



# वार्षिक रिपोर्ट ANNUAL REPORT 2020-21



डाक विभाग, भारत सरकार  
Department of Posts, Government of India





Sh. Narendra Modi, Prime Minister of India, released customized My Stamp on “Model of Shri Ram Janmabhoomi Temple, Ayodhya” on 5<sup>th</sup> August, 2020 at Ayodhya, Uttar Pradesh

# ANNUAL REPORT 2020-21



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





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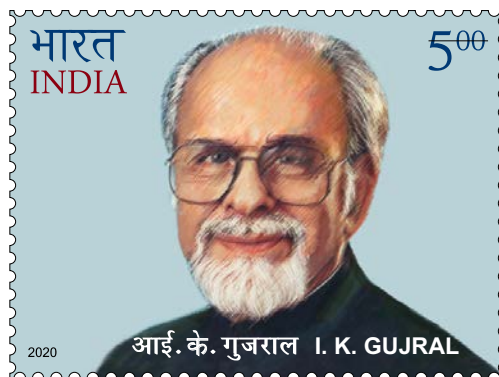
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The 'Digital India Gold Award 2020' in the category of 'Excellence in Digital Governance' being conferred on Department of Posts by the President of India, Shri Ram Nath Kovind in the presence of Shri Ravi Shankar Prasad, Minister for Communications, Electronics & Information Technology and Law & Justice on 30<sup>th</sup> December, 2020.



Shri M. Venkaiah Naidu, Vice President of India released (virtually) a commemorative postage stamp on 4<sup>th</sup> December, 2020 in honour of former Prime Minister of India, Shri I. K. Gujral on his 101<sup>st</sup> birth anniversary.





The image features a light cream background with decorative, overlapping wavy lines in various shades of green (from light to dark) in the top-right and bottom-left corners. The text 'AN OVERVIEW' is centered in a bold, dark green font.

# **AN OVERVIEW**

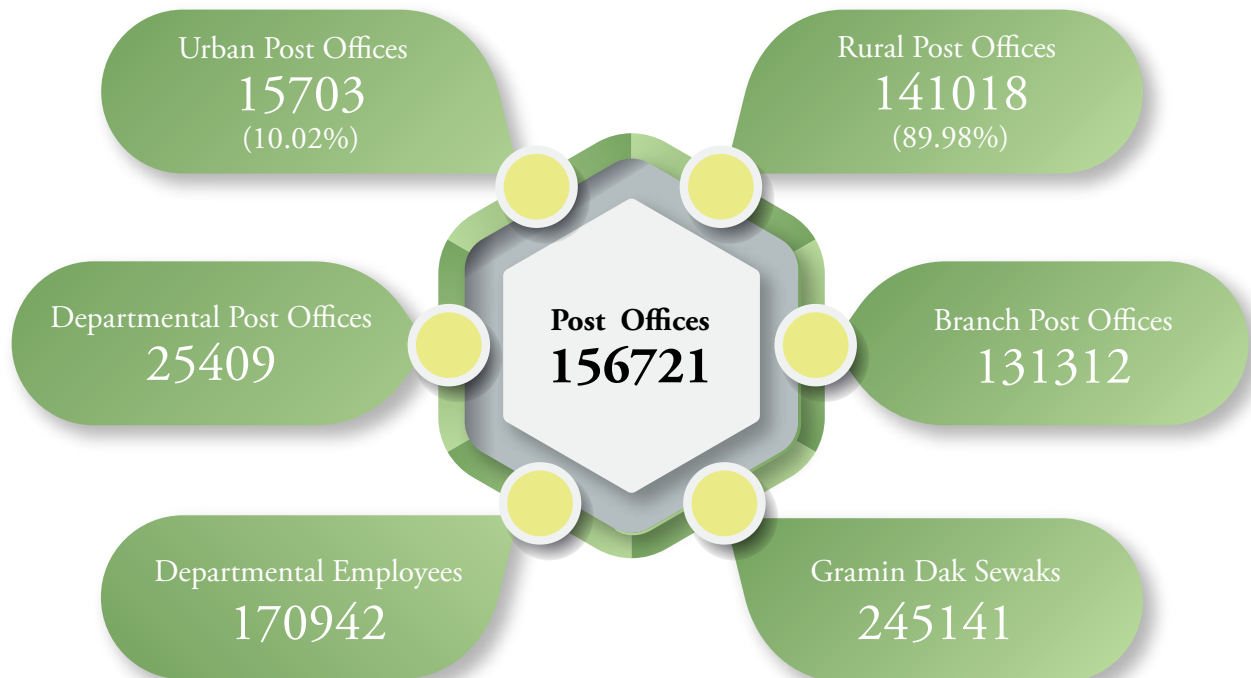


## AN OVERVIEW

1. The Department of Posts, with its network of 1,56,721 Post Offices, is the largest postal network in the world. The origin 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 set up in the then three Presidencies towns of Kolkata in 1774, Chennai in 1786, and Mumbai in 1793. The Indian Post Office Act of 1837 was enacted to bring

about uniformity in postal operations. This Act was followed by the more comprehensive Indian Post Office Act of 1854 which laid the foundation of modern-day postal system in the country. In the same year, Railway Mail Service was introduced and the Sea Mail Service started from India to Great Britain and China. The Indian Post Office Act of 1898 further strengthened the postal system in the country.

### Department of Posts – The Last Mile Reach As on 31.03.2020



**On an average, a post office serves 8,605 people in the country; 6,301 people in the rural areas and 29,299 people in the urban areas.**

**Average area served by a Post Office: 20.98 sq.km.**



2. In 1852, the first ever-adhesive postage stamp in Asia was issued in Sindh (Scinde) province. 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 took off from Allahabad to Naini. 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 continued to play an important role in the socio-economic development of the nation by connecting the remotest corners of the country.

3. While the core activity of the Department is processing, transmission and delivery of mail and money remittance across the country, there are also a diverse range of other services undertaken by the Department for more than a century, which include banking and insurance services. Ever since the launch of Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS) on 2<sup>nd</sup> February 2006, the Department has also undertaken the disbursement of the benefits under various social security schemes launched by the central and state governments, even in remote rural and inaccessible areas in the country. To meet the challenges of the new digital environment, the Department is continuously upgrading its services and diversifying into new areas. 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.

#### 4. VISION

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

#### 5. MISSION

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

#### 6. CONSTITUTIONAL AND LEGAL PROVISIONS

**6.1** As per Article 246 (1) of the Constitution of India, 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 communication, is a union subject and Parliament has exclusive powers to make laws on the matters in respect of communications.

**6.2** Department of Posts is governed by the Indian Post Office Act, 1898 and the Indian Post Office Rules, 1933 serve as subordinate legislation.

**6.3** 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 been delegated to the Ministry of Communications.



# My Stamp

**ज्ञान एवं प्रकाश की शताब्दी (1920 - 2020)**  
 राष्ट्र के जागृत मनस्वियों की कल्पना का रूप  
 एक उर्जित राष्ट्र के भावों की हृदय अभिव्यक्ति  
 ज्ञान की ले रश्मियां, बन गया यह पुंज  
 क्षेत्र की आकांक्षाओं पर समेटे विश्व!  
 सौ वर्ष में नव कल्पनाओं के कोटिशः आघार  
 मूर्त होकर बने संवर ज्ञान के अभिप्राय!  
 प्रतिपाल हमारे ज्ञान का उर्जित महाप्रकाश  
 गतिशील है विज्ञान, सम्यक हमारी दृष्टि  
 शब्द गुंजित, कर्म गुंजित दिख रहा आकाश!

## Hundred years of Light and Learning (1920 - 2020)

A wish comes true, of the progenies of the nation  
 The culmination of the century past!  
 With a flair for knowledge – "Light and Learning"  
 We set our mark, hundred more years of excellence apart  
 Millions presumptions realize to stand;  
 Theories to shape, knowledge to grow,  
 Agile we are, competent our ripples,  
 Actions for wisdom, knowledge we sow!  
 Hundred grown, Hundreds to go!

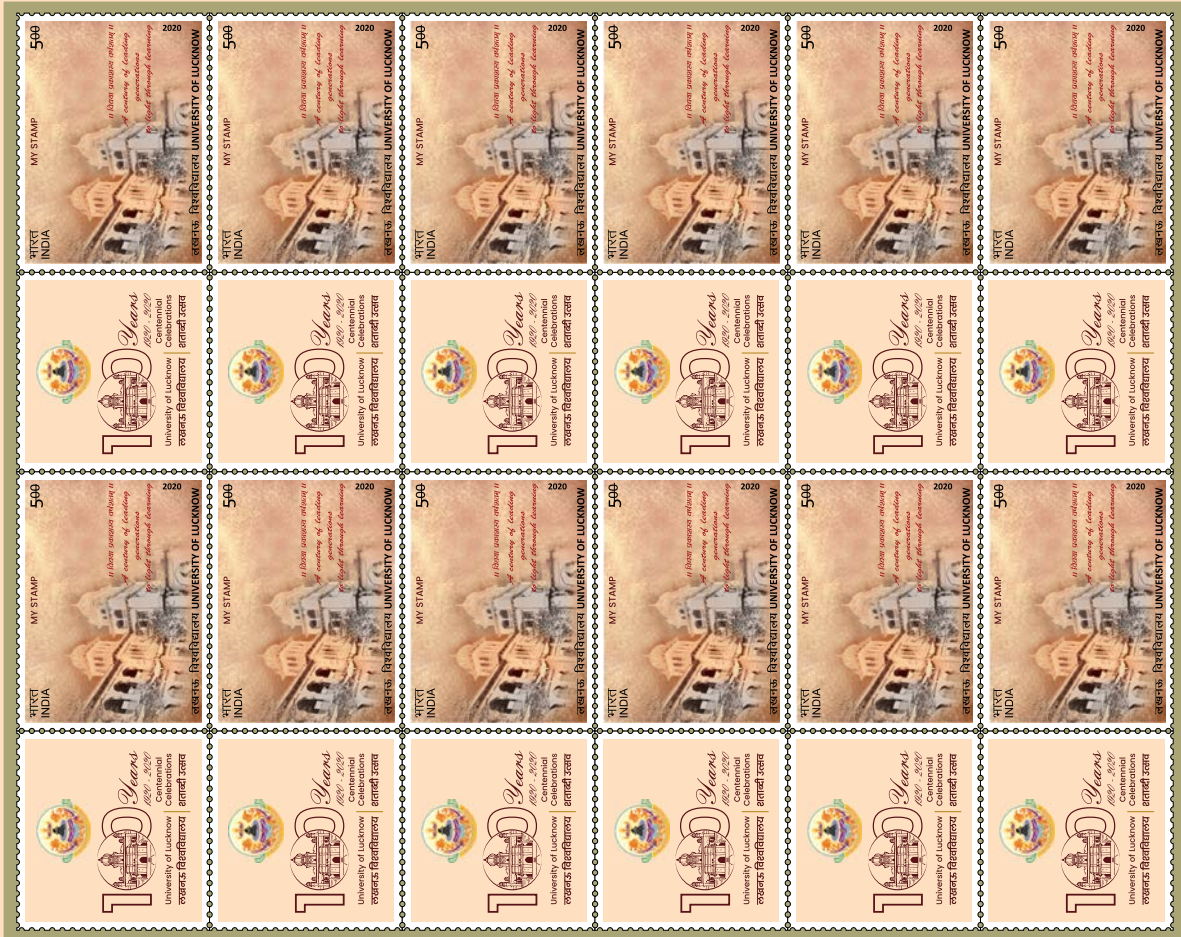
## लखनऊ विश्वविद्यालय

University of Lucknow

आचार्य नरेन्द्र देव मार्ग, लखनऊ उत्तर प्रदेश, भारत-226007

Acharya Narendra Dev Marg, Lucknow, Uttar Pradesh, India-226007

॥ विद्यया प्रकाशस्य वर्षशतम् ॥  
*A century of leading generations to  
 light through learning*





My Stamp



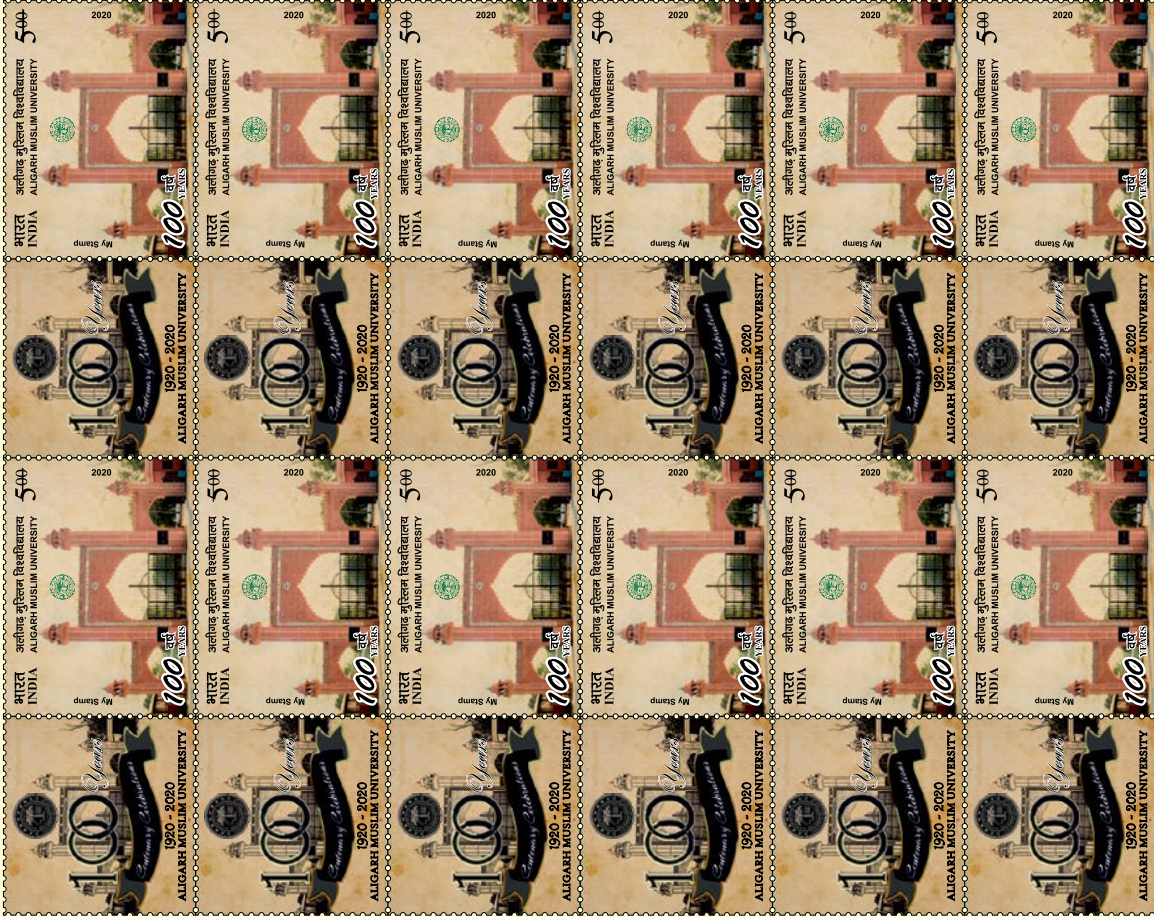
1920 - 2020

शताब्दी समारोह

Centenary Celebrations

अलीगढ़ मुस्लिम विश्वविद्यालय  
अलीगढ़ - 202 002

Aligarh Muslim University  
Aligarh - 202 002



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# ORGANISATION





## ORGANISATION

### 1. ORGANISATIONAL STRUCTURE

The Department of Posts is part of the Ministry of Communications. Shri Ravi Shankar Prasad is the Minister of Communications and Shri Sanjay Dhotre is the Minister of State for Communications. The Department of Posts is headed by the Secretary, Department of Posts, Government of India who also chairs the Postal Services Board. Director General Postal Services, Department of Posts is the administrator of the Indian Post Office Act, 1898 and the Indian Post Office Rules, 1933 as well as of Postal Life Insurance.

### 2. PLANNING AND POLICY FORMULATION

The Postal Services Board (PSB) is the apex management body of the Department of Posts. It comprises of the Chairperson, Directorate General Postal Services, Addl. Director General (Coordination) and six Members. The members of the Board look after areas of Personnel Management, Postal Operations, Technology Induction and Implementation, Postal Life Insurance & Investment of Postal Life Insurance Funds, Banking, Human Resource Development, Philately & Estates Management and Planning. The Additional Secretary and Financial Advisor (AS&FA) heads the Internal Finance Wing of the Department. Secretary, Postal Services Board assists the Postal Services Board in its functioning. In addition, Chief General Managers of Business Development Directorate, Parcel Directorate and Postal Life Insurance Directorate and Deputy

Directors General, Directors and Assistant Directors General at the headquarters provide necessary support to the Postal Services Board.

### 3. POSTAL CIRCLES AND REGIONS

The postal network in the Country is divided into 23 Postal Circles for administrative convenience. Circles are generally co-terminus with a State with a few exceptions. Each Circle is headed by a Chief Postmaster General. The Circles are further divided into Regions comprising groups of field units, called Divisions (Postal/RMS). Each Region is headed by a Postmaster General. In the Circles and Regions there are other functional and supporting units like Stamp Depots, Store Depots and Mail Motor Service.

### 4. OPERATIONAL UNITS

Post Offices in the country are categorized into Head Post office, Sub Post office 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.

### 5. ARMY POSTAL SERVICE CORPS

Apart from the 23 Postal 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 an Additional Director General, Army Postal Service in the rank of Major General. Officers' cadre of Army Postal Service is drawn on deputation from the Indian Postal Service. Nearly

75 percent of the other ranks of the Army Postal Service are also drawn from the Department of Posts and the remaining personnel are recruited by the Army.

### POSTAL SERVICES BOARD



**Shri Pradipta Kumar Bisoi**  
Secretary, Department of Posts and  
Chairman, Postal Services Board



**Shri Vineet Pandey**  
Director General, Postal Services



**Col. Sukhdev Raj**  
Member (Planning &  
HRD)



**Dr. Santosh Kumar  
Kamila**  
Member (Personnel)



**Shri Alok Sharma**  
Member (Postal Life  
Insurance)



**Dr. Charles Lobo**  
Member (Operations)



**Ms. K. Sandhya Rani**  
Member (Banking &  
DBT)



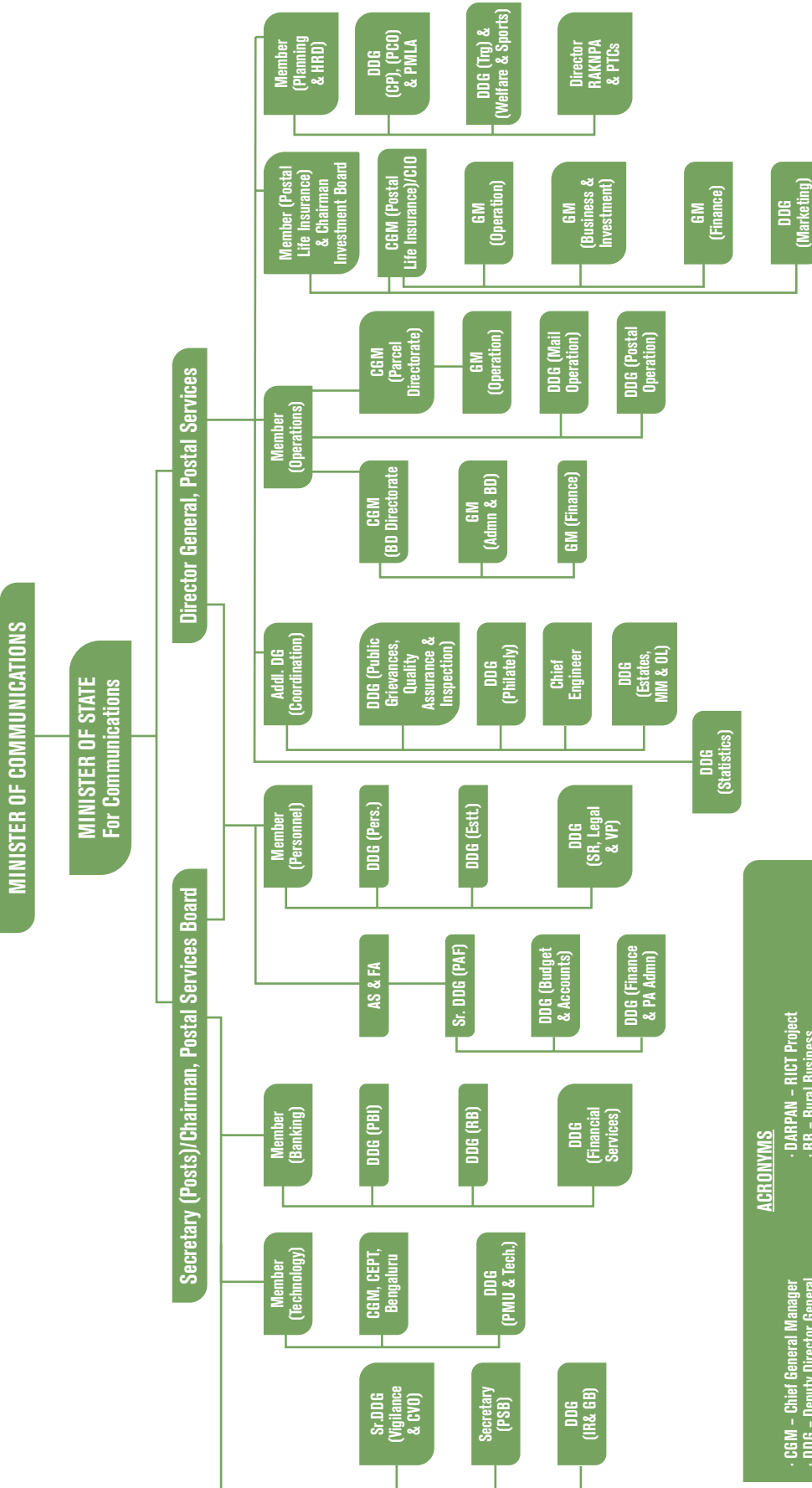
**Shri Ashok Kumar  
Poddar**  
Additional Director  
General (Coordination)



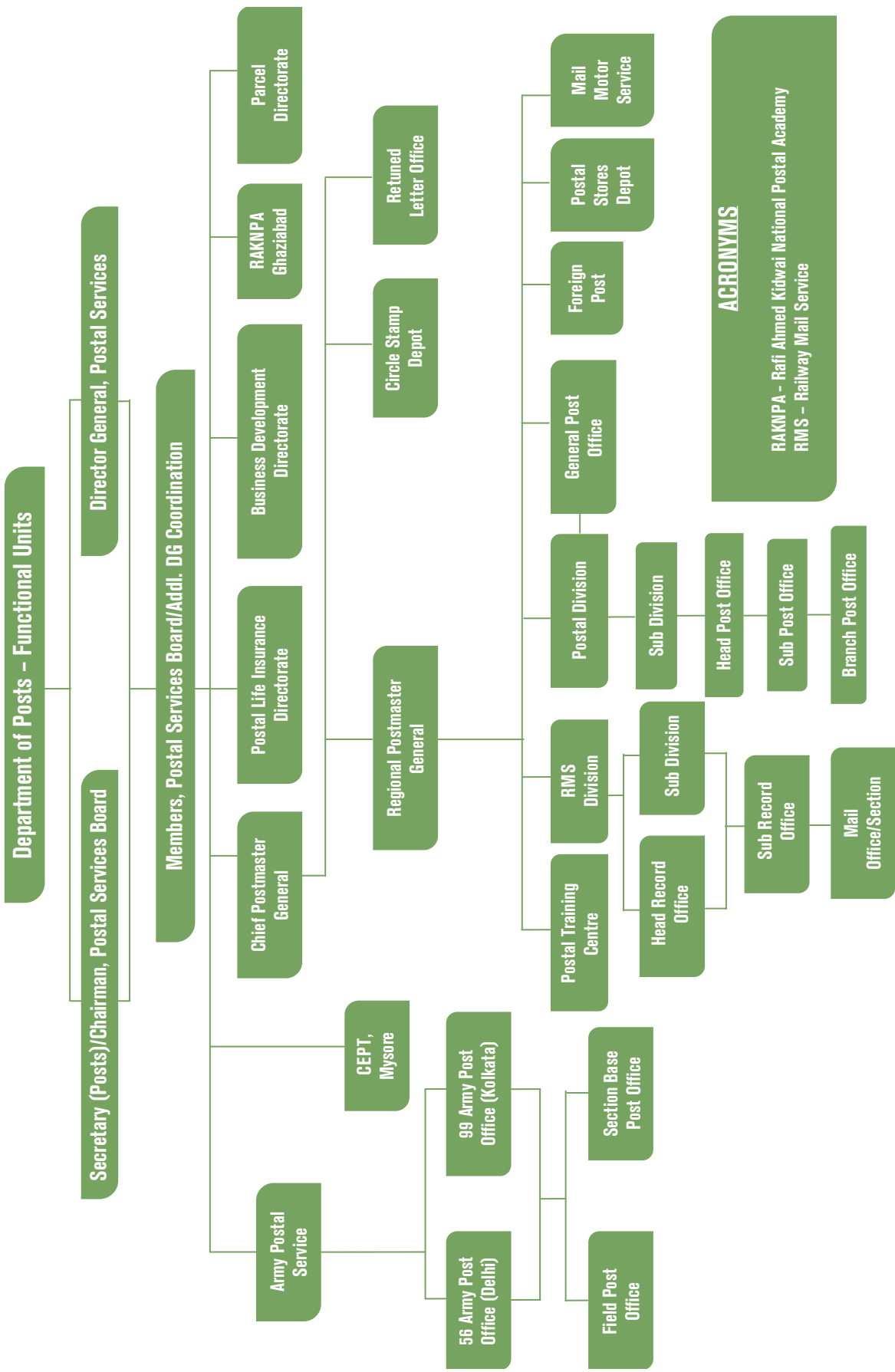
**Ms. Smita Kumar**  
Member (Technology)

*Permanent Invitee - Shri Anil Kumar Nayak, Additional Secretary and Financial Adviser  
Secretary to the Postal Services Board - Shri Prannoy Sharma*

DEPARTMENT OF POSTS - ORGANISATIONAL CHART



- ACRONYMS**
- CGM – Chief General Manager
  - DDG – Deputy Director General
  - GM – General Manager
  - RAKNPA – Rafi Ahmed Kidwai National Postal Academy
  - PTCS – Postal Training Centres
  - PMLA – Prevention of Money Laundering Act
  - DARPAN – RICT Project
  - RB – Rural Business
  - PMU – Project Management Unit
  - PBI – Post Bank of India
  - AS & FA – Addl. Secretary & Financial Advisor



**ACRONYMS**

RAKNPA - Rafi Ahmed Kidwai National Postal Academy  
 RMS - Railway Mail Service

## TABLE 1

### POSTAL NETWORK AT A GLANCE AS ON 31.03.2020

		(in number)
1	Postal Circles	23
2	Postal Regions	54
3	Postal Divisions	448
4	Circle Stamp Depots	16
5	Postal Store Depots	46
6	Railway Mail Service Divisions	69
7	Postal Training Centres	6
8	Post Office	1,56,721
9	Rural Post Office	1,41,018
10	Urban Post Office	15,703
11	General Post Office	24
12	Head Post Office	810
13	Sub Post Office	24,599
14	Branch Post Office	1,31,312
15	Delivery Post Office	1,49,089
16	Night Post Office	127
17	National Speed Post Hub	91
18	Countries covered under International Speed Post (Merchandise & documents - both)	100
19	Countries covered under International Speed Post (documents only)	6
20	Average person served per Post Office*	8,605
21	Average person served per rural Post Office*	6,301
22	Average person served per urban Post Office*	29,299
23	Average Area served by a Post Office (in Sq. Km.)	20.98

\* : Estimated by using projected population as on 01.03.2020 from Report of the Technical Group on Population Projections (July, 2020), National Commission on Population, Ministry of Health & Family Welfare



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# **POSTAL PRODUCTS & SERVICES**





## POSTAL PRODUCTS & SERVICES

### (a) Mail Operations

#### 1. SPEED POST

**1.1** Speed Post service was started in August 1986 for providing time-bound and express delivery of letters and parcels weighing up to 35 kg between specified stations in India. Subsequently, the service was extended to the entire country including branch post offices functioning in the rural areas. Speed Post is the flagship product of the Department of Posts and the market leader in the domestic express industry. Delivery norms of Speed Post are fixed considering the fastest available transport mode between the booking points and delivery destinations.

**1.2** Transmission and delivery of Speed Post articles can be tracked online by using 13 digits Speed Post article number on India Post website ([www.indiapost.gov.in](http://www.indiapost.gov.in)). In addition, Speed Post article can also be tracked through an Android based mobile app 'Post Info'.

#### 1.3 Salient Features of Speed Post

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

- National Account Facility for centralized billing for bulk customers
- Cash on Delivery facility

#### 1.4 Speed Post traffic and revenue during the last 5 years:

Financial Year	Traffic (in Crore)	Revenue (in ₹Crore)
2015-16	41.43	1605.25
2016-17	46.31	1783.00
2017-18	46.38	1829.80
2018-19	53.73	1922.51
2019-20	43.63	1764.09
2020-21 (up to Dec, 2020)	23.11	1002.75

#### 2. REAL TIME DELIVERY UPDATION

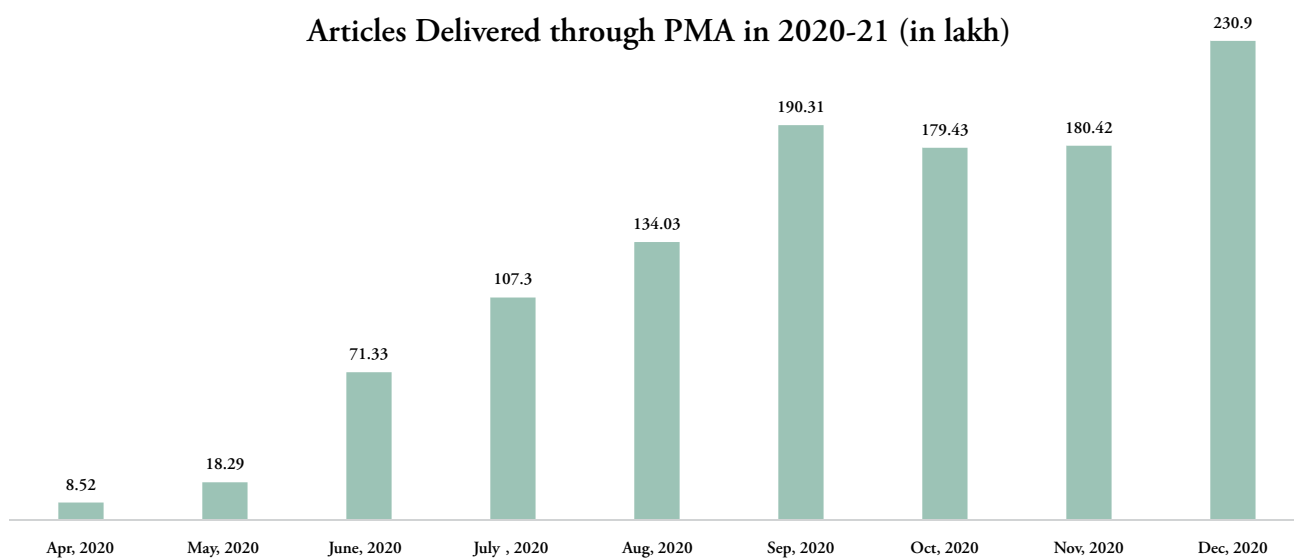
**2.1** In order to meet the demands of customers to update the delivery status of postal articles on a real-time basis, the Department of Posts has undertaken delivery of Speed Post, Registered Letters/Parcels, Money Order and Cash on Delivery (COD) parcels through a mobile based delivery application known as the Postman Mobile Application (PMA), which has been designed and developed in-house by the Centre for Excellence in Postal Technology (CEPT), Mysuru. More than 50,000 mobile phones have been supplied to the postmen in the urban areas and more than 1 Lakh in the rural areas for real time delivery updation.

**2.2** Introduction of PMA has replaced the off-line mode of updating the delivery status of accountable

postal articles/parcels. The PMA captures real-time delivery information with latitude and longitude of the delivery locations. PMA has helped the Department in providing improved visibility of the delivery status of the articles to the customers. PMA has been downloaded in more than 1.5 lakh mobile phones supplied to Postmen/Gramin Dak Sewaks (GDS) delivery staff across the country covering the urban as well as rural areas. Use of PMA to deliver accountable mail is improving month after month registering a quantum jump

from 4.33 lakh articles/parcels in May, 2019 to 2.30 crores in December, 2020. Special features are built into PMA by making available various types of MIS reports for the business requirements of bulk customers by logging on to the web tool (<http://apps.indiapost.gov.in/pmamis/>). The initiative has been widely appreciated by the customers as it brings more visibility in the delivery process by capturing the date, time and location of the articles.

Articles Delivered through PMA in 2020-21 (in lakh)



### 3. ELECTRONIC CLEARANCE OF LETTER BOXES

In order to have a digital foot print of the clearance of street letter boxes, the Department of Posts has implemented electronic clearance of letter boxes through in-house developed “Nanyatha” software. e-Clearance of letter boxes has brought

about greater visibility in the clearance of letter boxes. “Nanyatha” also enables the member of public to know the status of clearance of letter box of a particular area by logging on to the web tool (<http://appost.in/nanyatha/>). As on 25<sup>th</sup> December, 2020, e-Clearance of Letter Boxes has been implemented in 3,726 cities/towns across the country covering 37,158 letter boxes in the country.



**Electronics Clearance of Letter boxes**

#### **4. AUTOMATED MAIL PROCESSING CENTRES**

In order to expedite processing of mail, the Department of Posts has established Automated Mail Processing Centres (AMPCs) in Delhi and Kolkata. These centres are equipped with a Letter

Sorting Machine (LSM) and a Mixed Mail Sorter (MMS) each with a sorting capacity of 35,000 and 18,000 items per hour respectively. Enhanced sorting capacity and mechanized processing facility have expedited sorting and enabled faster delivery of mail in these cities and other destinations.



**AMPC, Kolkata**

## 5. DELIVERY OF AADHAAR LETTERS

Three new products of the Unique Identification Authority of India (UIDAI) i.e. 'Order Aadhaar Reprint Letters' (OARL), 'Address Validation Letters' (AVL) and Order Aadhaar Cards (PVC Aadhaar) are being delivered to the recipients by the Department of Posts through Speed Post across the country. Since December, 2018, a total of 2.34 crore articles of OARL, AVL and PVC Aadhaar have been delivered to the addressees across the country.

## 6. INTRODUCING BARCODED LABELS FOR TRACKING OF UNREGISTERED MAIL BAGS

In order to put in place a mechanism to track the transmission of unregistered mail, which hitherto was handled manually, the Department of Posts has introduced barcoded bag labels for unregistered bags and its scanning, so as to improve the quality of service for unregistered mail. The initiative has made the tracking of unregistered mail possible, thereby resulting in improved processing and delivery of unregistered mail. Around 7 Lakh unregistered mail bags are being tracked per month.

## 7. ONLINE WORKING OF THE RAILWAY MAIL SERVICE (RMS) OFFICES

Core System Integration (CSI) solutions which provide for online functioning, has been implemented in all the Railway Mail Service (RMS) offices of the Department. Implementation of the CSI solutions has enabled real time exchange of data generated in RMS offices linked with the central server, thereby expediting the entire chain of mail transmission and processing. The initiative has led to improved delivery of postal articles to the customers. 235 Speed Post processing hubs, 319

Computerized Registration Centres (CRCs), 320 Unregistered Mail offices, 227 Business Processing Centres (BPCs), 33 Book Now Pay Later (BNPL) Centres and 242 Transit Mail Offices (TMOs) are performing operations online in the CSI solutions.

## 8. MAIL MOTOR SERVICE

**8.1** Mail Motor Service (MMS) came into existence in the year 1944 in order to meet the requirement of the department for conveyance of intra-city mails. Over the years, MMS has become the life line of the postal and mail operations. The functions of the MMS include conveyance of mail bags between post offices, mail processing offices, transit mail offices, railway stations, airports, sea ports, conveyance of cash to post offices and pickup and delivery of Speed Post / bulk mail. In addition to above, MMS schedules are operated for logistic posts services in several cities in the country.

**8.2** MMS is responsible for operation and maintenance of 1469 mail motor vehicles, out of which 224 vehicles are CNG propelled environment friendly mail vans. 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 for repair and maintenance of vehicles. The department has undertaken to provide GPS tracking system in all MMS vehicles. 990 vehicles are provided with GPS as on 31<sup>st</sup> December, 2020 to track the movement of vehicles. Every year around 100 old vehicles are replaced by new vehicles to keep the MMS fleet in good working condition.

**8.3** Consequent upon the suspension of train & flight services across the country from 25<sup>th</sup> March, 2020 due to COVID-19 pandemic, the entire mail transmission network of the Department of Posts was severely impacted. During the period of lockdown, the Mail Motor Service played a stellar role in ensuring regular movement of essential goods



i.e. medicines, medical equipment, ventilators, COVID testing kits, etc. and other postal articles booked/posted by the general public, hospital and various public and private sector laboratories.

MMS drivers and other support staff had sincerely discharged their duties as the front line COVID warriors during the lockdown period.



MMS Workshop, Mumbai



## (b) Parcel Products

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

2. Against this backdrop, the Department of Posts has established a dedicated 'Parcel Directorate' in the year 2018, as a business unit with focus on Parcels especially from e-commerce generated business. The Parcel Directorate has been tasked to carry out the following:

- a) To deliver benefits of e-Commerce across the country especially in rural India by providing physical connectivity up to the last mile;
- b) To increase parcel handling capacity from existing nearly 2 lakh items per day to 8 lakh items per day by 2024 and to capture greater share of the CEP market.
- c) To develop a dedicated network of Road Transport routes to ensure timely and secure transmission of parcels.

3. Since its inception in 2018, the Parcel Directorate has taken a number of steps to address the needs specific to India Post's parcel operations and thereby bringing reliability and improvement in the quality of service. The initiatives include creation of dedicated Parcel Network, upgradation of Parcel Hubs (PH), setting up of Nodal Delivery Centres (NDC) for mechanized delivery of parcels, thereby ensuring secured transmission and expedited delivery of parcels in every part of the country.

## 4. MAJOR INITIATIVES OF THE PARCEL DIRECTORATE DURING THE LAST ONE YEAR:

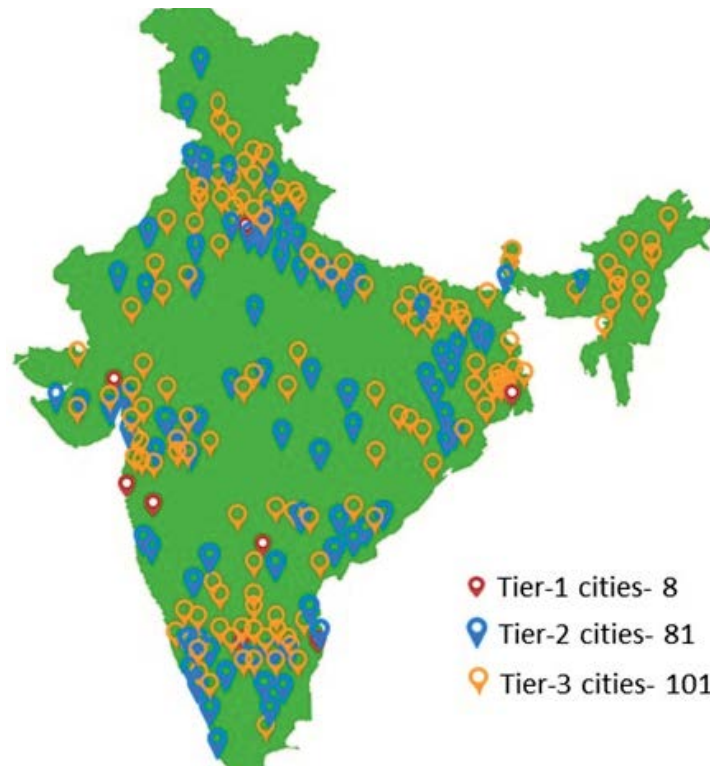
**4.1 Increase in market share and capacity building:** Department of Posts has set a target of capturing 10% market share in the domestic CEP market in terms of revenue by 2024 and increase in Parcel handling capacity from 7.5 crore per annum to 24 crore per annum. As on 31<sup>st</sup> December, 2020, parcel handling capacity of 9.68 crore per annum has been created.

### 4.2. Parcel Hubs

**4.2.1** A redesigned network consisting of 190 Parcel Hubs, including 57 Level 1 (L1) and 133 Level 2 (L2) hubs for handling of parcels have been operationalized. Integrated parcels processing centres have been operationalized in 12 cities i.e. Delhi, Mumbai, Bhubaneswar, Vijayawada, Jaipur, Ahmedabad, Kolkata, Lucknow, Ludhiana, Coimbatore, Guwahati and Hyderabad.

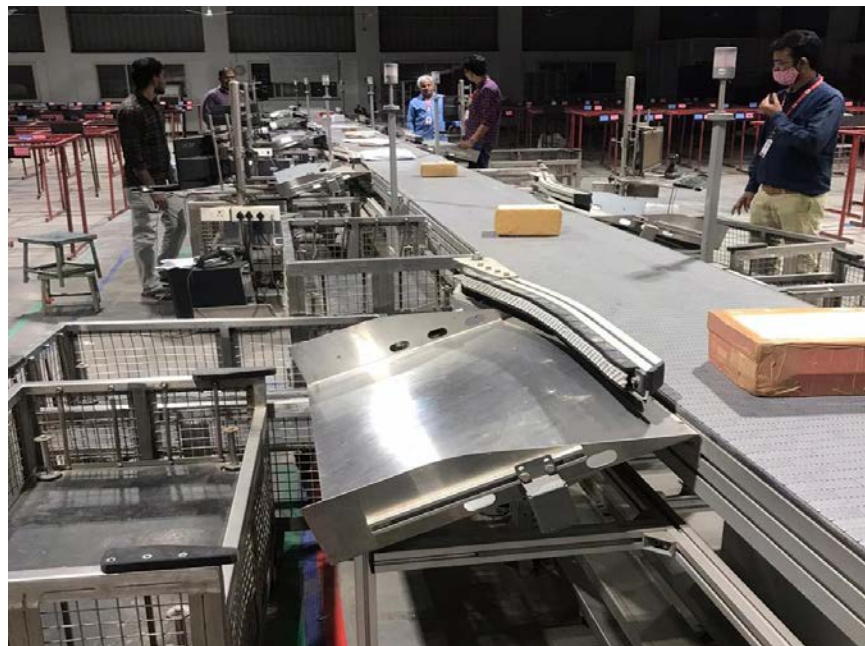
**4.2.2** To ensure standardization in operations, layouts of the hubs using standard equipment have been standardized for 188 hubs so far. Geographical distribution of these parcel hubs in Tier-I, Tier-II & Tier-III cities/towns is depicted in the following chart :

### Parcel Hub in Tier-1, Tier-2 and Tier-3 Cities



**4.2.3** Semi automated sorting systems with conveyer belts and dynamic weightment system have been made functional at eight locations. Department aims to set up 22 semi automated

parcel processing systems by 2024. These semi-automated centres will be specially designed to handle high volumes of e-commerce parcels with processing capacity of 2500 parcels per hour.



Semi-Automated Parcel Processing Centre at Hyderabad

#### 4.2.4 Nodal Delivery Centres

192 locations in 140 cities have been identified for setting up of Nodal Delivery Centres (NDCs) through mechanized delivery of parcels. NDCs will strengthen the delivery network for parcels in tier

II & tier III cities by mechanizing the door delivery of Parcels through the use of two wheelers and four wheelers. Out of the proposed 192 NDCs, 48 NDCs are proposed in Tier-I cities, 80 in Tier-II and 64 Tier-III cities. 130 Nodal Delivery centres have been set up as on 31<sup>st</sup> December, 2020.



Mechanized delivery of Small Parcels using 2-Wheeler



Mechanized delivery of Large Parcel using 4-Wheeler

## 5. INDIA POST ROAD TRANSPORT NETWORK (RTN)

The Road Transport Network (RTN) project has been envisaged to achieve the following broad objectives:

- Safe and secure system for transportation of parcels
- Reliable road transport network mechanism for transportation of parcels on inter-city routes.
- Robust, secure and fast line haul system for shipments of e-commerce parcels

**5.1** With the suspension of rail and air service during the lockdown period due to COVID-19 pandemic, mail and parcel transmission was disrupted for some time. To meet the urgent nationwide requirement at this critical juncture, a dedicated nationwide Road Transport Network

(RTN) for shipment of essential items especially ventilators, medicines, COVID testing Kits etc. was planned and operationalized by the Department out of its existing fleet of vehicles and supplemented by outsourced vehicles. 56 national routes connecting 75 important cities were operationalized from 24<sup>th</sup> April, 2020. Around 3700 tonnes of essential items in 7.5 lakh bags were transported during the lockdown period (24<sup>th</sup> April, 2020 - 31<sup>st</sup> May, 2020) through this network.

**5.2** The implementation of All India Road Transport Network is an important addition to the existing multimodal supply chain system in the country, to be leveraged by both the public and private sectors. The Department has planned to implement a larger Road Transport network which will connect 400 cities across India. This dedicated



Road Transport Network has been designed to provide daily connectivity to all states and is intended to be an enabler for increased revenue generation for the department. 68 national routes involving daily run of over 45000 Kms. per day have been planned. These will be supplemented by 348 state level routes in a hub & spoke manner. Map below shows the proposed National Road Transport network of the Department of Posts.

**5.3 Transshipment Centres:** The hub and spoke system for the proposed road transport network hinges crucially on well-connected exchange points

or transshipment centres. 18 such transshipment centres have been planned as parcel bag exchange points across the country. These transshipment centres are being developed near highways so as to ensure faster turnaround time.

**5.4 Standard Equipment:** Equipment designs with detailed specifications for Parcel Hubs (PHs) and Nodal Delivery Centres (NDCs) have been developed and are being installed at all PHs/NDCs as per the requirement, for faster processing of shipments.

### Proposed National Road Transport Network



Schedule No.	Routes / Circuits	Origin	Destination	Route
1001		Delhi	Nagpur	Agra - Sagar
1002		Bengaluru	Nagpur	Bengaluru - Hyderabad
1003		Mumbai	Nagpur	Pune - Aurangabad
1004		Kolkata	Nagpur	Raipur - Bhubneshwar
1005		Delhi - Kolkata/ Guwahati	Guwahati	Lucknow - Muzaffarpur - Siliguri
1006		Delhi	Patna	Bareilly - Lucknow - Allahabad
1007		Patna	Kolkata	Gaya - Dhanbad
1008		Delhi - Mumbai	Ahmedabad	Jaipur - Udaipur
1009		Mumbai	Bengaluru	Pune - Kolhapur - Hubballi
1010		Mumbai	Bengaluru	Pune - Kolhapur - Hubballi
1011		Kolkata	Guwahati	Siliguri
1012		Guwahati	Tinsukia	Jorhat
1013		Guwahati	North Lakhimpur	Tejpur - Itanagar
1014		Guwahati	Silchar	Shillong
1015		Guwahati	Dimapur	Nagong
1016		Silchar	Agartala	Dharamnagar
1017		Silchar	Aizwal	
1018		Dimapur	Imphal	Kohima
1019		Kolkata	Ranchi	Kharagpur - Jamshedpur
1020		Patna	Ranchi	
1030		Delhi	Jammu	Ambala - Ludhiana - Pathnakot
1031		Jammu	Srinagar	
1032		Delhi	Shimla	Ambala - Chandigarh
1033		Delhi	Dehradun	
1040		Bengaluru	Chennai	Vellore
1041		Chennai	Thiruvananthapuram	Trichy - Madurai
1042		Bengaluru	Kochi	Salem - Coimbatore
1043		Thiruvananthapuram	Mangalore	Kochi - Kozhikode
1044		Chennai	Vijayawada	Nellore - Ongole
1045		Bengaluru	Mangalore	
1050		Mumbai	Hyderabad	Pune - Solapur
1051		Hyderabad	Bhubneshwar	Vijayawada - Vishakhapatnam
1052		Ahmedabad	Sagar	Indore - Bhopal
1053		Sagar	Allahabad	Jabalpur - Satna

## 6. DESIGN MANUAL AND PARCEL OPERATIONS MANUAL

**6.1** A design manual for Parcel Hubs and NDCs to assist all units in designing and implementation

of layouts as per Parcel Network Optimization Project (PNOP) guidelines have been prepared.

**6.2** A Parcel Operations Manual for Parcel Hubs and NDCs have also been prepared and implemented. The operations manual is a reference manual and an aid to the understanding of the operational details of each step of processing from booking to delivery and to ensure that Parcel Operations become predictable, reliable and efficient.

Design Manual aims to list down the key factors that must be taken into consideration before designing the facility layout and provides a step-by-step approach to design the facility layout.

The Manual is designed from a Do-It-Yourself (DIY) perspective to enable the user of this manual (Circle, Region, Division) to understand the basic principles involved in designing Nodal Delivery Centre as per the principles of PNOP. The scope of the design manual is limited to providing approach to design facility layout for manual facilities only.

The design manual has dedicated chapters for designing of Parcel Hubs and Nodal Delivery Centres and the user can go straightaway to respective chapters.

Operations Manual comprises description of each sub-process and activity associated with parcel operations, from booking till delivery.

Key objective of this manual is to ensure that parcel operations become more predictable, reliable and efficient. Efficient operations form the basis for predictable and reliable product delivery.

This manual contains all operational details to be followed at each process step in parcel handling value chain.

It aims to achieve standardization in the processes across the country so that all booking offices, parcel hubs, delivery offices, transit mail offices etc. function in the same manner. Consistency in operations ensures better monitoring and reporting.

The Design Manual and Parcel Operations Manual were released on 27<sup>th</sup> August, 2020 by the Director General (Postal Services).



Release of Design Manual and Parcel Operations Manual by Ms. Arundhaty Ghosh, Director General (Postal Services) at Parcel Directorate in August 2020.

## 7. TECHNOLOGY AND OTHER ISSUES

7.1 Technology is the backbone of parcel and e-commerce delivery business. Necessary changes in technology systems are being undertaken with the assistance of technology centre of the department to meet customised requirements of the customers.

7.2 Well trained workforce is the key to efficient processing and customer satisfaction. Seven Training Workshops for officers & staff were held across the country on Parcel Network Optimization Project (PNOP) processes and workflow in 2019-20.

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

TABLE 2

MAIL VOLUME		
	(in Crore)	
Category	2018-19	2019-20
Registered Post	19.79	19.30
Unregistered Post	501.81	446.66
Premium Products *	54.65	44.31
<b>Total</b>	<b>576.25</b>	<b>510.27</b>

\*Speed Post and Express Parcel Post





Automatic Mail Processing Centre, Delhi



Despatch of Mail through RMS Section



MMS Workshop, Mail Motor Service, Mumbai



Flagging of Renovated Mail Van at MMS Chennai



Self booking Kiosk at Bangalore GPO

**TABLE 3**

<b>CATEGORY-WISE MAIL TRAFFIC DURING 2018-2019 and 2019-2020</b> <b>(Registered, Unregistered and Premium Products)</b>		
(number in Crore)		
Article	2018-19	2019-20
<b>1. Postcard *</b>	<b>87.35</b>	<b>80.11</b>
<b>2. Letters</b>		
i) Speed Post	53.73	43.63
ii) Registered Letter	17.00	16.47
iii) Insured Letter	0.08	0.07
iv) Value Payable Letter	0.21	0.34
v) Unregistered Letter #	281.25	251.24
<b>Total Letter Mail</b>	<b>352.27</b>	<b>311.75</b>
<b>3. Registered Newspaper</b>	<b>46.77</b>	<b>40.99</b>
<b>4. Parcel</b>		
i) Express Parcel Post	0.92	0.68
ii) Registered Parcel	1.35	1.47
iii) Insured Parcel	0.10	0.09
iv) Value Payable Parcel	0.31	0.17
v) Unregistered Parcel	7.20	7.03
<b>Total Parcel Mail</b>	<b>9.88</b>	<b>9.44</b>
<b>5. Packet</b>		
i) Registered Packet	0.51	0.52
ii) Value Payable Packet	0.23	0.17
iii) Unregistered Packet	79.24	67.29
<b>Total Packet Mail</b>	<b>79.98</b>	<b>67.98</b>
<b>Grand Total (1 to 5)</b>	<b>576.25</b>	<b>510.27</b>

\* Includes acknowledgements.

# Includes letter cards and insufficiently paid letters.

## (c) Business Products

### 1. BUSINESS POST

**1.1** For Government Departments/PSUs/Corporate houses, having large volume of mail, the Department of Posts has introduced “Business Post” service in the year 1996 to offer a comprehensive mailing solution. Under the “Business Post”, Department undertakes all pre-mailing activities i.e. folding, insertion, franking, addressing and pasting etc. Large organizations with heavy mail dispatches, were finding it difficult to carry out these pre-mailing activities. Business Post provides them a total mailing solution.

**1.2** Business Post services are available at Business Post Centres in the selected Post Offices across the country. Business Post is not a service by itself; it is a value addition to other services like Speed Post, Registered Post and Unregistered mail.

Period	Revenue earned
01.01.2020 to 31.12.2020	₹8988 Lakh

### 2. DIRECT POST

With increasing commercial activity in India, the need for direct advertising of products and services by the Business organization is growing. Direct Mail can be defined as printed matters usually carrying a sales message or announcements designed to elicit a response from a carefully selected consumer group or market segment. It is one of the most effective mediums for advertising for both upcoming and established business houses. It can also be used for dissemination of socially relevant messages in far flung areas of the country. Direct mail can be both addressed as well as un-addressed. Direct Mail service offered by India Posts comprises of un-addressed postal articles like letters, cards, brochures, questionnaires, pamphlets, samples

and promotional items like CDs etc., coupons, posters, mailers or any other form of printed communication that is not prohibited under any law.

Period	Revenue earned
01.01.2020 to 31.12.2020	₹58 Lakh

### 3. MEDIA POST

**3.1** India Post offers a unique media concept to help the corporate and government organizations reach potential customers through “Media Post”. No other medium can match the sheer expanse of India Post in terms of volume and reach. Media Post offers a range of advertising mediums such as postal stationery, display of posters in postal premises etc.

**3.2** A few field offices of the Department of Posts, on behalf of the Department of Health and Family Welfare undertook to advertise COVID-19 and TB awareness messages through printing on Meghdoot Post cards, Post Office Saving Bank Passbooks, LED TV display, banners on mail vans and hoardings in the postal premises.

**3.3** Department of Posts on behalf of Department of Consumer Affairs, Ministry of Consumer Affairs, Food and Public Distribution undertook Consumer Awareness Campaign through 15000 post offices in the country including those in the SC/ST dominated districts and NER.

Period	Revenue earned
01.01.2020 to 31.12.2020	₹2400 Lakhs

### 4. RETAIL POST

**4.1** Post Offices are also being developed as one stop shop to provide a range of utility services to



the customers in the vicinity of their localities. 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.

4.2 As a part of Government of India initiative the department of Posts provides the facility of sale of “Sovereign Gold Bond” under which applications are accepted through all Head Post Offices of the Department as and when tranches are opened by the RBI.

Period	Revenue earned
01.01.2020 to 31.12.2020	₹65.10 Crores

## 5. GANGAJAL

Since July 2016 the Department has put in place arrangements for supply and distribution of ‘Gangajal’ sourced from Rishikesh and Gangotri, in 200ml and 500ml size bottles through post offices across the country. The objective of this project is to make “Gangajal” available to the common man at the nearest post office and even at the door step of customers. Since 01.01.2019 Gangajal is sourced only from Gangotri in bottles of 250ml through Post Offices. Initially distribution of “Gangajal” bottles started through Head Post Offices and GPOs. Now the sale is done through 4116 post offices across the country and also available on online portals i.e. “*ePostoffice.gov.in*” and “*ecom.indiapost.gov.in.*”



Gangotri Gangajal bottling plant has been established at Uttarkashi MDG, Uttarakhand. Gangajal is sourced from Gangotri only for bottling here. The process to filter Gangajal is through “natural sedimentation” without tweaking sanctity of Holy water. The plant has got a capacity of bottling of 6400 bottles (250 ml.) in each shift of 8 hours. Supply chain management of Gangotri Gangajal is being done by Haridwar HO, Uttarakhand.

## (d) e-Products and Services

### 1. e-POST

e-Post is an unregistered hybrid mail which provides electronic transmission of the messages which may include text messages, scanned images, pictures etc. and their delivery in hard copies at the destination through postman/ delivery staff. Presently, e-Post booking facility is available in more than 13531 post offices and physical delivery through a network of more than 1.56 lakh Post Offices across India. e-Post service is provided for both retail as well as corporate customers. e-Post is mainly used by individual customers for sending limited number of e-Post messages. This service can be availed by the customer by visiting e-Post enabled Post Offices or it can be sent from customer's own premises by registering himself as pre-paid user of e-Post retail. For availing the pre-paid facility, the customer has to get him registered online by accessing to e-Post URL [www.epost-indiapost.gov.in](http://www.epost-indiapost.gov.in). After completion of the registration process, a unique customer ID is generated. The customer can activate/recharge his e-Post pre-paid account either by making online payment through credit/debit card at the time of registration or by walking into any e-post enabled post office and depositing the recharge amount against the unique customerID. ePost Corporate services enables corporate customers including Government Departments, PSUs (Public Sector Units), SMEs (Small and Medium Enterprises), Companies etc. to draft, design and sent 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.

Period	Revenue earned
01.01.2020 to 31.12.2020	₹126 Lakhs

### 2. e-PAYMENT

Based on the business requirements of collection of bills and other payments from customers across the country, Post Office offers a simple, convenient and smart solution in the form of ePayment for business and organizations to collect their bills or other payments through the Post Office network. It is a many-to-one solution which allows collection of money (telephone bills, electricity bills, examination fee, taxes, university fee, school fee etc.) on behalf of any organization. The collection is consolidated electronically using web based software and payment is made centrally through cheque from a specified Post Office of biller's choice.

Period	Revenue earned
01.01.2020 to 31.12.2020	₹848 Lakhs

### 3. ELECTRONIC MONEY ORDER (eMO)

**3.1** In order to provide swift money transfer services to the people across the country, Electronic Money Order (eMO) service was introduced by the Department of Post in 2008. At present, the service is available through all departmental post offices across the country. The amount sent through Electronic Money Order is paid at the door step of the payee. Tracking facility at [www.indiapost.gov.in](http://www.indiapost.gov.in) is also available for the eMO customers.

**3.2** During the period of lockdown due to the Covid-19 pandemic, eMOs proved to be an effective way of payment of various types of social security pensions and wages sponsored by the Central Government and various State Governments.



**3.3** Number of Inland Electronic Money Orders (eMOs) issued in 2020:

Period	Number of eMOs Paid (in Lakhs)	Value of Total Paid eMOs (₹ in crores)	Commission earned on Total Paid eMOs (₹ in crores)
01.01.2020 to 31.12.2020	151.6	3301.33	193.04

**4. JEEVAN PRAMAAN CENTRES (JPC)**

**4.1** Jeevan Pramaan is a biometric enabled digital service for the pensioners for submitting their life certificates digitally. The service has been introduced by the Department on the 30<sup>th</sup> of June, 2015. Life certificates earlier submitted manually by the pensioners, are now being submitted digitally by

using Aadhaar number. The Department has set up Jeevan Pramaan Centres in 806 Head Post Offices across the country to facilitate the pensioners to register for Digital Life Certificate (DLC).

**4.2** The Department has also started the facility of sending SMS to the registered mobile number of pensioners post generation of Digital Life Certificate. The facility of submitting DLCs at the doorstep of any pensioner has also been started by the Department at a nominal fee through India Post Payments Bank. The pensioners can place a request on 'Post Info App' for availing the facility of DLC generation at their doorstep.

**4.3** A total of 2,23,703 Digital Life Certificates (DLCs) have been registered from 1<sup>st</sup> October, 2020 till 31<sup>st</sup> December, 2020 in the Head Post Offices. Similarly 3,40,236 DLCs have been registered at the door step of the pensioners through the IPPB.



**Mail Vehicle in Srinagar Division carrying mails**



**Shri Mohammad Sadiq, Dak Runner Mashkoo B.O. conveying mails at Drass S.O.  
(received from Delhi Circle) to Mashkoo B.O. (Ladakh)**



**Shri Mohammad Eisa ,DakSevak, Drass S.O.(Ladakh) delivering Mails**



**ShriZiauddinMir ,BPM Kawarahama doing AePS transaction**



**Shri Riyaz Ahmad , Postman at Kulgam S.O. (Kashmir) delivering mails**

## (e) Postal Life Insurance and Rural Postal Life Insurance

1. The Department of Posts offers two types of life insurance schemes, namely Postal Life Insurance (PLI) and Rural Postal Life Insurance (RPLI).

### 1.1 POSTAL LIFE INSURANCE

1.1.1 Postal Life Insurance (PLI), introduced in 1884, is one of the oldest life insurance schemes in India for the benefit of the employees of the Central & State Governments, Defence and Para-Military Services, Public Sector Undertakings, Banks, Educational Institutions, Local Bodies, Professionals (such as doctors, engineers, chartered accountants, Journalists, lawyers etc.) and employees of companies listed with the National Stock Exchange (NSE) / Bombay Stock Exchange (BSE).

1.1.2 PLI offers following 6 types of policies:

- (i) Whole Life Assurance (Suraksha)
- (ii) Convertible Whole Life Assurance (Suvidha)
- (iii) Endowment Assurance (Santosh)
- (iv) Anticipated Endowment Assurance (Sumangal)
- (v) Joint Life Assurance (Yugal Suraksha)
- (vi) Children Policy (Bal Jiwan Bima)

### 1.2 RURAL POSTAL LIFE INSURANCE

1.2.1 Rural Postal Life Insurance (RPLI) was introduced in 1995 to extend insurance cover to the people living in rural areas.

1.2.2 RPLI offers following 6 types of policies:

- (i) Whole Life Assurance (Gram Suraksha)
- (ii) Convertible Whole Life Assurance (Gram Suvidha)
- (iii) Endowment Assurance (Gram Santosh)

(iv) Anticipated Endowment Assurance (Gram Sumangal)

(v) 10 years RPLI (Gram Priya)

(vi) Children Policy (Bal Jiwan Bima)

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

Minimum and Maximum limit of insurance (sum assured) of PLI is ₹20 thousand & ₹50 lakh and of RPLI is ₹10 thousand and ₹10 lakh respectively.

1.3 PLI/RPLI premium can be paid online at the customer portal <https://pli.indiapost.gov.in>, through debit/credit card, net banking, BHIM/UPI, wallet and Rupay card. Customer Portal offers a convenient any-time and any-where premium payment option to the policy holders and allows policy holders to view the status of their policies on a real time basis.

1.4 For grievance redressal and servicing of policies, a call centre has been established, wherein information about status of PLI/RPLI policies, lodging of complaint, status of complaint, submission of servicing requests like updation of mobile number/email ID and agent details can be obtained by the PLI and RPLI policy holders.

1.5 To streamline the process of claim settlement, a new Standard Operating Procedure (SOPs) has been issued in respect of maturity, survival, loan and death claim cases. The approver limits for acceptance of new proposals and settlement of claims have been revised. A new provision for preferring an appeal by a claimant against rejection of death claim cases has been introduced. These citizen-centric initiatives will help in prompt redressal of policy holder grievances.



**1.6** Considering the difficulties faced by the PLI and RPLI Policyholders, during the lockdown period due to COVID-19 pandemic, premium

payment period for the month of March to May'2020 was extended for a period of three months without charging any default fee.

## 2. PERFORMANCE OF PLI/RPLI

**2.1** The business procured during the year 2020-21 (Jan,20 to Dec,20) and the total sum assured in PLI /RPLI as on 31<sup>st</sup> December, 2020 is as under:

**TABLE 4**

PERFORMANCE OF POSTAL LIFE INSURANCE/RURAL POSTAL LIFE INSURANCE					
Name of Plan	No. of new policies procured in year 2020-21 (in lakh) (unaudited)	Sum Assured (in ₹cr) (unaudited)	Aggregate No. of Policies (in lakh) (unaudited)	Aggregate Sum Assured (in ₹cr) (unaudited)	Premium income (in ₹cr)
PLI	2.45	15776	78.31	209190.06	8087.91
RPLI	6.20	8345	270.95	147531.74	2820.89

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

**TABLE 5**

RATE OF BONUS ON POSTAL LIFE INSURANCE/RURAL POSTAL LIFE INSURANCE (in ₹)			
Plan	Rates of Bonus per Rupees thousand sum assured per annum		
	Whole Life Assurance	Endowment Assurance	Anticipated Endowment Assurance
PLI as on 31.03.2020	76	52	48
RPLI as on 31.03.2020	60	48	45

**2.3** The claims in respect of PLI and RPLI policies settled during the year 2020-21 are as under:

**TABLE 6**

CLAIMS SETTLED IN POSTAL LIFE INSURANCE/RURAL POSTAL LIFE INSURANCE DURING 2020-21 (Jan,20 to Dec,20)		
Details	PLI	RPLI
Number of Claims	274065	337951
Amount paid (in ₹crore)	5446	1946



2.4 The death claims in respect of PLI and RPLI policies settled during the year 2020-21 are as under: -

TABLE 7

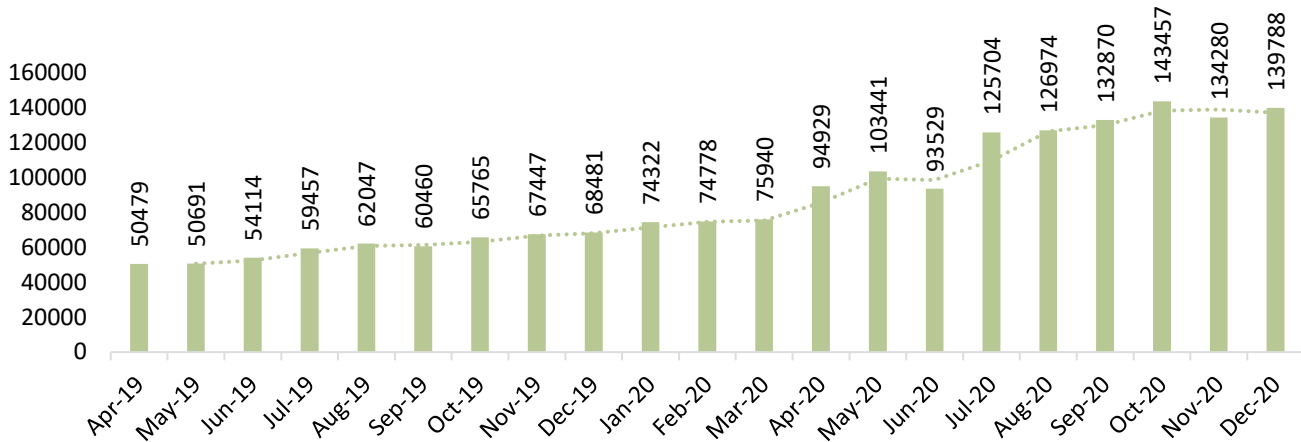
DEATH CLAIMS SETTLED IN POSTAL LIFE INSURANCE/RURAL POSTAL LIFE INSURANCE DURING 2020-21 (Jan,20 to Dec,20)		
Details	PLI	RPLI
Number of Claims	11596	12629
Amount paid (in ₹ crore)	340.26	107.70

2.5 Performance of Customer Portal:

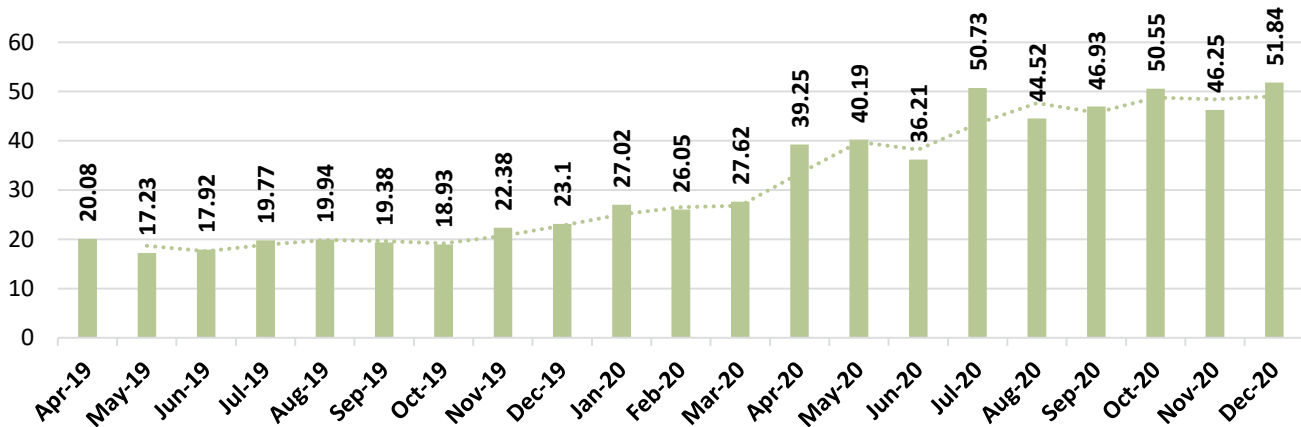
There has been an increase in the number of policy holders using PLI customer portal for online payment of premium. The number of policy

holders using customer portal has increased from 50,479 in April, 2019 to 1,39,788 in December, 2020 and the amount of premium collected online has increased from ₹20.08 crore in April, 2019 to ₹51.84 crore in December, 2020.

TREND OF CUSTOMER PORTAL TRANSACTIONS



Amount Collected (in ₹Cr.)



## Payment of Postal Life Insurance Policy Claims to widows of Galwan Valley Martyrs



Havaldar K Palani, 81 Field Regiment, Village Kudukkaloore, Ramanathapuram, Tamil Nadu



Naib Subedar Satnam Singh, 3 Medium Regiment, Village Vhoj-raj, Gurdaspur, Punjab



Sepoy Ganesh Ram, 16 Bihar Regiment, Village Gaidhali, Kankher, Chhattisgarh

## (f) International Mail Service

### 1.1 International Express Mail Service (EMS):

It is the premium service among the international offerings of the Department of Posts. Currently the service is available for 106 countries. It provides end-to-end tracking to customers.

**1.2 International Tracked Packet Service:** The service has been specially designed to cater to cross border e-commerce transactions. Individuals can also use this service. It is the most economical service up to 2 kg of weight limit with tracking of shipments to the countries of Asia Pacific region. Currently this service is available for 15 countries in the Asia Pacific.

**1.3 Letter:** “Letter Post” (also referred to as “correspondence”) applies to the following classes of international postal articles: ‘Letters, Post Cards, Printed Papers (including Books and Registered News Papers), Small Packets and Literature for the Blind’.

**1.4 Aerogramme:** Aerogramme is a category intended for transmission to different countries exclusively by air.

**1.5 Bulk Bag System:** The system of ‘Bulk Bag’ is available for dispatch/receipt of special bags of printed papers to/from addressees/senders in foreign countries.

**1.6 Small Packets:** Small packets service enables transmission of small quantities of goods through letter post. Gifts, items of saleable value and samples of merchandise can be transmitted by small packets service. However, small packets should not bear any inscriptions or contain documents in the nature of current and personal correspondence or any document exchanged between persons other than the sender and the addressee.

**1.7 Printed Papers:** International “Printed Paper”

Service corresponds to the “Book Packet” Service in the inland post, with some variations in the conditions. However, instead of the four categories as in the inland post, there are only two categories of printed papers in the foreign post, viz., ordinary printed papers and registered newspapers. Items not admitted in inland post as book packets are also not admitted as printed papers relating to foreign post.

**1.8 Postcards:** Postcards can be transmitted both by air or by surface.

**1.9 Literature for the Blind:** Literature for the blind (“Blind Literature” or “Cecogrammes”) are those which contain papers of any kind (including letters), periodicals, books, and plates impressed in “Braille” or any other special type for the use of the blind. Sound records as literature for the blind are admitted only if these are sent by or addressed to an officially recognized institute for the blind.

**1.10 International Air Parcels:** International Air Parcel Service is available both for corporate and retail customers to provide economical and faster merchandise services. International Air Parcel can be booked in all Departmental Post Offices across the country. India Post provides online Track & Trace facility for Air Parcel service.

## 2. INTERNATIONAL MAIL OPERATIONS DURING COVID-19

The International commercial passenger flights were restricted during the nationwide lockdown due to the spread COVID-19. The Department of Posts utilized the flights operated under ‘Vande Bharat’ mission and other cargo flights to book and send international EMS (Speed Post) and International Tracked Packet Service (ITPS) articles to avoid inconvenience to the public and to ensure

delivery of essential shipments to these countries. During the lockdown period international mail transmission to different countries was reviewed on

a day to day basis considering the availability of flights and other mode of international transport.

**TABLE 8**

COUNTRIES COVERED UNDER INTERNATIONAL SPEED POST SERVICE as on 31.12.2020			
1	Afghanistan	35	Germany
2	Argentina	36	Ghana
3	Australia	37	Greece
4	Austria	38	Hong Kong
5	Bahrain	39	Hungary
6	Bangladesh	40	Iceland
7	Barbados	41	Indonesia
8	Belarus	42	Iran
9	Belgium	43	Ireland
10	Bermuda	44	Israel
11	Bhutan	45	Italy
12	Botswana	46	Japan
13	Bosnia and Herzegovina	47	Jordan
14	Brazil	48	Kazakhstan
15	Brunei Darussalam	49	Kenya
16	Bulgaria	50	Korea (Republic)
17	Cambodia	51	Kuwait
18	Canada	52	Latvia
19	Cape Verde	53	Lithuania
20	Cayman Islands	54	Luxembourg
21	China (People's Republic)	55	Macao
22	Cuba	56	Malawi
23	Cyprus	57	Malaysia
24	Denmark	58	Maldives
25	Ecuador	59	Mauritius
26	Egypt	60	Mexico
27	El Salvador	61	Mongolia
28	Eritrea	62	Morocco
29	Estonia	63	Namibia
30	Ethiopia	64	Nauru
31	Fiji	65	Nepal
32	Finland	66	Netherlands
33	France	67	New Zealand
34	Georgia	68	Niger

COUNTRIES COVERED UNDER INTERNATIONAL SPEED POST SERVICE			
as on 31.12.2020			
69	North Macedonia	85	Spain
70	Norway	86	Sri Lanka
71	Oman	87	Sudan
72	Pakistan	88	Sweden
73	Panama	89	Switzerland
74	Papua New Guinea	90	Taiwan
75	Philippines	91	Tanzania
76	Poland	92	Thailand
77	Portugal	93	Tunisia
78	Qatar	94	Turkey
79	Romania	95	Uganda
80	Russian Federation	96	Ukraine
81	Saudi Arabia	97	United Arab Emirates
82	Senegal	98	United Kingdom (United Kingdom of Great Britain and Northern Ireland)
83	Singapore	99	United States of America
84	South Africa	100	Vietnam
FOR DOCUMENTS ONLY			
1	Democratic Republic of Congo (Zaire)	4	Nigeria
2	Guyana	5	Rwanda
3	Iraq	6	Yemen



## (g) Philately

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

2. After Independence, the medium of postage stamps was used to highlight the country's socio-economic development and achievements in science and technology. Subsequently, the country's rich cultural and natural heritage came to be showcased and many beautiful set of stamps have been issued on art, architecture, crafts, maritime heritage, science, technology, defence, cinema etc. Great leaders of national and international standing have been honoured with commemorative stamps. Personalities of repute in the field of painting, literature, science, music, social upliftment etc. have also been portrayed on commemorative postage stamps.

3. In keeping with their dual character as 'Tokens of pre-payment of Postage' and as 'Cultural Ambassadors', postage stamps can be categorized as Definitive and Commemorative. Definitive postage stamps are printed in large quantities and re-issued from time to time to be used for pre-payment of postage on mail articles. Commemorative postage stamps on the other hand are theme based and printed in limited quantity and not reissued.

4. Philatelic activities in the Department include:

- Designing, distribution and sale of commemorative postage stamps through philatelic bureaux and counters, e-post office, etc.
- Designing & distribution of definitive postage

stamps and items of postal stationery like Envelope, Inland Letter Card, Postcard, Aerogramme, Registered Cover, etc.

- Promotion of Philately and conduct of Philatelic Exhibitions.
- National Philatelic Museum, Dak Bhawan, New Delhi.

## 5. PHILATELIC ADVISORY COMMITTEE (PAC)

The Philatelic Advisory Committee (PAC) advises the Department of Posts on the annual programme for issue of commemorative stamps. The PAC is chaired by Minister for Communications and co-chaired by Minister of State for Communications and comprises of one Member of Parliament from Lok Sabha, one Member of Parliament from Rajya Sabha and an eminent philatelist. It is an important forum for citizen-government interface where persons of eminence in various fields contribute to the process of identifying and highlighting issues or events, institutions, personalities and themes on which commemorative postage stamps can be issued.

## 6. RELEASE OF STAMPS

A total of 36 stamps in 9 issues were released during the period from 1<sup>st</sup> April, 2020 to 31<sup>st</sup> December, 2020, commemorating various personalities, events/occasions. Some of the significant commemorations were – Musical Instruments of Wandering Minstrels, Terracotta Temples of India, UNESCO World Heritage Sites in India -III Cultural Sites, 150<sup>th</sup> birth anniversary of Mahatma Gandhi, 75 Years of the United Nations, I. K. Gujral, Sheikh Mujibur Rahman, etc.

## 7. DEEN DAYAL SPARSH YOJANA

A philately scholarship scheme called Deen Dayal SPARSH (Scholarship for Promotion of Aptitude & Research in Stamps as a Hobby) Yojana was introduced in 2017-18 to promote Philately among children at a young age in a sustainable manner that can reinforce and supplement the academic curriculum in addition to providing a hobby that can help them relax and de-stress. The scholarship was awarded to 898 candidates in 2020. The Deen Dayal SPARSH Yojana for the year 2020-21 could not be conducted due to COVID -19 pandemic situation.

## 8. STATE LEVEL PHILATELIC EXHIBITIONS

Philatelic Exhibitions bring together stamp collectors and provide them a platform to showcase their collections. These exhibitions provide an

opportunity to the philatelic community for meaningful exchange of ideas and act as a catalyst to introduce the youth into the exciting world of philately. Department organizes philatelic exhibitions at different levels from time to time. This year “Virtual” State (Zonal) Level Philatelic Exhibition, HIMPEX-2020 was organized by Himachal Pradesh Circle from 02nd to 07th November, 2020.

## 9. MY STAMP

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

**10.** The details of Commemorative Postage Stamps released during the period from 1<sup>st</sup> April, 2020 to 31<sup>st</sup> December, 2020:

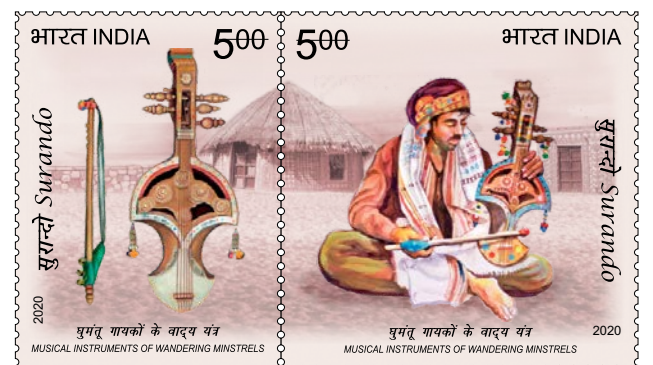
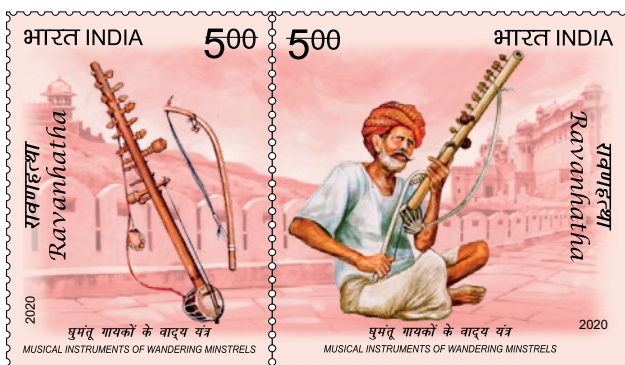
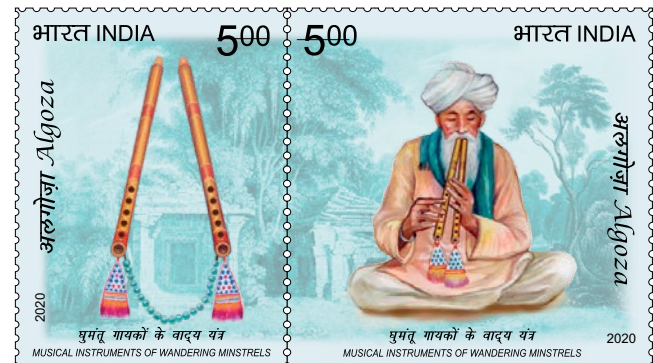
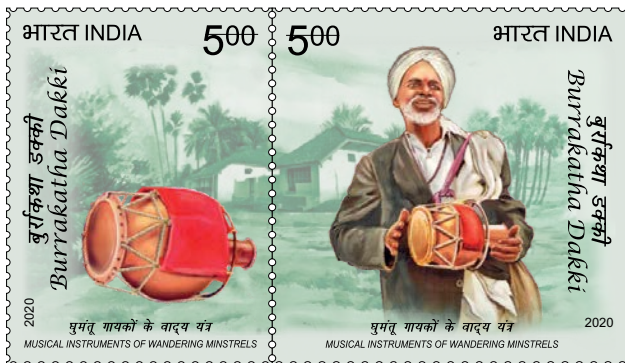
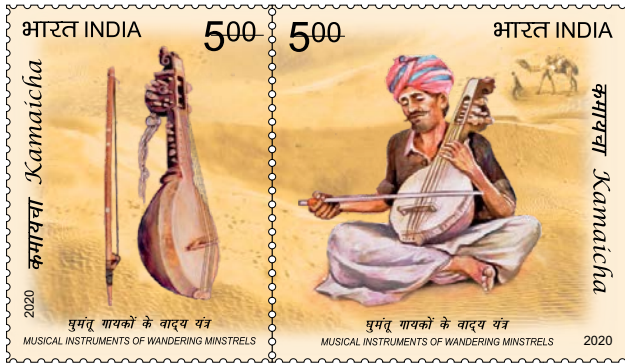
**TABLE 9**

Sl. No.	Stamp Name	Date of Release	Category
1	Musical Instruments of Wandering Minstrels	25.06.2020	Thematic
2	Terracotta Temples of India	08.08.2020	Thematic
3	UNESCO World Heritage Sites in India -III Cultural Sites	15.08.2020	Thematic
4	150 <sup>th</sup> Birth Anniversary of Mahatma Gandhi	02.10.2020	Thematic
5	75 Years of the United Nations	23.10.2020	Institution
6	I. K. Gujral	04.12.2020	Personality
7	Sheikh Mujibur Rahman	17.12.2020	Personality
8	Salute to COVID-19 Warriors	24.12.2020	Thematic
9	Manikchandra Vajpayee	27.12.2020	Personality

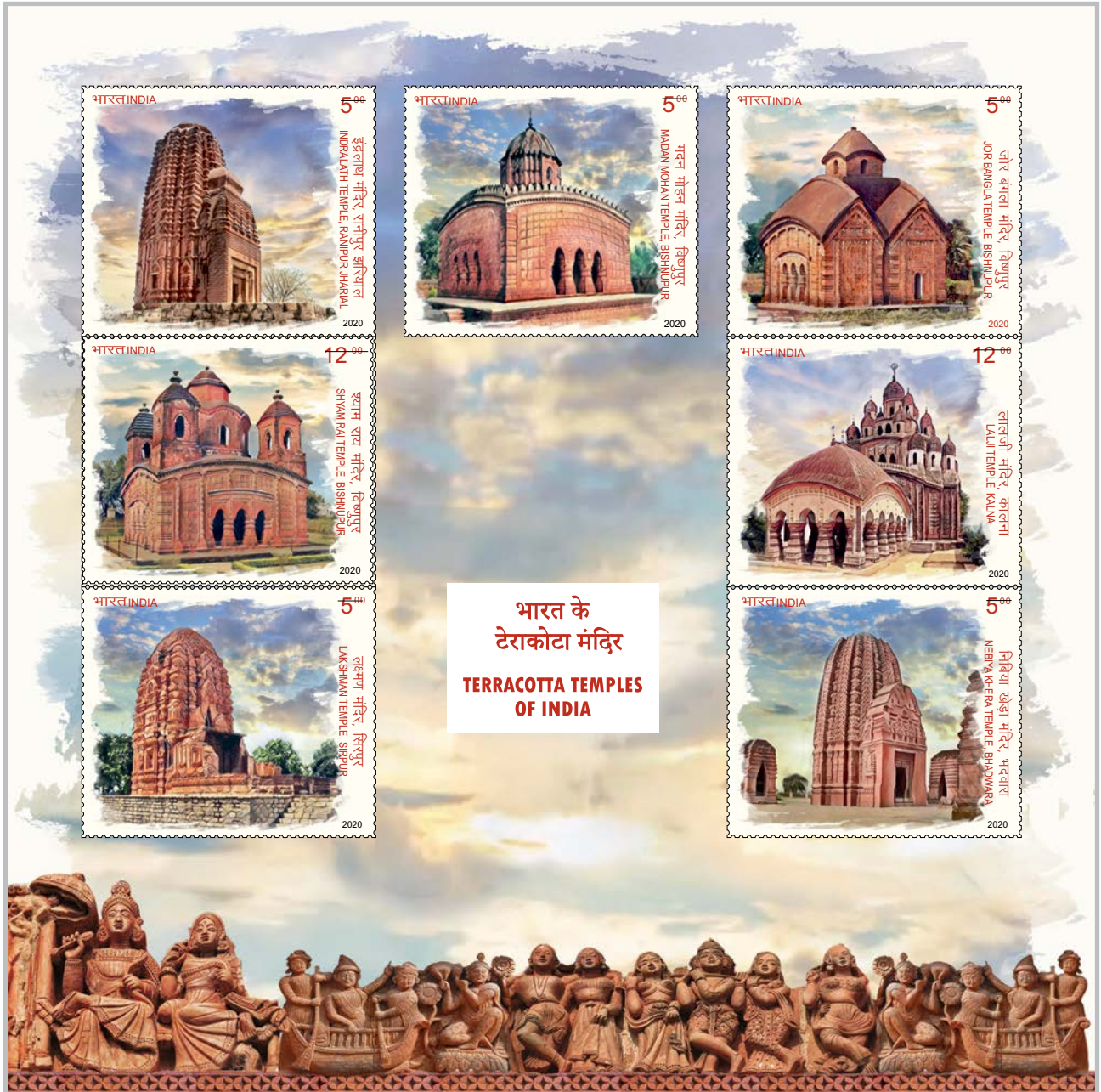
**11.** There were 84 Philatelic Bureaux and 1032 Philatelic Counters during the year 2019-20. A

total of 118 commemorative stamps and 33 First Day Covers were released during the year.

## Musical Instruments of Wandering Minstrels







The image features a light cream background with decorative wavy lines in various shades of green (from light lime to dark forest green) in the top-right and bottom-left corners. The text is centered in the middle of the page.

# **POST OFFICE SAVINGS BANK (POSB)**





## POST OFFICE SAVINGS BANK (POSB)

1. Post Office Savings Bank (POSB) facilities are available since 1882 across the country even in the remotest corner of the country. The Department of Posts operates POSB Schemes on behalf of the Ministry of Finance, Government of India. POSB facilities are provided through a network of about 1.57 lakh post offices across the country.

**1.1 Post Office Savings Bank Account:** Post Office Savings Bank account can be opened by Single or Joint holders (two adults) with a minimum balance of ₹500. Savings Account for minors/ persons of unsound mind can also be opened. ATM, e-Banking and Mobile Banking facilities are also available for account holders of Post Office Savings Bank Account. It offers an attractive rate of interest @ 4% per annum. Interest earned up to ₹10,000 in a FY is exempted from income tax.

**1.2 National Savings Recurring Deposit Account (RD):** National Savings Recurring Deposit Account can be opened by a single person or as a joint account (up to 3 adults) with a minimum deposit of ₹100 per month and any amount after that in a multiple of ₹10 for a period of five years. RD account can be further extended for up to 5 years. The current rate of interest is 5.8 % per annum. RD Accounts can be closed prematurely after completion of three years from the date of opening of account. Loan facility is also available after one year of account opening.

**1.3 National Savings Time Deposit Account (TD):** National Savings Time Deposit Account can be opened by a single person or as a joint account (up to 3 adults) holders by depositing a fixed amount initially for a period of one, two, three or

five years with a minimum of ₹1000 without any maximum investment limit. The current rate of interest for one, two, three year is 5.5 % each and for five year is 6.7%. TD Accounts can be closed prematurely after completion of six months from the date of opening of account. TD Accounts can be pledged as security while availing loan from banks or financial institutions.

**1.4 National Savings Monthly Income Account (MIS):** National Savings Monthly Income Scheme Account can be opened by a single person or as a joint account (up to 3 adults) holders by depositing a fixed amount for a period of five years with a minimum deposit of ₹1000 and maximum of ₹4.50 Lakh in single account and ₹9.00 Lakh in joint account. The current rate of interest is 6.6 % per annum payable monthly with a facility of automatic transfer of the monthly interest to his/her Post Office Savings Bank Account. MIS Accounts can be closed prematurely after completion of one year from the date of opening of account.

**1.5 Senior Citizens Savings Scheme Account (SCSS):** Senior Citizens Savings Scheme Account can be opened by an individual on attaining the age of 60 years or on voluntarily retirement above the age of 55 years but below 60 years or retired defence service personnel on attaining the age of 50 as a single or joint (with spouse only) for a fixed sum of five years with minimum deposit of ₹1000 and maximum of ₹15 Lakh for the first holder of the account. The current rate of interest is 7.4 % per annum is paid quarterly with a facility of automatic transfer of the interest to the Savings Bank Account of the account holder. SCSS Account also has a pre-mature closure facility.

### 1.6 Public Provident Fund Account (PPF):

Public Provident Fund Account can be opened as a single account for a period of 15 years with a minimum of ₹500. It is a long-term deposit scheme which provides for exemption under section 80C of Income Tax Act on a minimum deposit of ₹500 and maximum deposit of ₹1.50 lakh in a financial year. The current rate of interest is 7.1 % per annum. Only one individual PPF Account can be opened either in post office or bank. Interest earned in PPF Account is exempted from income tax. Loan can be availed on PPF Account from third financial year to sixth financial year. Partial withdrawal is permissible from the seventh financial year from the date of opening of account.

### 1.7 Sukanya Samridhi Account (SSA):

Sukanya Samridhi Account can be opened by guardian of a girl child from the date of her birth till she attains the age of ten years with a minimum deposit of ₹250 and a maximum of ₹1,50,000 in a financial year for a period maximum up to 15 years from the date of opening of account. The current rate of interest is 7.6 % per annum. Interest earned in SSA Account is exempted from income tax. Up to 50% withdrawal is permissible after attaining age of 18 years by the girl child or after having passed 10th standard. Maturity period is 21 years from the date of opening. However, account can be closed at the time of marriage of girl child after attaining age of 18 years.

### 1.8 National Savings Certificates (NSC) (VIIIth Issue):

National Savings Certificates (VIIIth Issue) can be purchased individually on behalf of a minor/person with unsound mind or with another adult as joint account with a minimum investment of ₹1000 and without any maximum investment limit. The yearly deposit of ₹150,000 is exempted under section 80C of the Income Tax Act. The current rate of interest is 6.8 % (compounded annually). NSCs can be pledged as security while availing loan from banks or financial institutions.

### 1.9 Kisan Vikas Patra (KVP):

Kisan Vikas Patra can be purchased by a single person or by Joint (up to 3 adults) holders with a minimum of ₹1000 without any maximum investment limit. The current rate of interest is 6.9 % (compounded annually). The deposit amount gets doubled in 124 months i.e. 10 years and 4 months. KVPs can be encashed prematurely after 2 years and 6 months. KVPs can be pledged as security while availing loan from banks or financial institutions.

## 2. CORE BANKING SOLUTION

The Core Banking Solution (CBS) is a part of the IT Modernization Project of the Department with the objective of bringing in various IT solutions with the required IT infrastructure in post offices. The Department is in the process of implementing core banking in all Departmental Post Offices. Banking Solution through hand-held devices have also been provided in the Rural Post Offices. 23,477 Post Offices are working on CBS Platform as on 31<sup>st</sup> December, 2020

**3. (a) ATM:** The first ATM of the Department was inaugurated at Thyagaraya Nagar Head Post Office in Chennai on 25.02.2014. At present 1000 Post Office ATMs are functioning all over the country. From 31.12.2016, Post Office ATMs have become interoperable with other bank's ATM and a total of 9.61 Crore ATM transactions have taken place till 31<sup>st</sup> December, 2020. On the occasion of 150<sup>th</sup> birth anniversary of Mahatma Gandhi a new pictorial ATM card has been issued by the Department.



**(b) e-Banking:** The Department has provided Internet Banking facility to its customers w.e.f 14.12.2018 and 2.17 lakh customers have been enrolled under e-Banking facility as on 31<sup>st</sup> December, 2020. The facility of e-Banking can be accessed through URL: [www.ebanking.indiapost.gov.in](http://www.ebanking.indiapost.gov.in).

**(c) Mobile Banking:** The customers of the Department of Posts have also been offered with Mobile Banking facility since 15.10.2019. As on 31<sup>st</sup> December, 2020, more than 1.21 lakh customers have been enrolled under Mobile- Banking facility. The facility of Mobile Banking can be accessed by downloading the India Post Mobile Banking app from Google Play Store through URL: <https://play.google.com/store/apps/details?id=src.com.dop>

**4. JAN SURAKSHA SCHEMES:** Jan Suraksha Schemes viz. Pradhan Mantri Suraksha Bima Yojna (PMSBY) and Pradhan Mantri Jeevan Jyoti Bima Yojna (PMJJBY) were launched w.e.f. 07.09.2015 in all CBS Post Offices. The schemes are available for all Post Office Savings Account holders. Atal Pension Yojana (APY) was launched in all Head Post Offices from 1<sup>st</sup> December, 2015 which has been further extended to 20459 more post offices.

#### 7. MILESTONES REACHED (till December-2020):

Sl. No.	Name of the Scheme	Number
1.	Post Offices Migrated in CBS Platform	23477
2.	No. of Post Office ATMs functioning	1000
3.	Sukanya Samriddhi Accounts (since inception)	1.86 Crore
4.	PMSBY Enrollments	1.17 Crore
5.	PMJJBY Enrollments	5.99 lakh
7.	APY Enrollments	3.19 lakh
8.	National Pension System*	29025

\* Till November, 2020

**5. NATIONAL PENSION SYSTEM (All Citizens Model):** The Department of Post is also a point of presence for the National Pension System (NPS). Any citizen of India between 18 to 65 years of age can join NPS. The pension contributions are invested in various schemes by the different Pension Fund Managers appointed by the 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 in all the Head Post Offices.

#### 6. OTHER ACTIVITIES

**(i) Extension of Savings Schemes:** All Post Office Savings Bank (POSB) schemes have been made available through 1.31 lakh Branch Offices with effect from 23.07.2020.

**(ii) Simplification of forms and procedures:** Common forms have been made available to the customers for use in CBS and Non-CBS post offices. The process of settlement of deceased claim cases has been further simplified. Majority of the cases are now settled at post office level itself.

## 8. Profile of the Savings Bank Schemes and Savings Certificate:-

TABLE 10

SAVINGS BANK SCHEME: PROFILE (AS ON 31.03.2020)		
(₹ In Crore)		
Name of the Schemes	Number of Accounts	Outstanding Balance
Savings Accounts (including MGNREGA with balance)	190981218	115420.62
Recurring Deposit Accounts	116874371	114226.51
Time Deposit Accounts	23067983	166089.96
Monthly Income Scheme Accounts	14951294	209167.98
Public Provident Fund Accounts	2697852	91538.32
Sr. Citizens Savings Scheme (SCSS)	2178943	76037.31
Sukanya Samriddhi Account	16770858	50723.15
<b>Total</b>	<b>367522519</b>	<b>823203.85</b>
Savings Certificate		
National Savings Certificate VIII Issue		119192.82
Kisan Vikas Patra		123736.61
<b>TOTAL</b>		<b>242929.43</b>
<b>GRAND TOTAL</b>	<b>367522519</b>	<b>1066133.28</b>

**Note:** The Outstanding Balance does not include the balance under discontinued savings schemes, which is ₹3139.54 crores.



**TABLE 11**

ACCOUNTS OF SAVINGS SCHEMES AS ON 31.03.2020								
(in number)								
Circle	Savings Bank	Recurring Deposit	Monthly Income Scheme	Senior Citizen	Time Deposit	Public Provident Fund	Sukanya Samridhhi Accounts	Total
Andhra Pradesh	18729723	10644865	349103	48853	603282	47341	692419	31115586
Assam	6155282	2214218	388231	12546	288972	45818	315993	9421060
Bihar	19948927	5693473	1606027	28932	3461774	58019	829951	31627103
Chhattisgarh	7443046	817452	79330	15998	179030	28509	478161	9041526
Delhi	1263160	790951	395993	83508	273300	218891	256722	3282525
Gujarat	6537781	5079527	1181064	217548	1857851	205666	533930	15613367
Haryana	2850699	1535970	332964	42094	888511	97927	416697	6164862
Himachal Pradesh	2171095	2049479	157806	12976	493846	33050	260001	5178253
Jammu & Kashmir	1255762	191305	57218	3318	239807	9660	134997	1892067
Jharkhand	11578808	2443545	297486	70731	472013	41663	362960	15267206
Karnataka	10665271	4249902	351476	195139	457580	138815	1489977	17548160
Kerala	8702134	4855312	234651	68855	457422	32701	611497	14962572
Madhya Pradesh	11555519	10549256	406523	59603	811128	63355	1299481	24744865
Maharashtra	7534097	14949855	1172556	306644	1427470	486359	1408388	27285369
North East	1565086	711974	49430	2626	74281	6301	91605	2501303
Odisha	8670687	5386423	337039	47310	874793	30456	620139	15966847
Punjab	2295229	2112607	375096	76312	947476	167628	447247	6421595
Rajasthan	3941012	4041347	344313	84849	748631	188349	890759	10239260
Tamil Nadu	11167481	12991923	545116	270535	2448789	351178	2022126	29797148
Uttar Pradesh	16147650	15067378	1184708	84558	2212469	204414	1769122	36670299
Uttarakhand	4346822	1548443	150921	19291	374824	40292	368887	6849480
West Bengal	16693875	5363875	4735826	355483	3302284	152901	867965	31472209
Telangana	9745509	3566340	218387	71234	172444	48555	601825	14424294
Base P.O.	16563	18951	30	0	6	4	9	35563
<b>Total</b>	<b>190981218</b>	<b>116874371</b>	<b>14951294</b>	<b>2178943</b>	<b>23067983</b>	<b>2697852</b>	<b>16770858</b>	<b>367522519</b>

TABLE 12

OUTSTANDING BALANCE OF SAVINGS SCHEMES AS ON 31.03.2020								
(₹ in Crore)								
Circle	Savings Bank	Recurring Deposit	Time Deposit	Monthly Income Scheme	Senior Citizen	Sukanya Samriddhi Yojana	Public Provident Fund	Total
Andhra Pradesh	2707.56	5363.55	6264.33	10224.71	3532.17	3738.54	2215.04	34045.90
Assam	4016.30	2641.04	1918.90	3765.95	534.69	509.41	1025.81	14412.10
Bihar	7599.42	5549.85	11426.77	7858.09	509.35	1564.78	1266.22	35774.48
Chhattisgarh	2051.11	2819.05	1819.64	2165.40	902.44	663.46	900.42	11321.52
Delhi	3763.67	3784.61	6708.30	6560.34	4272.73	1741.09	13933.16	40763.90
Gujarat	6419.95	3236.27	15957.76	14957.66	7619.76	1329.29	8739.06	58259.75
Haryana	3573.34	4812.71	5397.42	4044.21	1956.98	2355.18	4188.85	26328.69
Himachal Pradesh	3630.13	4598.94	2804.92	3902.87	725.21	926.51	1646.18	18234.76
Jammu & Kashmir	1160.52	769.98	2302.18	1135.35	278.34	468.71	317.15	6432.23
Jharkhand	559.43	1327.67	3511.87	5985.05	1106.49	922.71	422.64	13835.86
Karnataka	-5481.15	5410.35	5121.97	6938.23	8114.40	6225.65	5473.71	31803.16
Kerala	4046.83	9676.29	1861.46	3050.33	2226.51	1957.20	986.48	23805.10
Madhya Pradesh	7180.88	6441.56	4046.87	4662.19	2124.15	1592.61	1928.29	27976.55
Maharashtra	11529.35	5395.04	11915.53	29495.04	11358.72	4469.21	11651.62	85814.51
North East	1512.94	1418.87	1085.08	1286.21	325.01	199.21	169.35	5996.67
Odisha	4878.06	4587.26	4938.60	4253.33	1692.00	1564.94	670.74	22584.93
Punjab	5122.93	5319.04	10662.46	6795.18	3062.65	1652.97	9690.77	42306.00
Rajasthan	5266.74	7848.76	6291.12	6870.30	3065.78	2291.76	6528.73	38163.19
Tamil Nadu	15489.69	6975.72	7429.58	11741.50	8210.77	6666.61	5589.66	62103.53
Uttar Pradesh	12574.94	15139.36	19342.50	18721.56	3236.20	5104.10	6861.36	80980.02
Uttarakhand	3421.10	3574.22	3024.83	3789.79	914.13	1209.45	1330.83	17264.35
West Bengal	17593.53	6979.52	29998.40	50344.21	8703.87	1790.94	5420.80	120831.27
Telangana	-3332.75	267.48	2030.45	336.06	1520.32	1710.34	484.03	3015.93
Base P.O.	136.10	289.37	229.00	284.42	44.64	68.47	97.42	1149.42
<b>Total</b>	<b>115420.62</b>	<b>114226.51</b>	<b>166089.96</b>	<b>209167.98</b>	<b>76037.31</b>	<b>50723.15</b>	<b>91538.32</b>	<b>823203.85</b>

The page features decorative green wavy lines in the top-right and bottom-left corners. These lines are composed of multiple overlapping, semi-transparent bands in various shades of green, creating a layered, paper-like effect. The central text is positioned in the white space between these decorative elements.

# **COLLABORATIONS AND TIE-UPS**



## COLLABORATIONS AND TIE-UPS

### (a) Post Office Passport Seva Kendra (POPSK)-Ministry of External Affairs

1. In order to provide passport services to citizens on a larger scale and to ensure wider area coverage for the benefits of the citizens, the Department of Posts (DoP) and the Ministry of External Affairs (MEA) mutually agreed for leveraging the network of Post Office as Passport Seva Kendras. Pilot project for this joint venture commenced on 25<sup>th</sup> January, 2017 at Metagali Post Office Mysuru, Karnataka and at Dahod Head Post Office, Gujarat. It has been mutually decided to setup 491 POPSKs in a phased manner. Out of these, a total of 426 POPSKs have been made operational which includes 65 POPSK in the Aspirational Districts.

2. 65 POPSKs have been opened in Aspirational districts, focus is on opening POPSKs in the remaining 50 Aspirational districts where no POPSKs are operational at present, subject to

feasibility of space and concurrence of Ministry of External Affairs.

3. During the pandemic situation, two new Post Office Passport Seva Kendras have been opened by the Department of Posts in Seoni, Madhya Pradesh and Port Blair, Andaman & Nicobar Islands. After unlock, around 3.40 lakh Passpost applications have been processed by POPSKs.

4. Achievements during the period 1.1.2020 to 31.12.2020 :

Period	1.1.2020 to 31.12.2020
No. of Passport applications processed	8,65,301
POPSK Revenue accrued	₹28.55 Cr





POPSK at Aberdeen Bazar, Port Blair, South Andaman, Andaman and Nicobar Islands. Operationalized with effect from 14<sup>th</sup> December, 2020.



POPSK at Seoni, Balaghat Division, Madhya Pradesh. Operationalized with effect from 11<sup>th</sup> November, 2020

## (b) Post Office Aadhaar Enrolment and Updation Centres -UIDAI

1. In the year 2017, the Government of India decided to phase out all private agencies providing Aadhaar services and establish Aadhaar Enrolment and Updation Centres in Banks and Post Offices. Accordingly, Department of Posts was mandated by the Government of India to set up Aadhaar Enrolment cum Updation Centres in Posts Offices. First Aadhaar Enrolment cum Updation Centre was opened at Lucknow on 30<sup>th</sup> June, 2017. At present 13,352 Aadhaar Enrolment cum Updation Centres are functioning in Post Offices across the country with an aim to provide Aadhaar services in vicinity of the residents. Out of 13,352 functional Aadhaar Centres, 1166 Aadhaar Centres are operational in the Aspirational Districts. The facility of Aadhaar Centres through post offices has brought about a great deal of convenience to the residents in getting Aadhaar enrolment and also updating their Aadhaar cards in case of any change/mis-match

2. Two types of services are being provided in the Post Office Aadhaar Centres:

i) **Aadhaar Enrolment:** The Enrolment process involves electronic capture of demographic and biometric information of the residents.

ii) **Aadhaar Updation:** (a) Demographic Updation such as Name, Email ID, Mobile Number, Address, Date of Birth etc. (b) Biometric Updations, facial image, 10 finger prints and Iris are updated through post offices.

3. In order to reach out to the masses even in the remote areas of the country, India Post has distributed Mobile/Laptop Aadhaar kits to the Post Offices. As a result of these Mobile/laptop kits, Aadhaar updation/enrolments can now be done even in a Camp mode, thus enabling the people especially DBT beneficiaries, residing in remote areas, in receiving the benefits of different Government Schemes. Especially after lockdown, India Post ensured that all the Aadhaar enrolment/updation centres in the Post Offices are functional. This ensured that the beneficiaries of different Government welfare schemes get their Aadhaar enrolment/updation, done in the nearby post offices, as Aadhaar is the basis for claiming benefits of different Government Schemes.

4. Since its inception in June 2017 till December 2020 around 60.55 lakh Aadhaar Enrolments and 227.01 lakh Updations have been done by the Post Office Aadhaar Centres, generating a revenue of about ₹101.41 Crores for the Department. During lockdown/unlock, 66,30,467 transactions were done across the Post Offices in India thus generating a revenue of ₹28.75 Crores.

Period	No. of Aadhaar Enrolments	No. of Aadhaar Updations
01.01.2020 to 31.12.2020	2577574	9183029

### (c) India Post Passenger Reservation System (IP-PRS) – Indian Railways

An MoU was signed between the Department of Posts and the Ministry of Railways on 31st July, 2007 with a view to provide better facilities for railway reservation through the network of Post Offices across the country. 334 IP-PRS centres are functional across the country.

Period	No. of transactions		Revenue earned
	Railway Tickets booked	Railway Tickets cancelled	
01.01.2020 to 31.12.2020	376036	35755	₹47 Lakhs

### (d) International Money Transfer - Western Union

The Service enables instant international money remittance to customers in India sent from around 195 countries on a real time basis. India Post is

operating this Service in association with Western Union from 9955 post office locations.

### (e) Common Service Centre (CSC) e-Governance Services India Ltd.

In order to make Post offices as a single point of contact for all the Citizen Centric Services, Department of Posts (DOP) and Common Service Centre (CSC) e-Governance Services India Limited, promoted by Meity (the Ministry of Electronics and Information Technology) signed an memorandum of agreement to provide Assisted Digital Services, for various G2C(Government to Citizen) and B2C(Business to Customer) using CSC's Digital Sewa portal. This will provide diverse services to citizens in the rural and remote areas of the country, thereby building a socially, financially and digitally inclusive society.

- The CSC services through post offices commenced as a pilot in May, 2020 with 22 Post Offices from 11 Circles. 10136 Post Offices as Post Office Common Service Centres (PO CSC) and 13245 Operators have been on-

boarded as on 12<sup>th</sup> December, 2020. Close to 50000 CSC transactions with a turnover of ₹5 crores have been rendered in the first 5 months. More than 100 CSC services will be offered from Post Office CSCs.

- G2C services such as, Pradhan Manthri Street Vendors Athmanirbhar Nidhi Yojana(PMSVANIDHI), Ayushman Bharat, PM Maandhan Yojana, e-District Services, PAN card, Passport services, Election card services and Fasal Bima Yojana etc.will be available from PO CSCs.
- B2C services such as, Utility bill payments for electricity, gas, water bill, premium collection for Life and General Insurance, third party EMI collection and travel services for flights, trains and buses will be available from these Post Offices CSC counters.

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# **FINANCIAL MANAGEMENT**





## FINANCIAL MANAGEMENT

1. The total revenue of the Department of Posts, including remuneration for Savings Bank & Savings Certificate work earned from January, 2020 to December, 2020 is ₹13093.83 crore and the amount received from other Ministries/ Departments as Agency Charges (recoveries) is ₹496.99 crore. Gross working expenditure is ₹29475.13 crore. Deficit of the department is ₹15541.57 crore.

**TABLE 13**

REVENUE AND EXPENDITURE					
(` in Crore)					
Particulars	Actual 2019-20	Actual			Anticipated
		Jan, 20 to Mar, 20	April, 20 to Dec, 20	Total Jan, 20 to Dec, 20	Jan, 21 to Mar, 21
<b>Revenue</b>					
Sale of Stamps	249.01	72.48	97.98	170.46	32.66
Postage realized in cash	3807.25	1518.56	1740.87	3259.43	580.29
Commission on Money Orders and Indian Postal Orders	224.25	82.46	147.66	230.12	49.22
Remuneration for SBCC \$	8660.05	2688.14	6224.47	8912.61	2074.82
Other Receipts*	617.64	192.76	328.45	521.21	109.48
<b>Total</b>	<b>13558.2</b>	<b>4554.4</b>	<b>8539.43</b>	<b>13093.83</b>	<b>2846.48</b>
<b>Expenditure</b>					
General Administration	1988.78	278.53	1322.09	1600.62	440.70
Operation	16403.5	3402.47	13179.19	16581.66	4393.06
Agency Services	515.23	140.13	356.86	496.99	118.95
Others **	10232.23	2372.42	8423.44	10795.86	2807.81
<b>Total Gross Expenditure</b>	<b>29139.74</b>	<b>6193.55</b>	<b>23281.58</b>	<b>29475.13</b>	<b>7760.53</b>
Less Recoveries	768.4	219.86	619.87	839.73	206.62
<b>Net Revenue Expenditure</b>	<b>28371.34</b>	<b>5973.69</b>	<b>22661.71</b>	<b>28635.4</b>	<b>7553.90</b>
<b>Deficit</b>	<b>14813.14</b>	<b>1419.29</b>	<b>14122.28</b>	<b>15541.57</b>	<b>4707.43</b>

\* This includes service charges retained by the Department of Posts from 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.

\$ The figure is tentative & subjected to revision of remuneration rate and reconciliation activities in the Circles, post Ministry of Finance order regarding Basic Savings account.

TABLE 14

RECOVERY OF WORKING EXPENSES ON ACCOUNT OF AGENCY SERVICES (₹ in Crore)					
Particulars	Actual 2019-20	Actual			Anticipated Jan, 21 to Mar, 21
		Jan, 20 to Mar, 20	April, 20 to Dec, 20	Total Jan, 20 to Dec, 20	
Payment of Coal Mines and EPF/ Family pension and Misc Services (DOT/BSNL/MTNL)	4.84	3.35	3.28	6.63	1.09
Payment of Railway Pension	3.86	4.05	1.78	5.83	0.59
Postal Life Insurance	729.71	182.43	599.97	782.40	199.99
Customs duty Realization	9.66	9.64	0.01	9.65	0.00
Others *	20.33	20.39	14.83	35.22	4.95
<b>Total</b>	<b>768.4</b>	<b>219.86</b>	<b>619.87</b>	<b>839.73</b>	<b>206.62</b>

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

2. The earnings of the Department are in the form of 'Recoveries' and 'Revenue Receipts'. The item 'Recoveries' mentioned in Table 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 Stamps, commission on money orders and Indian Postal Orders.

### 3. CAPITAL OUTLAY

The expenditure on fixed assets up to December, 2020 was ₹465.16, out of which 6.71% was on Land and Buildings, 74.82% on Mechanization and Modernization of Postal Services and 18.46 % on Mail Motor Vehicles, IPPB and others.

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# OTHER ACTIVITIES



## OTHER ACTIVITIES

### (a) Network Planning

1. The Department of Posts, with its network of 1,56,721 Post Offices, is the largest postal network in the world. The Department of Posts has been entrusted with the mandate of providing access to basic postal facilities throughout the country. The mission of the department is to sustain its position as the largest postal network in the world touching the lives of every citizen in the country. Post Offices are opened based on the distance, population and income norms fixed for the purpose. Some relaxation in the criteria is made for opening of post offices in the rural, remote, hilly and desert areas.

2. 52 new Post offices were opened [including 27 BOs in Left Wing Extremism (LWE) districts] during the period 1<sup>st</sup> January, 2020 to 30<sup>th</sup> November, 2020 and infrastructure provided to 1506 Branch Post Offices during the same period.

3. Even though India has the largest postal network in the world, there continues to be a demand for opening of post offices. When laid down norms do not justify opening of a new post office, demand of postal services in such area is effectively met through the franchisee scheme and Panchayat Sanchar Sewa Yojana (PSSY) scheme of the Department. 1893 Franchisee Outlets and 607 Postal Agents under the franchisee scheme and 1279 Panchayat Sanchar Sewa Kendras (PSSKs) under PSSY Scheme are functional in the country, to provide basic counter facilities in uncovered areas.

4. The information in respect of the number of post offices, the number of Panchayat Sanchar Sewa Kendras (PSSK) & Franchisee Outlets (FO), and the number of Urban & Rural letter boxes, etc. are presented in the following Tables.



**Shri Ravi Shankar Prasad, Union Minister for Communications, Electronics & Information Technology and Law & Justice inaugurates Postal Park at Kidwaipuri, Patna.**



**TABLE - 15**  
**DISTRIBUTION OF RURAL AND URBAN POST OFFICES AS ON 31.03.2020**

Circle	Departmental Post Office												Branch Post Office			Total Post Office		
	Head Post Office			Sub Post Office			Total			Rural	Urban	Total	Rural	Urban	Total			
	Rural	Urban	Total	Rural	Urban	Total	Rural	Urban	Total									
Andhra Pradesh	5	53	58	955	563	1518	960	616	1576	8853	142	8995	9813	758	10571			
Assam	0	19	19	398	207	605	398	226	624	3334	49	3383	3732	275	4007			
Bihar	0	32	32	627	404	1031	627	436	1063	7982	50	8032	8609	486	9095			
Chhattisgarh	0	11	11	100	241	341	100	252	352	3512	44	3556	3612	296	3908			
Delhi	0	12	12	5	367	372	5	379	384	78	69	147	83	448	531			
Gujarat	0	33	33	627	563	1190	627	596	1223	7520	121	7641	8147	717	8864			
Haryana	0	16	16	184	306	490	184	322	506	2140	48	2188	2324	370	2694			
Himachal Pradesh	3	15	18	349	104	453	352	119	471	2311	13	2324	2663	132	2795			
Jammu & Kashmir	0	9	9	90	168	258	90	177	267	1404	29	1433	1494	206	1700			
Jharkhand	0	13	13	233	221	454	233	234	467	3318	37	3355	3551	271	3822			
Karnataka	0	58	58	843	800	1643	843	858	1701	7772	161	7933	8615	1019	9634			
Kerala	3	49	52	957	500	1457	960	549	1509	3202	352	3554	4162	901	5063			
Madhya Pradesh	0	43	43	326	644	970	326	687	1013	7152	112	7264	7478	799	8277			
Maharashtra	1	60	61	1018	1135	2153	1019	1195	2214	10684	102	10786	11703	1297	13000			
North East	0	9	9	190	141	331	190	150	340	2476	103	2579	2666	253	2919			
Odisha	0	35	35	684	490	1174	684	525	1209	6973	71	7044	7657	596	8253			
Punjab	0	22	22	330	416	746	330	438	768	3079	22	3101	3409	460	3869			
Rajasthan	1	46	47	727	557	1284	728	603	1331	8948	28	8976	9676	631	10307			
Tamil Nadu	1	93	94	1333	1410	2743	1334	1503	2837	8945	358	9303	10279	1861	12140			
Telangana	1	35	36	397	401	798	398	436	834	4805	162	4967	5203	598	5801			
Uttar Pradesh	0	72	72	890	1593	2483	890	1665	2555	14853	262	15115	15743	1927	17670			
Uttarakhand	0	13	13	183	198	381	183	211	394	2275	53	2328	2458	264	2722			
West Bengal	0	47	47	784	940	1724	784	987	1771	7157	151	7308	7941	1138	9079			
<b>Total</b>	<b>15</b>	<b>795</b>	<b>810</b>	<b>12230</b>	<b>12369</b>	<b>24599</b>	<b>12245</b>	<b>13164</b>	<b>25409</b>	<b>128773</b>	<b>2539</b>	<b>131312</b>	<b>141018</b>	<b>15703</b>	<b>156721</b>			

**TABLE 16**
**CLASSIFIED FUNCTION-WISE DISTRIBUTION OF POST OFFICES AS ON 31.3.2020**

(in number)

Circle	Total Post Office	Night Post Office	Post Office with full range of services	Post Office without delivery	Delivery Post Office
Andhra Pradesh	10571	23	10108	463	10108
Assam	4007	1	624	104	3907
Bihar	9095	6	1063	22	8886
Chhattisgarh	3908	2	350	86	3822
Delhi	531	18	384	243	288
Gujarat	8864	9	6735	231	8634
Haryana	2694	1	314	198	2320
Himachal Pradesh	2795	0	2756	39	2756
Jammu & Kashmir	1700	1	267	78	1622
Jharkhand	3822	1	979	78	3744
Karnataka	9634	1	8842	495	9138
Kerala	5063	6	4146	258	4805
Madhya Pradesh	8277	5	8277	293	7984
Maharashtra	13000	7	61	457	12543
North East	2919	0	500	41	2871
Odisha	8253	0	1209	286	7967
Punjab	3869	5	550	224	3654
Rajasthan	10307	5	9965	341	9966
Tamil Nadu	12140	14	12140	1308	10832
Telangana	5801	8	834	216	5585
Uttar Pradesh	17670	9	2571	1071	16599
Uttarakhand	2722	0	394	118	2604
West Bengal	9079	5	1168	624	8454
<b>Total</b>	<b>156721</b>	<b>127</b>	<b>74237</b>	<b>7274</b>	<b>149089</b>

TABLE 17

PANCHAYAT SANCHAR SEWA KENDRAS AND FRANCHISEE OUTLETS AS ON 31.03.2020 (in number)		
Circle	Panchayat Sanchar Sewa Kendra	Franchisee Outlet
Andhra Pradesh	3	69
Assam	19	13
Bihar	464	150
Chhattisgarh	2	25
Delhi	0	195
Gujarat	3	35
Haryana	20	74
Himachal Pradesh	20	8
Jammu & Kashmir	13	26
Jharkhand	45	381
Karnataka	1	11
Kerala	0	0
Madhya Pradesh	83	63
Maharashtra	26	98
North East	18	46
Odisha	71	85
Punjab	1	62
Rajasthan	3	22
Tamil Nadu	9	92
Telangana	3	53
Uttar Pradesh	451	280
Uttarakhand	19	54
West Bengal	5	51
<b>Total</b>	<b>1279</b>	<b>1893</b>

**TABLE 18**
**LETTER BOX, POST BOX AND POST BAG AS ON 31.03.2020**

(in number)

Circle	Letter Box			Post Box rented to public	Post Bag rented to public	Post Box cum Post Bags rented to public
	Urban	Rural	Total			
Andhra Pradesh	4187	24999	29186	436	38	0
Assam	1123	11931	13054	306	1	0
Bihar	1831	15823	17654	27	8	2
Chhattisgarh	2991	12453	15444	93	1	0
Delhi	772	31	803	254	13	19
Gujarat	4316	19073	23389	4048	44	98
Haryana	1068	5129	6197	223	1	0
Himachal Pradesh	686	5794	6480	217	2	0
Jammu & Kashmir	580	3661	4241	1717	96	0
Jharkhand	1028	8936	9964	237	0	0
Karnataka	5396	22627	28023	1762	18	11
Kerala	3372	11191	14563	3352	258	165
Madhya Pradesh	3616	30075	33691	449	40	6
Maharashtra	6542	31963	38505	6024	109	9
North East	1098	4565	5663	3539	7	0
Odisha	1912	14185	16097	236	0	0
Punjab	2546	12015	14561	726	6	1
Rajasthan	3403	23726	27129	1223	37	0
Tamil Nadu	9283	30156	39439	3047	248	659
Telangana	2635	11516	14151	332	64	45
Uttar Pradesh	6460	42113	48573	396	8	10
Uttarakhand	1900	8528	10428	164	6	0
West Bengal	4416	22615	27031	5	1	0
<b>Total</b>	<b>71161</b>	<b>373105</b>	<b>444266</b>	<b>28813</b>	<b>1006</b>	<b>1025</b>

TABLE 19

POSTAL AND RAILWAY MAIL SERVICE FUNCTIONAL UNITS AS ON 31.03.2020 (in number)						
Circle	Postal Divisions	Railway Mail Service Divisions	Postal Store Depots	Circle Stamp Depots	Railway Mail Service Sorting Offices	Railway Mail Service Record Offices
Andhra Pradesh	28	4	3	0	14	15
Assam	9	2	1	1	11	13
Bihar	24	4	2	1	17	17
Chhattisgarh	5	1	1	0	4	4
Delhi	6	3	1	1	8	3
Gujarat	25	3	3	1	19	19
Haryana	9	2	1	0	12	12
Himachal Pradesh	9	1	1	0	8	6
Jammu & Kashmir	6	1	1	1	2	2
Jharkhand	8	2	1	0	10	10
Karnataka	31	3	3	1	26	25
Kerala	24	3	3	1	24	21
Madhya Pradesh	21	3	1	1	10	11
Maharashtra	41	7	4	1	47	33
North East	7	0	1	0	0	0
Odisha	20	3	2	1	17	18
Punjab	13	2	1	1	9	10
Rajasthan	24	3	3	1	16	18
Tamil Nadu	43	6	5	1	38	33
Telangana	16	2	1	1	13	9
Uttar Pradesh	44	7	4	1	40	37
Uttarakhand	7	1	1	0	3	3
West Bengal	28	6	2	1	25	26
<b>Total</b>	<b>448</b>	<b>69</b>	<b>46</b>	<b>16</b>	<b>373</b>	<b>345</b>



## (b) Rural Business

1. Under the Digital Advancement of Rural Post Office for A New India (DARPAN) project, Department of Posts has provided SIM-based handheld devices to 1,29,159 Branch Post Offices all over the country for carrying out online Postal and Financial transactions. Online deposit and withdrawal of money on Core Banking System, disbursement of Direct Benefit Transfer (DBT) benefits for 275 schemes, including Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS) and other Social Sector payments schemes, booking of Registered & Speed Post articles and Money Orders, premium collection of Postal Life Insurance (PLI)/ Rural Postal Life Insurance (RPLI) are being done through handheld point of sale (POS) devices

giving a boost to digital transactions in the remote rural areas. So far, 43 crores online transactions involving an amount of ₹53,584 crores have taken place through these devices.

2. Post Offices are also disbursing DBT payments for more than 275 Social Security Schemes of Central & State Government to its beneficiaries through POSB accounts. In the last four years, more than 12 crores DBT transactions involving an amount of ₹10386 crores have been disbursed through Post offices. These Social Security DBT payments are made for schemes like MGNREGA wage Payments, Old Age Pension Payments and other Social schemes under National Social Assistance Program, Pradhan Mantri Janani Suraksha Yojana, PM Kisan Yojana etc.

## (c) Estates Management

1. There are 25,409 Departmental Post Offices in 23 Postal Circles spanning across the length and breadth of the country, out of which 4,560 post offices are functioning in departmental buildings, 19,641 in rented buildings and the rest are functioning in rent free accommodations.

2. The Department has been actively engaged in developing infrastructure by constructing new buildings for postal operations, maintenance of the existing buildings and restoration of the heritage buildings. As a part of the sustainable development programme, the Department is giving due attention to installation of Solar Power and Rain Water Harvesting system in both the new and existing buildings. Ramp & rails for differently-abled persons and senior citizens, under Sugamya Bharat Abhiyan and separate toilets, crèches and retiring rooms for ladies are being constructed.

3. Construction of 7 new postal buildings, renovation of 51 postal offices, maintenance/renovation of 11 heritage buildings, installation of 43 solar power packs and construction of 37 rain water harvesting systems, were completed during the financial year 2019-20. In addition to these, construction of 16 toilets for ladies, 2 ladies retiring rooms, 33 ramps and rails under Sugamya Bharat Abhiyan were also completed during the FY 2019-20.

Under Swachhta Action Plan activities related to Portable Water Management, Solid Waste Management, Sanitization and disinfection of office

premises with special attention to the prevailing COVID-19 pandemic are being regularly carried out.

4. During the year 2020-21 (from 1<sup>st</sup> January, 2020 to 31<sup>st</sup> December, 2020), construction of 9 new post office buildings, 8 boundary walls, renovation of 29 postal offices, installation of 3 solar power packs and construction of 54 rain water harvesting structures have been completed. In addition to these, construction of 34 ramps and rails under Sugamya Bharat Abhiyan have also been completed.

5. Further, the following initiatives were taken during the year 2019-20 : Creation of task force at Circle/Division levels to conduct and monitor various cleanliness activities under Swachh Bharat Mission. Nodal officers have been nominated in all the 23 Postal Circles, to encourage and facilitate two hours of voluntary ‘Shram Daan’ per week by each employee of the Department; to create awareness about the ban on use of plastic bags, promotion of rain water harvesting techniques, use of solar energy etc. through social media wing, conducting blood donation camps, conducting Swachhta Padyatra with the involvement of local representatives to spread awareness and nomination of Postmen/Postwomen as Swachhta Ambassadors to take the message from door to door on the importance of cleanliness, ban on use of plastic bags, making India open defecation free etc.

**TABLE 20**

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

TABLE 21

DEPARTMENTAL AND RENTAL BUILDINGS AS 31.03.2020												
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 buildings	Rent-free buildings
Andhra Pradesh	170	1	6	1334	30	2	78	3	3	177	1366	84
Telangana	153	7	3	613	9	0	71	5	0	163	622	76
Assam	161	11	4	441	13	4	23	8	0	176	458	31
Bihar	179	2	8	792	34	3	110	3	0	189	829	113
Chhattisgarh	43	0	2	285	4	1	24	0	0	45	290	24
Delhi	121	2	6	211	7	0	37	0	0	129	218	37
Gujarat	295	3	9	904	16	8	26	1	0	307	928	27
Daman & Dadra Nagar Haveli (UT)	3	0	0	3	0	0	0	0	0	3	3	0
Diu(U/T)	0	0	0	1	0	0	0	0	0	0	1	0
Haryana	83	0	0	361	12	0	63	1	0	83	373	64
Himachal Pradesh	77	1	5	376	6	3	21	0	0	83	385	21
Jharkhand	67	2	0	344	17	2	53	0	0	69	363	53
Jammu & Kashmir	34	1	0	202	0	1	25	0	0	35	203	25
Karnataka	404	14	7	1233	14	5	85	0	0	425	1252	85
Kerala including Lakshadweep	251	4	3	1210	21	15	47	0	0	258	1246	47
Madhya Pradesh	191	1	3	718	2	0	102	2	0	195	720	104
Maharashtra	358	36	12	1643	36	2	113	4	0	406	1681	117
Goa	16	0	1	79	0	0	9	0	0	17	79	9
Meghalaya	19	0	5	34	0	0	14	0	0	24	34	14
Mizoram	12	0	0	24	0	0	3	0	0	12	24	3
Manipur	8	0	0	44	0	0	3	0	0	8	44	3
Nagaland	11	0	0	26	0	0	6	0	0	11	26	6
Arunachal Pradesh	23	0	0	12	0	0	14	0	0	23	12	14
Tripura	21	0	0	48	0	0	14	0	0	21	48	14
Odisha	148	7	73	956	15	0	106	0	0	228	971	106
Punjab	108	1	5	485	12	1	81	0	0	114	498	81
Chandigarh	30	0	1	45	0	0	18	0	0	31	45	18
Rajasthan	347	13	6	845	23	1	141	5	0	366	869	146
Tamil Nadu	282	7	6	2153	28	8	79	0	0	295	2189	79
Pondicherry	9	0	0	69	0	0	4	0	0	9	69	4
Uttar Pradesh	311	15	5	2032	41	5	206	0	0	331	2078	206
Uttarakhand	51	0	2	301	1	5	42	0	0	53	307	42
West Bengal	210	10	38	1358	9	21	110	9	1	258	1388	120
Sikkim	6	0	0	12	0	0	5	0	0	6	12	5
A&N Islands	10	0	0	7	3	0	5	2	0	10	10	7
<b>TOTAL</b>	<b>4212</b>	<b>138</b>	<b>210</b>	<b>19201</b>	<b>353</b>	<b>87</b>	<b>1738</b>	<b>43</b>	<b>4</b>	<b>4560</b>	<b>19641</b>	<b>1785</b>

## (d) IT Modernization

1. The IT Modernization Project of Department of Posts was approved by the Government of India in November 2012 as a Mission Mode e-governance Project with an outlay of ₹4909 crore. The Project involves computerization, modernization and networking of more than 1,56,000 Post Offices in the country, including 1,31,312 Branch Post Offices in rural areas run by the Gramin Dak Sevaks. The project includes providing Central Server based integrated, modular and scalable solutions for all the operations of Department of Posts including Mails, Human Resource, Banking, Insurance and Finance and Accounts. It also involves creation of IT Infrastructure like Data Centre, Disaster Recovery Centre, setting up of a Wide Area Network (WAN) and providing solar powered and portable hand-held computing devices (Micro ATM compliant) to all the Branch Post Offices.

2. The IT modernization project of Department of Posts aims to lay down a robust digital infrastructure for the world's largest postal network. This Project has been undertaken by the Department with the following objectives: -

- i. Modernization and computerization of all non-computerized Post offices in the country including Branch Post offices in rural areas, mail offices, administrative and other offices;
- ii. Development of scalable, integrated and modular software covering all operations of the Department of Posts;
- iii. Establishment of required IT Infrastructure including Data Centre, Wide Area Network (WAN) based networking of the Departmental post offices; and
- iv. Creation of a Rural Information and Communication Technology (Rural ICT)

infrastructure.

3. The Project is being implemented through eight different segments: Data Centre Facility (DCF), Network Integrator (NI), Financial Services System Integrator (FSI), Core System Integrator (CSI), Digital Advancement of Rural Post Office for A New India (DARPAN) - Rural System Integrator (RSI) and Rural Hardware (RH), Mail Operations Hardware (MOH), and Change Management (CM).

4. The Department has moved from stand-alone local server-based operations to a uniform central server-based operation. The primary Data Centre is operational from 3<sup>rd</sup> April 2013 at Navi Mumbai. The Disaster Recovery Centre has been operationalized at Mysuru on 15<sup>th</sup> May, 2015.

5. The network connectivity through a Wide Area Network (WAN) has been established at 26,447 Departmental locations as on 31<sup>st</sup> December, 2020, thus enabling these offices to serve the members of public through centralized applications that exchange data with the central Data Centre.

6. 23,477 Post Offices are providing Core Banking Services (CBS) as on 31<sup>st</sup> December, 2020, to the Post Office Savings Bank (POSB) customers. 1000 ATMs have been installed, with at least one in each district headquarters. These ATMs are inter-operable with other banks. Internet banking services, (e-banking) have been made available for POSB customers from 14<sup>th</sup> December, 2018. Through the e-banking facility, POSB account holders can make deposits into Sukanya Samriddhi Yojana (SSY) and the Post Office Public Provident Fund (PPF) accounts online from their POSB savings account. The POSB customers have also



been provided with the facility of Mobile Banking from 15<sup>th</sup> October, 2019.

7. Postal life insurance (PLI) services are being provided through Core Insurance Solution (CIS) which has been rolled out in 25,409 Post offices as on 31<sup>st</sup> December, 2020.

8. The Core System Integrator (CSI) segment has implemented the Enterprise Resource Planning (ERP) solution. Through CSI, the Department has digitalized all the postal, mails and counter operations of the offices on a single, central server-based platform. Further, it has also digitalized the finance & accounts and human resource management functions of the Department on the online, SAP based platform. 513 Divisions (501 Postal & RMS Divisions and 12 independent Head Post offices/GPOs) have been rolled out in CSI as on 31<sup>st</sup> December, 2020.

9. As part of the Digital Advancement of Rural Post Offices for a new India (DARPAN) silo, solar-powered, micro ATM compliant, SIM-based hand-held devices have been supplied to the Branch Post Offices. These devices have been supplied to 1,29,737 branch post offices and the client applications of the various products and services under the Rural System Integrator (RSI) have been rolled out in 1,29,157 Branch Post Offices as on 31<sup>st</sup> December, 2020.

10. As part of the Project, all the Departmental Post Offices have been computerized.

11. The Department has supplied computers, hardware and peripherals to Mail Offices and smart-phones to Postmen staff under Mail Operation Hardware Project.

12. The need for hand-holding of the employees including Gramin Dak Sewaks (GDS) to adapt to the massive change in the working of the Department was felt. Under the 'Change Management' segment of this Project various trainings, workshops to prepare all the employees of the Department including GDS to enable them to function effectively in IT environment were conducted. The Project has been completed.

13. The following new initiatives were undertaken during the year (2019-20) :

- Common MIS Dashboard for monitoring purpose containing CSI, CBS, McCamish, IPS, Legacy and other reports.
- Business Intelligence reports and Employee Self Service Portal made available over Internet.
- Customer MIS/API Integration/SFTP Integration for Corporate Customers.
- API integration with Billers for collection of their Bills through Post Offices.
- SMS service to Customers for all events of an Accountable article/e-Money Order and also for various HR services like Pension
- Launch of Common Service Centre (CSC) services at Post Offices and integration with Core System.

## (e) Personnel Management

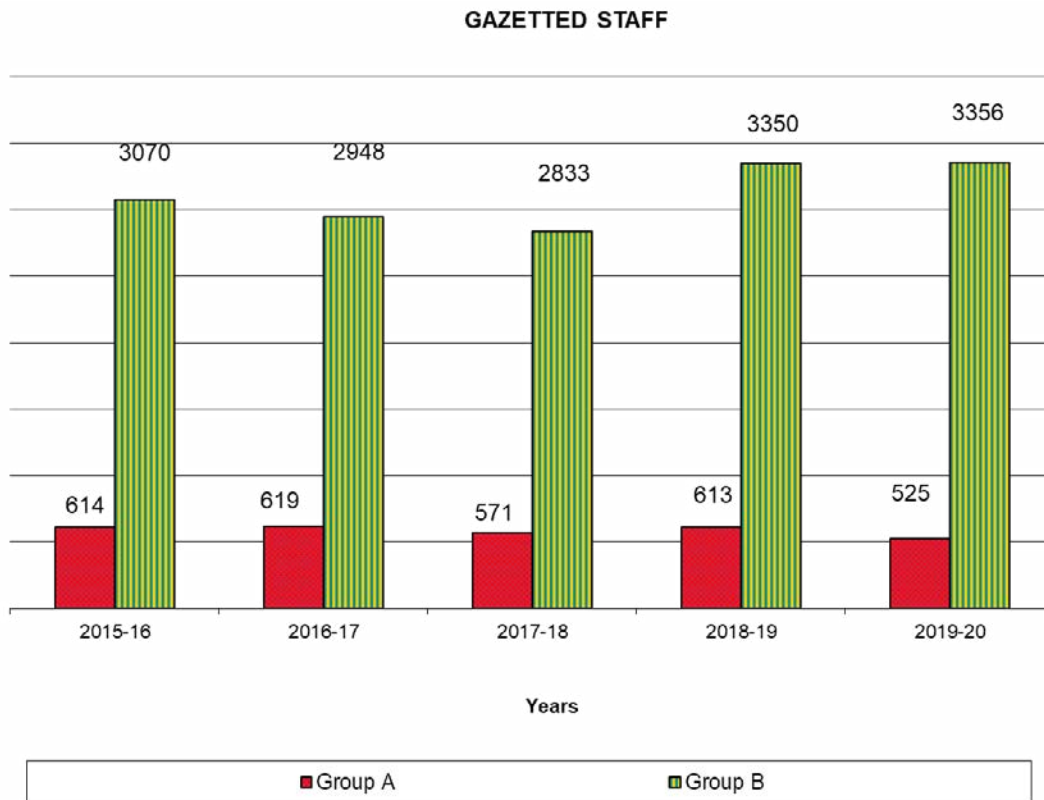
1.1 As on 31<sup>st</sup> March, 2020, there are a total of 4,16,083 employees in the Department of Posts, of which, 1,70,942 are Departmental Employees

and 245141 are Gramin Dak Sewaks (GDSs). The category-wise details are as under:

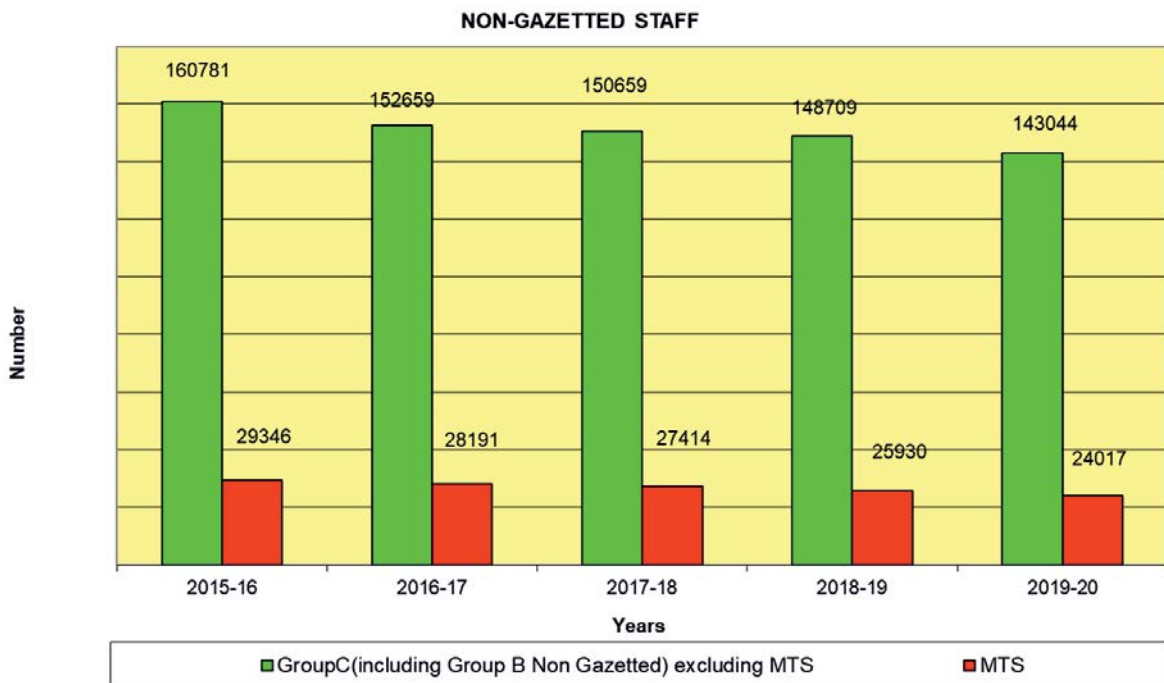
**TABLE 22**

PERSONNEL: STRENGTH AS ON 31.3.2020			
I DEPARTMENTAL			
A. GAZETTED	GROUP "A"	GROUP "B"	TOTAL
<b>INDIAN POSTAL SERVICE GROUP "A"</b>			
Secretary(Posts)	1		1
Director General Postal Services	1		1
Member, Postal Services Board	6		6
Sr.DDG/Chief PMG	25		25
Senior Administrative Grade	64		64
Junior Administrative Grade	55		55
Senior Time Scale	72		72
Junior Time Scale including Probationers	127		127
<b>POSTAL SERVICE GROUP "B"</b>		764	764
<b>Assistant Superintendent</b>		1590	1590
<b>INDIAN P&amp; T ACCOUNTS &amp; FINANCE SERVICE</b>			
Senior Administrative Grade	13		13
Junior Administrative Grade	9		9
Senior Time Scale	15		15
Junior Time Scale	24		24
Senior Accounts Officer/Accounts Officer		139	139
Assistant Accounts Officer		621	621
<b>CENTRAL SECRETARIAT SERVICE</b>		69	133
<b>CIVIL WING</b>			
Chief Engineer	36		36
Others		149	149
<b>OTHER GENERAL CENTRAL SERVICE</b>		24	37
<b>TOTAL(GAZETTED)</b>		525	3881
<b>B. Group 'B' NON GAZETTED</b>		5743	5743
C. NON GAZETTED	GROUP "C" Excluding MTS	GROUP C "MTS"	TOTAL
Directorate	96	110	206
Post Offices including (Circle office,Accounts, Stamp Depot, Canteen Staff)	121568	15620	137188
Railway Mail Service	13220	7397	20617
Mail Motor Service	1171	181	1352
Others (RLO, Store, Trg,Civil, Printing Press)	1246	709	1955
<b>TOTAL(NON GAZETTED ) Group C</b>		24017	161318
<b>I. TOTAL DEPARTMENTAL (A +B+C)</b>			170942
<b>II. Gramin Dak Sewak (GDS)</b>			245141
<b>GRAND TOTAL (I + II)</b>			416083

1.2 The Gazetted staff categorized into “Group A” and “Group B” since 2015-2016 has been shown in the following graph:



1.3 The Non-Gazetted Departmental staff, categorized into “Group C (including Group B Non Gazetted) excluding Multi Tasking Staff (MTS)” and “MTS”, since 2015-2016 has been shown in the following graph:



## 2. SCHEDULED CASTE AND SCHEDULED TRIBE EMPLOYEES

2.1 As on 31<sup>st</sup> March, 2020, there were 26925 Scheduled Caste and 12455 Scheduled Tribe

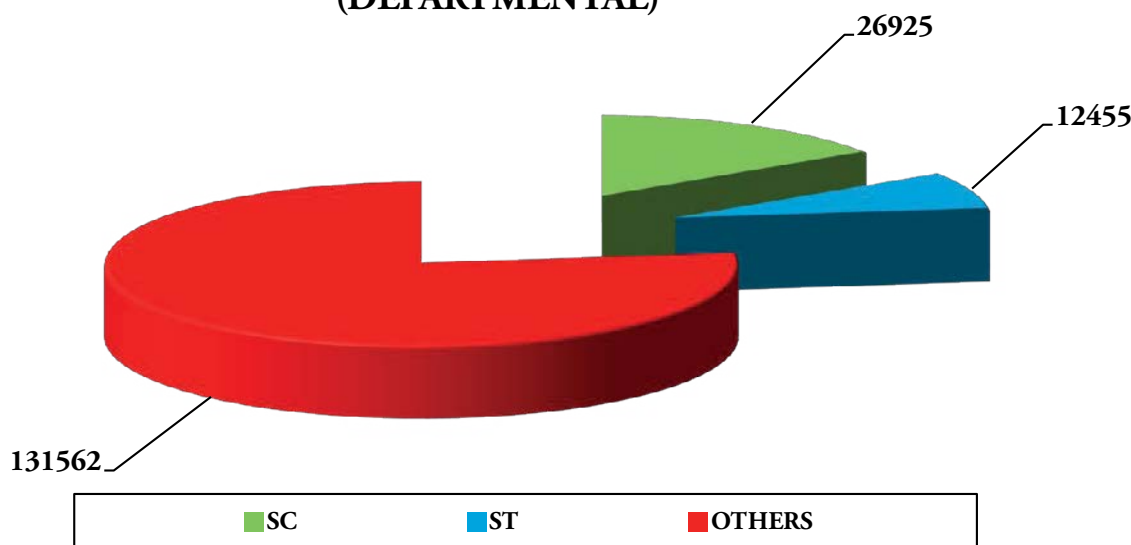
employees in various grades in the Department. Group-wise details of Scheduled Caste and Scheduled Tribe employees and their percentage to total employees in the respective Group are as under:

TABLE 23

NUMBER OF EMPLOYEES SCHEDULED CASTES / SCHEDULED TRIBES AS ON 31.03.2020				
Group	Scheduled Castes	Percentage to Total Number of Employees	Scheduled Tribes	Percentage to Total Number of Employees
Group 'A'	64	12.19	29	5.52
Group 'B' (Gazetted)	502	14.96	172	5.13
Group 'B' (Non Gazetted)	842	14.66	276	4.81
Group 'C' excluding MTS	21345	15.55	10172	7.41
Group 'C' Multi Tasking Staff	4172	17.37	1806	7.52
<b>Total</b>	<b>26925</b>	<b>15.75</b>	<b>12455</b>	<b>7.29</b>

2.2 The Departmental staff as on 31<sup>st</sup> March, 2020, categorized into "Scheduled Caste", "Scheduled Tribes" and "Others", has been shown in the following graph:

SC/ST EMPLOYEES AS ON 31.03.2020 (DEPARTMENTAL)



## 3. DIFFERENTLY-ABLED, EX-SERVICEMEN, WOMEN AND OBC EMPLOYEES

3.1 As on 31<sup>st</sup> March, 2020, there were 2581

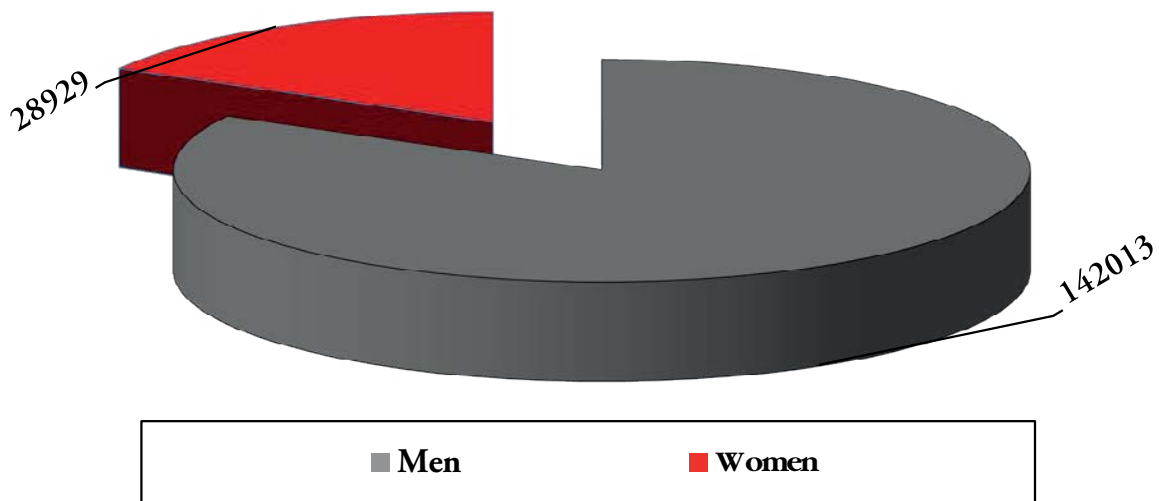
differently - abled employees, 2384 Ex - servicemen, 13 Ex - servicemen (differently - abled), 28929 women and 33123 OBC employees in various grades in the Department. The details are as under:

TABLE - 24

NUMBER OF EMPLOYEES: DIFFERENTLY – ABLED ,EX-SERVICEMEN, EX - SERVICEMEN(DIFFERENTLY ABLED), WOMEN and OBC AS ON 31.03.2020					
Group	Differently - Abled	Ex- Servicemen	Ex-Servicemen (Differently - Abled)	Women	OBC
Group 'A'	5	1	0	81	35
Group 'B'(Gazetted)	20	16	1	500	274
Group 'B'( NonGazetted)	71	17	0	701	456
Group 'C' excluding MTS	2172	2123	12	24892	27525
Group 'C' Multi-Tasking Staff	313	227	0	2755	4833
<b>Total</b>	<b>2581</b>	<b>2384</b>	<b>13</b>	<b>28929</b>	<b>33123</b>

3.2 The Departmental staff as on 31<sup>st</sup> March, 2020, categorized into “Men” and “Women”, has been shown in the following graph:

### MEN AND WOMEN EMPLOYEES AS ON 31.3.2020 (DEPARTMENTAL)





## (f) Human Resource Development

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

- (i) Rafi Ahmed Kidwai National Postal Academy (RAKNPA) at Ghaziabad – is the apex training institute of the Department recognized by the Department of Personnel and Training as a Central Training Institute for higher managerial cadres. It 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 Centres (PTCs) are functioning at Darbhanga, Guwahati, Madurai, Mysuru, Saharanpur and Vadodara for training operative staff and inspectorial cadres. These six training centres have well equipped computer labs, class-rooms and hostel facilities to take care of the bulk of the training needs of operative staff of the Department.
- (iii) Regional Training Center (RTC) are functional at Delhi, Nashik (Maharashtra) and Hubballi (Karnataka) for providing facilities for classroom teaching and hostel facilities for all the trainees for in-service training for operative staff at circle level.
- (iv) In addition, there are 473 Workplace Training Centres (WTCs) at Circle Office/Regional Office/Divisional Office/Head Office that are also geared to meet the challenge. The WTCs are delivering trainings at local level with minimum dislocation of trainees from the workplace. WTCs impart IT Modernization related training under India Post 2012 Project.

Other training, including mid-career/in-service training to Multitasking Staff (MTS), Gramin Dak Sevaks (GDS) and Postal Assistant/Sorting Assistant is also imparted through Workplace Training Centre (WTC).

## 2. TRAINING INITIATIVES

2.1 As per National Training Policy 2012, in order to make available a vast resource of learning material and courses online which provides the employees an enormous choice and learning, it was recommended that Training Institutes develop an e-learning portal which will provide a single point of access to the repository of training resources. MEGH SHIKSHAK, a Cloud-based e-Learning System has been developed to meet the online training requirements of the Department, which includes features like Online Registration and Approval, Single Sign-on, Interface for Upload of Courses and Assessment Content, MIS etc. It has been developed by the department in collaboration with C-DAC. The RAKNPA and PTC Mysuru are key stakeholders in this project.

2.2 iGOT Mission Karmayogi, the National Programme for Civil Services Capacity Building (NPCSCB) approved by the Government of India on 2<sup>nd</sup> September 2020, gives shape to the mandate of the National Training Policy 2012 issued by DoPT (Training Division) to use e-learning technologies to cover the training needs of a large number of officials who currently have little or no access to opportunities for quality training. It proposes to enhance the capacity of Civil Servants by building their behavioural domain and functional competencies, creating a framework of shared resources and transitioning from a rule - based to role -based model of Civil Services.

**2.3** Training Division is actively working on the implementation of this project in the Department in coordination and consultation with various stakeholders viz. Department of Personnel & Training, Institute of Secretariat Training and Management and Rafi Ahmed Kidwai National Postal Academy, etc.

#### 2.4 Other Initiatives

- (i) Digital Library has been set-up at PTC, Madurai.
- (ii) Soft skills workshop has been made a part of all training programmes at PTCs/RTCs.
- (iii) More than 20 e-learning module have been prepared for counter/delivery operations for online learning of employees across Department.

#### 2.5 Milestones reached

- i) To maintain uniformity of training to a huge number of employees across the country, Standard Training Packages (STPs) have been developed. The training content of each programme is adapted as per the changing functional requirement of each cadre. Besides this, Trainer Development Programmes and stand-alone programmes on capacity building, development of soft skills, training for sales promotion etc. are being delivered. Training in other institutions is also organized for development of higher order managerial skills, soft skills and specialized/non-core activities.
- ii) The information on Human Resources Management for the period 01<sup>st</sup> January, 2020 to 31<sup>st</sup> December 2021 (actual from 1<sup>st</sup> January, 2020 to 31<sup>st</sup> December, 2020 and anticipated from 1<sup>st</sup> January, 2021 to 31<sup>st</sup> March, 2021) is as under:

iii) Category wise training imparted:

Sl. No.	Activity	Number of Officers/ Officials Trained
1	Management Programme for Group A and B Officers	637
2	Development Programme for Accounts officers	385
3	Development Programme for Inspector and Assistant Superintendent Posts	4344
4	Development Programme for Operative/Supervisory Staff	54262
5	Development Programme for Mail Overseers/Postmen/MTS	7882
6	Development Programme for Gramin Dak Sevaks	36436
7	Training of Trainers and Specialized trainings	34
	<b>Total</b>	<b>103980</b>

ii) Human resources trained in Training Centres:

Sl No	Name of Training institute	Number of Officers/ Officials Trained
1	RAKNPA, Ghaziabad	625
2	Darbhanga	1600
3	Guwahati	1769
4	Madurai	2561
5	Mysuru	3036
6	Saharanpur	4492
7	Vadodara	6506
8	RTC Nashik	4912
9	WTCs ( 23 Circles)	78027
10	Postal Directorate	452
	<b>Total</b>	<b>103980</b>

### 3. INITIATIVE IN THE FIELD OF TECHNOLOGY INDUCTION

3.1 Department of Post has adopted the following technological initiatives of the Government in the area of Personnel Management :

- (i) SPARROW (Smart Performance Appraisal Report Recording Online Window)
- (ii) AIPR (Annual Immovable Property Return)
- (iii) EASY (Empanelment and Appraisal System)
- (iv) SUPREMO (Single User Platform Related to Employees Online)

3.2 A Software, DEST (**Data Entry Skill Test**) has been developed with the technical support of CEPT, Mysuru for evaluating the Data Entry skill of applicants for various Departmental examinations. This application helped Department to save valuable manpower and to ensure transparency in departmental examinations.

### 4. STAFF MOTIVATION

The annual 'Meghdoot Award' was established in the Department of Posts to recognize the outstanding services rendered by its employees. During the year 2020, following were awarded Meghdoot Award:

Category of Award	Cadres included in the Category	Name of Awardee
Category I	All Gramin Dak Sevaks	<b>Shri Kirtan Nayak,</b> Branch Postmaster, Mardakote Branch Post Office, Odisha Circle
Category II	All erstwhile Group 'D' staff since upgraded as Group 'C' including Safai Karamchari in the Postal/RMS and MMS wings and Postman including Mail Overseers/Cash Overseers/Head Postman and Sorting Postman and Mail Guards/Mailman, etc including similar levels in RMS, MMS and Administrative offices.	<b>Shri R Balakrishna,</b> Driver, Bengaluru MMS, Karnataka Circle
Category III	Postal Assistants/Sorting Assistants doing operative work including SPMs in charge of single-handed offices and similar levels in RMS, MMS and Stenographers Grade I, II and III	<b>Shri M D Srinivasan,</b> Postal Assistant, Chennai Central Region, Tamil Nadu Circle.
Category IV	The General line supervisor cadre in all wings upto and including HSG-I	<b>Shri Sarwesh Kumar,</b> Sub Postmaster, Rajendra Nagar Post Office, Bihar Circle
Category V	Inspector Posts and Assistant Superintendent. Posts in all wings; Junior Engineers working in Civil and Electrical Wings; Assistant Accounts Officers working in Accounts Wing	<b>Shri Vinay Shrivastava,</b> Inspector Posts, Madhya Pradesh Circle
Category VI	All Group 'B' and Group 'A' officers upto STS in Department of Posts including Foreign Posts, Postal Stores Depot, Central Stamp Depot and Printing Press and Private Secretaries; Accounts Officers, Sr. Account Officers working in Accounts Wing; Assistant Engineers working in Civil and Electrical Wings	<b>Shri B S Chandrashekhar,</b> SSPOs, Bengaluru East Division, Karnataka Circle
Category VII	Technology Excellence (All cadres upto STS)	<b>Shri V M Sakthivelu,</b> Dy. Director, CEPT, Chennai
Category VIII	Best Woman Employee (All women officials upto Group 'B' officers)	<b>Smt. Rinchen,</b> Mail Runner, Lahual & Spiti, Himachal Pradesh Circle.





**Distribution of Prestigious ‘Meghdoot Awards 2020’ by Shri Ravi Shankar Prasad, Minister for Communications, Electronics & Information Technology and Law & Justice through Video Conferencing**

## (g) Staff Welfare

1. 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 at the level of Circles which are broadly countertermine with the States of Indian Union.

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

3. The Department has following schemes for the welfare of the employees:-

### 3.1 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.

### 3.2 Financial assistance to employees due to illness/disability -

- (i) Financial assistance in cases of prolonged and serious illness/major surgeries to Departmental Employees or their Dependents.
- (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 disabled employees.

### 3.3 Financial assistance to wards of employees for Educational purpose -

- (i) Grant of educational assistance to the children of Postal Employees.
- ii) Financial assistance for the wards of Postal Employees in Non-Tech Degree for Girl child undergoing Graduation in any field with a minimum of 60% aggregate in Class 12<sup>th</sup> @ ₹250 p.m. has been introduced w.e.f. 2018-19.
- (iii) Incentive for excellence in academic achievement for 10th and 12th Class.
- (iv) Grants of Scholarships
  - Scholarships for children of employees appearing for UPSC Examination.
  - Scholarships for SC/ST Employees for departmental examination and higher education.
  - Grant of scholarship and transport charges to the differently-abled children of Postal Employees.

### 3.4 Financial assistance to employees for Recreational Activities -

- (i) Subsidy on transport charges for Excursion Trips.
- (ii) Expenditure on Holiday Homes.



(iii) Grant-in-aid to the Recreation Clubs.

### 3.5 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 Centres.
- (iv) Grant-in-aid to Residents Welfare Associations.
- (v) Financial assistance in cases of natural calamities, fire and floods.

## 4. FIELD SERVICES (POSTAL)

**BENEVOLENT FUND** The Department of Posts operates the Field Services (Postal) Benevolent Fund which has been introduced as a welfare measure exclusively for the benefit of staff who are 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.

## 5. WELFARE MEASURES FOR GRAMIN DAK SEWAKS

**5.1** Circle Welfare Fund Scheme for Gramin Dak Sewaks- The Department of Posts has introduced the Circle Welfare Fund Scheme for Gramin Dak Sewaks from 1.10.2013.

The scheme covers all Gramin Dak Sewaks who manage the rural postal network.

**5.2** 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.

**5.3** 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 surgical operation in ailments, like Cancer, brain hemorrhage, kidney failure/transplant, heart surgery etc.
- (7) Financial Assistance in case of accident of GDS while being on duty, requiring hospitalization for more than three days.
- (8) Financial Assistance for nutritional diet to GDS suffering from TB.
- (9) Grant of Scholarship under educational Scheme to the children of GDS (as per existing terms and conditions).
  - (9.1) Grant of Scholarship under educational Schemes for PG in Technical Course to the children of GDS.

- (10) Incentive for excellence in academic achievement for 10<sup>th</sup> and 12<sup>th</sup> Class.
- (11) Scholarship for physically disabled children of GDS.
- (12) Financial Assistance in cases of natural calamities, like fire, floods etc.

**5.4** Apart from above financial assistance, there is also facility of repayable loans at 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,

## **6. Welfare Measure and Facilities For Employees With Disabilities And For Differently-abled Children of Employees**

**6.1** Financial Assistance to Employees: Orthopedically disabled employees are eligible for the following financial assistance from the Welfare Fund.

- (a) Reimbursement of the amount spent on purchase of Mechanized Tricycle, subject to a limit of ₹2, 000.
- (b) Claim of an amount of ₹15,000 or 50% of the cost of a Motorized Tricycle whichever is less, from the Circle Welfare Fund. Further, if these employees apply for the grant of

scooter advance; their cases are considered sympathetically on priority basis.

- (c) Actual 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.

## **6.2 Scholarship for Children**

Out of the available funds under scholarships and other educational schemes of the Department of Posts, 3% of the scholarships are earmarked for differently-abled 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 Postal Employees are eligible to get annual scholarship.

## **6.3 Transport Charges for Children**

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

## **6.4 Financial assistance in case of Covid-19**

As a welfare policy initiative to meet the challenges of Covid-19 pandemic affecting the Gramin Dak Sewaks as front-line warriors, a one time maximum Financial Assistance of ₹20,000 (Twenty Thousand only) has been provisioned.

**6.5 Amount Disbursed under Departmental Employees Welfare Schemes (April, 2020 to Dec, 2020)**

S. No.	Name of Scheme	No. of Beneficiaries	Amount of Financial assistance provided (in ₹)
1	Immediate death relief	566	53,71,000
2	Death due to attack by robbers terrorists, riots etc. while not on duty.	1	10,000
3	Financial Assistance in case of major surgical operations in ailments, like Cancer, brain haemorrhage, kidney failure/transplant, heart surgery etc.	16	1,49,000
4	Financial assistance to regular Employees suffering from T.B. and also for their family members.	1	600
5	Financial assistance for purchase of mechanical/motorized tricycle for orthopedically disabled employees	1	15000
6	Incentive in 10th 12th (in each stream, viz Science, Humanities, Commerce)	188	8,90,400
7	Scholarship - IIT, AIIMS and IIM; Technical Education (i) Degree (ii) Diploma; Non-Technical Degree BA/BSc/B.Com/ Degree in fine Arts; ITI Certificate Courses	303	28,16,360
8	Scholarship for SC/ST Employees for Deptt. Exam and higher education for Deptt. Examination (one time grant); IPO/IRM/Insp (MMS)/ JAO; Jr. Accountants in Postal Accounts; Postal/Sorting Assistants; Higher study 10th to 12th Degree/ Diploma/ P.G. Degree	2	4375
9	Financial Assistance to victims of Natural Calamities	1744	78,52,500
10	Financial Assistance for Tailoring Centres in Postal Colonies	-	17,61,469
	<b>TOTAL</b>	<b>2822</b>	<b>1,88,70,704</b>

**6.6 Amount Disbursed under Gramin Dak Sewak Welfare Schemes (April, 2020 to Dec, 2020)**

S. No	Name of the Scheme	No. of Beneficiaries	Amount of Financial assistance provided (in ₹)
<b>A.</b>	<b>Financial Grant</b>		
1.	Financial Assistance to families of deceased GDSs to meet immediate expenses following death, irrespective of whether death occurs during duty/outside duty hours.	1180	1,16,93,900
2	Financial Assistance in case of death of GDSs while being on duty due to accident.	3	60,000
3	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)	13	33,500
4	Financial Assistance in case of major surgical operations in ailments, like Cancer, brain hemorrhage, kidney failure/transplant, heart surgery etc.	221	35,00,869
5	Financial Assistance in case of accident of GDS while being on duty, requiring hospitalization for more than three days.	17	2,25,000
6	Financial Assistance for nutritional diet to GDS suffering from TB (only once for a maximum period of six months, provided the GDS has put in at least six years of service & treatment is taken in government hospital).	2	6,200
7	Grant of Scholarship under educational Schemes to the children of GDS (as per existing terms & conditions). Technical Education/Non-Technical Degree	33	88,590
8	Incentives for excellence in academic achievement for 10 <sup>th</sup> and 12 <sup>th</sup> Class.	50	87,900
9	Maternity grant to woman GDS	415	97,75,957
10	Financial Assistance in cases of natural calamities, like fire, floods etc.	2206	1,09,03,300
11	Financial Assistance in cases of Covid-19	73	1,57,087
	<b>TOTAL</b>	<b>4213</b>	<b>36,532,303</b>
<b>B.</b>	<b>Repayable Loan</b>		
(i)	For construction of one room with flush toilet facilities for housing the Branch Post Office.	1	50,000
(ii)	For purchase of Computer/Laptop to encourage computer literacy amongst GDS.	52	1060000
(iii)	For purchase of moped/scooter/Motor cycle which will also facilitate travel while discharging duty like exchange of BO Bag, visit to Account Office etc.	68	1360000
	<b>TOTAL</b>	<b>121</b>	<b>24,70,000</b>
<b>C.</b>	<b>One Time Payment at the time of retirement</b>		
(i)	Payment as per Para16.1 (amount varying from ₹1000 to ₹11000)	387	5,76,500
	<b>GRAND TOTAL</b>	<b>4721</b>	<b>3,95,78,803</b>

6.7 (i) As per the Department of Personnel & Training's (DoPT) O.M. No. 36035/02/2017-Estt (Res) dated 15<sup>th</sup> January, 2018, following actions have been taken.

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

- 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;

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

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

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

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

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



Shri Amit Shah, Minister of Home Affairs released the Handbook on Postal Services in Braille created by Chief Postmaster General, Gujarat Circle on 11th January, 2020 at Gandhinagar, Gujarat. This is the first book in Braille on Postal Services.



## (h) Gender Empowerment

### 1. GENDER & CHILD BUDGET

**1.1** The Government of India is proactively working towards women's empowerment and gender equality through its various commitments at the National and International levels. The Ministry of Women and Child Development as the Nodal Ministry has adopted Gender Budgeting as a powerful tool for gender mainstreaming so as to ensure that the benefits of development reach women as much as men. The purpose of gender budgeting is to monitor planning and policies from a gender perspective, as a means to mainstreaming women's concerns. Similarly, child budgeting aims at ensuring budgets for children are prioritized according to their needs. As children are a constituency whose voice is often unheard, prioritizing for their needs and earmarking budgets accordingly, is critical. As per instructions of the Department of Economic Affairs, Ministry of Finance, through its *D.O. No. 1(29)-B(AC)/2004 dated 24th December, 2004* every Ministry/ Department has to be establish a Gender Budget Cell (GBC).

**1.2** The Department of Posts has re-constituted Gender Budget Cell as Gender and Child Budget Cell as per guidelines contained in Ministry of Women & Child Development letter No. GB-15/4/2018-Gender Budgeting dated 23<sup>rd</sup> August, 2018. Department has made a provision of ₹1.00 Crore in BE 2020-21 for Gender concern. Department has planned for opening of Creches/ Tiffin rooms and providing Toilet facility in the offices/POs in the circles to serve the purpose of "Swachh Bharat" Mission.

**1.3** It has also been decided to start awareness campaign about detection and diagnosis of Breast Cancer and other cancers and health conditions for women above the age of 35 years and other such

issues.

**1.4** There are 715 Post offices entirely run by women across India out of which, 263 are Sub-Offices and remaining are Branch Offices.



**Release of Special Cover on Navadurga, at (Chinsurah Bazar SO) All Women Post Office, in North Hooghly Division, West Bengal**

### 2. WELFARE MEASURES FOR WOMEN EMPLOYEES

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 Centres.

### 3. PREVENTION AND ADDRESSING OF SEXUAL HARASSMENT

To prevent and address sexual harassment of

women employees at the workplace, a Committee under the chairmanship of a SAG level officer with three other members has been set up in the Postal Directorate. The Annual Return on Cases of Sexual Harassment as on 31<sup>st</sup> March, 2020 is as under:

TABLE 25

S.No.	Subject	Number of Cases
1	Number of complaints of sexual harassment received in the year	43
2	Number of complaints disposed off during the year	25
3	Number of workshops on awareness programs against sexual harassment conducted during the year	32
4	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.



**Smt. Rinchen, Departmental Mail Runner(DMR), Hull-Phaldhar Line and Chhering Soonam, DMR, Hansa-Phaldhar Line exchange mail at Kaza, Lahaul & Spiti, Himachal Pradesh at an altitude of more than 3600 meters. This line covers a distance of 12 kilometers one-way in inhospitable terrain and is snow bound for major part of the year and traverses two glaciers.**



## (i) Sports & Cultural Activities

1. There is a Postal Sports Board at Central level headed by Secretary to Government of India, Department of Posts, which controls all the Sports related activities of the Department. Below this, each of the 23 Postal Circles also have Circle Level Sports Board, headed by respective CPMGs.

2. 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 FY 2019-2020 i.e. 01<sup>st</sup> April, 2019 to 31<sup>st</sup> March, 2020 following 13 sports events and one cultural event were organized:

(i) Kabaddi (ii) Volleyball (iii) Wrestling  
(iv) Carrom (v) Athletics & Cycling

(vi) Table Tennis (vii) Football, (viii) Chess  
(ix) Cricket (x) Basketball (xi) Hockey  
(xii) Weightlifting, Powerlifting & Best physique  
(xiii) Badminton (xiv) Cultural meet.

3. During 2020-21, for the period from 01<sup>st</sup> April, 2020 to 31<sup>st</sup> December, 2020 no sports events and cultural event could be organized by the Directorate due to Covid-19 pandemic.

4. During January, 2021 - March, 2021, four All India Postal Tournaments are scheduled to be held as per below mentioned calendar. Unlock Guidelines of MHA and SOP of Ministry of Youth Affairs and Sports will be followed during the said tournaments.

S. No.	Event	Name of the Circle	Period
(i)	Table Tennis	Telangana	19 <sup>th</sup> to 23 <sup>rd</sup> Jan, 2021
(ii)	Carrom	Uttar Pradesh	9 <sup>th</sup> to 13 <sup>th</sup> Feb, 2021
(iii)	Badminton	Himachal Pradesh	22 <sup>nd</sup> to 26 <sup>th</sup> Feb, 2021
(iv)	Chess	Odisha	15 <sup>th</sup> to 20 <sup>th</sup> Feb, 2021

### Pritham, Shailu bag All India Postal titles

Pritham Bose of West Bengal and Shailu Noor Basha of Andhra Pradesh claimed the men's and women's singles titles respectively in the 36th All India Postal table tennis tournament at the LB Stadium on Saturday. In the men's final, Pritham Bose defeated Akaash Nath (West Bengal) 4-0 and Shailu Noor Basha beat Sayani Bose of West Bengal 4-0.

**Results (Finals): Men:** Pritham Bose (WB) bt Akaash Nath (WB) 4-0 **Women:** Shailu Noor Basha (AP) bt Sayani Bose (WB) 4-0



Shailu Noor Basha of Andhra Pradesh receiving her winner's trophy



West Bengal team, winners of the men's team title in Postal TT

## (j) Staff Relations

1. During the period, the Department played vital role in maintenance of harmonious and meaningful relations with the Federations, Service Associations of its employees and Associations in respect of Gramin Dak Sevaks. The period has been mostly affected by COVID – 19 pandemic. The meetings/ interactions with various associations have been held as far as possible through virtual

media at all levels.

2. During the period and as on date, National Federation of Postal Employees (NFPE) and its affiliated associations along with All India Gramin Dak Sevaks Union (AIGDSU) have gone on one day strike on 26<sup>th</sup> November, 2020 in support of their demands.



## (k) Legal Matters

1. The number of cases pending in various courts of the Department as on 31<sup>st</sup> December, 2020 was 19064.

2. The details of these court cases pending in various courts as on 31<sup>st</sup> December, 2020 were:

Supreme Court	: 164
High Courts	: 3940
District & Session Courts	: 1295
Tribunals	: 9459
Others	: 4206

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

4. The Department of Legal Affairs has introduced new & upgraded version of the Legal Information Management & Briefing System (LIMBS) Portal. The court cases data of the Postal Circles and Sections/ Divisions of the Department was successfully migrated to the new portal by robust and continuous monitoring of the LIMBS portal.

5. In order to expedite the disposal of disputes, other than taxation, between the Government Ministries/ Departments inter-se and between Government Ministries/ Departments and other Ministries/ Departments and other Ministries/ Departments/ Organisation(s), guidelines of the Administrative Mechanism for Resolution of Disputes (AMRD), issued by Department of Legal Affairs have been circulated among the Postal Circles/ Sections/ Division of the Department. This would assist in speedy disposal of the disputes among the Ministries/ Departments/ Organisation(s) inter-se and may also bring down the number of pending court cases.

## (I) Vigilance Administration

1. The Department of Posts has a full-fledged vigilance set-up 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 advisor to the Secretary of Posts in all matters pertaining to vigilance and acts as a link between the Department of Posts and the Central Vigilance Commission (CVC).
2. 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.
3. At the Circle, Regional and Divisional levels, vigilance related functions are discharged by the Heads of the Circles/Regions/Divisions i.e., Chief Postmaster General, Postmaster General and Divisional Heads respectively, as part of their overall duties and responsibilities.
4. As part of preventive vigilance, regular and surprise inspection of sensitive spots, reviews are carried out and procedures streamlined for prevention and detection of cases of irregularities and malpractices in the Department.
5. Vigilance Awareness Week was observed from 27<sup>th</sup> October, 2020 to 2<sup>nd</sup> November, 2020 at the Department's national headquarters and Post Offices across the country. Various activities including outreach programmes and competitive events, such as quiz, essay, debate, workshops and seminars were organised in the Circles during Vigilance Awareness Week.
6. The endeavor was to undertake a large number of outreach activities through the Circles so as to disseminate vigilance awareness in every nook and corner of country. More than 7,50,000 employees/ citizens (including 153441 this year) have undertaken integrity e-pledge through the Department.
7. Summary of the disciplinary cases disposed off and pending from 01.01.2020 to 31.12.2020:-

**TABLE 26**

DISCIPLINARY CASES								
Group	Rule 14 of CCS (CCA) Rules, 1965		Rule 16 of CCS (CCA) Rules, 1965		Rule 9 of CCS (Pension Rules), 1972		Rule 10 of GDS Conduct & Engagement Rules, 2020	
	Disposed off	Pending	Disposed off	Pending	Disposed off	Pending	Disposed off	Pending
Group 'A'	4	18	3	4	4	16	-	-
Group 'B'	37	77	52	52	13	66	-	-
Group 'C'	358	1062	1917	1002	49	318	-	-
GDS	-	-	-	-	-	-	883	1219

## (m) Anti Money Laundering (AML) / Combating Financing of Terrorism (CFT) Compliance Structure

1. 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.”

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

3. The Department of Posts 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. Compliance Officers 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 inspections for the circle

### 4. MONITORING MECHANISM UNDER PMLA

4.1 The process of CTR submission is made online.

4.2 Submission of survey for Upgradation to FinNet 2.0.

4.3 Submission of Mutual Evaluation by the Financial Action Task Force.

4.4 Monitoring of Alerts forwarded by FIU-India and from Enforcement Directorate (ED).

4.5 Monitoring and closure of RFI's by respective Circle Compliance Officers.

4.6 Western Union Transactions monitoring: As per the provisions of PMLA the Western Union transactions of amount more than \$2000, are being monitored for any suspicious activity with the help of Voyager and transvision software, which were configured and installed in the section.

4.7 Strengthen Implementation of AML/CFT guidelines through Training and Workshops: To strengthen the PMLA system regular training and workshops are organized at RAKNPA and at WCTC's of respective circles also.

4.8 Measuring compliance through inspection: To measure compliance of each circle Inspection of Post Office locations is also done through Fully Compliant Post Office, Partially Compliant Office, Non-Compliant Post Offices.

4.9 UAT is under process for upgradation of SAS-AML from 5.1 version to 7.1 version.

4.10 The process of CTR submission to FIU-India was made online from offline.

4.11 For effective AML/CFT monitoring by staff, 15,078 officials have been imparted training on AML/CFT for the year 2020-21 (January 2020-December, 2020).

4.12 17,784 post offices have been inspected with reference to AML Compliance across the country during the period January, 2020 - December, 2020.

## (n) Public Grievances & Right to Information

**1.1** The Department has a well laid out system 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. Department's Grievance Redressal Mechanism (GRM) is a citizen-centric initiative which enables the Government to deliver quality public services to the citizens in a hassle-free manner. It helps in identifying complaint-prone areas and gives room to take remedial measures. It therefore promotes transparency of Government working.

**1.2 Centralized Public Grievance Redress And Monitoring System (CPGRAMS)** Department of Posts is processing complaints registered by consumers of postal services in the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) of PG Portal which includes complaints received in DAR&PG, Department of Public Grievances (DPG), President's Secretariat and Prime Minister's Office in the system and accessible at the website [www.pgportal.gov.in](http://www.pgportal.gov.in). The revamping of CPGRAMS by mapping all the Post Offices upto the level of Branch Post Offices for better navigation of complaint to the line-end office was implemented in collaboration with DAR&PG.

**1.3 SAP Based Customer Relationship Management (CRM) Platform:** Department has rolled out SAP based platform on 30<sup>th</sup> December, 2019 and moved on from legacy Computerized Customer Care Centres to advanced SAP based platform. This platform is also integrated with India Post Call Centre (IPCC). The data is auto populated for the purpose of lodging of the grievances in the Call Centre. The Department has expanded its outreach from 20237 points to 26072.

**1.4 India Post Call Centre (IPCC):** Department of Posts rolled out India Post Call Centre (IPCC) with Interactive Voice Response System (IVRS) at Varanasi with toll free number **1800 266 6868**. The second Branch of IPCC started its operations on 1<sup>st</sup> July, 2019. Interactive Voice Response System (IVRS) functions 24\*7\*365. Transaction based services of Postal Life Insurance for the customers have been integrated in IPCC on 27<sup>th</sup> November, 2020.

**1.5 Social Media:** (i) Social media Cell is an independent entity and deals with the Twitter and Face book accounts of the Department of Posts. Twitter Seva for Department of Posts was initiated on 2<sup>nd</sup> August, 2016. 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 average first response time is approximately 4 hours.

(ii) Instagram: The platform of Instagram has been put to use for redressing grievances of public on 17<sup>th</sup> December, 2020.

**1.6 Citizens' Charter:** 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. 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. An updated Citizens' Charter was issued and hosted on India Post website.

**1.7 Dynamic Queue Management System (DQMS):** Dynamic Queue Management System (DQMS) was implemented in 77 Post Offices in

2019-20. In total, DQMS has been installed in 340 Post Offices.

**1.8 Implementation of SEVOTTAM:** During 2019-20, 3 Head Post Offices were granted BIS Certification. In the current FY i.e. 2020-21, renewal of BIS IS 1570:2005 Certification for 36 Head Post Offices and 4 new Head Post Offices in 10 Circles is on the anvil.

**1.9 Inspection Reforms:** The Department has carefully drafted standardized Inspection Questionnaires of various offices to maintain objectivity and uniformity in inspections. Since the Department has embraced technology in a big way, the inspection questionnaires of the important field formations i.e. Head Post Office, Sub Post Office, Branch Post Office, BPC, Circle Office and Regional Office have been revised and brought in sync with the changing IT environment. A proposal for online inspection has been included in the IT version 2.0 of the Department.

**1.10 Implementation of Right To Information Act 2005:** RTI on-line web portal has been 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 the field offices level. Till 31<sup>st</sup> December 2020, on-line accounts of 1260 CPIOs and 175 FAAs have been created all over the country who are disposing RTI applications and appeals.

**2. The following new initiatives were undertaken during the year :**

**2.1 CPGRAMS Portal:** A separate category for 'COVID-19' grievances was created on CPGRAMS to address and monitor grievances of the public with regard to their postal needs in the backdrop of the pandemic. 1321 grievances have been resolved within the prescribed timeline of 3 days since the creation of this category i.e. from

30<sup>th</sup> March, 2020.

**2.2 India Post Call Centre (IPCC):** During the period of lockdown, IPCC provided a single window interface for citizens. It facilitated the process of providing information with regard to availability of postal services to the citizens during lockdown and by extending the facility of resolution of their queries. Interactive Voice Response System (IVRS) and Agent-based service was started off site by deploying necessary technology (Forticlient application) on the Associate desktop during lockdown. 50 Associates worked from home and kept the call center working. IPCC serviced over 24.5 lakh calls during the period of pandemic.

**2.3 Social Media:** Social Media (Twitter handle of India Post) had a mitigating effect in this pandemic by providing immediate relief to the citizens by redressing their concerns in booking and delivering medicines and arranging financial transactions in post offices. 1.75 lakh grievances have been resolved during the period of pandemic.

### 3. Milestones Reached

- The revamping of CPGRAMS was done by mapping all the Post Offices (1.57 lakh) upto the level of Branch Post Offices for better navigation of complaint to the line-end office.
- A special category of "COVID-19" was formed on CPGRAMS on 30<sup>th</sup> March, 2020 and all the grievances received in this category have been resolved within prescribed time limit.
- SAP based Customer Relationship Management (CRM) platform has been rolled out on 30<sup>th</sup> December, 2019.
- Integration of Postal Life Insurance with the India Post Call Centre (IPCC) which provides the transaction based information to the customer has been done on 27<sup>th</sup> November, 2020.



- e) Inspection Questionnaire of Head Post Office, Sub Post Office, Branch Post Office, BPCs, Circle Office and Regional Office have been revised and brought in sync with IT modernization processes.
- f) Platform of Instagram has been rolled out for grievance redressal of public on 17<sup>th</sup> December 2020.
4. The details for the period 01.01.2020 to 31.12.2020 are as under:-

**TABLE 27**
**RTI REQUESTS AND FIRST APPEALS**
**i) Centralized Public Grievance Redress And Monitoring System (CPGRAMS)**

S. No.	Year	Grievances Received during the period	Grievances resolved during the period	% of settlement	Average Disposal Time (Days)
1.	01.01.2020 to 31.12.2020	57604	56935	98.8	16

**ii) India Post Call Centre**

S. No.	Year	Calls received	Grievances Received during the period	Grievances Settled during the period	% of settlement
1.	01.01.2020 to 31.12.2020	3672136	44589	43251	97

**iii) Social Media**

S. No.	Year	Complaints Received	Complaints Settled	% of settlement
1.	01.01.2020 to 31.12.2020	197801	195896	99

**iv) Right To Information**
**a) RTI Requests received and disposed under RTI Act 2005 (01.01.2020 to 31.12.2020)**

	Applications received from other Public Authorities (a)	Applications received directly + Opening balance (b)	Total (a)+(b)	Total Requests received (Online+ physical)	Total RTI request disposed (Online+ Physical)
Physical Requests received	12492	70045	82537	113099	104238
Requests received online	-	30562	30562		

**b) First Appeals received and disposed under RTI Act 2005 (01.01.2020 to 31.12.2020)**

	Applications received directly + Opening balance	Total First Appeals received (Online + Physical)	Total First Appeals disposed (Online + Physical)
Physical First Appeals received	5810	8987	7882
Online First Appeals received	3177		

TABLE 28

PUBLIC GRIEVANCES RECEIVED, SETTLED AND PENDING DURING 2019-20 (in number)					
Circle	Opening Balance	Received	Total	Settled	Pending Grievances
Andhra Pradesh	3661	27293	30954	28566	2388
Assam	2257	45423	47680	46514	1166
Bihar	1913	52546	54459	52143	2316
Chhattisgarh	2698	8302	11000	10459	541
Delhi	5646	205579	211225	170153	41072
Gujarat	8954	55044	63998	58833	5165
Haryana	15871	86601	102472	93334	9138
Himachal Pradesh	465	11176	11641	11505	136
Jammu & Kashmir	762	16424	17186	12194	4992
Jharkhand	1479	4620	6099	2415	3684
Karnataka	59437	206702	266139	257721	8418
Kerala	1890	69781	71671	67496	4175
Madhya Pradesh	5120	46639	51759	49662	2097
Maharashtra	6882	323738	330620	319992	10628
North East	5879	19286	25165	23987	1178
Odisha	2759	26318	29077	27059	2018
Punjab	2634	91424	94058	78817	15241
Rajasthan	3695	58382	62077	60671	1406
Tamil Nadu	8835	84229	93064	86042	7022
Telangana	15711	59009	74720	69485	5235
Uttar Pradesh	16354	114418	130772	113473	17299
Uttarakhand	1127	16140	17267	15699	1568
West Bengal	32502	118676	151178	150458	720
Army Postal Service	149	2000	2149	1979	170
<b>Total</b>	<b>206680</b>	<b>1749750</b>	<b>1956430</b>	<b>1808657</b>	<b>147773</b>

## (o) International Cooperation

1. International Relations and Global Business Division coordinates the matters relating to International Business and Cooperation of the Department of Posts. These include multilateral transactions/interactions among designated postal operators of different countries under the ambit of the Universal Postal Union (UPU) as well as Asian Pacific Postal Union (APPU) and other such organizations. IR & GB Division also oversees bilateral discussions and agreements with other designated postal operators, business relations with designated and private postal operators and activities focused on growth of revenue from international business and cooperation.

2. The Post Office has emerged as an important channel for international trade in India, enabling individuals and organizations to transfer goods, money and information across the borders for commercial purposes. Post office has made the doors wide open for exporters located in the far-flung villages to export their products worldwide. At the same time, it continues to facilitate people-to-people contact around the world.

### 3. INDIA AT THE UNIVERSAL POSTAL UNION (UPU)

3.1 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. It helps to ensure a Universal Network of up-to-date products and services. In this way, the organization fulfils an advisory, mediatory and liaison role, and provides technical assistance where needed. The UPU also aims to promote international cooperation in this sphere and regulates the entire gamut of international postal affairs through its various bodies and multilateral

agreements.

3.2 The main bodies of the UPU are: (i) the Congress; (ii) the Council of Administration (CA); (iii) the Postal Operations Council (POC); (iv) the Consultative Committee; and (v) the International Bureau. Department of Posts is currently a member of the POC. The Congress is the supreme body of the UPU and is composed of the representatives of all member countries and meets every four years to define and adopt the road map for UPU activities for each work cycle. The work of the Congress is carried out through different Committees consisting of member countries, and is constituted through elections. The Committees consider various proposals and submit their reports to the plenary meeting where these are put to vote by member countries. In the current cycle, India is the Co-Chair, with USA as the other Co-Chair, of Committee 1 of the Postal Operations Council that deals with the Integrated Supply Chain.

### 4. ASIAN PACIFIC POSTAL UNION (APPU)

APPU is a Restricted Union, affiliated to the Universal Postal Union, with a membership of 32 countries. It aims to facilitate the postal exchanges in the region and to promote cooperation in postal services of Member countries. Department of Posts plays a leading role in the affairs of the APPU as a co-chair of Supply Chain Integration Group and member of Governing Board of the Asia Pacific Postal College.

### 5. PARTICIPATION IN INTERNATIONAL MEETINGS:

- Asian-Pacific Postal Union (APPU) round table conference on remuneration held in Bangkok from 14th – 15th January, 2020.
- Board of Trustees of the Quality of Service Fund of UPU (QSF-BoT) from 11<sup>th</sup> - 13<sup>th</sup>

- February, 2020 held in Berne Switzerland.
- EMS General Assembly meeting of the UPU from 12<sup>th</sup> - 13<sup>th</sup> February, 2020 held in Berne, Switzerland.
  - 2020.1 session of the Postal Operations Council (POC) and Council of Administration (CA) of the Universal Postal Union (UPU) by four-member delegation led by Secretary (Posts) from 17<sup>th</sup> – 28<sup>th</sup> February, 2020 held in Berne, Switzerland.
  - Asian-Pacific Postal Union – Executive Council meeting (APPU-EC) held online in the month of June-July, 2020.
  - Online meeting of the International Mail Services User Group of the Telematics Cooperative on 24<sup>th</sup> June, 2020.
  - Remote training on the new integrated quality reporting system (IQRS) and Global Monitory System (GMS) Star tool on 24<sup>th</sup> September and 8<sup>th</sup> October, 2020.
  - Online meeting of the exceptional Council of Administration (CA) meeting on 26<sup>th</sup> October, 2020.
  - Online meeting of the Postal Security Group meeting of the Postal Operations Council from 28<sup>th</sup> -29<sup>th</sup> October, 2020.
  - 2<sup>nd</sup> regular sessions of the Postal Operations Council (POC) and the Council of Administration (CA) of the Universal Postal Union (UPU) from 1<sup>st</sup> – 4<sup>th</sup> December, 2020.

## 6. DATA SHARING AGREEMENT

6.1 Department of Posts, Government of India

(India Post) and United States Postal Service (USPS) have entered into an agreement for Electronic Exchange of Customs data related to postal shipments exchanged between the two countries. The agreement will make it possible to transmit and receive electronic data of international postal items prior to their physical arrival at the destination and would enable customs clearance of postal items in advance in line with the evolving global postal framework. This will also improve the performance of postal services in terms of reliability, visibility and security.

6.2 Exchange of Electronic Advance Data (EAD) as per the Agreement will be a key driver towards promoting mutual trade with emphasis on the exports from different parts of India to USA through postal channel.

6.3 The agreement was signed on 24<sup>th</sup> October, 2020 between Department of Posts and Global Business of United States Postal Service.

## 7. LETTER -WRITING COMPETITION, 2020.

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 skills among children and young people. It also develops their skills in composition and builds their ability to express their thoughts clearly. The contest also makes them aware of the important role postal services play in the world. Department of Posts hosts this competition in India. Letter Writing Competition was held in 2020.

## (p) Marketing and Social Media

1. The Department has taken a number of steps to increase the visibility and awareness about postal products and services. In the current financial year, the Department is undertaking several activities/campaigns for the marketing of its products and services which include release of advertisement in Print media, Radio, TV, Digital Cinema, Hoardings, etc. The Social Media handles are being utilized for marketing of its products and services.

2. Apart from this, the Department of Posts is among the first few Departments of the Government of India to set up its social media accounts. This enabled the Department in engaging with its customer base directly. As of December 2020, the Department of Posts has over 270.9K followers on Facebook and 242K on Twitter. The Department

of Posts has also recently set up social media accounts of Instagram and YouTube. Videos related to the Department of Posts are being uploaded on Youtube.

3. The 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.

4. Through social media accounts of the Department of Posts, there were constant updates to the citizens about the Government initiatives, services being provided by the Department, activities undertaken, and also on the charity work done by the staff of the Department.



Different Social media handles of India Post



## (q) Official Language

1. 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.

2. To promote the progressive use of Hindi, the OL section of the Department of Posts has familiarized all the Sections, Circle Headquarters and other concerned offices of the Department with the Official Language Acts, Rules and instructions and ensured its compliance. The Official Language section has promoted and propagated various incentive schemes to achieve the targets fixed by the Department of Official Language in their Annual Programme 2020-21 issued for the year under review.

3. The Official Language Section deals with the translation, typing and vetting work of all the documents received from various divisions of the Department of Posts. These documents include Parliament questions, Office Memorandums, Orders, Notifications, Audit Paras, Cabinet Notes, replies of RTI Applications, Philately related work, Recruitment Rules, Speeches of Minister, Letters and other Documents. All these works are done on immediate basis. Apart from this, it also ensures the fully compliance of the Section 3(3) of the Official Language Act, 1963, Rule-5, Rule-6, Rule-10(4) and Rule-12 etc. of Official Language Rules 1976 (as amended in 1987) along with the other rules of the Department of Official Language.

4. Official Language Inspections of sections and subordinate offices of Department of Posts are being carried out under an action plan according to the Annual Programme 2020-21 issued by the Department of Official Language, Ministry of

Home Affairs. During these inspections, sections/subordinate offices are being informed about the various rules etc. of the Official Language Department.

5. This year keeping in mind the severe infection of Covid-19 Pandemic, Hindi Fortnight was observed from 12<sup>th</sup> to 26<sup>th</sup> of September, 2020. Hindi Dictation Competition specifically for MTS category was also organized along with other Hindi competitions during the fortnight. During the financial year (2020-21) 29 officials of Circle Offices have been trained under the Hindi Training Programme. Apart from this, to promote the use of official language, there is a proposal of purchasing quality Hindi books on various subjects during the financial year 2020-21.

6. In every quarter of the year, Hindi Workshops are being organized. In the last quarter, Hindi workshop was organized on 21<sup>st</sup> September, 2020. A total of 17 officials participated in this workshop. In order to effectively monitor the progressive use of Hindi in the office of the Department of Posts, Official Language Implementation Committees are functioning in the headquarters as well as in the subordinate Circle Offices.

7. Meetings of Official Language Implementation Committee (OLIC) are held in the Postal Directorate, New Delhi on a regular basis. During the last quarter, the meeting of OLIC was organized on 30<sup>th</sup> September, 2020. The Department of Posts regularly reviews the quarterly reports concerning the Official Language with regard to its various offices located in different parts of the country.

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

## (r) Audit Observations and Audit Report Paras

**TABLE 29**

**AUDIT OBSERVATIONS OF C&AG (Ministry of Communications) Department of Posts  
(Nil)**

(There is no paras of C&AG of India pending in the Department of Posts as on 31<sup>st</sup> December, 2020)

**TABLE 30**

**Audit Report Paras Pending**

Details of Audit Report Paras pending with the Department of Posts and their disposal status as on 31<sup>st</sup> December, 2020.

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	Nil	Nil	Nil	Nil	Nil
	<b>Total</b>	<b>Nil</b>	<b>Nil</b>	<b>Nil</b>	<b>Nil</b>

Details of Audit Report Paras pending with the Department of Posts and their disposal status as on 31.12.2020.

Total C&AG Audit paras pending as on 31.12.2020= 0

Total C&AG Audit Paras pending with DG Audit (P&T) for vetting =0



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# **DEVELOPMENT ACTIVITIES IN NORTH EAST AND SIKKIM**





## DEVELOPMENT ACTIVITIES IN NORTH EAST AND SIKKIM

1. India Post has taken up several special initiatives for the development of North East and Sikkim.
2. Department of Posts, which has a Universal Service Obligation to serve the entire Country irrespective of whether the service delivery is economically viable or not, also earmarks allocations for central schemes for the exclusive development of North East Region, in accordance with the policy guidelines of the Government.
3. The administrative structure of the Postal network in the North East Region is as under:
  - a) Assam Circle with its Headquarters at Guwahati, comprises of the State of Assam and has 4007 Post Offices. On an average each Post office in Assam Circle serves an area of 19.58 Sq. Kms and a population of 8652 persons.
  - b) North East Circle with its headquarters at Shillong, comprising of States of Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland and Tripura. It has 2919 Post Offices and on an average each Post Office serves an area of 60.52 Sq. Kms and a population of 5,247 persons.
  - c) Sikkim state is a part of West Bengal Postal Circle. It also forms part of North East Region. It has 209 Post Offices. On an average each Post Office in Sikkim serves an area of 33.97 Sq. Kms and a population of 3206 persons respectively.

#### 4. POSTAL NETWORK

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

**TABLE 31**

AVERAGE POPULATION AND AVERAGE AREA SERVED POST OFFICE				
Sl. No.	Name of the States	No. of POs (as on 31.3.2020)	Average population served by a Post Office	Average area (Sq. Km.) served by a Post Office
1	Assam	4007	8652	19.58
2	Arunachal Pradesh	302	5030	277.28
3	Manipur	701	4471	31.85
4	Meghalaya	491	6631	45.68
5	Mizoram	384	3135	54.90
6	Nagaland	330	6579	50.24
7	Tripura	711	5671	14.75
8	Sikkim	209	3206	33.97

5. Details of major developmental activities initiated during Annual Plan 2019-20 in the North East Region, State –wise are given below:

TABLE 32

MAJOR DEVELOPMENT ACTIVITIES IN NORTH EAST AND SIKKIM		
Sl. No.	Name of the State	Details of major developmental activities
1.	Assam (Circle)	110 Letter Boxes were installed in rural areas. Safes were installed at 105 EDBOs
2.	North East (Circle)	
(i)	Arunachal Pradesh	Mukhya Dak Ghar building is being constructed in Arunachal Pradesh Along Mukhya Dak Ghar building in Arunachal Pradesh are under progress
(ii)	Manipur	1 BO was opened by redeployment.
(iii)	Meghalaya	01 Ramp has been constructed in Post Office building of Jowai Mukhya Dak Ghar Post office in Meghalaya state to make it differentially able friendly 02 Rain Water Harvesting Structures have been completed at (a) Senapati -Sub Post Office and (b) Nongstoin- Sub Post Office buildings in Meghalaya state. Work for construction of Shillong GPO Staff quarters in Meghalaya State and (c) Staff Quarters at Circle Office Shillong in Meghalaya States are under progress.
(iv)	Mizoram	1 BO was opened by relocation. 03 Construction works of Ramps at (a) Lunglei Mukhya Dak Ghar building in Mizoram State are ongoing
(v)	Nagaland	01 New Post Office building of Dimapur Mukhya Dak Ghar in Nagaland State 03 Construction works of Rain Water Harvesting Structures at (a) Mon Mukhya Dak Ghar building in Nagaland State
(vi)	Tripura	1 Franchise Outlet was opened during the year. 03 Renovation works of Postal Buildings at (a) Sidhinagar Ashram in Tripura state Amarpur –Sub Post Office building work in Tripura state is under progress. Fatikroy –Sub Post Office building in Tripura State
(vii)	Sikkim	Sikkim state is a part of West Bengal Postal Circle. It has 209 Post Offices. Training of total officials in the FY 20-21 is 84

**6. Handling Public grievances:** The Department has a well laid out system 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. Department's Grievance Redressal Mechanism (GRM) is a citizen-centric initiative which enables the Government to deliver quality public services

to the citizens in a hassle-free manner. It helps in identifying complaint-prone areas and gives room to take remedial measures. It therefore promotes transparency of Government working.

In the NER, following platforms are available for the users of Postal Services to voice their grievances and get resolution: -

S. No.	Platform	Grievances Received (01.01.2020–31.12.2020)	Grievances Resolved (01.01.2020 – 31.12.2020)	Resolution Rate (%)
1.	Centralized Public Grievance Redress and Monitoring System (CPGRAMS)	4327	4186	97
2.	India Post Call Centre (IPCC)	613	591	96.5
3.	Social Media (Twitter, Facebook & Instagram)	6533	6488	99.3

**7. Technology Induction :** Alternative connectivity provisions such as 4G router and Wireless/RF media has been approved for 286 Post Office locations (4G (249) & RF(37)) in the NER to ensure stable connectivity at the post offices of NE Region in December, 2020. This has been done in order to provide internet connectivity to these Technically Non Feasible locations.

**8. Philately Promotion & Marketing,** NE Circle, Assam Circle and Sikkim (under West Bengal Circle) have been allotted ₹20 lakhs and for Philatelic operations NE Circle, Assam Circle and Sikkim (under West Bengal Circle) have been allotted ₹10 lakhs.

**Marketing Initiatives of Postal Products:**

- Release of advertisement through Radio Jingles in local FM channels across NE Region
- Advertisement of Common Service Centres through post offices across NE Region
- Jan Andolan Campaign, an initiative of the Govt. Of India on “Public Health response to COVID-19: Campaign for COVID - appropriate behaviour” was carried out through post offices, mail vans and special Covid-19 awareness message on “Jan Andolan” by stamping of all letters for delivery.

**9. Training imparted :** (actual from 1st January, 2020 to 31<sup>st</sup> December, 2020 and anticipated from from 1<sup>st</sup> January, 2021 to 31st March, 2021)

**TABLE 33**

TRAINING IN NORTH EAST AND SIKKIM						
Name of State	Training of supervisory cadre	Training to frontline staff (PAs)	Training to Operative staff (SAs)	Training of Postmen/Mail overseers/MTS	Training to Gramin Dak Sewak (GDS)	Total
Assam	61	1086	67	11	448	1673
Arunachal Pradesh	1	93	26	14	82	216
Manipur	13	202	32	5	277	529
Meghalaya	7	167	100	18	162	454
Mizoram	5	115	18	33	148	319
Nagaland	5	150	15	1	65	236
Tripura	10	317	118	110	121	676
Sikkim	4	13	12	25	30	84
<b>Total</b>	<b>106</b>	<b>2143</b>	<b>388</b>	<b>217</b>	<b>1333</b>	<b>4187</b>





Smt. S.M. Lemneila, Branch Post Master, Lembakhul Branch Office, District Kangpokpi, Manipur



Mechuka Post Office, Shi-Yomi District, Arunachal Pradesh at India-China Border.



# **INDIA POST PAYMENTS BANK LIMITED**





## INDIA POST PAYMENTS BANK LIMITED

1. Financial inclusion of adult population of the country is a national objective critical for the socio-economic development of the country. A substantial section of the country's population remains unbanked or under-banked. It was in this context that India Post Payments Bank (IPPB) was set up by Government of India as a Public Limited Company with 100% Government of India equity under the Department of Posts on 17<sup>th</sup> August, 2016 to remove barriers to access basic financial services by the common man especially in the unbanked and under-banked areas so as to work towards financial inclusion in a cost effective way. Prime Minister of India inaugurated Pan India operations of IPPB with launch of 650 branches with 3250 access points on September 1, 2018.

2. India Post Payments Bank (IPPB) focuses on serving social security beneficiaries, migrant labourers, unorganised sector employees, Micro, Small and Medium Enterprises (MSMEs), Panchayats, low income households in rural areas, and Unbanked & under-banked segments in both rural and urban areas.

3. IPPB gainfully utilises the vast nationwide post office network to reach out to its clientele. IPPB has become the biggest bank of the county in terms of physical presence having 136078 access points. About 3 lakhs delivery staff of the Department of Posts comprising of Postmen and Grameen Dak Sewaks provide doorstep banking across the country. The IPPB product suite includes Savings Account, Current Account, 24X7 instant money transfer, Direct Benefit Transfers including MGNREGA, and payments of scholarships, social welfare benefits, Government subsidies, bill and utility payments, Enterprise and Merchant payments as well as third party products. Service delivery channels of IPPB include doorstep delivery of services through Postmen and Grameen Dak Sewaks, access to any bank account through aadhaar enabled payment services, assisted transactions including UPI, micro-ATMs, post office counters, mobile banking etc.

4. Through the year IPPB achieved the following business milestones:-

Number of Savings Accounts	24716556
Number of Current Accounts (Merchants)	74780
Number of transactions	154779604
Value of transactions	₹ 44748.45 crores
Number of AePS transactions	36416050
Value of AePS transactions	₹ 8618.23 crores
Digital Life Certificates generated	340236

For further details please refer to the Annual Report of IPPB at <https://www.ipponline.com/web/ippb/annual-reports>



The page features decorative green wavy lines in the top-right and bottom-left corners, creating a layered, paper-like effect. The lines are in various shades of green, from light to dark, and have soft, rounded edges.

# **INITIATIVES TAKEN DURING THE LOCKDOWN PERIOD DUE TO COVID-19 PANDEMIC**





## INITIATIVES TAKEN DURING THE LOCKDOWN PERIOD DUE TO COVID-19 PANDEMIC

1. Postal service was declared as one of the essential services during the period of lockdown starting 24<sup>th</sup> March, 2020. The Department of Posts leveraged its vast network of more than 1.57 lakh post offices and 4,00,000 postal employees on the ground to provide delivery of essential services to the citizens at their doorsteps even in the remotest corners of the country.
2. Using the available cargo flights, parcel trains and its own fleet of iconic red mail vans, the Department undertook transmission and delivery of essential items viz; medicines, medical equipment, PPE kits, temperature-sensitive COVID-19 testing kits, masks, etc. to the remotest corners of the country. To overcome the transmission constraints due to suspension of Railways & flight services, the department launched its nation-wide Road Transport Network on 24<sup>th</sup> April, 2020, with 56 long haul national routes and 266 regional routes connecting 75 major cities with a daily run of over 25,000 kilometres. This initiative was conceptualized and implemented within a month during the lockdown period.
3. Through the National Road Transport Network, the Department has delivered huge quantity of life-saving medicines and medical equipment including COVID-19 testing kits, PPE kits, masks, sanitizers. Around 3700 tonnes of essential items in 7.5 lakh bags were transported during the lockdown period (24<sup>th</sup> April, 2020 - 31<sup>st</sup> May, 2020) through this network. Special arrangements were made with the Indian Drug Manufacturers Association, the Directorate General of Health Services, the Indian Council of Medical Research (ICMR) and pharmaceutical companies for delivery of medicines across the country.
4. With the launch of All India Road Transport Network, the Department could even ensure delivery of ventilators at destinations beyond 2000 kms in the shortest possible time. Postal Mail Vans which hitherto used to operate within the local areas in towns and cities, were pressed into service cutting across the length and breadth of the country. For many hospitals and testing laboratories, the Red Vans of India Post became the saving grace during the period of lockdown.
5. Covid-19 testing kits were also delivered in special storage vans from depots to various laboratories located across the country in places such as Shivamogga, Tirunelveli, Dharmapuri, Tirupati, Darjeeling, Gangtok, Leh, Jammu, Udhampur to mention a few. Medicines and medical equipment were delivered even to remote areas of Andaman and Nicobar Islands, Mizoram, tribal areas of Jharkhand & Odisha and inaccessible areas of Himachal Pradesh, Jammu and Kashmir, Ladakh and Uttarakhand.
6. In order to facilitate door delivery of essential services, “Post Info” mobile application was developed to receive service requests from customers who could not come to post offices. The App was successfully used to enable people to avail postal and banking services at their door steps. More than 55,000 requests were received for door delivery of services which were fulfilled by post offices of the areas concerned.
7. During the period 24<sup>th</sup> March, 2020 - 31<sup>st</sup> December, 2020, more than 40.84 crores transactions worth more than ₹471484 crores were made through Post Office Savings Bank (POSB) Accounts and around 93.17 lakh ATM transactions worth more than ₹3144 crores were withdrawn

from post office ATMs.

**8.** Disbursement of pension payments and other social scheme benefits of both the central and state governments, at the doorsteps of citizens through Aadhaar Enabled Payment System (AePS) was another focus area of operation during the lockdown. The India Post Payment Banks (IPPB) played a stellar role in this area.

**9.** Mobile Post Offices or Post Office on Wheels was also put in place in several parts of the country to provide basic postal and financial services to customers. Money withdrawals (both from POSB and AePS), deposits, collecting Postal Life Insurance premiums, booking/ delivery of mail articles like speed post and registered post were some of the services which were made available through Post Office on Wheels.

**10.** The staff of the Department of Posts provided food and other provisions to the needy and stranded people during the lockdown. More than 60 lakh food packets/ dry ration packets were distributed through the postal network through voluntary contributions by postal employees and in partnership with various NGOs and religious institutions.

**11.** The Central Postal Ladies Organization (CPLO) also came forward during these tough times by arranging and distributing a month's

dry ration of food for 500 migrant families and cooked food for 30,000 migrants. The CPLO also embarked on an initiative of making 50,000 masks for distribution among all frontline staff of post offices.

**12.** A separate category for 'COVID-19' grievances were created on the online portal (CPGRAMS) to address and monitor grievances of the public with regard to their postal needs during the ongoing pandemic. 1360 grievances were resolved in the prescribed timeline of 3 days. Further, the Call Centre of the Department serviced over 25 lakh calls during the pandemic period. Over 1.80 lakh grievances were received and resolved on the Twitter handle of the India Post by providing immediate relief to the citizens and redressing their concerns in booking and delivery of medicines and for arranging financial transactions in Post Offices.

**13.** The exemplary work done by the tireless corona warriors of India Post has been acknowledged both in the national and international media of repute.

**14.** The stellar work put in by India Post and its employees during the lockdown certainly did not go unnoticed. A month into this unprecedented crisis, the Prime Minister of India, Shri Narendra Modi lauded the employees of India Post and acknowledged their contribution in maintaining the supplies of essentials and medical equipment through these tough times.



Prime Minister of India, Shri Narendra Modi lauded the employees of India Post

15. As early as March 30<sup>th</sup>, 2020, the Minister of Communications, Law & Justice & Electronics & IT, Shri Ravi Shankar Prasad held a video conference with Chief Postmasters General and Chief General

Managers (Telecom). They were instructed to keep the postal and telecom network active and geared to help the needy people throughout the country.



Video Conferencing by the Union Minister of Communications, Law & Justice & E&IT, Shri Ravi Shankar Prasad

← Thread



**Sanjay Dhotre** ✓ @SanjayDhotreMP · Apr 22

Today, I took a review meeting with Secretary Posts, Board members and all CPMGs of @IndiaPostOffice through video conferencing. @IndiaPostOffice has emerged as a trusted partner of all State Governments & all Central Government Departments in the fight against #Covid\_19.



9 36 133

Review meeting by the Minister of State for Communications, Shri Sanjay Dhotre with Secretary Posts, Members of Postal Services Board and all CPMsG of Department of Posts through Video Conferencing in the fight against Covid-19 pandemic.



- UPU's Union Postal magazine publishes article titled "India Post offers snapshot on confronting Covid-19".
- An article titled "India Coronavirus: World's largest postal service turns lifesaver" was published by BBC News.
- The Wall Street Journal published an article titled "India Mail Carriers Deliver Hopes and More'.

**16.** Jan Andolan Campaign was carried out Pan India as directed by the Cabinet Secretariat. In this connection the Department of Posts carried out the Campaign through post offices, mail vans and Covid-19 awareness messages through rubber stamps/ cancellation stamps. The Department of Posts covered about 150000 Post Offices, 1000 Mail Vans and to stamp all delivery mails with Covid-19 awareness messages before their delivery. These activities were then given wide publicity via the social media handles of the Department.



Jan Andolan Campaign through mail van



Disbursement of Pradhan Mantri Garib Kalyan Yojana, Ayodhya, UP

## खेत में पहुंच किसान को दी नकदी, पीएम ने की तारीफ

दिलीप सिंह, अमठी

- ▶ भारतीय डाक सेवा ने किसान कम्पल, आहत की चढ़ी में पैसा की निरास
- ▶ बैंक ने किसान निरास तो डाकघरों को किसान ने किसान फोन

जकरत पर एक छोटी सार्वक कोशिस कितनी बड़ी हो सकती है, वह बात डाककर्मी मिथिलेश कुमारी से बेहतर आज कौन समझ सकता है। प्रधानमंत्री नरेंद्र मोदी ने कठिन प्रयासों के लिए मेहनती 'डाकियों' (पोस्टमैन) को तारफ की है। पीएम मोदी ने वह बात केंद्रीय संचार मंत्री विशेशकर प्रसाद के एक ट्वीट पर रीट्वीट करते हुए लिखी है।

अमठी के तिलोई तहसील के जमुखा गांव के पुरवा पूरे नेपाल निवासी किसान जितेंद्र सिंह पाल को गेहूं की मजहूर के लिए पैसों की जरूरत पड़ी। जिसके लिए वे बैंक गए। लेकिन, बैंक भी बंद हो चुका था। थक-शोर कर वह वापस खेत पर आ गए। तभी अचानक उन्हें डाक सेवा की याद आई और किसान ने जमुखा की पोस्ट मास्टर मिथिलेश कुमारी को फोन कर अपनी समस्या बताई। जिसके बाद पोस्टमास्टर मिथिलेश कुमारी ने गांव पहुंचकर खेत में काम कर रहे जितेंद्र सिंह को आधार इनेबल पेमेंट सिस्टम (एईपीएस) से तीन हजार रुपये उपलब्ध कराए।

यह सब सुक्रवार को शाम जमुखा गांव में हुआ और विभाग के जॉरिफ़ बात अगले दिन केंद्रीय संचार मंत्री रवि

### हमारे मेहनती पोस्टमैन की भुरि-भुरि प्रशंसा

संचार मंत्री के ट्वीट को रीट्वीट करते हुए प्रधानमंत्री नरेंद्र मोदी ने लिखा है कि इस समय लोगों की सहयता करने में उनके कठिन प्रयासों के लिए हमारे मेहनती पोस्टमैन की भुरि-भुरि प्रशंसा। मिथिलेश ने कहा कि उन्होंने तो वही किया है, जो उनका काम है। संकेत की इस घड़ी में सबको सतर्क होकर अपनी जिम्मेदारी निभानी होगी। केंद्रीय मंत्री व पीएम मोदी की सरतना से यह खुश है।

संचार प्रसाद तक पहुंची तो उन्होंने ट्वीट करते हुए लिखा कि आवश्यक सामानों की धर तक डिलीवरी, आर्थिक लेन-देन, मॉडिकल उपकरणों को जरूरतमंद तक पहुंचाने में इंडिया पोस्ट मदद कर रहा है। लोकछाउन के दौरान इंडिया पोस्ट अपनी सेवाओं के जरिए नागरिकों तक अस्था, आश्वासन और सुशिरा पहुंचा रहा है।



Payment through AEPS, Bihar



Cash payment through Savings Bank Account being made in West Bengal



Making a pension payment to an 85-year old lady at her doorstep by BPM, Dhar, Madhya Pradesh





**Shri Ravi Shankar Prasad, Union Minister for Communications, Electronics & Information Technology and Law & Justice released a My Stamp on Chhath Puja on 19<sup>th</sup> November, 2020**



# Winners of Meghdoot Awards 2020



Kirtan Nayak  
GDS BPM  
Odisha Circle



R Balakrishna  
Driver  
Karnataka Circle



M D Srinivasan  
Postal Assistant  
Tamil Nadu Circle



Sarwesh Kumar  
Sub Postmaster  
Bihar Circle



Vinay Srivastava  
Inspector Posts  
Madhya Pradesh Circle



B S Chandrasekhar  
SSPOs  
Karnataka Circle



V M Sakthivelu  
Deputy Director  
CEPT Chennai



Rinchen  
Mail Runner  
Himachal Pradesh Circle



एक कदम स्वच्छता की ओर



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

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