75.93% on Mechanization and Modernization of Postal Services and 9.64 % on Mail Motor Vehicles and others. The value of gross Capital on fixed

assets rose by ₹ 229.45 crore at the end of the year. The net progressive fixed asset value upto the end of the year was ₹ 3869.22 crore.

## COST OF SERVICES

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

<b>Table - 10</b> <b>AVERAGE COST AND AVERAGE REVENUE IN VARIOUS POSTAL SERVICES DURING 2015-16 AND 2016-17</b> <b>(Figures in Paise)</b>					
Sl. No.	Name of Services	2015-2016		2016-2017	
		Cost	Revenue	Cost	Revenue
1	Postcard	994.21	50.00	1215.76	50.00
2	Printed Postcard	927.70	600.00	1174.45	600.00
3	Competition Postcard	928.91	1000.00	1175.01	1000.00
4	Lettercard (Inland Letter)	968.84	250.00	1207.36	250.00
5	Letter	1079.39	1059.01	1330.19	1291.41
6	Registered Newspaper-Single	1222.59	47.00	1481.75	40.00
7	Registered Newspaper-Bundle	1463.85	24.90	1786.85	24.00
8	Book Post, Book Pattern & Sample Packets	1218.77	802.25	1477.77	669.10
9	Book Post-Printed Books	1510.55	230.63	2087.06	275.77
10	Book Post-Other Periodicals	1933.01	1601.77	2152.57	1181.41
11	Acknowledgement	856.54	300.00	1091.55	300.00
12	Parcel	6764.62	4416.80	8923.75	4661.09
13	Registration	5426.26	1700.00	6899.59	1700.00
14	Money Order	8577.04	4012.12	19735.01	4250.30
15	Indian Postal Order	2632.70	375.85	9379.48	449.95
16	Speed Post	6735.27	3871.62	8522.37	3831.10
17	Value Payable Post	3729.07	356.58	4839.40	417.56
18	Insurance	7264.44	5393.40	9269.56	10536.29



# Philately







# PHILATELY

**10.1** Philately is the hobby of collecting stamps as well as the study of postal history and other related items. It is a mode of commemorating, celebrating and promoting national heritage, culture, events and eminent personalities. A postage stamp plays a great role as an ambassador, a brand image of the postal administration concerned and a statement of sovereignty of the nation.

**10.2** 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, and dams etc. Subsequently, the country's rich cultural and natural heritage came to be showcased and many beautiful stamps were issued in thematic sets on art, architecture, crafts, maritime heritage, science, technology, defence, and cinema. Great leaders of national and international standing have also 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, who have made contribution in areas like painting, literature, science, music, social upliftment etc. have also been honoured.

**10.3** In keeping with their dual character as a 'Token of Postage' and as 'Cultural Ambassador', there are two categories of stamps viz. Definitive and Commemorative Postage Stamps. The definitive postage

stamps are meant for day - to- day use as a token of 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 the 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.

**10.4** The philatelic activities of the Department include:

- Designing, printing, distribution and sale of commemorative postage stamps through philatelic bureaus and counters, e-post office, e-commerce companies;
- 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 conducting of Philatelic Exhibitions at the National Level, and participation in International and World exhibitions as well as monitoring of exhibitions at State/ Regional and district levels;
- Maintenance of the National Philatelic Museum, Dak Bhawan.

## PHILATELIC ADVISORY COMMITTEE (PAC)

**10.5.1** 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 of human interest whose commemoration through postage stamps would help elevate the image of India in the global arena.

**10.5.2** Every year, the Department of Posts receives a large number of proposals for issue of stamps from various sources including Members of Parliament and State Legislative Assemblies, State Governments and other Public and Private Organisations/ Institutions as well as individuals. The Philatelic Advisory Committee examines these proposals on the basis of certain parameters meant to ensure the philatelic value of the stamps when issued, and recommends the annual stamp issue programme taking into account the capacity to print and sell.

**10.5.3** The Committee chaired by the Minister of Communications in-charge, comprises official members from the Department of Posts and other Departments/Ministries concerned, as well as non-official members by nomination. The non-official members are drawn from among the Members of Parliament, as well as eminent personalities from various fields of life i.e. culture, archaeology, design, photography, media and campaign.

## RELEASE OF STAMPS

**10.6** A total of 39 issues comprising 152 commemorative/special postage stamps were released during the period from 1<sup>st</sup> April, 2017 to 31<sup>st</sup> December, 2017 commemorating

various personalities, events/ occasions. Some of the significant commemorations were Deekshabhoomi, Ramanujacharya, Champaran Satyagraha Centenary, Jhala Manna, Banaras Hindu University, 1942 Freedom Movement, Beautiful India, India Belarus: Joint Issue, Vulnerable Birds, India Canada: Joint Issue on Diwali, Ramayana, India Russia: Joint Issue (Bhavai, Beryozka), Indian Cuisine, Mahabharat, INS Kalvari.

## NEW INITIATIVES

### 10.7.1 Celebration of National Postal Week:

During the National Postal Week, which was celebrated across the country from 9<sup>th</sup> October, 2017 to 15<sup>th</sup> October, 2017, various activities like postal workshops, letter writing and stamp design competitions were organized to promote philately. School children of various schools visited the National Philatelic Museum in Delhi during the National Postal Week.

### 10.7.2 Crowd-sourcing of stamp designs:

Department has been organizing Stamp Design Competitions occasionally for designing postage stamps on “people-centric themes”.

In the year 2017, in a new initiative, a Nationwide Photography Competition on the theme “Beautiful India” was held on the occasion of Independence Day. A Commemorative Postage Stamp on the theme “Beautiful India” based on the design of prize winning in photography competition was released by the Department of Posts on 15<sup>th</sup> August, 2017.

A nationwide stamp design competition on the theme “NEST” was held on the occasion of Children’s Day. A commemorative postage stamp on ‘NEST’ based on the design of prize winning entries in Stamp Design Competition was released by the Department of Posts on 14<sup>th</sup> November, 2017.

### 10.7.3 My Stamps

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

#### i) Personalized My Stamp

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

#### ii) Customized My Stamp

Customized My Stamp is a personalized sheet of Postage Stamps wherein the corporate, organizations and institutions can get their customized sheets printed from India Post. Alongside these customized themed stamps, the organization may opt for printing of their logo, images of their organization/institute. Some of the Customized My Stamps printed are State Bank of Mysore, University of Mumbai, MontFort School, Sringeri Temple, Maharaja Agrasen Hospital Charitable Trust, ISRO etc.

**TABLE - 11**

S. No.	Theme- Customized My Stamps printed during the period 1 <sup>st</sup> April, 2017 to 31 <sup>st</sup> December, 2017
1	Indian Building Congress
2	Banarasi Dass Gupta Foundation
3	NBCC
4	Central Institute of Psychiatry
5	Jharkhand Tourism
6	Sringeri Temple
7	ISRO
8	Indian Bank
9	Dr. M.G.R. Tiruvallur
10	Dr. M.G.R. Kanchipuram
11	Dr. M.G.R. Vellore
12	Dr. MGR Thanjavur
13	Police commemoration day
14	NMDC
15	Global Exhibition on Services
16	Mathura Refinery
17	Maharaja Agrasen Hospital Charitable Trust

**TABLE-12**

S. No.	Theme- Personalised My Stamps printed during the period 1 <sup>st</sup> April, 2017 to 31 <sup>st</sup> December, 2017
1	Rumtek Monastery
2	Happy Birthday
3	Happy Anniversary
4	Wedding Wishes
5	Ajmer Sharif Dargah
6	Vaishno Devi
7	Pushkar Mela
8	Shirdi Sai Baba

#### 10.7.4 E-Post office

E-post office, an e-commerce portal of India Post, was made open to global customers on 9<sup>th</sup> October, 2017 for sale of commemorative stamps, philatelic ancillaries etc.

**TABLE - 13**  
**STAMPS RELEASED DURING THE PERIOD 1<sup>ST</sup> APRIL, 2017 TO 31<sup>ST</sup> DECEMBER, 2017**

Sl. No.	Stamp Name	Date of Release	No. of Stamps	Category
1	Deekshabhoomi	14.04.2017	2	Institution
2	Bharat Ratna Bhimrao Ambedkar Institute of Telecom Training, Jabalpur	22.04.2017	1	Institution
3	Coffee	23.04.2017	1	Thematic
4	Aatukuri Molla, Viswanatha Satyanaryana & Tarigonda Vengamamba	26.04.2017	3	Personality
5	Ramanujacharya	01.05.2017	1	Personality
6	Telecom Regulatory Authority of India	05.05.2017	1	Institution
7	Champaran Satyagraha Centenary	13.05.2017	3	Event
8	Shri Hanagal Kumaraswamiji	19.05.2017	1	Personality
9	EMINENT WRITERS (Prof. Balwant Gargi, Bhisham Sahni, K.V. Puttappa, Pandit Shrilal Shukla and Krishan Chander)	31.05.2017	5	Personality
10	Jhala Manna	18.06.2017	1	Personality
11	Survey of India	22.06.2017	2	Institution
12	The Passports Act, 1967	23.06.2017	1	Institution
13	Banaras Hindu University	28.06.2017	2	Institution
14	Shrimad Rajchandraji	29.06.2017	1	Personality
15	1942 Freedom Movement	09.08.2017	8	Event
16	Beautiful India	15.08.2017	2	Thematic
17	Caves of Meghalaya	15.08.2017	6	Thematic
18	India Belarus: Joint Issue	12.09.2017	1	Joint Issue
19	Vulnerable Birds	18.09.2017	3	Thematic
20	India Canada: Joint Issue on Diwali	21.09.2017	2	Joint Issue

Sl. No.	Stamp Name	Date of Release	No. of Stamps	Category
21	Ramayana	22.09.2017	11	Thematic
22	Rapid Action Force	07.10.2017	1	Defence
23	Nanaji Deshmukh	11.10.2017	1	Personality
24	Chhatrapati Shivaji International Airport	15.10.2017	2	Institution
25	3 Kumaon (Rifles)	23.10.2017	1	Defence
26	India Russia: Joint Issue (Bhavai, Beryozka)	26.10.2017	2	Joint Issue
27	Kavi Muddana, Adikavi Nannaya, Draksharamam Bhimeswara Temple	01.11.2017	3	Personality
28	Indian Cuisine	03.11.2017	24	Thematic
29	Nest on Children's Day 2017	14.11.2017	2	Thematic
30	Mahabharat	27.11.2017	18	Thematic
31	INS Kalvari	07.12.2017	1	Defence
32	Centenary of 'Mahasamadhi' of Shri Shirdi Sai Baba	15.12.2017	1	Personality
33	Dr. Shambhunath Singh	26.12.2017	1	Personality
34	Dr. Shivajirao Ganesh Patwardhan	28.12.2017	1	Personality
35	Dadabhai Naoroji	29.12.2017	1	Personality
36	Stepwells	29.12.2017	16	Thematic
37	India PNG: Joint Issue	30.12.2017	2	Joint Issue
38	Indian Handfans	30.12.2017	16	Thematic
39	Justice Mehr Chand Mahajan	31.12.2017	1	Personality
	<b>Total</b>		<b>152</b>	





Participants of 'Dhai Akhar', letter writing contest



Launch of Deen Dayal SPARSH Scheme by Shri Manoj Sinha, Union Minister of State for Communications (I/C) and Railways

# Human Resource Development







# HUMAN RESOURCE DEVELOPMENT

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

## TRAINING INFRASTRUCTURE

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

- i) Rafi Ahmed Kidwai National Postal Academy (RAKNPA) at Ghaziabad. The Rafi Ahmed Kidwai National Postal Academy (RAKNPA), Ghaziabad is the apex training institute, recognized by the DoP&T as a Central Training Institute. The Academy imparts induction as well as in-service training to the officers of Indian Postal Service and other managerial cadres of India Post. It also imparts training to managers of Foreign Postal Administrations and officers of various Central Government Departments and PSUs, in areas of common interest.
- ii) Postal Training Centers (PTCs) at Darbhanga, Guwahati, Madurai, Mysore, Saharanpur and Vadodara - provide training to operative staff and inspectorial cadres.

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

## 11.3 TRAINING DELIVERY:

### A. Human Resources Trained under Plan Scheme from April, 2017 to November, 2017.

Sl. No	Activity	Number of Official Trained in 2017-18
1	Management Programme for Group A officers	57
2	Development programme for Accounts Officers/Gr. 'B' Officer	492
3	Development programme for Inspector and Assistant Superintendent posts	170
4	Development programme for Operative/Supervisory Staff	13617
5	Development programme for Mail Overseers/Postman/MTS	3224
6	Development programme for Gramin Dak Sevaks	4012
7	Training of Trainers and Specialized trainings	232
	Total	21804

**B. Human Resources Trained in Rafi Ahmed Kidwai National Postal Academy, Postal Training Centers and Workplace Training Centers in Circles from April, 2017 to November, 2017.**

Sl No.	Name of Training Institution	Plan Training
		2017-18
1	RAKNPA, Ghaziabad	549
2	PTC, Darbhanga	518
3	PTC, Guwahati	953
4	PTC, Madurai	1576
5	PTC, Mysore	2515
6	PTC, Saharanpur	3224
7	PTC, Vadodara	2907
8	WTCs (in 23 Circles)	9562
<b>Total</b>		<b>21804</b>

**SCHEMES/POLICIES FOR BENEFIT OF DIFFERENTLY ABLED EMPLOYEES**

**11.4** The Rights of Persons with Disabilities Act, 2016 which came into force on 19<sup>th</sup> April, 2017 has fixed 4% of the total number of vacancies in the cadre strength in each group of posts meant to be filled with persons with benchmark disabilities of which, one percent each shall be reserved for persons with benchmark disabilities under clauses (a), (b) and (c) and one percent for persons with benchmark disabilities under clauses (d) and (e), namely:-

- blindness and low vision;
- deaf and hard of hearing;
- locomotor disability including cerebral palsy, leprosy cured, dwarfism, acid attack victims and muscular dystrophy;
- autism, intellectual disability, specific learning disability and mental illness;

- multiple disabilities from amongst persons under clauses (a) to (d) including deaf-blindness in the posts identified for each disabilities.

**11.5** The Department of Posts, in consultation with other concerned Ministries, is in the process of identifying various categories of posts for reservation meant to be filled with new benchmark disabilities in accordance with Section 34 of Rights of Persons with Disabilities Act, 2016.

**11.6** Persons who acquire disabilities after entering into Government Service are also given the benefit of reservation in services as per the instructions of Department of Personnel & Training.

**FINANCIAL ASSISTANCE TO ORTHOPEDICALLY CHALLENGED EMPLOYEES**

**11.7** Orthopedically disabled employees are eligible for the following financial assistance from the Welfare Fund:-

- Reimbursement of the amount spent on purchase of Mechanized Tricycle, subject to a limit of ₹ 2, 000/-.
- 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.
- Actual 2<sup>nd</sup> 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:**

**11.8** 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:**

**11.9** Transport charges and Hostel/Mess subsidies (in lieu of Transport charges) is allowed to disabled children of Postal employees studying from 1<sup>st</sup> to 12<sup>th</sup> standard @ ₹ 100/- p.m. in 'A' class cities and @ ₹ 80 /- p.m. in 'B' class cities. These welfare measures have been taken by Department of Posts in addition to the already available measures taken by the Government of India.

### **STAFF WELFARE**

**11.10** 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. The Board receives grants-in-aid for welfare from the Consolidated Fund of India.

**11.11** 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.

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

#### **11.12.1 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.

#### **11.12.2 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.

#### **11.12.3 Financial Assistance To Wards Of Employees For Educational Purpose**

- i) Grant of educational assistance to the children of Postal Employees.
- ii) Incentive for excellence in academic achievement for 10th and 12th Class.

#### **11.12.4 Grants Of Scholarships**

- i) Scholarships for children of employees appearing for UPSC Examination.

- ii) Scholarships for SC/ST Employees for departmental examination and higher education.
- iii) Grant of scholarship and transport charges to the handicapped children of Postal Employees.

#### **11.12.5 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.

#### **11.12.6 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.

### **FIELD SERVICES (POSTAL) BENEVOLENT FUND**

**11.13** 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**

**11.14** 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<sup>st</sup> October, 2013. The scheme covers all Gramin Dak Sewaks who manage the rural postal network.

**11.15** 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.

#### **11.16 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. Financial Assistance in case of death of GDSs due to riots, attack by robbers and terrorists while not on duty.
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 surgery 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 10<sup>th</sup> and 12<sup>th</sup> Class.
11. Scholarship for physically handicapped children of GDS.
12. Maternity Grant to women GDS.
13. Financial Assistance in cases of natural calamities, like fire, floods etc.

**11.17** 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.

## **SPORTS AND CULTURAL ACTIVITIES**

**11.18** 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.

**11.19** 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 2016-2017, 13 sports events and one cultural event were organized. In 2017-18, the following sports events/cultural meet have been organized up to 31<sup>st</sup> December, 2017:-

- (i) Kabaddi (ii) Volleyball (iii) Wrestling (iv) Carrom (v) Hockey (vi) Table Tennis (vii) Weightlifting, Powerlifting & Best Physique (viii) Chess (ix) Cultural.

In addition, 5 more sports events (Athletics & Cycling, Football, Cricket, Basketball and Badminton) are planned to be held in 2017-2018.

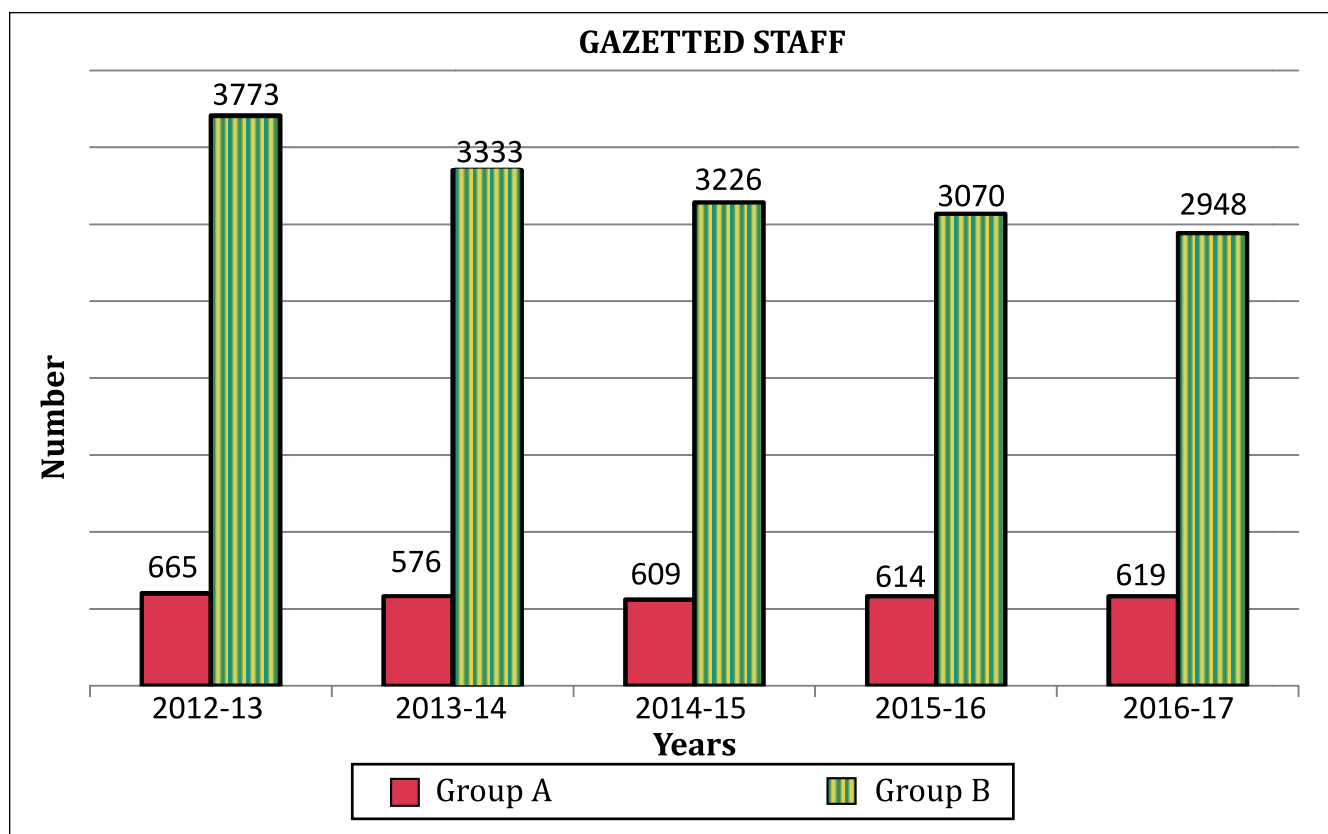
## **ACTUAL STRENGTH OF PERSONNEL**

**11.20** As on 31<sup>st</sup> March, 2017, there are a total of 433417 employees in the Department of Posts, of which, 184417 are Departmental Employees and 249000 are Gramin Dak Sewaks (GDSs). The category-wise detail is as under:

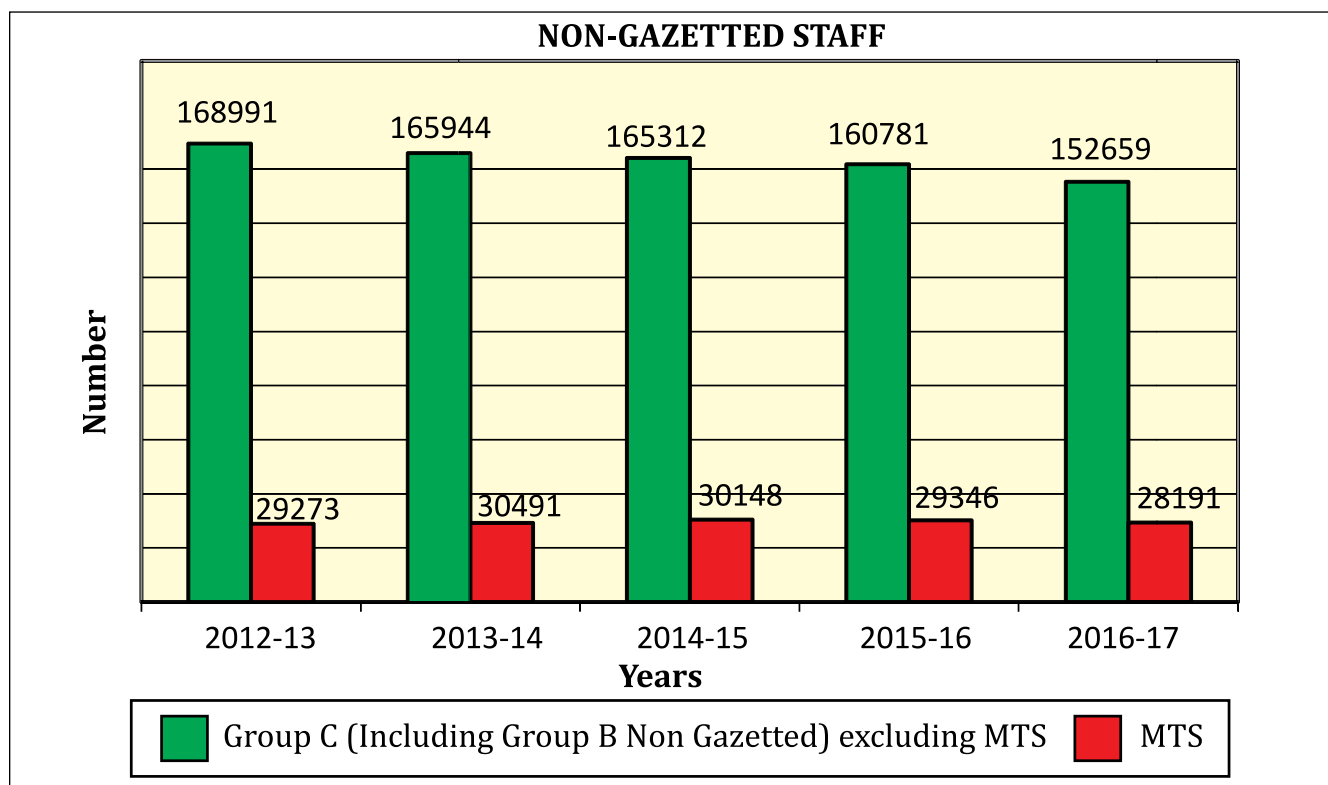


<b>TABLE - 14</b> <b>PERSONNEL: ACTUAL STRENGTH AS ON 31.3.2017</b> <b>(INCLUDING THOSE ON DEPUTATION AND TRAINING OUTSIDE THE DEPARTMENT)</b>			
<b>I DEPARTMENTAL</b>			
<b>A. GAZETTED</b>	<b>GROUP "A"</b>	<b>GROUP "B"</b>	<b>TOTAL</b>
INDIAN POSTAL SERVICE GROUP "A"			
Secretary(Posts)	1		1
Member, Postal Services Board	6		6
Sr.DDG/Chief PMG	25		25
Senior Administrative Grade	70		70
Junior Administrative Grade	69		69
Senior Time Scale	77		77
Junior Time Scale	132		132
Training Reserves (Probationers)	27		27
POSTAL SERVICE GROUP "B"		684	684
Assistant Superintendent		1614	1614
INDIAN P & T ACCOUNTS & FINANCE SERVICE			
Senior Administrative Grade	7		7
Junior Administrative Grade	21		21
Senior Time Scale	21		21
Junior Time Scale	29		29
Senior Accounts Officer/Accounts Officer		193	193
Asstt. Accounts Officer		192	192
CENTRAL SECRETARIAT SERVICE	42	60	102
CIVIL WING			
Chief Engineer	1		1
Others	27	158	185
OTHER GENERAL CENTRAL SERVICE	64	47	111
<b>TOTAL(GAZETTED)</b>	<b>619</b>	<b>2948</b>	<b>3567</b>
<b>B. Group 'B' NON GAZETTED</b>		<b>5628</b>	<b>5628</b>
<b>C. NON GAZETTED</b>	<b>GROUP "C" Excluding MTS</b>	<b>GROUP C "MTS"</b>	<b>TOTAL</b>
Directorate	112	105	217
Post Offices including (Circle office,Accounts, Stamp Depot, Canteen Staff)	130119	17599	147718
Railway Mail Service	14131	9151	23282
Mail Motor Service	1232	239	1471
Others (RLO, Disp., Store, Trg, Civil, Printing Press)	1437	1097	2534
<b>TOTAL(NON GAZETTED ) Group C</b>	<b>147031</b>	<b>28191</b>	<b>175222</b>
<b>TOTAL DEPARTMENTAL(A +B+C)</b>			<b>184417</b>
<b>II Gramin Dak Sewak (GDS)</b>			<b>249000</b>
<b>GRAND TOTAL (I + II)</b>			<b>433417</b>

**11.21** The Gazetted staff categorized into “Group A” and “Group “B” since 2012-2013 has been shown in the following graph:



**11.22** The Non-Gazetted Departmental staff categorized into “Group C (including Group B Non Gazetted) excluding Multi Tasking Staff (MTS)” and “MTS” since 2012-2013 has been shown in the following graph:

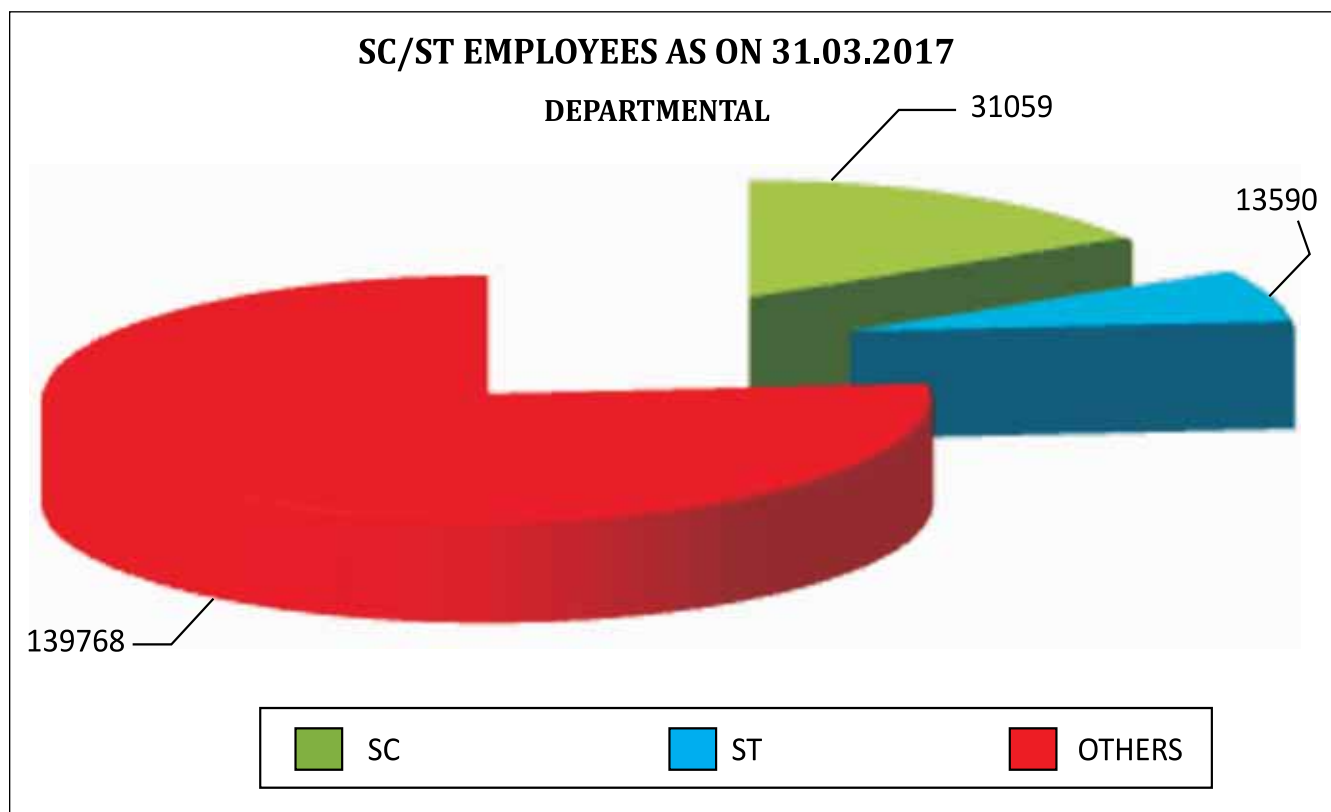


## SCHEDULE CASTE AND SCHEDULE TRIBE EMPLOYEES

**11.23** As on 31<sup>st</sup> March, 2017, there were 31059 Schedule Caste and 13590 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 - 15 NUMBER OF EMPLOYEES SCHEDULED CASTES/TRIBES AS ON 31.03.2017				
Group	Scheduled Castes	Percentage to Total Number of Employees	Scheduled Tribes	Percentage to Total Number of Employees
Group 'A'	57	9.21	38	6.14
Group 'B' (Gazetted)	425	14.42	157	5.33
Group 'B' (Non Gazetted)	943	16.76	377	6.70
Group 'C' excluding MTS	24068	16.37	10893	7.41
Group 'C' Multi Tasking Staff	5566	19.74	2125	7.54
<b>Total</b>	<b>31059</b>	<b>16.84</b>	<b>13590</b>	<b>7.37</b>

**11.24** The Departmental staff as on 31<sup>st</sup> March, 2017, categorized into "Scheduled Caste", "Scheduled Tribes" and "Others", has been shown in the following graph:



## EX-SERVICEMEN AND WOMEN EMPLOYEES

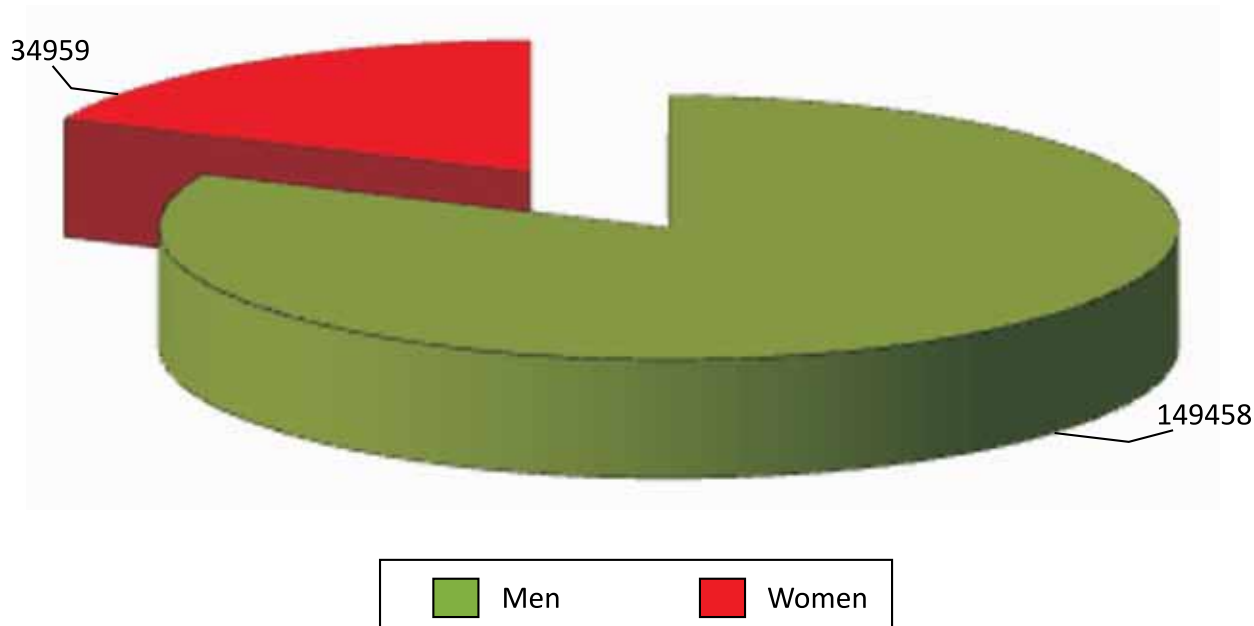
**11.25** As on 31<sup>st</sup> March, 2017, there were 1465 Ex-servicemen, 14 Differently Abled Ex-servicemen and 34959 women employees in various grades in the Department. Grade-wise detail of Ex-servicemen, Differently Abled Ex-servicemen and women employees is as under:

<b>TABLE -16</b> <b>NUMBER OF EMPLOYEES: EX-SERVICEMEN, DIFFERENTLY ABLED</b> <b>EX-SERVICEMEN AND WOMEN AS ON 31.03.2017</b>			
Group	Ex-Servicemen	Differently Abled Ex-Servicemen	Women
Group 'A'	0	0	77
Group 'B'(Gazetted)	2	0	310
Group 'B'( Non Gazetted)	11	3	981
Group 'C' excluding MTS	1308	5	30001
Group 'C' Multi Tasking Staff	144	6	3590
<b>Total</b>	<b>1465</b>	<b>14</b>	<b>34959</b>

**11.26** The Departmental staff as on 31<sup>st</sup> March, 2017, categorized into "Men" and "Women", has been shown in the following graph:

**MEN AND WOMEN EMPLOYEES AS ON 31.03.2017**

**DEPARTMENTAL**



## GENDER ISSUES

**11.27** Gender Budgeting has emerged as an important strategy to enable gender mainstreaming at all levels. There are a number of gender specific barriers, which still prevent women from gaining access to their rightful share in the flow of public goods and services. In order to ensure mainstreaming of gender perspective in all future initiatives, a separate 'Ladies Toilets/Ladies Retiring Room' in Departmental buildings is being constructed to mitigate the difficulties being faced by the working women. 51 Ladies Toilets and Ladies retiring rooms have been constructed in the year 2016-17.

**11.28** In order to ensure bringing the gender related perspective to mainstream in all future initiatives and to provide facilities of separate 'Ladies Retiring Room' and ladies toilets in all the Departmental buildings, an outlay of ₹ 55 lakhs has been provided in the Annual Plan 2017-18. Department has planned to open toilets and creche in the offices/POs in the circles to serve the purpose of "Swachh Bharat" Mission as well as formulate a scheme to introduce PLI/RPLI products for benefit of "Girl Child".

**11.29** Department has also strived to pay special attention to North East Region while allocating funds for Gender Budget. During the current financial year an amount of ₹ 5 lakh has been earmarked for North Eastern Region to implement/undertake Gender sensitive activities.

**11.30** As an effort to promote gender equality and women's empowerment for good governance, 62 Post Offices with all women employees are functioning in major cities throughout the country and 21106 BOs

are with Women Branch Post Masters. These Post Offices offer a better environment to the women customers from all strata of society to transact postal business with a level of comfort and familiarity with women employees of the Department.

## WELFARE MEASURES FOR WOMEN EMPLOYEES

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

- i) Grant-in -aid is admissible to Central Postal Ladies organization (CPLO) and its subordinate organization in the Circles at the rate of ₹ 60,000/- for starting a crèche. Non-recurring financial assistance @ ₹ 20,000/- is permitted at the end of every 3 years after the establishment of a crèche and recurring grant @ ₹ 1500/- per child p.m. subject to a maximum grant of ₹ 38000/- per month for each crèche provided from the Circle Welfare Fund. The recurring grant is increased every financial year by 10% rounded off to the nearest tenth.
- ii) Non-recurring grant @ ₹ 5000/- is admissible for opening of Tailoring Centers and financial assistance @ ₹ 750/- per month is admissible as salary of the part-time tailoring instructor of the Tailoring Centers.
- iii) Maternity grant equivalent to three months TRCA with DA is admissible to women Gramin Dak Sewaks (GDS) for giving birth up to two children only, as these women are not covered under maternity benefits for departmental employees.

## PREVENT AND ADDRESS SEXUAL HARASSMENT

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

**11.33** The number of complaints of sexual harassment filed, disposed of and pending during the period from April, 2016 to March, 2017 is as under:

<b>TABLE - 17</b> <b>ANNUAL RETURN ON CASES OF SEXUAL HARASSMENT DURING THE</b> <b>PERIOD FROM APRIL, 2016 TO MARCH, 2017</b>	
<b>Head</b>	<b>Number</b>
Number of complaints of sexual harassment received in the year	42
Number of complaints disposed of during the year	34
Number of cases pending for more than 90 days	26
Number of workshops on awareness programmes against sexual harassment conducted during the year	30
Nature of action	In the cases, where the charge of Sexual Harassment is proved, the nature of action taken/the penalty imposed depends on the recommendations of the Internal Complaints Committee (ICC) in accordance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and the Rules framed under the Act.



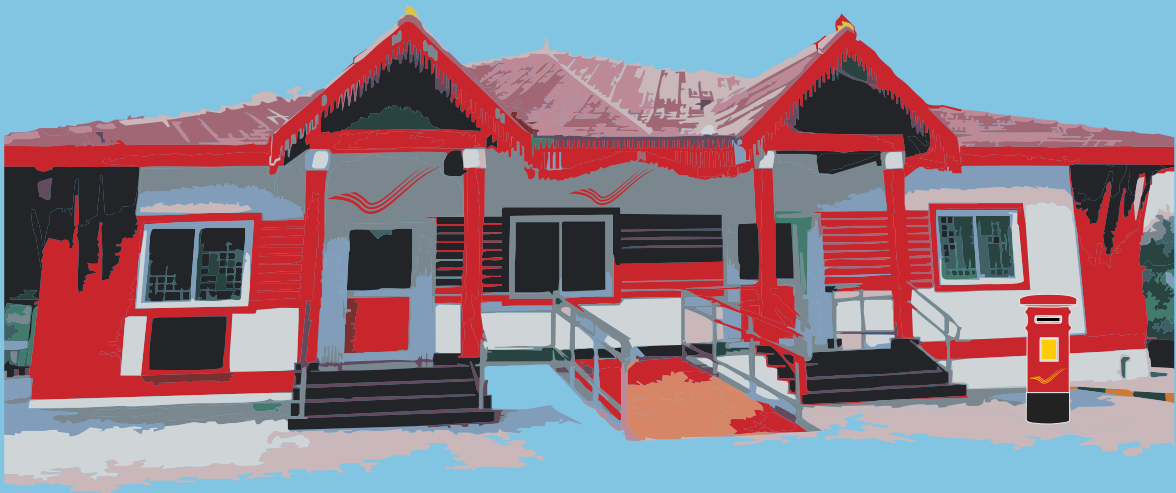


Shri Manoj Sinha Union Minister of State for Communications (I/C) and Railways with Indian Postal Service Probationers



Prize distribution during 33<sup>rd</sup> All India Postal Weightlifting Championship

# Estates Management





## ESTATES MANAGEMENT

**12.1** Department of Posts has a universal service obligation to provide basic Postal facilities at an affordable price throughout the country. Providing well designed buildings for post offices, mail and administrative offices which facilitate provision of efficient postal services to the public is an important mandate of the Department.

**12.2** Buildings form a critical infrastructure of the large network of 1,54,965 post offices and enable the Department not only to deliver efficient and responsive postal services to the public but also provide a better working environment for the staff. Department has been striving to build its own assets to house departmental operative offices, administrative offices and residential accommodation mostly through the Postal Engineering Wing. The Branch Post Offices, however, operate either from the premises of Gramin Dak Sewak Branch Postmasters or from the local Panchayat buildings. At present, the Department has 4445 departmental buildings, 19963 rented buildings and 1709 rent free buildings all over the country.

**12.3** The Department also owns 1750 vacant plots in the country. These plots were acquired/purchased/received as a gift over a period of time for construction of postal buildings. Construction of departmental buildings on some of these vacant plots is being undertaken in a phased manner every year subject to the availability of funds.

**12.4** Department of Posts is committed for providing infrastructure which is more accessible and inclusive for Persons with Disabilities. Ramps/elevators/lifts and other disabled friendly facilities are being provided in the newly constructed postal buildings as a mandatory requirement. For the existing buildings, efforts are being made to provide these facilities, wherever feasible.

**12.5** 38 buildings, which are more than 100 years old and have great architectural value, have been identified as Postal Heritage Buildings. Preservation and maintenance of these heritage buildings is an ongoing process.

**12.6** During the period from April, 2016 to March, 2017, construction work of 15 Post Office buildings, 24 boundary walls, 1 Administrative Office project, 25 ATM rooms and 3 staff quarter projects were completed.

**12.7** Department of Posts is in the process of computerization, networking and modernizing post offices in rural areas. Since non-availability / erratic power supply in rural areas is an impediment in these initiatives, use of solar energy is being encouraged as its suitability for decentralized applications and environment-friendly nature make it an attractive option to supplement the energy supply from other sources. In the year 2016-17, 92 Solar Power Packs were installed across the country.



**12.8** The ground water levels in various parts of the country have declined considerably in the last few years resulting in water shortage. In order to address this problem to some extent, construction of Roof Top Rain Water Harvesting Structures is being undertaken by the Department. During the year 2016-17, construction of Rain water harvesting structures has been completed in 70 Post Office buildings in the country.

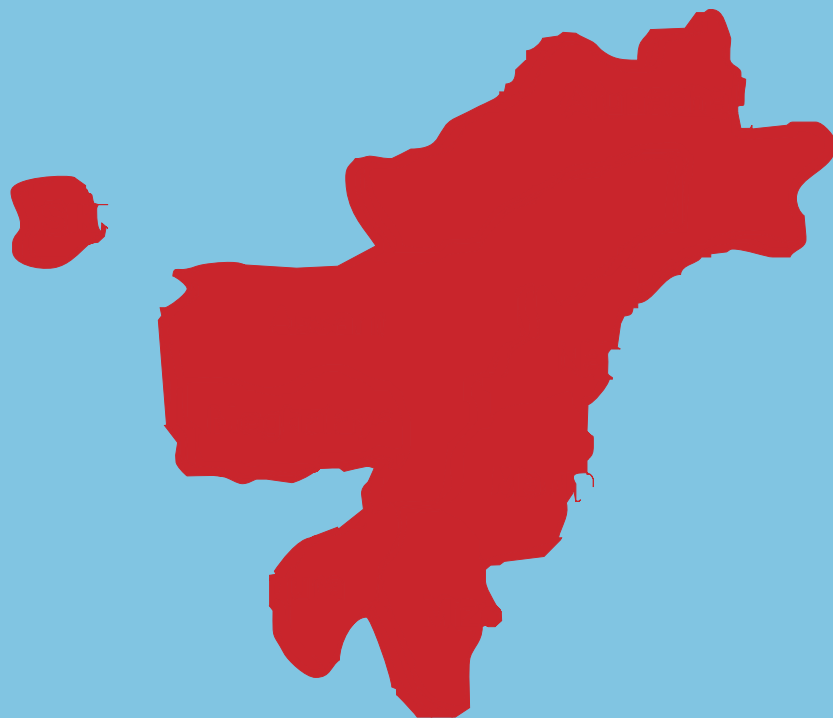
## **SWACHH BHARAT MISSION**

**12.9** Swachh Bharat Mission was launched by the Prime Minister of India on 2<sup>nd</sup> October, 2014 with the aim to make India clean and Open Defecation Free (ODF) by 2<sup>nd</sup> October, 2019 i.e. 150<sup>th</sup> Birth Anniversary of Mahatma Gandhi. Department of Posts is actively taking part in this mission since its launch. To monitor the progress of this Mission, reports are being called from the Circles on a regular basis.



Shramdan at Dak Bhawan as a part of Swachh Bharat Campaign

# **Development Activities in North Eastern Region**







## DEVELOPMENT ACTIVITIES IN NORTH EASTERN REGION

**13.1** 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.

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.

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

a) Assam Circle with its Headquarters at Guwahati, comprises of 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 2925 Post Offices and on an average each Post Office serves an area of 60.39 sq. kms and a population of 5,122 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

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

**TABLE- 18**  
**AVERAGE POPULATION AND AVERAGE AREA SERVED PER POST OFFICE**  
**IN THE NORTH EASTERN REGION AS ON 31.03.2017**

Sl. No.	Name of the State	No. of Post Offices.	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	3882	31.85
4.	Meghalaya	491	6043	45.66
5.	Mizoram	389	2805	54.19
6	Nagaland	331	5980	50.09
7.	Tripura	711	6809	14.76
8.	Sikkim	209	2909	33.97

## OVERVIEW OF SCHEME EXPENDITURE FOR 12<sup>TH</sup> FIVE YEAR PLAN

**13.4** 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 12<sup>th</sup> Five Year period is detailed below:

<b>TABLE - 19</b> <b>PLAN EXPENDITURE IN THE NORTH EASTERN REGION</b> <b>VIS-À-VIS THE TOTAL PLAN EXPENDITURE</b> <b>(₹ in crores)</b>		
Annual Plan	Total Plan Expenditure	Expenditure in North Eastern Region
2012-13	185.21	18.001
2013-14	393.80	28.920
2014-15	306.71	17.748
2015-16	500.33	34.720
2016-17	689.64	34.519
<b>Total</b>	<b>2075.69</b>	<b>133.90</b>

**13.5** Details of major developmental activities initiated during Annual Plan 2016-17 in the North Eastern Region State –wise are given below:

<b>TABLE -20</b> <b>MAJOR DEVELOPMENTAL ACTIVITIES IN THE NORTH</b> <b>EASTERN REGION DURING ANNUAL PLAN 2016-17</b>		
Sl. No.	State	Details of major developmental activities
1.	Assam	i) Two Branch Post Offices, five Sub Post Offices were opened by relocation/ redeployment during the year. ii) Three Franchisee outlets were opened during the year. iii) One office was migrated in the North Eastern Region during the period. iv) 900 letter boxes were installed in rural areas. v) 600 cash Chests were embedded at Branch Post Offices in the State. vi) Total number of Post Offices migrated over to (CBS) increased to 507 vii) 26 ATMs were installed in the state. viii) 298 Nos of Passbook Printers were supplied to Guwahati. ix) 222 Nos of Laser Printers were supplied to Guwahati. x) 483 Nos of Smart Mobile Phone was supplied during the year. xi) 30 Desktops, 27 Weighing Scales and 29 Gensets supplied under Mail Office Hardware.

Sl. No.	State	Details of major developmental activities
		<p>xii) 3202 Branch Post Offices have been deployed with RICT devices .</p> <p>xiii) 639 Marketing and Circle office staff were trained in marketing.</p> <p>xiv) One route from Guwahati to Bagdogra via Siliguri was made functional under the Plan Scheme of Development of Road Transport Network.</p> <p>xv) One Speed Post Centre (NSH) and one BNPL Centre were upgraded.</p> <p>xvi) One Post Office has been modernized under “Look &amp; Feel” activity of Project arrow.</p> <p>xvii) Eight Solar Power packs were installed in eight Post Offices.</p> <p>xviii) Eight Rain water harvesting Structures were constructed at 8 Post Offices.</p> <p>xix) One State level Philatelic Exhibition “AssamPex” was held at Silchar.</p> <p>xx) A commemorative Postage Stamp on “Bhupen Hazarika” was released.</p>
2.	Arunachal Pradesh	<p>i) One Branch Post Offices, one Sub Post Offices were opened by redeployment during the year.</p> <p>ii) 52 Nos of Passbook Printers were supplied to Itanagar.</p> <p>iii) 36 Nos of Laser Printers were supplied to Itanagar.</p> <p>iv) 17 offices were migrated in the North Eastern Region during the period.</p> <p>v) Eight Post Office already migrated is working under Core banking solution (CBS).</p> <p>vi) One ATM has been installed in the state</p> <p>vii) 23 Marketing and Circle office staff were trained in marketing.</p> <p>viii) One Speed Post Centre (NSH) was upgraded.</p> <p>ix) One Post Offices have been modernized under “Look &amp; Feel” and 08 Post Offices have been modernized /upkeep under “Project Arrow” activities.</p> <p>x) One Solar Power pack was installed at Basar Sub Post Office of the state.</p> <p>xi) One Rain water harvesting Structures was constructed at Roing Sub Post Office.</p> <p>xii) One district level Philatelic Exhibition was held during the year.</p>

Sl. No.	State	Details of major developmental activities
3.	Manipur.	<ul style="list-style-type: none"> <li>i) One Branch Post Office was Opened by redeployment.</li> <li>ii) One Franchisee outlets was opened during the year</li> <li>iii) 28 Post Offices are working on Core Banking Solution (CBS)</li> <li>iv) 30 Marketing and Circle office staff were trained in marketing.</li> <li>v) 59 Nos of Passbook Printers were supplied to Imphal.</li> <li>vi) 56 Nos of Laser Printers were supplied to Imphal.</li> <li>vii) One Mail Office was upgraded.</li> <li>viii) Nine offices were migrated in the North Eastern Region during the period.</li> <li>ix) Two Post Offices were modernized under “Upkeep” activity of Project Arrow.</li> <li>x) One Solar Power pack was installed at Imphal HO of the state.</li> <li>xi) Two Rain water harvesting Structures were constructed at Imphal HO and Moreh SO.</li> <li>xii) Two ATMs were installed in the State</li> <li>xiii) Setting up of one My Stamp Counter at Churachandpur MDG)</li> </ul>
4.	Meghalaya.	<ul style="list-style-type: none"> <li>i) Two Branch Post Office and One Sub Post Office were Opened by relocation/redeployment.</li> <li>ii) One Franchise outlet was opened in the state.</li> <li>iii) Four offices were migrated in the North Eastern Region during the period.</li> <li>iv) 30 Post Offices are working on Core Banking Solution (CBS)</li> <li>v) 29 Marketing and Circle office staff were trained in marketing.</li> <li>vi) Six ATM has been installed in the State</li> <li>vii) 73 Nos of Passbook Printers were supplied to Shillong.</li> <li>viii) 96 Nos of Laser Printers were supplied to Meghalaya Division Shillong and 61 Nos of Laser Printers were supplied to North East Circle Office Shillong.</li> <li>ix) One Mail Office and one Speed Post Centre (NSH) were upgraded.</li> </ul>

Sl. No.	State	Details of major developmental activities
		<p>x) One Desktop, One Weighing Scale and 2 Gensets supplied under Mail Office Hardware.</p> <p>xi) One Post Offices have been modernized under “Look &amp; Feel” and nine Post Offices have been modernized under upkeep activity of “Project Arrow”.</p> <p>xii) One Solar Power pack was installed at Mawphlang Sub Post Office of the state.</p> <p>xiii) One Rain water harvesting structures was constructed at Nongmensong Sub Post Office..</p> <p>xiv) Setting up of two My Stamp Counter at Molynong Branch Office and Cherapunjee Sub Post Office.</p>
5.	Mizoram	<p>i) Two Sub Post Offices were Opened by relocation.</p> <p>ii) One Franchise outlet was opened during the year.</p> <p>iii) Three offices were migrated in the North Eastern Region during the period.</p> <p>iv) 24 Post Offices are working on Core Banking Solution (CBS)</p> <p>v) 30 Marketing and Circle office staff were trained in marketing.</p> <p>vi) 43 Nos of Passbook Printers were supplied to Aizawl.</p> <p>vii) 45 Nos of Laser Printers were supplied to Aizawl</p> <p>viii) One Speed Post Centre (NSH) was upgraded.</p> <p>ix) Two Post Offices were modernized under “Upkeep” activity of Project Arrow.</p> <p>x) Two ATM rooms were constructed in the state and out of which One ATM has been installed in the state</p> <p>xi) One Solar Power pack was installed at Lawngtlai Sub Post Office of the state.</p> <p>xii) Two Rain water harvesting structures were constructed at Kolasib Sub Post Office and Lawngtlai Sub Post Office</p> <p>xiii) One district level Philatelic Exhibition was held during the year.</p> <p>xiv) Setting up of one My Stamp Counter at Lunglei Sub Post Office.</p>



Sl. No.	State	Details of major developmental activities
6.	Nagaland.	<ul style="list-style-type: none"> <li>i) One Sub Post Offices were Opened by redeployment.</li> <li>ii) 18 offices were migrated in the North Eastern Region during the period.</li> <li>iii) 17 Post Offices are working on Core Banking Solution (CBS)</li> <li>iv) 30 Marketing and Circle office staff were trained in marketing.</li> <li>v) 45 Nos of Passbook Printers were supplied to Kohima.</li> <li>vi) 36 Nos of Laser Printers were supplied to Kohima</li> <li>vii) One Parcel Hub and one Speed Post Centre were upgraded.</li> <li>viii) Three Desktops, four Weighing Scales and three Gensets supplied under Mail Office Hardware.</li> <li>ix) One Post Offices have been modernized under “Look &amp; Feel” and two Post Offices have been modernized under “Upkeep” activity under “Project Arrow”.</li> <li>x) Two ATM rooms were constructed in the state and out of which One ATM has been installed in the state.</li> <li>xi) Two Solar Power pack were installed at Eight Mon MDG and Wokha Sub Post Office of the state.</li> <li>xii) One Rain water harvesting structures was constructed at Kohima HO.</li> <li>xiii) One district level Philatelic Exhibition was held during the year</li> <li>xiv) Setting up of three My Stamp Counter at Mon MDG, Mokokchung MDG and Zunheboto MDG.</li> </ul>
7.	Tripura	<ul style="list-style-type: none"> <li>i) Three Branch Post Offices and Two Sub Post Offices were Opened by relocation/ redeployment.</li> <li>ii) Two Franchisee Outlets were opened in the state.</li> <li>iii) 12 offices were migrated in the North Eastern Region during the period.</li> <li>iv) 50 Post Offices are working on Core Banking Solution (CBS)</li> <li>v) 58 Marketing and Circle office staff were trained in marketing.</li> <li>vi) 52 Nos of Passbook Printers were supplied to Agartala and 40 Nos of Passbook Printers were supplied to Dharamnagar.</li> </ul>

Sl. No.	State	Details of major developmental activities
		<p>vii) 35 Nos of Laser Printers were supplied to Agartala and 47 Nos of Laser Printers were supplied to Dharamnagar.</p> <p>viii) Four Desktops, five Weighing Scales and three Gensets supplied under Mail Office Hardware.</p> <p>ix) One Speed Post Centre (NSH) was upgraded.</p> <p>x) Infrastructure upgradation of one parcel booking centre at Agartala.</p> <p>xi) 14 Post Offices were modernized under “Upkeep” activity of Project Arrow</p> <p>xii) Two Solar power Packs were installed in Kailashahar MDG and Amarpur Sub Post Offices.</p> <p>xiii) Two Rain water harvesting structures were constructed at RK Pur HO and Agartala Bazar SO.</p> <p>xiv) Six ATMs have been installed in the state.</p> <p>xv) One district level Philatelic Exhibition was held during the year</p> <p>xvi) Setting up of one My Stamp Counter at R.K.Pur at Head Office.</p>
8.	Sikkim	<p>i) 80 letter Boxes were installed in rural areas of the state.</p> <p>ii) 18 Cash Chests were embedded in Rural Branch Offices.</p> <p>iii) Seven Post Office are working on Core Banking Solution (CBS)</p> <p>iv) 11 Marketing and Circle office staff were trained in marketing.</p> <p>v) One ATM has been installed in the state</p> <p>vi) Seven Roof Top rain water harvesting structures have been constructed at Rangpo, Renok, Rangli bazaar, Mangon, Rajbhawan PO, IQ Raj Bhawan and Gangtok HO.</p> <p>vii) Four Solar power Packs were installed at Mangon, Rhenok and Rangli Bazar.</p> <p>viii) One Philatelic Workshop was held at Tadong during the year</p> <p>ix) Setting up of one My Stamp Counter at Rumtek Branch Post Office.</p>

### 13.6 MARKETING AND ADVERTISE- MENT ACTIVITIES IN THE NORTH EAST REGION:

- An SMS campaign was released wherein 69,01,300 SMSs were sent to promote the Express/Business Parcel & Speed Post Service of the Department.
- Release of advertisement on 5,79,700 Air India Baggage tags in the airports of North Eastern Region.
- Outdoor advertisements were released on Display Boards installed at Airport, Digital Cinema Theatres, Unipoles, etc. to promote India Post as a brand and to increase our product visibility.
- Radio Jingles were released on products/ services of Department of Posts.
- Print advertisements were released to promote India Post as a brand and to

promote our products and services.

- 319 Portable gensets of different capacities, 311 UPSs of different capacities, 427 No. of 80 Col. Dot Matrix Printers, 1 Projector and other spares and miscellaneous items were procured by North Eastern Region.
- 556 Smart mobile phones were supplied to North Eastern Region.
- 1460 Letter Boxes were installed at rural areas and 641 cash chests were embedded in the rural BOs in the North East Circle.

### TRAINING OF STAFF

**13.7** 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 2016-17. The details are given below:

**TABLE - 21**  
**TRAINING IN NORTH EASTERN REGION DURING 2016-17**

Sl. No.	Name of State	Training of Supervisory Cadre	Training of Frontline staff (Postal Assistant)	Training of Operative staff(SA)	Training of postmen /mail Overseers/MTS	Training of Gramin Dak Sewak (GDS)
1.	Assam	47	5565	202	186	1480
2.	Arunachal Pradesh	0	7	0	49	76
3.	Manipur	0	4	0	156	670
4.	Meghalaya	0	0	0	19	11
5.	Mizoram	0	4	0	95	178
6.	Nagaland	0	0	0	30	59
7.	Tripura	0	60	0	214	679
8.	Sikkim	5	25	0	10	25
	<b>Total</b>	<b>52</b>	<b>5665</b>	<b>202</b>	<b>759</b>	<b>3178</b>

# Issues of General Importance





## ISSUES OF GENERAL IMPORTANCE

### STAFF RELATIONS

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

#### Trade Union Action taken up by the Service Federations/Associations/Unions:

**14.2** National Federation of Postal Employees (NFPE) and Federation of National Postal Organisations (FNPO) went on one day strike on 16<sup>th</sup> March, 2017 in support of their demands. The strike notice was in the wake of the nationwide strike call given by the Confederation of Central Government Employees and workers. Necessary instructions were issued to all Postal circles to tackle the strike and instructed them to take necessary action as per rules admissible. A 16 hour Control Room was set up temporarily in Dak Bhawan, New Delhi as well as in all Postal Circles for monitoring various activities relating to the strike. Besides, no untoward incident was reported by any Circle.

**14.3** All India Gramin Dak Sevaks Union (AIGDSU) went on strike from 16<sup>th</sup> August, 2017 to 23<sup>rd</sup> August, 2017 under sub section (1) of Section 22 of Industrial Disputes Act, 1947 for the settlement of their main demand i.e. implementation of GDS Committee report. In this regard, necessary instructions were issued to all Circles to tackle the strike and instructed them to take necessary action

as per rules admissible. A 24 hour Control Room was set up temporarily in Dak Bhawan, New Delhi as well as in all Postal Circles for monitoring various activities relating to the strike. Besides, no untoward incident was reported by any Circle.

### COURT CASES

**14.4** As per the Reports received from all the Circles on quarter ending March, 2017, June, 2017 and September, 2017 there were 18305, 18416 and 18483 cases pending in various Courts respectively.

Instructions were issued to all Circles to review the pendency and make efforts to get down the same.

#### Courts cases pending in various courts as on 30.09.2017 are as follows:-

CAT	:	7403
Lower Court	:	3154
High Court	:	3730
Supreme Court	:	0248
District Consumer Forum	:	2621
State Consumer Forum	:	1236
National Consumer Forum	:	0074
Supreme Court /Labour Court / Session Court	:	0017

### MEDICAL

**14.5** As a Welfare measure, the Department of Posts is running 34 Postal Dispensaries in 13 Circles in various parts of the Country



as at Annexure. These Dispensaries extend outdoor treatment facilities to the eligible beneficiaries, who are the employees as well as Pensioners of the Department of Posts and Department of Telecom, wherever such facilities are available. In places where Postal Dispensaries are not available, the employees/pensioners of the Department can avail comprehensive health care facilities from CGHS Dispensaries wherever /entitled or from the Authorised Medical Attendant as per CSMA (Rules) as the case may be'.

**TABLE - 22**  
**DETAILS OF POSTAL**  
**DISPENSARIES IN 13 CIRCLES**

S. No.	Name of the Circle	Name of the P&T Dispensary
1	Andhra Pradesh	Guntur
2		Rajamundry
3		Nellore
4		Vijaywada
5		Visakhapatnam
6	Assam	Dibrugarh
7		Silchar
8	Bihar	Chhapra
9		Darbhanga
10		Gaya
11		Muzaffarpur
12	Chhattisgarh	Raipur
13	Gujarat	Vadodara
14	Haryana	Ambala
15	Jharkhand	Dhanbad
16	Orissa	Behrampur
17		Cuttack
18	Punjab	Amritsar
19		Jalandhar

S. No.	Name of the Circle	Name of the P&T Dispensary
20	Rajasthan	Ajmer
21		Jodhpur
22		Kota
23	Tamil Nadu	Tiruchirappali
24		Triunelveli
25	Uttar Pradesh	Agra
26		Aligarh
27		Bareilly
28		Gorakhpur
29		Moradabad
30		Saharanpur
31		Varanasi
32		PTC Saharanpur
33	West Bengal	Siliguri
34		Jalpaiguri

## OFFICIAL LANGUAGE

**14.6** 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.

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

**14.8** The OL Branch has promoted and propagated various incentive schemes to encourage the use of Hindi. It has nominated officials for imparting training under the Hindi Training Scheme and also familiarized all the

Sections of the Department of Posts at the Headquarter, Circle Headquarters and other concerned offices of the Department with the Official Language Act, Rules and instructions. Compliance of instructions, issued under the rules, has been ensured to achieve targets fixed by the Department of Official Language in their Annual Programme issued for the year under review.

**14.9** The Official Language Section deals with the translation and vetting work of all the documents falling under the purview of Section 3(3) of the Official Language Act, 1963. These documents include Parliamentary questions, Office memorandums, Orders, Notifications, Audit Para, Cabinet notes, replies of RTI applications, Philately related work, Recruitment rules, Speeches of Hon'ble Minister, letters and other documents.

**14.10** The second Sub-Committee of the Committee of Parliament on Official Language also monitors the implementation of Official Language policy in the offices of the Department. During the current financial year, the second Sub-Committee of the Committee of Parliament on Official Language has carried out the inspection of 11 offices.

**14.11** In pursuance of Sub-Rule 4(4) of Rule 10 of the Official Language (use for official purposes of the Union) Rule 1976, six subordinate offices of the Department of Posts were notified, wherein more than 80% staff has acquired the working knowledge of Hindi.

**14.12** Hindi Fortnight was observed from 14<sup>th</sup> to 28<sup>th</sup> of September, 2017. Hindi typing competition on computer (Unicode supported font) was also organized along with other Hindi competitions during the fortnight. There is a proposal to buy quality Hindi books

worth ₹ 10,000/- on various subjects for the Postal Directorate Library.

**14.13** A Hindi workshop was organized on 6<sup>th</sup> July, 2017. A total of 17 officials participated in this workshop. Meetings of Official Language Implementation Committee are held in the Postal Directorate, New Delhi on a regular basis. During the current financial year, these meetings were held on 8<sup>th</sup> June, 2017 and 15<sup>th</sup> September, 2017 so far. The Department of Posts regularly reviews the quarterly reports concerning to the Official Language with regard to its various offices located in different parts of the country.

**14.14** The Department of Posts is committed to the implementation of the Official Language Policy of the Government of India.

## **SOCIAL MEDIA**

**14.15** The official Facebook page (Department of Posts, Government of India) has generated more than 176,444 likes till 19<sup>th</sup> January, 2018.

**14.16** An official Twitter page @India Post Office is also operational and has more than 76,816 followers till 19<sup>th</sup> January, 2018.

**14.17** Posts are regularly updated on these social media platform to publicize and spread awareness on major initiatives of the Department, and the comments or complaints on these platforms are reviewed and action taken to resolve the same and the responses are being uploaded promptly.

**14.18** 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.



Release of stamp on Deekshabhoomi by Prime Minister of India, Sh. Narendra Modi on 14<sup>th</sup> April, 2017, at Nagpur

# Public Grievances





## PUBLIC GRIEVANCES

### CITIZENS' CHARTER

**15.1** An updated Citizens' Charter containing all three components viz. service standards, grievances redressal mechanism and service delivery capabilities was formulated and placed in public domain on [www.indiapost.gov.in](http://www.indiapost.gov.in) during July, 2011. It contains the vision, mission, introduction about the organization, purpose of Citizens' Charter, postal services and facilities for the customers, Postal products and services, delivery standards and customer's expectations, complaint settlement mechanism, liability of the organization and administrative set up. A revised Citizens' Charter has been issued in December, 2017.

### OPERATING SEVOTTAM COMPLIANT CCCC BASED GRM OF DOP :

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

**15.3** The modified version of Computerized Customer Care Centre (CCCC) software has been made operational since 2010. The new system has been designed keeping in view the requirements for making the Grievance Redress Mechanism in the Department of Posts a Sevottam-compliant one. New features such as escalation of unresolved complaints to next higher administrative level for better monitoring and quicker redress;

differentiation of complaints into minor, major or critical; automatic generation of reply to the complainant on completion of inquiry; provision for feedback of complainant; etc have been incorporated in the new CCCC System.

**15.4** Till December 2017, 18807 Computerized Customer Care Centers (CCCCs) have been established in the Post Offices, Sorting Hubs and Divisional/Regional/Circle Headquarters across the country for online exchange of information amongst all the units for speedy redressal of public grievances. The network covers all Head Post Offices in the country with the objective of providing easy and speedy access to information and help required by the customer, apart from the redressal of grievances.

**15.5** The number of complaints received and settled in Computerized Customer Care Centers (CCCCs) from January, 2017 to December, 2017 is 17,46,781 and 18,76,382 respectively, with 107% resolution of grievances. This is due to active resolution of not only the current grievances but also the carried forward grievances of the last year.

### CENTRALIZED PUBLIC GRIEVANCE REDRESS AND MONITORING SYSTEM (CPGRAMS)

**15.6** Department of Posts is also processing complaints registered by consumers of Postal Services in the Centralized Public Grievance



Redress and Monitoring System (CPGRAMS) of PG Portal which includes complaints received in DAR&PG, Department of Public Grievances (DPG), President's Secretariat and Prime Minister's Office in the system and accessible at the website [www.pgportal.gov.in](http://www.pgportal.gov.in). Postal Circles have been created as subordinate organizations and in many Circles, the Regions and Divisions have also been created for users for online handling of grievances. Assam Circle is integrated in this system and in North East Circle, Arunachal, Manipur, Mizoram, Nagaland, Agartala, Meghalaya and Dharmnagar Divisions have been created as subordinate organizations of the North East Circle to monitor and redress the grievances online.

**15.7** Percentage resolution of complaints on CPGRAMS has been around 98%. Upto December 2017, the Department has resolved 96,155 complaints lodged on CPGRAMS.

## **PUBLIC GRIEVANCES**

**15.8** During the period from April, 2016 to March, 2017, a total number of 23,43,355 cases of public grievances were received from all sources. A total of 22,27,916 cases were settled during the above period which constitutes 95% of the total grievances handled.

## **IMPLEMENTATION OF SEVOTTAM**

**15.9** The Department had initiated a project during the year 2011-12 to attain Sevottam Certification for 78 Head Post Offices across the country. During the Financial year 2016-17, BIS has certified IS 15700 : 2005 Certification to 4 Head Post Offices (one HPO each in Maharashtra, Tamil Nadu, Karnataka

and West Bengal Circles), and renewed BIS Sevottam Certification for 42 HPOs in Ten Postal Circles. Implementation of Sevottam Certification (15700: 2005) in one Post Office each in the four Postal Circles in Assam, North East, Odisha and Jharkhand during the financial year 2017-18 is on the anvil.

## **SOCIAL MEDIA CELL**

**15.10** Social Media Cell is an independent entity and deals with the Twitter and Facebook accounts of the Department of Posts. The social media complaints are time bound and are replied within 24 hours. The social media cell monitors the complaints sent to all the Circles on daily basis. The monitoring of social media complaints is done on daily basis by the office of MOSC (I/C). Percentage of closure of complaints on Twitter Seva has been around 100%. From September, 2016 to November, 2017, the Department has resolved 58,698 complaints lodged on Twitter.

## **INDIA POST HELP CENTRE "1924"**

**15.11** In wake of the initiatives taken up by Prime Minister to bring transparency and accountability in the Government, Department of Posts has established "India Post Help Centre" on 12<sup>th</sup> September, 2016 which can be reached through a Toll Free Number, 1924. This Helpline Number aims to assist the general public in the following manner:-

- Redressal of Public Grievances.
- Dissemination of information regarding various initiatives, activities, schemes, programmes and projects undertaken.
- Feedback on the perception of the Department's performance.

### Features of India Post Help Centre:-

- Customers can dial 1924 from mobile and landline number of any service provider, from all over the country.
- The operator in the “India Post Help Centre” helps the caller and provides information or forwards the complaint to respective locations/offices for further disposal and feedback.
- This service can be availed of on every day except on Sundays and Gazetted holidays from 08:00 am to 08:00 pm.

**15.12** The number of complaints received and settled in the Help Centre from September, 2016 to November, 2017 is 38,176 with 100% closure. In addition to this, 1,47,527 customer queries were also handled by the Centre during the said period.

### IMPLEMENTATION OF RIGHT TO INFORMATION ACT 2005

**15.13** Online RTI Portal by the DOP: RTI On-line web portal was developed by the Department of Personnel & Training (DOP&T) for disposal of online RTI applications/appeals. Department of Posts is the first Central Public Authority to take this portal to field offices level. Till December 2017, on-line accounts of around 1229 CPIOs and 165 FAAs have been created all over the country who have been disposing the RTI applications and appeals online. Department of Posts was awarded Certificate of Excellence by Minister of State (PP), Dr. Jitendra Singh on 17<sup>th</sup> March 2017 for outstanding performance in the use of RTI online Portal under the Category “Extent of Implementation by Public Authority.”



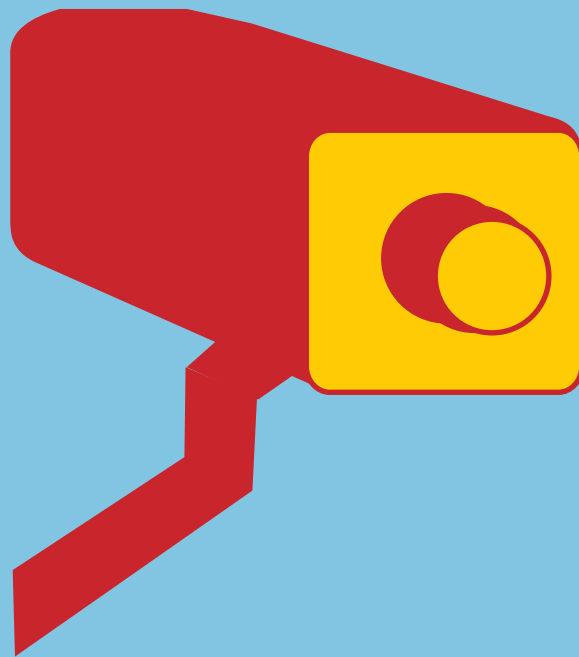
Certificate of Excellence awarded to Department of Posts by Minister of State (PP), Dr Jitendra Singh in March 2017 for outstanding performance in the use of RTI online Portal under the Category “Extent of Implementation by Public Authority”.

## Snapshots of feedback from twitterati on IndiaPost Twitter



Snapshots from India Post Twitter

# **Vigilance Administration**





## VIGILANCE ADMINISTRATION

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

**16.2** At the Circle, Regional and Divisional levels, vigilance related functions are discharged by the Heads of three units, viz., Chief Postmasters General, Postmasters 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.

**16.3** 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.

**16.4** Department strongly believes that the participation of all citizens is necessary in the fight against corruption. Vigilance Awareness Week was observed from 30<sup>th</sup> October, 2017 to 4<sup>th</sup> November, 2017 at the Headquarter in Dak Bhawan and offices of Postal Circles in the Department. Various activities including outreach programmes such as quiz, essay competition in schools and colleges, workshops, road shows, seminars and gram sabhas were conducted in the Circles during Vigilance Awareness Week. Special Stamp Impression containing slogan **“Our Goal - Corruption Free India”** was affixed on all letters/mails received for deliveries during the period from 23<sup>rd</sup> October, 2017 to 10<sup>th</sup> November, 2017.





Prize distribution to the participants of Vigilance quiz as part of Vigilance Awareness Week.

# **Annexure**



## AUDIT OBSERVATIONS OF C & AG

Audit Report No. 21 of 2017, Union Government  
(Ministry of Communications)

### DEPARTMENT OF POSTS

Summary of important Audit observations in Audit Report for the year ended March, 2016 for inclusion in the Annual Report of Department of Posts.

#### Functioning of Mail Motor Service in DoP – Follow up Audit

Operation and Maintenance of Vehicles, Disposal of Condemned Vehicles, Supply and Installation of GPS, Lapses in preparing Proforma Accounts, Conveyance of Mail through Private Contractors, Avoidable payment of tax.

**Para No 2.1**

#### Irregular parking of funds and consequential loss of interest:-

Director of Accounts (Postal), Cuttack did not claim interest of ₹ 64.7 crore from the State Bank of India for delay in remittance of Government money. Besides, ₹ 485.61 crore was allowed to be irregularly retained in a current account opened in violation of RBI guidelines.

**Para No 2.2**

#### Loss of Revenue on Non-Registered Newspapers:-

Newspapers not registered with Registrar of Newspapers in India were irregularly allowed

to avail of concessional tariff which resulted in loss of revenue of ₹ 2.45 crore in four Postal Circles viz. Karnataka, Maharashtra, Tamil Nadu and Gujarat even after assurances given by DoP in April, 2013.

**Para No 2.3**

#### Excess Payment of Haulage Charges

Uttar Pradesh, Tamil Nadu and Gujarat Circles made payment for excess berths than sanctioned which resulted in excess payment of ₹ 2.70 crore besides non-claim of rebate of ₹ 0.18 crore.

**Para No 2.4**

#### Avoidable payment on hiring of Remotely Managed Franking Machines

CPMG, Maharashtra and Gujarat Circles entered into agreements with M/S Pitney Bowes India Pvt. Ltd for hiring Remotely Managed Franking Machines (RMFMs) without properly assessing the business in the BPCs/MBCs in their respective circles. CPMsG agreed for payment for minimum of three lakh impression which in case of most of the BPCs/MPCs was much higher than the actual volume of business. This resulted in avoidable payment of ₹ 86.09 lakh.

**Para No 2.5**

### AUDIT REPORT PARAS PENDING

**Details of Audit Report Paras pending with the Department of Posts and their disposal status as on 01.01.2018**

Sl. 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 29 of 2016	5	NIL	NIL	NIL
2	CA 21 of 2017	3	NIL	NIL	NIL
	<b>Total</b>	<b>8</b>	<b>NIL</b>	<b>NIL</b>	<b>NIL</b>

Total C&AG Audit paras pending as on 01.01.2018=2

Total C&AG Audit Paras pending with DG Audit (P&T) for vetting =2

#### DETAILS OF C&AG PARAS PENDING AS ON 01.01.2018

Sl.No.	Report No. & Year	Para No.	Subject
1	CA 21 of 2017	2.1	Functioning of Mail Motor Service in DoP –Follow up Audit
2	CA 21 of 2017	2.3	Loss of Revenue on Non-Registered Newspapers

# **Other Statistical Tables**





**TABLE- 23**  
**POSTAL NETWORK AT A GLANCE IN COUNTRIES AS ON 31.03.2017**

**(in number)**

1	Postal Circles	23
2	Postal Regions	51
3	Postal Divisions	446
4	Circle Stamp Depots	17
5	Postal Store Depots	46
6	Railway Mail Service Divisions	69
7	Postal Training Centres	6
8	Post Office	154,965
9	Rural Post Office	139,067
10	Urban Post Office	15,898
11	General Post Office	24
12	Head Post Office	810
13	Sub Post Office	24,776
14	Gramin Dak Sewak Post Office	129,380
15	Delivery Post Office	146,623
16	Night Post Office	141
17	Sorting Hub	90
18	Countries covered under International Speed Post (Merchandise & documents - both)	76
19	Countries covered under International Speed Post (documents only)	24
20	Average persons served per Post Office*	7,753
21	Average rural persons served per rural Post Office*	5,995
22	Average urban persons served per urban Post Office*	23,720
23	Average Area served by a Post Office (in Sq. Km.)	21.56

\*Estimated

**TABLE - 24**  
**REGISTERED AND UNREGISTERED MAIL TRAFFIC DURING 2016-17**  
**(Number in thousand)**

Circle	Registered Traffic	Unregistered Traffic	Total
Andhra Pradesh	9457	378696	388153
Assam	5711	79738	85449
Bihar	4731	72454	77185
Chhattisgarh	1602	70228	71830
Delhi	10359	171453	181812
Gujarat	9073	597549	606622
Haryana	3738	107170	110908
Himachal Pradesh	2195	49673	51868
Jammu & Kashmir	691	42682	43373
Jharkhand	3064	38017	41081
Karnataka	11506	458832	470338
Kerala	10680	443303	453983
Madhya Pradesh	5039	239325	244364
Maharashtra	21544	992690	1014234
North Eastern	2783	54322	57105
Orissa	5173	72275	77448
Punjab	6654	142780	149434
Rajasthan	11016	222744	233760
Tamil Nadu	19708	597778	617486
Telangana	4119	123678	127797
Uttar Pradesh	16929	335994	352923
Uttarakhand	2492	42181	44673
West Bengal	15126	192997	208123
<b>Total</b>	<b>183390</b>	<b>5526559</b>	<b>5709949</b>

**TABLE - 25**  
**ARTICLE-WISE MAIL TRAFFIC DURING 2015-2016 AND 2016-2017**  
**(Registered, Unregistered and Premium Products)**

**(Number in Crore)**

Article	2015-16	2016-17
1. Postcard *	104.70	99.89
2. Letters		
Speed Post	41.43	46.31
Registered Letter	16.91	15.46
Insured Letter	0.07	0.07
Value Payable Letter	0.52	0.21
Unregistered Letter #	311.47	310.81
<b>Total Letter Mail</b>	<b>370.40</b>	<b>372.86</b>
3. Registered Newspaper	50.24	48.28
4. Parcel		
Express Parcel Post	1.29	1.56
Registered Parcel	1.15	1.39
Insured Parcel	0.10	0.11
Value Payable Parcel	0.30	0.37
Unregistered Parcel	8.33	6.82
<b>Total Parcel Mail</b>	<b>11.17</b>	<b>10.25</b>
5. Packet		
Registered Packet	0.56	0.51
Value Payable Packet	0.22	0.22
Unregistered Packet	86.75	86.86
<b>Total Packet Mail</b>	<b>87.53</b>	<b>87.59</b>
<b>Grand Total (1 to 5)</b>	<b>624.04</b>	<b>618.87</b>

\* Include acknowledgements.

# Include letter cards and insufficiently paid letters.

**TABLE - 26**  
**INLAND MONEY ORDERS ISSUED DURING 2016-17**

Circle	Number (in Lakh)	Value (₹ in Crore)	Commission (₹ in Crore)
Andhra Pradesh	1.83	100.95	3.34
Assam	1.92	28.79	1.06
Bihar	3.86	66.54	1.78
Chhattisgarh	2.32	27.91	1.06
Delhi	1.87	41.52	1.49
Gujarat	12.94	311.94	15.06
Haryana	1.07	26.40	1.14
Himachal Pradesh	8.86	271.32	13.34
Jammu & Kashmir	0.56	15.02	0.51
Jharkhand	8.49	26.10	0.96
Karnataka	330.86	2481.26	122.52
Kerala	132.55	1011.44	49.25
Madhya Pradesh	5.00	48.84	1.90
Maharashtra	15.57	262.69	11.15
North Eastern	0.98	20.08	0.8
Orissa	4.01	43.15	1.48
Punjab	6.74	45.50	1.72
Rajasthan	18.74	244.35	11.73
Tamil Nadu	70.04	620.96	29.74
Uttar Pradesh	5.32	129.15	4.12
Uttarakhand	1.22	27.13	0.79
West Bengal	23.88	126.10	4.70
Base Post Office	0.37	9.98	0.44
<b>Total</b>	<b>659.00</b>	<b>5987.12</b>	<b>280.08</b>

**TABLE - 27**  
**INDIAN POSTAL ORDERS SOLD DURING 2016-17**

Circle	Number (in Lakh)	Value (₹ in Crore)	Commission (₹ in Crore)
Andhra Pradesh	2.70	1.85	0.19
Assam	4.60	0.00	0.20
Bihar	6.77	3.12	0.29
Chhattisgarh	2.74	0.68	0.08
Delhi	6.00	1.78	0.29
Gujarat	1.13	0.48	0.06
Haryana	3.34	1.61	0.13
Himachal Pradesh	3.72	1.87	0.19
Jammu & Kashmir	0.81	0.30	0.03
Jharkhand	1.86	0.86	0.09
Karnataka	9.68	1.92	0.18
Kerala	0.97	0.53	0.06
Madhya Pradesh	2.37	0.96	0.10
Maharashtra	3.33	3.19	0.19
North - East	0.98	1.02	0.04
Orissa	2.34	0.62	0.05
Punjab	4.78	1.91	0.18
Rajasthan	9.80	6.16	0.60
Tamil Nadu	2.63	1.15	0.10
Uttar Pradesh	16.95	5.77	0.66
Uttarakhand	2.98	0.90	0.09
West Bengal	9.92	5.97	0.65
Base Post Office	0.17	0.04	0.00
<b>TOTAL</b>	<b>100.57</b>	<b>42.69</b>	<b>4.45</b>



**TABLE - 28**  
**ACCOUNTS OF SAVINGS SCHEMES AS ON 31.03.2017**

Circle	Savings Bank	Recurring Deposit	Time Deposit	Fixed Deposit	Cumulative Time Deposits	Public Provident Fund	Monthly Income Scheme	National Saving Scheme 87	National Saving Scheme 92	Senior Citizen	Sukanya Samridhi Account	Mahila Samridhi Yojana	(in number)	
													Total	Total
Andhra Pradesh	27708554	17763648	670781	0	2004	91030	784664	10165	3433	66196	846405	11616	47958496	
Assam	5619770	2098323	203973	0	1084	43243	360283	2207	328	5197	173260	0	8507668	
Bihar	17473347	3931248	2145263	0	688	50506	1398095	2299	202	28127	364412	0	25394187	
Chhattisgarh	3006404	766041	75591	0	1303	29761	85918	1390	127	7437	206360		4180332	
Delhi	1436260	563939	181068	2	8769	211970	354398	23127	975	70274	135629	2094	2988505	
Gujarat	8895019	5961233	2055444	0	5673	203753	1482528	28387	230	117381	250216	0	18999864	
Haryana	2813935	1609799	861542	0	83879	95519	349231	10876	292	24171	220928	129679	6199851	
Himachal Pradesh	2229390	2153003	461256	22	4615	25678	175139	1334	82	6381	153782	0	5210682	
Jammu & Kashmir	1147481	249534	244476	0	5676	8209	66391	1436	47	2120	113241	0	1838611	
Jharkhand	6907083	3670464	537555	0	1877	40175	433334	3442	0	22158	491616	0	12107704	
Karnataka	9900331	5217321	300167	3	8294	110358	408491	13595	2116	86561	1000704	0	17047941	
Kerala	7287833	4820154	242357	298	164	20873	356569	5266	2039	15717	345398	0	13096668	
Madhya Pradesh	12181009	10185829	589291	59	10533	57872	460576	6029	267	27806	433752	0	23953023	
Maharashtra	8552661	18411117	1141280	0	15748	486213	1498029	66887	2145	144355	774566	0	31093001	
North-East	1422571	712817	63302	4	1447	6001	52702	806	103	3327	64498	0	2327578	
Orissa	7480992	4669355	450989	0	9306	22442	377760	4506	291	20654	345335	0	13381630	
Punjab	3357758	2052877	789342	0	4307	149459	448622	10067	654	48480	255629	0	7117195	
Rajasthan	13216970	4266491	407846	0	3164	203742	525280	6926	573	32557	401447	0	19064996	
Tamilnadu	11630224	12019724	935689	0	6023	225500	529121	15441	5211	104636	1371170	0	26842739	
Uttar Pradesh	15977487	14882980	1690836	0	23916	187622	1397935	14329	3519	51553	1056906	307502	35594585	
Uttarakhand	3681239	1679397	310375	0	9741	33314	148264	2441	216	12350	251554	6717	6135608	
West Bengal	14068394	4607443	2306381	0	0	142562	4957165	30960	0	224950	624728	0	26962583	
Base Post Office	205993	411022	4391	0	91	19965	30178	333	26	999	37601	0	710599	
<b>Total</b>	<b>186200705</b>	<b>122703759</b>	<b>16669195</b>	<b>388</b>	<b>208302</b>	<b>2465767</b>	<b>16680673</b>	<b>262249</b>	<b>22876</b>	<b>1123387</b>	<b>9919137</b>	<b>457608</b>	<b>356714046</b>	

**TABLE - 29**  
**OUTSTANDING BALANCE OF SAVINGS SCHEMES AS ON 31.03.2017**

(₹ in Crore)

Circle	Savings Bank	Recurring Deposit	Time Deposit	Monthly Income Scheme	Senior Citizen	National Saving Scheme 87 & 92	Cumulative Time Deposits	Fixed Deposit	Sukanya	Public Provident Fund	Mahila Samridhi Yojana	Total
Andhra Pradesh	2882.53	3753.11	4011.80	9412.81	1882.02	80.92	0.28	0.44	1457.69	1823.40	0.77	25305.77
Assam	2191.19	1988.02	646.05	3043.29	190.72	2.32	0.43	0.00	146.22	721.64	0.35	8930.23
Bihar	4411.92	3968.41	7282.76	7368.92	112.32	1164.59	1.21	-0.06	328.82	912.73	-2.78	25548.84
Chhattisgarh	1280.12	2138.42	818.36	1723.52	382.33	36.82	-3.50	0.00	151.25	683.83	-0.24	7210.91
Delhi	3056.67	2686.10	2830.92	6266.30	2893.54	173.72	-1.41	-1.25	366.59	10071.50	0.00	28342.68
Gujarat	5468.31	2318.65	7203.03	14153.99	3205.97	-94.81	4.24	-0.12	354.63	7170.39	3.54	39787.82
Haryana	2325.93	3598.33	2553.97	3116.43	871.89	66.07	-5.53	0.00	602.46	2494.22	0.08	15623.85
Himachal Pradesh	2623.00	3441.30	1416.12	2536.16	282.27	12.48	0.51	0.00	236.03	1001.26	-0.11	11549.02
Jammu & Kashmir	771.78	619.77	1447.53	801.18	148.53	-6.16	3.29	0.00	143.37	202.21	0.13	4131.63
Jharkhand	96.73	872.36	2030.08	5286.37	558.02	-25.88	1.77	0.00	286.91	206.28	-0.16	9312.48
Karnataka	4287.67	4502.80	1611.39	5469.15	3097.79	201.78	2.26	-0.01	1873.10	3410.97	0.52	24457.42
Kerala	2151.52	7403.15	565.35	2197.85	744.84	43.84	-0.13	0.01	572.55	633.27	0.11	14312.36
Madhya Pradesh	5157.86	4553.92	1426.45	3680.85	674.85	6.01	-1.03	0.83	378.04	1383.47	-0.22	17261.03
Maharashtra	6379.72	4481.35	4705.15	25870.49	3069.89	1206.54	0.91	-0.01	1235.51	8256.73	-0.12	55206.16
North-East	860.78	1150.14	581.96	1085.37	115.16	5.50	0.10	0.01	54.69	142.69	0.28	3996.68
Orissa	2899.81	3024.03	2061.64	3317.65	466.29	6.87	0.01	0.09	419.03	436.90	0.01	12632.33
Punjab	3795.02	4203.20	6191.63	5845.82	1562.69	189.11	-0.27	0.00	436.75	6510.24	0.27	28734.46
Rajasthan	3235.33	5413.13	2863.32	5100.31	729.75	-33.93	1.19	0.01	450.50	4360.01	1.17	22120.79
Tamilnadu	5885.28	5114.05	3002.83	9490.03	2505.19	261.75	-0.02	-0.01	2004.33	3514.26	0.21	31777.90
Uttar Pradesh	11586.17	11395.37	10202.94	16129.13	1112.56	117.31	-1.97	-1.87	1414.26	4797.54	-0.91	56750.53
Uttarakhand	2198.58	2584.74	1505.80	2563.86	413.64	-25.97	-0.01	0.00	306.95	814.36	0.00	10361.95
West Bengal	11427.72	4910.81	14429.25	45209.74	4347.75	-140.93	5.78	26.19	547.05	3681.15	0.00	84444.51
Base Post Office	195.29	334.41	267.14	394.37	85.38	9.12	0.04	0.00	57.54	132.89	0.00	1476.18
<b>Total</b>	<b>85168.93</b>	<b>84455.57</b>	<b>79655.47</b>	<b>180063.59</b>	<b>29453.39</b>	<b>3257.07</b>	<b>8.15</b>	<b>24.25</b>	<b>13824.27</b>	<b>63361.94</b>	<b>2.90</b>	<b>539275.53</b>

**TABLE - 30**  
**DISTRIBUTION OF RURAL AND URBAN POST OFFICES AS ON 31.03.2017**

Circle	Departmental Post Office												Gramin Dak Sewak Post Office												(in number)		
	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	582	1535	958	636	1594	-	-	0	8644	138	8782	8644	138	8782	8644	138	8782	9602	774	10376			
Assam	0	19	19	385	221	606	385	240	625	-	-	0	3246	141	3387	3246	141	3387	3246	141	3387	3631	381	4012			
Bihar	1	31	32	645	381	1026	646	412	1058	-	-	0	7944	45	7989	7944	45	7989	7944	45	7989	8590	457	9047			
Chhattisgarh	0	10	10	100	239	339	100	249	349	-	-	0	2790	25	2815	2790	25	2815	2790	25	2815	2890	274	3164			
Delhi	0	12	12	5	390	395	5	402	407	-	-	0	78	69	147	78	69	147	78	69	147	83	471	554			
Gujarat	0	33	33	651	657	1308	651	690	1341	-	-	0	7548	95	7643	7548	95	7643	7548	95	7643	8199	785	8984			
Haryana	0	16	16	179	309	488	179	325	504	-	-	0	2135	49	2184	2135	49	2184	2135	49	2184	2314	374	2688			
Himachal Pradesh	3	15	18	348	103	451	351	118	469	-	-	0	2307	12	2319	2307	12	2319	2307	12	2319	2658	130	2788			
Jammu & Kashmir	0	9	9	94	163	257	94	172	266	-	-	0	1410	26	1436	1410	26	1436	1410	26	1436	1504	198	1702			
Jharkhand	0	13	13	230	220	450	230	233	463	-	-	0	2616	39	2655	2616	39	2655	2616	39	2655	2846	272	3118			
Karnataka	0	58	58	847	812	1659	847	870	1717	-	-	0	7773	176	7949	7773	176	7949	7773	176	7949	8620	1046	9666			
Kerala	4	47	51	962	494	1456	966	541	1507	-	-	0	3213	341	3554	3213	341	3554	3213	341	3554	4179	882	5061			
Madhya Pradesh	0	43	43	326	652	978	326	695	1021	-	-	0	7143	115	7258	7143	115	7258	7143	115	7258	7469	810	8279			
Maharashtra	1	60	61	1023	1132	2155	1024	1192	2216	-	-	0	10545	98	10643	10545	98	10643	10545	98	10643	11569	1290	12859			
North - East	0	9	9	185	146	331	185	155	340	-	-	0	2511	74	2585	2511	74	2585	2511	74	2585	2696	229	2925			
Orissa	0	35	35	668	501	1169	668	536	1204	1	-	1	6909	61	6970	6910	61	6971	6910	61	6971	7578	597	8175			
Punjab	0	22	22	330	416	746	330	438	768	-	-	0	3080	16	3096	3080	16	3096	3080	16	3096	3410	454	3864			
Rajasthan	1	47	48	723	564	1287	724	611	1335	-	-	0	8951	25	8976	8951	25	8976	8951	25	8976	9675	636	10311			
Tamil Nadu	1	93	94	1331	1409	2740	1332	1502	2834	-	-	0	8948	357	9305	8948	357	9305	8948	357	9305	10280	1859	12139			
Telangana	1	35	36	426	390	816	427	425	852	-	-	0	4819	117	4936	4819	117	4936	4819	117	4936	5246	542	5788			
Uttar Pradesh	0	72	72	878	1604	2482	878	1676	2554	-	-	0	14857	259	15116	14857	259	15116	14857	259	15116	15735	1935	17670			
Uttarakhand	0	13	13	199	181	380	199	194	393	-	-	0	2315	14	2329	2315	14	2329	2315	14	2329	2514	208	2722			
West Bengal	0	47	47	683	1038	1721	683	1085	1768	-	-	0	7096	209	7305	7096	209	7305	7096	209	7305	7779	1294	9073			
Total	17	793	810	12171	12604	24775	12188	13397	25585	1	0	1	126878	2501	129379	126879	2501	129380	126879	2501	129380	139067	15898	154965			

**TABLE- 31**  
**CLASSIFIED FUNCTION-WISE DISTRIBUTION OF POST OFFICES AS ON 31.3.2017**  
(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	10376	23	9866	510	9866
Assam	4012	3	625	97	3914
Bihar	9047	6	1058	239	8808
Chhattisgarh	3164	2	349	86	3078
Delhi	554	7	407	312	242
Gujarat	8984	19	6923	320	8664
Haryana	2688	2	312	192	2496
Himachal Pradesh	2788	0	2746	39	2746
Jammu & Kashmir	1702	1	266	73	1626
Jharkhand	3118	2	463	104	2995
Karnataka	9666	2	7892	544	9122
Kerala	5061	6	4803	262	4803
Madhya Pradesh	8279	5	8279	297	7982
Maharashtra	12859	8	8749	667	12191
North - East	2925	1	557	41	2878
Orissa	8175	4	1204	286	7889
Punjab	3864	5	518	228	3626
Rajasthan	10311	5	9954	357	9954
Tamilnadu	12139	15	12135	1294	10841
Telangana	5788	7	852	239	5543
Uttar Pradesh	17670	12	2554	1085	16580
Uttarakhand	2722	0	2234	2611	2615
West Bengal	9073	6	1132	909	8164
<b>Total</b>	<b>154965</b>	<b>141</b>	<b>83878</b>	<b>10792</b>	<b>146623</b>

**TABLE- 32**  
**PANCHAYAT SANCHAR SEWA KENDRAS, FRANCHISE OUTLET AND**  
**MUKHYA DAK GHAR AS ON 31.03.2017**

(in number)

Circle	Panchayat Sanchar Sewa Kendra	Franchise Outlet	Mukhya Dak Ghar (MDG)		
			Rural	Urban	Total
Andhra Pradesh	16	123	1	4	5
Assam	23	21	2	18	20
Bihar	647	139	4	12	16
Chhattisgarh	29	43	0	10	10
Delhi	0	134	0	0	0
Gujarat	4	54	1	41	42
Haryana	31	97	0	10	10
Himachal Pradesh	41	16	0	0	0
Jammu & Kashmir	20	20	0	11	11
Jharkhand	82	550	0	13	13
Karnataka	4	26	0	45	45
Kerala	0	0	45	45	90
Madhya Pradesh	111	94	0	23	23
Maharashtra	58	143	3	51	54
North Eastern	18	47	2	14	16
Orissa	101	100	1	34	35
Punjab	2	54	0	6	6
Rajasthan	13	85	1	11	12
Tamil Nadu	25	126	4	24	28
Telangana	5	53	0	1	1
Uttar Pradesh	780	325	2	26	28
Uttarkhand	33	63	0	8	8
West Bengal	6	32	6	32	38
<b>Total</b>	<b>2049</b>	<b>2345</b>	<b>72</b>	<b>439</b>	<b>511</b>

**TABLE - 33**  
**LETTER BOX, POST BOX AND POST BAG AS ON 31.03.2017**

(in number)

Circle	Letter Box			Post Box rented to public	Post Bag rented to public	Post Box cum Bags rented to public
	Urban	Rural	Total			
Andhra Pradesh	4331	25179	29510	690	41	3
Assam	1123	11304	12427	790	10	0
Bihar	3011	19422	22433	876	81	255
Chhattisgarh	2717	12271	14988	127	2	0
Delhi	1136	51	1187	515	25	14
Gujarat	4426	19951	24377	3886	98	6
Haryana	1245	5403	6648	403	4	0
Himachal Pradesh	684	5963	6647	260	7	0
Jammu & Kashmir	580	3755	4335	1717	96	0
Jharkhand	1277	12361	13638	303	5	0
Karnataka	5894	24247	30141	10484	240	438
Kerala	3535	11889	15424	5165	285	135
Madhya Pradesh	4274	34121	38395	589	61	0
Maharashtra	7834	37982	45816	6487	188	44
North - East	1078	4373	5451	3393	0	0
Orissa	2595	18266	20861	0	0	0
Punjab	2705	12045	14750	1245	127	0
Rajasthan	3636	23785	27421	1274	37	0
Tamil Nadu	9723	31652	41375	4358	525	182
Telangana	2879	11636	14515	358	139	164
Uttar Pradesh	7300	49290	56590	862	11	50
Uttarakhand	1789	9689	11478	443	16	25
West Bengal	4416	22615	27031	4459	181	31
<b>Total</b>	<b>78188</b>	<b>407250</b>	<b>485438</b>	<b>48684</b>	<b>2179</b>	<b>1347</b>



**TABLE - 34**  
**POSTAL AND RAILWAY MAIL SERVICE FUNCTIONAL UNITS AS ON 31.03.2017**

**(in number)**

<b>Circle</b>	<b>Postal Divisions</b>	<b>Railway Mail Service Divisions</b>	<b>Postal Store Depots</b>	<b>Circle Stamp Depots</b>	<b>Railway Mail Service Sorting Offices</b>	<b>Railway Mail Service Record Offices</b>
Andhra Pradesh	28	4	3	0	15	16
Assam	9	2	1	1	11	13
Bihar	22	4	2	1	17	17
Chhatisgarh	5	1	1	0	4	4
Delhi	6	3	1	1	7	3
Gujarat	26	3	3	1	26	19
Haryana	9	2	1	0	12	12
Himachal Pradesh	9	1	1	0	8	6
Jammu & Kashmir	6	1	1	1	2	2
Jharkhand	7	2	1	0	10	10
Karnataka	31	3	3	1	28	25
Kerala	24	3	3	1	25	21
Madhya Pradesh	20	3	1	1	10	11
Maharashtra	41	7	4	1	48	34
North Eastern	7	0	1	0	0	0
Orissa	18	3	2	1	19	20
Punjab	13	2	1	1	9	10
Rajasthan	24	3	3	1	16	18
Tamil Nadu	45	6	5	1	41	37
Telangana	16	2	1	1	13	9
Uttar Pradesh	44	7	4	2	41	37
Uttarkhand	7	1	1	0	3	3
West Bengal	29	6	2	1	26	26
<b>Total</b>	<b>446</b>	<b>69</b>	<b>46</b>	<b>17</b>	<b>391</b>	<b>353</b>

<b>TABLE - 35</b> <b>HUMAN RESOURCES TRAINED UNDER PLAN SCHEME DURING 2016-2017</b> <b>(in number)</b>		
<b>Sl. No.</b>	<b>Activity</b>	<b>2016-17</b>
1	Management Development Programme for Group A Officers	50
2	Development Programme for Accounts Officers/ Group B Officers	674
3	Development Programme for Inspectors and Assistant Superintendent Posts	2832
4	Development Programme for Operative/ Supervisory Staff	53371
5	Development Programme for Mail Overseers/ Postmen/ MTS	11707
6	Development Programme for Gramin Dak Sevaks	32538
7	Training of Trainers and specialized trainings	256
<b>Total</b>		<b>101428</b>

**TABLE - 36**  
**COMPLAINTS RECEIVED, SETTLED AND PENDING DURING 2016-17**

Circle	Opening Balance	Received	Total	Settled	Pending Complaints				(in number)
					Below 3 months	3 - 6 months	6 - 12 months	Over 12 months	
Andhra Pradesh	2568	40713	43281	41451	1540	144	104	42	1830
Assam	1372	34979	36351	35813	536	2	0	0	538
Bihar	1407	27631	29038	27065	1912	61	0	0	1973
Chhattisgarh	1427	28258	29685	27597	1355	556	164	13	2088
Delhi	10549	477793	488342	479156	7844	862	334	146	9186
Gujarat	2290	117065	119355	114128	4865	343	18	1	5227
Haryana	7313	219170	226483	221950	4533	0	0	0	4533
Himachal Pradesh	412	15928	16340	15907	406	23	4	0	433
Jammu & Kashmir	1120	8744	9864	8210	1306	348	0	0	1654
Jharkhand	3262	8945	12207	9623	2438	146	0	0	2584
Karnataka	3556	131017	134573	132033	2174	257	79	30	2540
Kerala	1326	37666	38992	37495	1436	42	12	7	1497
Madhya Pradesh	2086	83352	85438	82446	2855	106	28	3	2992
Maharashtra	14324	175874	190198	182921	7085	118	65	9	7277
North-East	3071	32890	35961	26937	7180	1177	498	169	9024
Orissa	1966	51499	53465	51468	1756	175	65	1	1997
Punjab	1656	46178	47834	46957	828	37	8	4	877
Rajasthan	2140	65958	68098	65777	2250	66	5	0	2321
Tamilnadu	6832	156548	163380	159261	3916	101	30	72	4119
Telangana	21927	213732	235659	205102	28130	1539	650	238	30557
Uttar Pradesh	7938	133767	141705	139029	2611	53	10	2	2676
Uttarakhand	378	9900	10278	9774	504	0	0	0	504
West Bengal	18355	108226	126581	107635	16476	1745	611	114	18946
Army Postal Service	81	166	247	181	33	16	13	4	66
<b>Total</b>	<b>117356</b>	<b>2225999</b>	<b>2343355</b>	<b>2227916</b>	<b>103969</b>	<b>7917</b>	<b>2698</b>	<b>855</b>	<b>115439</b>

**TABLE - 37**  
**PHILATELY STATISTICS DURING 2015-2016 AND 2016-2017**

Item	2015-16	2016-17
Philatelic Bureaux	84	86
Philatelic Counters	1032	1030
Commemorative stamps released	49	153
First Day Covers released	31	46

**TABLE - 38**  
**COUNTRIES COVERED UNDER INTERNATIONAL SPEED**  
**POST SERVICE AS ON 16.01.2018**

1	Austria
2	Australia
3	Bangladesh
4	Barbados
5	Bermuda
6	Bahrain
7	Belarus
8	Bhutan
9	Botswana
10	Bruneidarussalam
11	Bulgaria
12	Canada
13	Cayman island
14	Cambodia
15	Cuba
16	Cyprus
17	Egypt
18	Estonia
19	Eritrea (State of Eritrea)
20	Ethiopia
21	Germany (Federal Republic of Germany)
22	Fiji
23	Finland
24	France
25	Georgia
26	Ghana
27	Greece

28	Hong Kong
29	Hungary
30	Iceland
31	Ireland
32	Israel
33	Italy
34	Japan
35	Jordan
36	Kenya
37	Latvia
38	Macau
39	Malawi
40	Malaysia
41	Mauritius
42	Mongolia
43	Morocco
44	Namibia
45	Nauru
46	Nepal
47	Netherland
48	New zealand
49	Norway
50	Oman
51	Pakistan
52	Peoples Republic of China
53	Philippines
54	Poland

55	Portugal
56	Qatar
57	Republic of Korea
58	Romania
59	Russian Federation
60	Senegal
61	Singapore
62	Spain
63	Sudan
64	Switzerland
65	Tanzania

66	Taiwan
67	Turkey
68	Thailand
69	United Arab Emirates
70	United Kingdom (United Kingdom of Great Britain and Northern Ireland)
71	United States of America
72	Uganda
73	Ukraine
74	Vietnam
75	Islamic Republic of Afganistan
76	South Africa

### DOCUMENTS ONLY

1	Argentina
2	Belgium
3	Cape Verde
4	Denmark
5	Ei Salvador
6	Guyana
7	Indonesia
8	Iran
9	Iraq
10	Kuwait
11	Luxembourg
12	Maldives

13	Mexico
14	Niger
15	Nigeria
16	Panama
17	Papua New Guinea
18	Rwanda
19	Saudi Arabia
20	Sri Lanka
21	Sweden
22	Tunisia
23	Yemen Arab Republic
24	Democratic Republic of Congo (Zaire)

**TABLE - 39**  
**LIST OF DEPARTMENTAL HERITAGE BUILDINGS**

S.No	Name of Heritage Building	Name of the Circle
1	Patna GPO	Bihar
2	Bhagalpur HO	
3	PTC Darbhanga	
4	New Delhi GPO	Delhi
5	Delhi GPO	
6	Mandi HO	Himachal Pradesh
7	Chhotta Shimla	
8	Shimla GPO	
9	Ambedkar Chowk PO	
10	Kasauli PO	Maharashtra
11	Mumbai GPO	
12	Nagpur GPO	
13	DAP Nagpur	
14	Pune GPO	
15	Panaji HPO	Punjab
16	Amritsar HPO	
17	Circle Office, Trivandram	Kerala
18	PTC Mysore	Karnataka
19	DO Bellary	
20	CO Bangalore	
21	Varanasi City PO	Uttar Pradesh
22	Varanasi HO	
23	Lucknow GPO	
24	CO Lucknow	
25	Agra HO	Tamil Nadu
26	Chennai GPO	
27	Udhagamandalam HO	
28	Nagapattinam HO	West Bengal
29	RLO Kolkata	
30	Darjelling HO	
31	Cooch Behar PO	
32	Kolkata GPO	
33	Baruipur HPO	
34	Behrampur HO	
35	Alipore HO	
36	Diamond Harbour HO	
37	Mud Point PO	
38	Khejoori PO	



TABLE - 40

## DEPARTMENTAL AND RENTAL BUILDINGS AS 31.03.2017

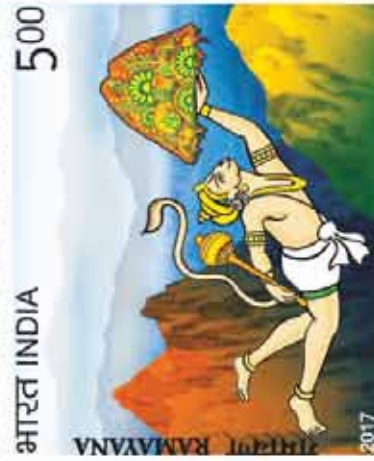
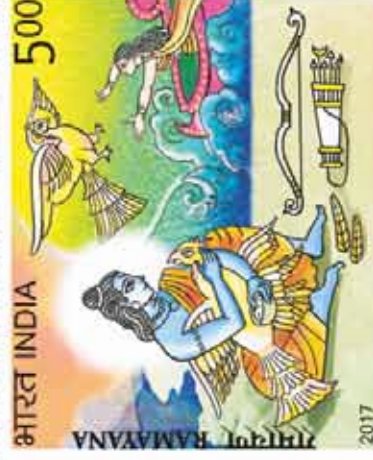
Circle	Departmental buildings			Rented buildings			Rent-Free buildings			TOTAL		
	Postal	Railway Mail Service	Other units	Postal	Railway Mail Service	Other units	Postal	Railway Mail Service	Other units	Deptt.	Rented building	Rent-free buildings
Andhra Pradesh	166	2	3	1340	34	5	83	0	0	171	1379	83
Telangana	148	7	2	636	9	0	55	22	0	157	645	77
Assam	161	8	0	441	13	0	23	6	0	169	454	29
Bihar	176	2	4	781	21	0	100	0	0	182	802	100
Chhattisgarh	43	0	2	283	4	1	23	0	0	45	288	23
Delhi	121	2	3	217	5	0	42	0	0	126	222	42
Gujarat	251	0	8	1058	19	2	31	0	0	259	1079	31
Daman & Dadra Nagarhaveli (U/T)	3	0	0	3	0	0	0	0	0	3	3	0
Diu(U/T)	0	0	0	4	0	0	0	0	0	0	4	0
Haryana	77	7	1	356	5	0	67	0	0	85	361	67
Himachal Pradesh	76	1	5	374	6	3	20	0	0	82	383	20
Jharkhand	66	2	0	341	17	1	54	0	0	68	359	54
Jammu & Kashmir	33	1	1	200	0	1	24	0	0	35	201	24
Karnataka	382	12	8	1256	16	0	70	0	0	402	1272	70
Kerala	247	4	3	1214	21	15	47	0	0	254	1250	47
Lakshadweep	1	0	0	1	0	0	7	0	0	1	1	7
Madhya Pradesh	190	2	3	731	7	0	99	1	0	195	738	100
Maharashtra	324	8	15	1384	26	3	102	0	0	347	1413	102
Goa	42	6	1	358	7	2	16	2	0	49	367	18
Meghalaya	19	0	2	35	0	0	14	0	0	21	35	14
Mizoram	13	0	0	23	0	0	3	0	0	13	23	3
Manipur	8	0	0	45	0	0	3	0	0	8	45	3
Nagaland	10	0	0	26	0	0	6	0	0	10	26	6
Arunachal Pradesh	23	0	0	12	0	0	14	0	0	23	12	14
Tripura	22	0	0	49	0	0	12	0	0	22	49	12
Orissa	145	7	73	969	23	42	96	4	0	225	1034	100
Punjab	107	2	5	483	12	1	82	0	0	114	496	82
Chandigarh	30	0	0	46	0	0	16	0	0	30	46	16
Rajasthan	336	1	32	732	29	1	111	1	0	369	762	112
Tamil Nadu	282	17	10	2229	31	16	86	0	0	309	2276	86
Pondicherry	6	0	0	22	0	0	1	0	0	6	22	1
Uttar Pradesh	298	8	13	2067	42	55	193	0	0	319	2164	193
Uttarakhand	51	2	3	301	1	6	41	0	0	56	308	41
West Bengal	226	10	38	1377	12	21	120	11	1	274	1410	132
Sikkim	6	0	0	17	0	0	0	0	0	6	17	0
A&N Islands	10	0	0	17	0	0	0	0	0	10	17	0
<b>TOTAL</b>	<b>4099</b>	<b>111</b>	<b>235</b>	<b>19428</b>	<b>360</b>	<b>175</b>	<b>1661</b>	<b>47</b>	<b>1</b>	<b>4445</b>	<b>19963</b>	<b>1709</b>

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"



# रामायण RAMAYANA











Heads of Circles Conference, 2017 at Ahmedabad, 22<sup>nd</sup>-24<sup>th</sup> June, 2017





Shri Narendra Modi, Prime Minister of India releasing Commemorative Postage Stamps on Ramayana at Varanasi on 22<sup>nd</sup> September, 2017





भारतीय डाक



India Post

Department of Posts, Dak Bhawan, Sansad Marg, New Delhi - 110001

Follow us: [f postoffice.in](https://www.facebook.com/postoffice.in) [@indiapostoffice](https://twitter.com/indiapostoffice) [www.indiapost.gov.in](http://www.indiapost.gov.in)