

ANNUAL REPORT 2021-22



DEPARTMENT OF POSTS
MINISTRY OF COMMUNICATIONS
GOVERNMENT OF INDIA

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TABLE 1

POSTAL NETWORK AT A GLANCE AS ON 31.03.2021

1	Postal Circles	23
2	Postal Regions	54
3	Postal Divisions	450
4	Circle Stamp Depots	1
5	Postal Store Depots	26
6	Railway Mail Service Divisions	69
7	Postal Training Center	6
8	Post Office	1,56,434
(A)	(i) Rural Post Office	1,41,055
	(ii) Urban Post Office	15,379
(B)	(i) Head Post Office	810
	(ii) Sub Post Office	24,313
	(iii) Gramin Dak Sevak Post Office	1,31,311
9	Delivery Post Office	1,48,941
10	Night Post Office	115
11	Sorting Hub	91
12	Countries covered under International Speed Post (Merchandise & documents - both)	100
13	Countries covered under International Speed Post (documents only)	6
14	Average person served per Post Office*	8,713
15	Average person served per Rural Post Office*	6,336
16	Average person served per Urban Post Office*	30,519
17	Average Area served by a Post Office (in Sq. Km.)	21.36

AN OVERVIEW



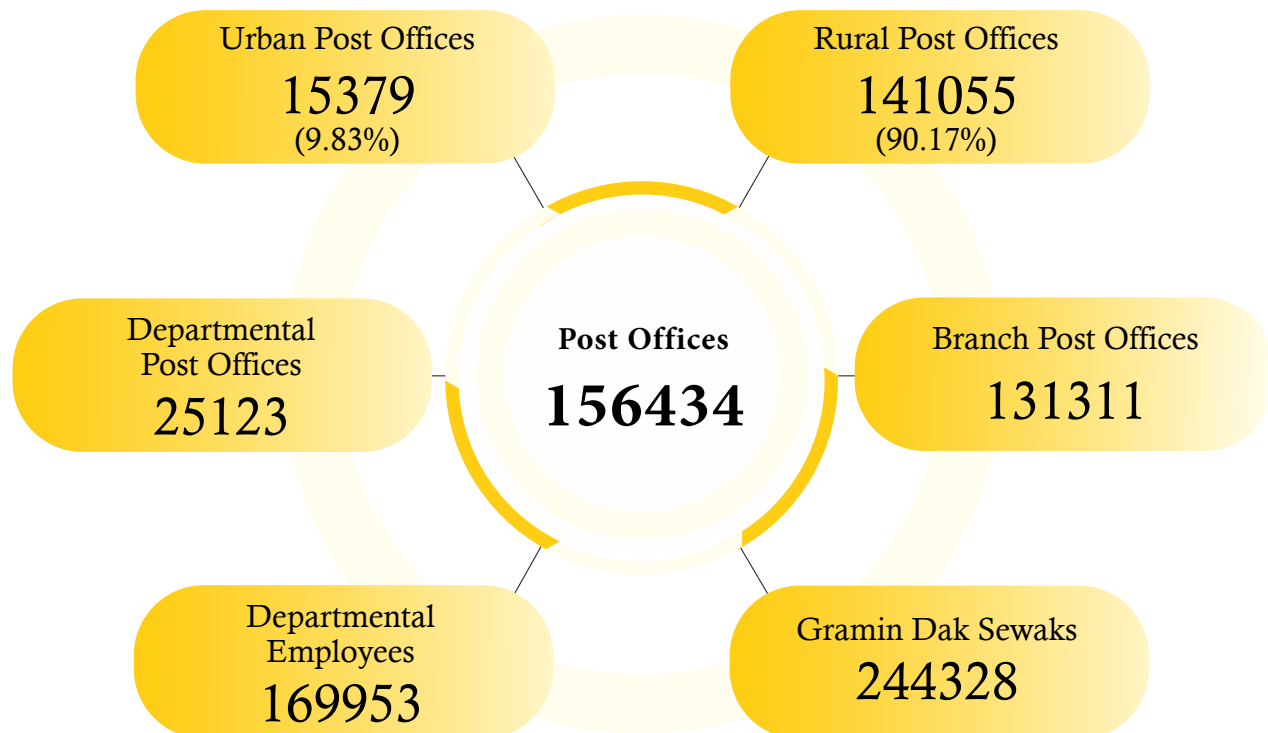
CHAPTER - I

AN OVERVIEW

The Department of Posts, with its network of 1,56,434 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 31.03.2021**



On an average, a post office serves 8,713 people in the country; 6,336 people in the rural areas and 30,519 people in the urban areas.

Average area served by a Post Office: 21.36 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 18th 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 1st 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 2nd 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. 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 and 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.

ORGANISATION



CHAPTER - II

ORGANISATION

1. ORGANISATIONAL STRUCTURE

The Department of Posts is a part of the Ministry of Communications. Shri Ashwini Vaishnaw is the Minister of Communications and Shri Devusinh Chauhan 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 the Chairperson, 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 Resources Development, 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. Director General Postal Service (DGPS), Additional Director General (Coordination) and AS&FA are permanent invitee to the PSB. 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 Board.

3. POSTAL CIRCLES AND REGIONS

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



Floating Post Office on Srinagar's Dal Lake

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 Circles, there is a separate wing called the Army Postal Services (APS) to take care of postal needs of the Armed Forces.

The APS is designated as another Circle called the Base Circle. It is headed by the Additional Director General, Army Postal Service in the rank of Major General. Officers' cadre of Army Postal Service is drawn on deputation from the Indian Postal Service. Nearly 75 percent of the other ranks of the Army Postal Service are also drawn from the Department of Posts and the remaining personnel are recruited by the Army.

POSTAL SERVICES BOARD	
Sl. No.	Name of the Officer & Designation
1.	Shri Vineet Pandey Secretary, Department of Posts and Chairman, Postal Services Board
2.	Shri Alok Sharma Director General, Postal Services
3.	Shri Anil Kumar Nayak Additional Secretary & Financial Advisor
4.	Ms. K. Sandhya Rani Member (Banking & DBT)
5.	Shri Ashok Kumar Poddar Additional Director General (Coordination)
6.	Ms. Smita Kumar Member (Technology)
7.	Smt Alka Jha Member (Planning & HRD)
8.	Shri S. Mervin Alexander Member (Personnel)
9.	Smt. Aindri Anurag Member (Operations)
10.	Shri Harish Chand Agarwal Member (PLI)

Permanent Invitee - Director General Postal Service (DGPS) and Additional DG (Co-ordination) and

AS&FA (Additional Secretary and Financial Advisor)

Secretary to the Postal Services Board - Shri Aman Sharma



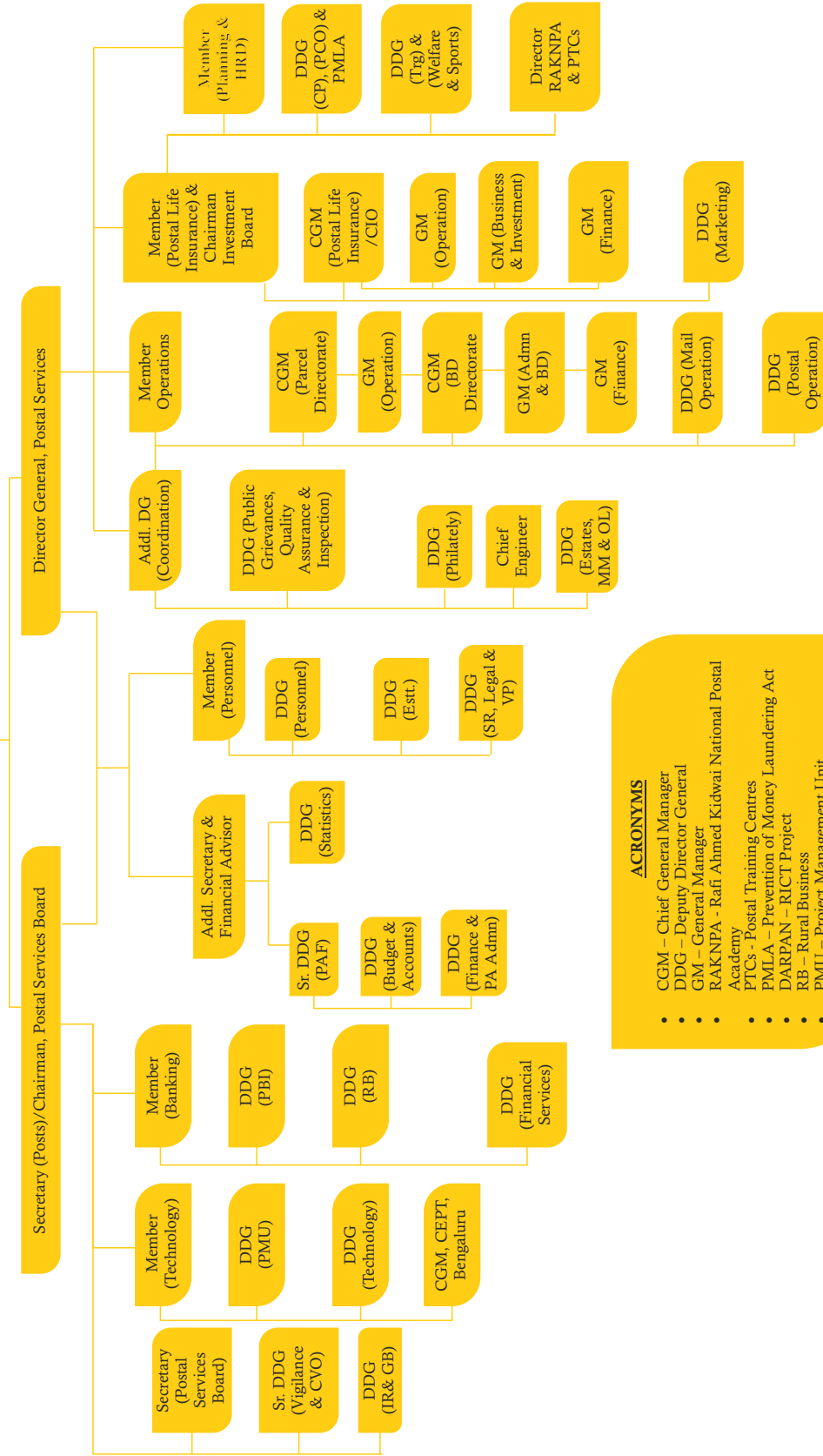
Hikkim Post Office at an elevation of 14,400 ft. above sea level (Himachal Pradesh Circle)

Organizational Chart

DEPARTMENT OF POSTS - ORGANISATIONAL CHART

MINISTER OF COMMUNICATIONS

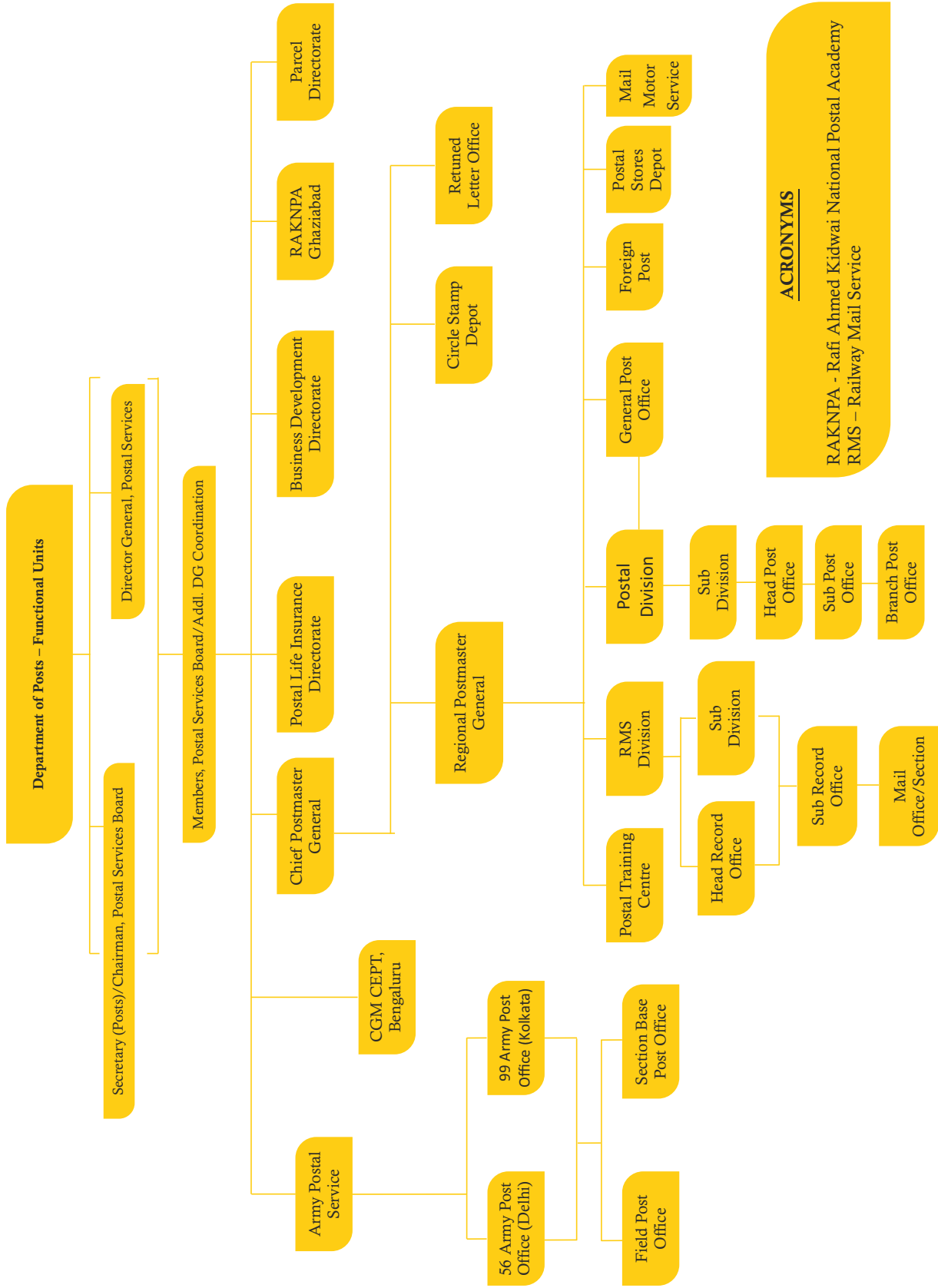
MINISTER OF STATE
for Communications



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

Chart - Functional Units





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 upto 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 Post 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). In addition, Speed Post article can 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 7 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	36.01	1615.30
2021-22 (upto Dec, 2021)	31.18	1257.13

2. REAL TIME DELIVERY UPDATION

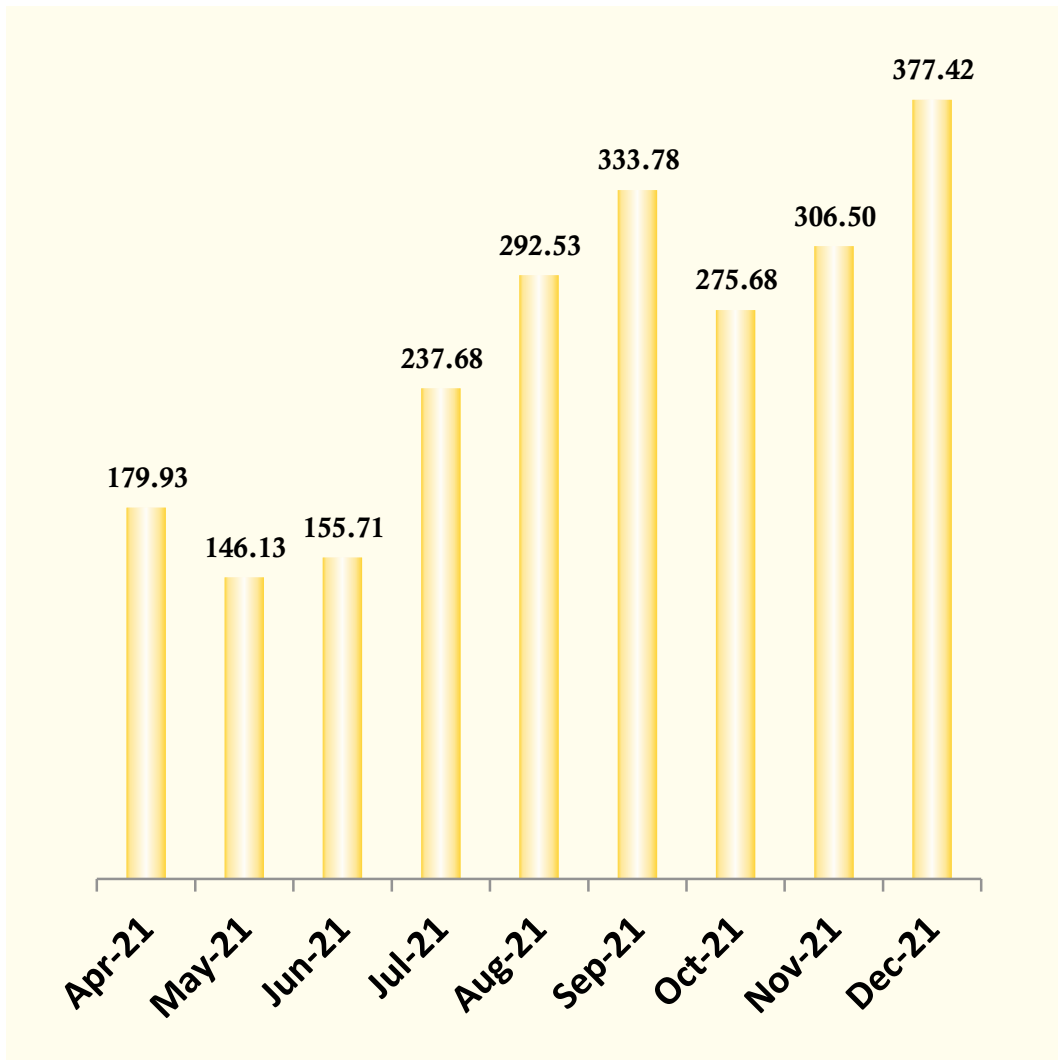
2.1 In order to meet the demands of customers to update the delivery status of postal articles on a real-time basis, the Department of Posts has undertaken delivery of Speed Post, Registered Letters/Parcels, Money Order and Cash on Delivery (COD) parcels through a mobile based delivery application known as the Postman Mobile Application (PMA), which has been designed and developed in-house by the Centre for Excellence in Postal Technology (CEPT), Mysuru. 20,000 additional mobile phones have been supplied to the postmen in urban areas for increasing the usage of Postman Mobile Application. More than 70,000 mobile phones

are now supplied to postmen in the urban areas and more than 1 Lakh in 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. 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

Sevaks (GDS) delivery staff across the country covering the urban as well as rural areas. Use of PMA to delivery accountable mail is improving month after month registering a quantum jump from 4.33 lakh articles / parcels in May, 2019 to 3.77 Cr in Dec, 2021. 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 (<https://mis.cept.gov.in>). 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 2021-22 (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 Post has implemented electronic clearance of letter boxes through in-house developed “Nanyatha” software. eClearance of letter boxes has brought about electronic visibility in the clearance of letter boxes and a mechanism to monitor the letter box clearance. Nanyatha also enables the mechanism to monitor the letter box clearance. 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 December, 2021 eClearance of Letter Boxes has been implemented for 56,561 in the country.

4. AUTOMATED MAIL PROCESSING CENTRES

In order to expedite mail processing, Department has established Automated Mail Processing Centers (AMPCs) in Delhi and Kolkata. These centers 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.

5. DELIVERY OF AADHAAR LETTERS

Three new products of 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 2.39 Crore articles

of OARL, AVL and PVC Aadhaar have been delivered to the addressees across the country. Department has so far delivered 166.73 Crore Aadhaar letters through 1st Class delivery mail.



Two Wheeler Delivery Crew

6. ONLINE WORKING OF RAILWAY MAIL SERVICE (RMS) OFFICES

Core System Integration (CSI) solutions which provides for online functioning, has been implemented in all the Railway Mail Service (RMS) offices of the Department. The implementation of CSI solutions has enabled real time exchange of data generated in RMS offices 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. 241 Speed Post processing hubs, 318 Computerized Registration Centers (CRCs), 318 Unregistered Mail offices, 152 Business Processing Centers (BPCs), 34 BNPL Centers and 280 Transit Mail Offices (TMOs) are performing their operations online in CSI solutions.

7. MAIL MOTOR SERVICE (MMS)

1. “Mail Motor Service (MMS) came into existence in the year 1944 with a purpose to meet the requirement of Department of Posts for conveyance of mails. The functions of

the MMS include services like conveyance of mail bags between Post Offices, RMS offices, TMOs, Railway Stations, Air Mail Sorting Offices, Sea Ports, conveyance of cash, pickup and delivery of speed /bulk mail etc. In addition to above the MMS schedules are operated for Logistic posts services in cities like Hyderabad, Bangalore, Delhi, Mumbai and Chennai. MMS workshops are attending to the repairs and maintenance of Staff Cars/ inspection vehicles.

2. MMS is responsible for operation and maintenance of 1469 mail motor vehicles and 511 Inspection vehicles/staff cars which have been provided to all Circles. Out of which 200 are CNG propelled environment friendly mail vans in Agra, Ahmadabad, Delhi and Mumbai. There are 103 MMS units throughout the country to operate the fleet of motor vehicles, out of which 17 MMS units are having full-fledged workshops. 1263 MMS vehicles are provided with GPS and also implements GPS based online tracking system to all the MMS operative vehicles in all the Postal Circles with 24X7 control rooms, using online generated log sheets and manual log sheet has been dispensed.

3. Budget Section of the Department has allotted ₹ 15 crore for the year 2021-22 under Head of Account 5201-00-101-03-01-51 MMV (Non Scheme) to MV Section and the fund has been further distributed to the Circles for purchasing of new MMS vehicles against condemned vehicles. 40 MMS vehicles were prematurely condemned during the FY 2021-22. Fund has been allotted to the Circles for replacements of old vehicles which are condemned and 97 vehicles have been replaced at various Circles during the current FY.

4. MV Division has also decided to purchase of an additional 23 new MMS vehicles. Out of these 23 vehicles, 17 vehicles earmarked to Jammu & Kashmir Circle and purchase was completed. Purchase procedure is under process for 06 vehicles for Bihar Circle. Fund is allotted under Head of Account 5201-00-101-03-01-51 MMV (Non Scheme).

5. The fund of ₹ 21,24,96,396/- has also been allotted to MV Section for purchase of 164 MMS vehicles of different categories under scheme head of Quality Service Fund Project.

(b) Parcel Products

1. The exponential worldwide growth of e-commerce has opened a new window of opportunity for Department of Posts in the Courier, Express and Parcel (CEP) sector in the form of order fulfilment services in the recent years. 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, a dedicated 'Parcel Directorate' has been formed in the year 2018, as a business unit with focusing on infrastructure creation and operations of handling Parcels especially from e-commerce generated business, to increase parcel handling capacity from existing nearly 3.3 lakh items per day to 5.7 lakh items per day by 2026 and to capture greater share of the CEP market.

3. Since its setting up in 2018, the Parcel Directorate has taken a number of steps to address the needs specific to India Post parcel operations and thereby bringing reliability and improvement in the quality of service and delivery benefits of e-Commerce across the country especially in rural India by providing physical connectivity up to the last mile. The initiatives include creation of dedicated Parcel Network, up-gradation of Parcel Hubs (PH), setting up of Nodal Delivery Centres (NDC) for mechanized delivery of parcels and to develop a dedicated network of Road Transport routes to ensure timely and secure transmission 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:

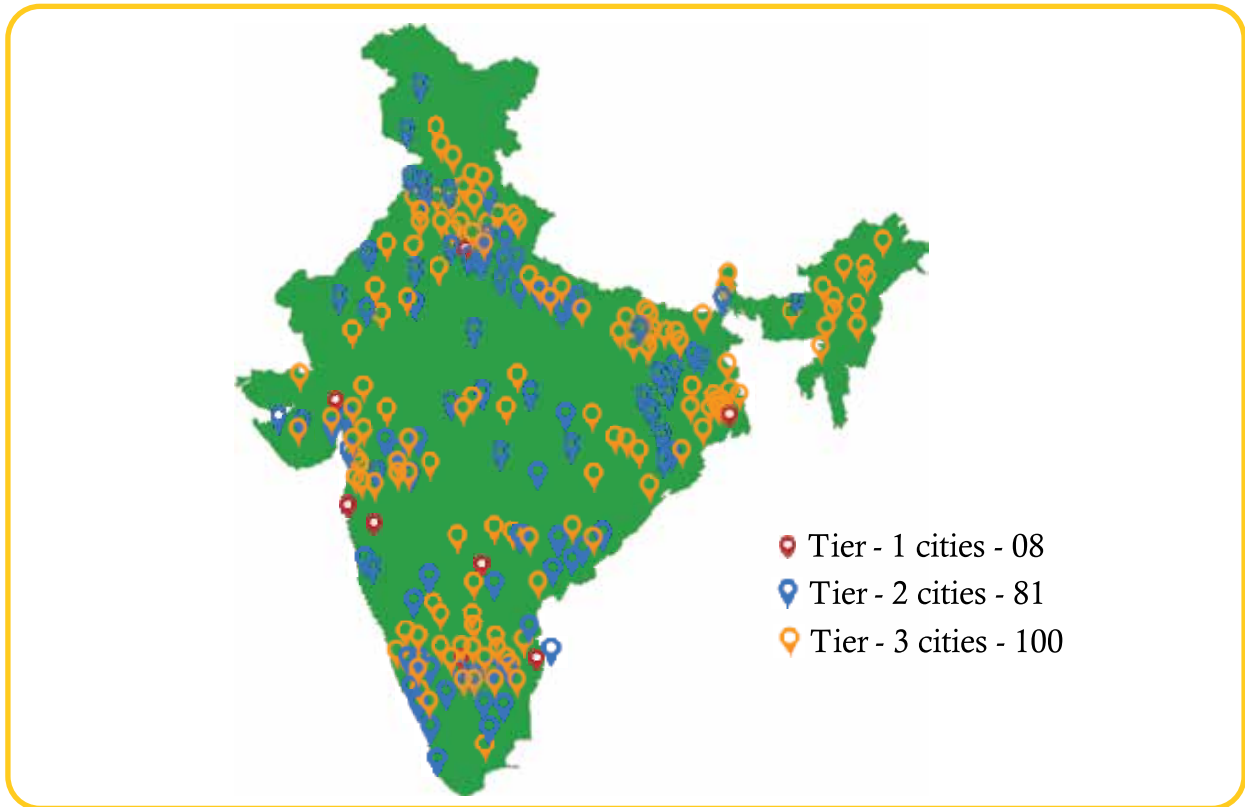
4.1 Increase in market share and capacity buildings: Department of Posts has set a target of attaining parcel traffic from 3.9 to 6.8 crore per annum and increase in parcel handling capacity from 9.8 to 17.1 crore per annum by 2026. As on 31.12.2021, parcel handling capacity of 10.98 crore per annum has been created.

4.2. Parcel Hubs

4.2.1 A new and a separate network consisting of 189 Parcel Hubs, including 57 Level 1 and 132 Level 2 hubs for handling of parcels is being operationalized. 176 Parcel Hubs out of 189 are processing the parcels as per revised processes defined under Parcel Network Optimization Project. Integrated and semi-automated parcels processing centers have been operationalized in 12 cities viz. Delhi, Mumbai, Bhubaneswar, Vijayawada, Jaipur, Ahmedabad, Kolkata, Lucknow, Ludhiana, Coimbatore, Guwahati and Hyderabad.

4.2.2 To ensure standardization in operations, layouts of the Parcel Hubs using standard equipment have been standardized for 189 Parcel Hubs so far. Geographical distribution of these Parcel Hubs in Tier-1, Tier-2 & Tier-3 cities/ towns is depicted in the following Map:

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



4.2.3 Automated Sorting Systems with Conveyer belts and dynamic weightment system have been made functional at 8 locations. These semi-automated centres have parcel processing

capacity of up to 2500 parcels per hour and are especially designed to handle high volumes of e-Commerce Parcels.



India Post has provided 17 new Vehicles to Jammu & Kashmir to carry mails and parcels in difficult terrain.

4.2.4 Nodal Delivery Centres

200 locations have been identified for setting up of Nodal Delivery Centres (NDCs) to strengthen the delivery network for parcels through mechanized delivery using two wheelers and four wheelers. These are spread in 145 cities across the country to improve performance of doorstep delivery on the day of receipt of parcels in the destination post office. The distribution of cities/ towns for setting up NDCs is as follows:

Type of City	No of NDCs
Tier-I	52
Tier-II	82
Tier-III	66

Hon'ble Minister of State for Communications exchanging the "Letter of Intent" for furthering cooperation in the field of Posts with HE Mr Nguyen Manh Hung, Minister of Information and Communications, Socialist Republic of Viet Nam.

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

5. Road Transport Network

5.1 The implementation of All India Postal Road Transport Network (RTN) is an important addition to the existing multimodal supply chain available with the Government. Department has planned to implement a bigger Postal Road Transport Network which shall connect 400 cities across India. This dedicated Postal Road Transport Network has been designed to provide daily connectivity to all States and is intended to be an enabler of economic activity.

5.2 The Postal Road Transport Network project has been envisaged to achieve (i) Safe and secure system for transportation of parcels, (ii) Reliable Postal Road Transport Network mechanism for transportation of parcels on inter-city routes and (iii) Robust, secure and fast line hauls system for shipments of e-commerce parcels.

5.3 68 national routes of Postal Road Transport Network, involving daily run of over 45000 Km per day, have been planned. These will be supplemented by 348 state level routes in a hub & spoke manner. Most routes will run in public private partnership (outsourced) mode. Map below shows the proposed National Postal Road Transport Network of India Post. Presently, out of the planned 68 (34*2) national routes, 48 (24*2) national routes have been operationalized upto 31.12.2021.



RTN Network

5.4 Transshipment Centre: As a part of RTN, 18 Trans-shipment centres, as parcel bag exchange points, are planned outside the major cities near the highways to handle the traffic so that trucks

are not stuck in city traffic and thus ensuring faster turn-around time. (Presently 5 transshipment centres are functional at Guwahati, Sagar, Chennai, Siliguri and Bengaluru).

TABLE 2

Number (in Crore)

MAIL VOLUME		
Category	2019-20	2020-21
Registered Post	19.30	13.49
Unregistered Post	446.66	430.62
Premium Products *	44.31	36.01
Total	510.27	480.12

*Speed Post and Express Parcel Post. Service of Express Parcel Post has been discontinued from 18.11.2019

TABLE 3

CATEGORY-WISE MAIL TRAFFIC DURING 2019-2020 and 2020-2021 (Registered, Unregistered and Premium Products)		
Number (in Crore)		
Article	2019-20	2020-21
1. Postcard *	80.11	75.45
2. Letters		
i) Speed Post	43.63	36.01
ii) Registered Letter	16.47	11.68
iii) Insured Letter	0.07	0.04
iv) Value Payable Letter	0.34	0.12
v) Unregistered Letter #	251.24	243.21
Total Letter Mail	311.75	291.06
3. Registered Newspaper	40.99	38.22
4. Parcel		
i) Express Parcel Post**	0.68	0.00
ii) Registered Parcel	1.47	1.13
iii) Insured Parcel	0.09	0.04
iv) Value Payable Parcel	0.17	0.09
v) Unregistered Parcel	7.03	10.42
Total Parcel Mail	9.44	11.68
5. Packet		
i) Registered Packet	0.52	0.34
ii) Value Payable Packet	0.17	0.05
iii) Unregistered Packet	67.29	63.32
Total Packet Mail	67.98	63.71
Grand Total (1 to 5)	510.27	480.12

* Include acknowledgements.

Include letter cards and insufficiently paid letters.

**Service of Express Parcel Post has been discontinued from 18.11.2019



Flag off of Road Transport Network Vehicle in Karnataka Circle

(c) Retail Business Products

1. BUSINESS POST

For Government Departments/PSUs/Corporate houses, having large volume of mail, the Department of Posts introduced “Business Post” service in the year 1996 to offer a comprehensive mailing solution. Under “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.

Business Post services are available at Business Post Centers 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.

2. DIRECT POST

With increasing commercial activity in India, the need for direct advertising of products and services by the business organizations is growing. Direct Mail can be defined as printed matter 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.

3. MEDIA POST

India Post offers a unique media concept to help 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.

Department of Posts on behalf of Ministry of Micro, Small and Medium Enterprises undertook National SC-ST Scheme Awareness Campaign through 9178 post offices in the country.

4. RETAIL POST

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, fees etc.

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.

5. Distribution of Gangajal

Since July 2016, Department has put in place arrangements for supply and distribution of ‘Gangajal’ sourced from 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. Initially distribution of “Gangajal” bottles started through Head Post Offices. It is

presently distributed through 4116 post offices across the country and also available on online portals i.e “ePostoffice.gov.in” and “ecom.indiapost.gov.in”.

(d) e-Products and Services

1. e-POST

e- Post is an un-registered 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 himself registered online by accessing e-Post URL [www.epost - indiapost.gov.in](http://www.epost-indiapost.gov.in). e-Post Corporate service enables corporate customers including Government Departments, Public

Sector Units, 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 where it is delivered to the addressee, in the form of hard copy.

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 e-Payment 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.

Revenue earned in FY 2021-22 till 31.12.2021 in respect of above mentioned Business Development products:

Sr. No.	Product	Period	Revenue earned (₹ in lakh)
1	Business Post	01.04.2021 to 31.12.2021	4901
2	Direct Post	01.04.2021 to 31.12.2021	78
3	Media Post	01.04.2021 to 31.12.2021	-1146*
4	Retail Post	01.04.2021 to 31.12.2021	2728
5	e-Post	01.04.2021 to 31.12.2021	142
6	e-payment	01.04.2021 to 31.12.2021	710

* Adjustment for receipts in the Financial year 2020-21 has been made in this financial year i.e. 2021-2022.

3. Electronic Money Order (eMO)

Electronic Money Order (eMO) is a web based rapid money transfer service offered by India Post since 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 doorstep of the payee. Tracking facility is also available for the eMO customers at www.indiapost.gov.in.

Data of Inland Electronic Money Orders booked and Paid for the period of 1st April, 2021 to 31st December, 2021 (fetched from BI Reports as on 27.01.2022)

eMOs Booked			eMOs Paid	
Count (in Lakh)	Amount (in Crore)	Commission (in Crore)	Count (in Lakh)	Amount (in Crore)
137.06	1355.70	81.29	114.83	1375.83

4. Jeevan Pramaan Centre (JPC)

I. I. Jeevan Pramaan is a biometric enabled digital service for pensioners for submitting their Life Certificates digitally. The service was introduced by the Department 30.06.2015. In this service, all life certificates submitted manually by the pensioners are now being submitted digitally by using Aadhar number. The Department has set up Jeevan Pramaan Centres in 810 Head Post Offices across the country to facilitate the pensioners to register for Digital Life Certificate (DLC).

II. 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 Payment Bank (IPPB). The pensioners can place a request on ‘Post info App’ for availing the facility of DLC generation at their door step.

III. A total of 2,60,432 Digital Life Certificates (DLCs) have been registered from 1st October, 2021 to 31.12.2021 in the Head

Post Offices (fetched from NIC’s Jeevan Pramaan Portal as on 27.01.2022).

2. Apart from the above-mentioned activities, following activities have been also initiated in PO Division especially during the second wave of COVID-19 pandemic:

A. During the onset of second wave of COVID-19, Registered Newspapers were provided a grace period from March 2021 to July 2021 by printing combined editions, separate editions or skipping some editions as per their convenience and post them at any date up to 31.08.2021.

B. During the pandemic, a relaxation of 7 working days was provided for posting of the mail franked before/during the lockdown and lying pending with users/mailers.

C. Post info app primarily catered to the needs of customers pertaining to essential postal services e.g. Essential Goods, Medicines, Money transfer, Aadhaar Enabled Payment System (AEPS) and other services like mail booking, banking services, insurance services etc. at their doorsteps by placing an online request

through the post info app. For the previous financial year, the Department has entertained around 3.7 lakh service requests whereas approximately 1,74,000 service requests have been served by

the whereas Department since April 2021 onwards till 31.12.2021 (fetched from <https://mis.cept.gov.in/> as on 27.01.2022).



Senior Citizen availing Facilities of Jeevan Pramaan Centre



SSA Accounts Campaign 12.07.2021 to 30.10.2021 at Padri BO, Indergarh, Datia, Gwalior

(e) Postal Life Insurance and Rural Postal Life Insurance

1. Background

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

POSTAL LIFE INSURANCE

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

1.3 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)

RURAL POSTAL LIFE INSURANCE

1.4 Rural Postal Life Insurance (RPLI) was introduced in 1995 for the benefit of rural populace to extend insurance cover to the people living in rural areas.

1.5 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.

2. New Initiatives Undertaken

2.1 PLI/RPLI premium can be paid online at the customer portal through debit/credit card, net banking, BHIM/UPI, wallet and Rupay card. Premia can also be paid through DoP mBanking (Mobile app), e-Banking (Internet banking through POSB), and can prefer auto payment of premia through POSB Account by giving standing instructions.

2.2 PLI and RPLI bonds in digital format are now available to policyholders through DigiLocker.

3. Significant Circle/Regional/Local Initiatives, if any.

3.1 In view of the threat posed by the outbreak of Corona Virus (COVID-19), there was complete lockdown across India. However, as a measure of convenience to PLI and RPLI Policyholders, premium payment period for the month of May 2021 to July 2021 was extended for a period of three months without charging any default fee.

4. Statistical Tables and Graphs

4.1 PERFORMANCE OF PLI/RPLI

The business procured during the year 2021-22 Apr 2021 to Dec 2021 (actual) and Jan 2022 to Mar 2022 (anticipated) and the total sum assured in PLI /RPLI is as under:

TABLE 4

PERFORMANCE OF POSTAL LIFE INSURANCE/RURAL POSTAL LIFE INSURANCE										
Name of Plan	No. of new policies procured in year 2021-22 (in lakh) (unaudited)		Sum Assured (₹ in crore) (unaudited)		Aggregate No. of Policies (in lakh) (unaudited)		Aggregate Sum Assured in (₹ in crore) (unaudited)		Premium income (₹ in crore)	
	April 20 21 to Nov'21	Dec 2021 to Mar'22 (anticipated)	April 2021 to Nov'21	Dec 2021 to Mar'22 (anticipated)	April 2021 to Nov'21	As on 31.12.2022 (anticipated)	April 2021 to Nov 2021	As on 31.03.2022 (anticipated)	April 2021 to Nov 2021	Dec 2021 to Mar 2022 (anticipated)
PLI	3.08	1.19	18546.32	7675	63.57	64.00	212546.59	220220	6576.10	2192
RPLI	6.58	3.20	11423.74	5155	256.75	259	153558.02	158710	2299.02	766

4.2 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			
Plan	Rates of Bonus per Rupees thousand sum assured per annum		
	Whole Life Assurance	Endowment Assurance	Anticipated Endowment Assurance
PLI as on 31.03.2021	₹ 76	₹ 52	₹ 48
RPLI as on 31.03.2021	₹ 60	₹ 48	₹ 45

4.3 The claims in respect of PLI and RPLI policies settled during the year 2021-22 are as under:

TABLE 6

CLAIMS SETTLED IN POSTAL LIFE INSURANCE/RURAL POSTAL LIFE INSURANCE DURING 2021-22				
Details	PLI		RPLI	
	Apr to Dec 2021	Jan 2022 to Mar 2022 (anticipated)	April to Dec 2021	Jan 2022 to Mar 2022 (anticipated)
Number of Claims	258998	106737	302764	101274
Amount paid (in Rs. crore)	5322.46	2113	1879.94	634

4.4 The death claims in respect of PLI and RPLI policies settled during the year 2021-22 are as under: -

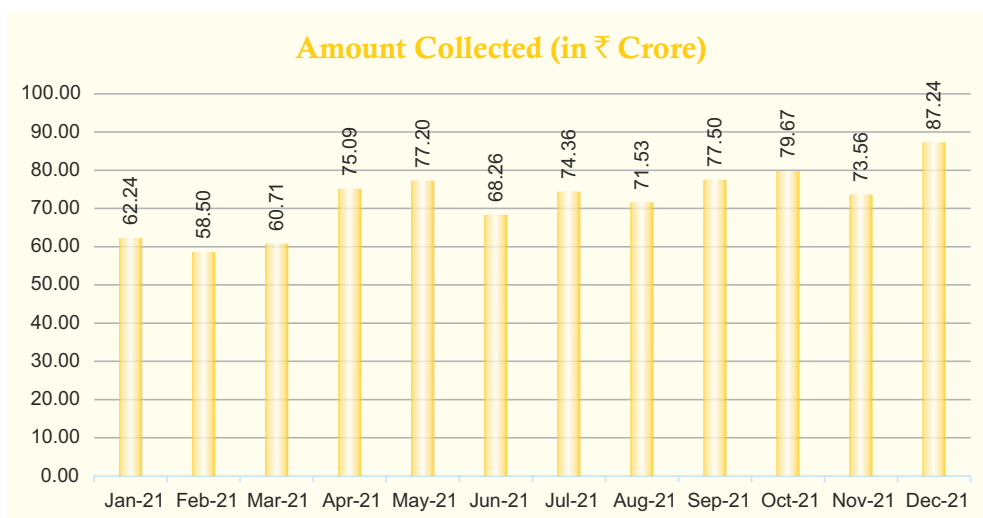
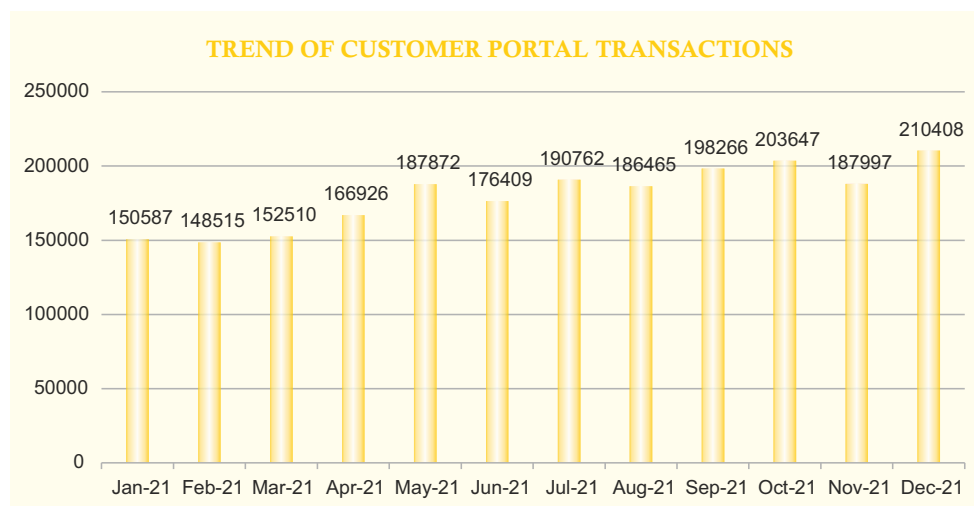
TABLE 7

DEATH CLAIM SETTLED IN POSTAL LIFE INSURANCE/RURAL POSTAL LIFE INSURANCE DURING 2021-22				
Details	PLI		RPLI	
	Apr to Dec 2021	Jan 2022 to Mar 2022 (anticipated)	Apr to Dec 2021	Jan 2022 to Mar 2022 (anticipated)
Number of Claims	16742	3980	15913	4296
Amount paid (in Rs. crore)	544.68	119	156	38.24

4.5 Performance of Customer Portal:

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

of policyholders using customer portal has increased from 1,39,788 in December 2020 to 2,10,408 in December 2021 and the amount of premium collected online has increased from ₹ 51.84 crore in December 2020 to ₹ 87.25 crore in December 2021.



(f) International Mail Service

1.1 International EMS Service: Also known as international Speed Post, EMS is the premium and time bound service among the international offerings of the Department of Posts. End-to-end tracking is provided to customers and compensation is payable for loss/damage and delay in delivery as per prescribed norms. Currently the service is available for 106 countries.

1.2 International Tracked Packet Service (ITPS): ITPS is designed to cater to the needs of e-commerce customers for cross border transactions. However, individuals can also use this service. It is a competitive service offered in the category of up to 2 kg weight limit. Tracking is also provided. Currently this service is available for 15 Countries in the Asia Pacific regions.

1.3 Letter Post: The term “Letter Post” applies to the following classes of postal articles:

Items containing documents: Letters, Aerogramme, Postcards, Printed Papers (including Books and Registered Newspapers) upto 2 kg; Literature for the Blind upto 7kg. and Bulk Bag (M bag) upto 30 kg.

Items containing goods: Small Packets (upto 2 kg.).

These services are available for 213 destination countries and territories across the globe and cover all major destinations.

1.4 Aerogramme: An aerogramme consists of a sheet of paper suitably folded and gummed. Aerogramme is a category intended for transmission exclusively by air and has no corresponding category in the surface mail (when it is transmitted by surface for any reason it is treated as a letter).

1.5 Postcard: The Post Office issues Air Mail Postcards for transmission to foreign countries. For transmission by surface either inland postcards with additional adhesive stamps or privately manufactured postcards may be used. Privately manufactured postcards should be rectangular and be made of material similar to that used for the postcards issued by the Post Office. They should be thinner or more flexible than the letter. They shall not have projecting or raised relief parts. The head “Postcard” should be shown on the front (address side) of the postcards. This heading is not obligatory in the case of picture postcards.

1.6 Printed Paper: The “Printed Paper” Service in the foreign post corresponds to the “Book Packet” Service in the inland post, with some variations in the conditions. However, instead of the four categories in the inland post, there are only two categories in the foreign post, viz., ordinarily printed papers and newspapers registered as such with Head of a Circle like inland registered newspapers. Items not admitted in inland post as book packets are not admitted as printed paper in foreign post.

1.7 Small Packets: This service is intended to enable transmission of small quantities of goods by 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. They should not contain any postage stamp or form of prepayment, whether cancelled or not or any paper representing a monetary value. It is, however, permitted to enclose in a small packet an open invoice reduced to its essential elements.

1.8 Bulk Bag: Bulk Bags, also known as M bags, are special bags containing News Papers, Periodicals, Books and other printed papers addressed to same addressee at the same address in foreign countries.

1.9 Literature for the Blind: Articles assimilated to 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. A list of such institutions in India will be published by means of Director Generals Circulars and Postal Notices.

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

TABLE 8

COUNTRIES COVERED UNDER INTERNATIONAL SPEED POST SERVICE AS ON 08.10.2021			
1	Afghanistan	51	Kuwait
2	Argentina	52	Latvia
3	Australia	53	Lithuania
4	Austria	54	Luxembourg
5	Bahrain	55	Macao
6	Bangladesh	56	Malawi
7	Barbados	57	Malaysia
8	Belarus	58	Maldives
9	Belgium	59	Mauritius
10	Bermuda	60	Mexico
11	Bhutan	61	Mongolia
12	Botswana	62	Morocco
13	Bosnia and Herzegovina	63	Namibia
14	Brazil	64	Nauru
15	Brunei Darussalam	65	Nepal
16	Bulgaria	66	Netherlands
17	Cambodia	67	New Zealand
18	Canada	68	Niger
19	Cape Verde	69	North Macedonia
20	Cayman Islands	70	Norway
21	China (People’s Republic)	71	Oman
22	Cuba	72	Pakistan
23	Cyprus	73	Panama

COUNTRIES COVERED UNDER INTERNATIONAL SPEED POST SERVICE AS ON 08.10.2021

24	Denmark	74	Papua New Guinea
25	Ecuador	75	Philippines
26	Egypt	76	Poland
27	El Salvador	77	Portugal
28	Eritrea	78	Qatar
29	Estonia	79	Romania
30	Ethiopia	80	Russian Federation
31	Fiji	81	Saudi Arabia
32	Finland	82	Senegal
33	France	83	Singapore
34	Georgia	84	South Africa
35	Germany	85	Spain
36	Ghana	86	Sri Lanka
37	Greece	87	Sudan
38	Hong Kong	88	Sweden
39	Hungary	89	Switzerland
40	Iceland	90	Taiwan
41	Indonesia	91	Tanzania
42	Iran	92	Thailand
43	Ireland	93	Tunisia
44	Israel	94	Turkey
45	Italy	95	Uganda
46	Japan	96	Ukraine
47	Jordan	97	United Arab Emirates
48	Kazakhstan	98	United Kingdom (United Kingdom of Great Britain and Northern Ireland)
49	Kenya	99	United States of America
50	Korea (Republic)	100	Vietnam
FOR DOCUMENTS ONLY			
1	Democratic Republic of Congo (Zaire)		
2	Guyana		
3	Iraq		
4	Nigeria		
5	Rwanda		
6	Yemen		



Hon'ble Minister of State for Communications exchanging the "Letter of Intent" for furthering cooperation in the field of Posts with H.E. Mr. Nguyen Manh Hung, Minister of Information and Communications, Socialist Republic of Vietnam.

(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 heritage, culture, events and personalities. Postage Stamps are pictorial ambassadors. They are a statement of the sovereignty of a nation.

2. After Independence, the medium of postage stamps was initially used to highlight the country's achievements in science and technology as well as its socio-economic development by depicting themes like Five Year Plans, steel plants, dams etc. Subsequently, the country's rich cultural and natural heritage came to be showcased and many beautiful stamps have been issued in thematic sets on art, architecture, crafts, maritime heritage, science, technology, defence and cinema etc. Great leaders of national and international standing have been honoured with commemorative stamps. Personalities of repute in areas like 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 prepayment of Postage' and as 'Cultural Ambassadors', there are two categories of stamps viz. Definitive and Commemorative Postage Stamps. Definitive postage stamps are meant for day-to-day use as a token of pre-payment of postage on mail articles. These incorporate less complicated design inputs, entailing minimum expenditure in their manufacture and are printed in large quantities, over longer periods. On the other hand, Commemorative postage stamps are designed and printed with greater aesthetic inputs. These are manufactured in limited quantities and generate great interest among philatelists and collectors.

4. The philatelic activities of the Department include:

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

5. Philatelic Advisory Committee (PAC)

A Philatelic Advisory Committee (PAC) chaired by Minister for Communications and co-chaired by Minister of State for Communications comprising of one Members of Parliament from Lok Sabha, one Members of Parliament from Rajya Sabha and eminent philatelist advises the Government on matters pertaining to Postage Stamps and Philately and such other matters as may be referred to it from time to time. It is an important forum for citizen- government interface where persons who have achieved eminence in various fields can contribute to the process of identifying and highlighting issues or events, institutions, personalities and themes whose commemoration through postage stamps would help to elevate the image of India in the global arena.

6. RELEASE OF STAMPS

A total of 10 stamps on 10 issues (Table-9) were released during the period from 01.04.2021 to 31.12.2021, commemorating various personalities, events / occasions. Some of the significant commemorations were – Rajyogini Dadi Janki, 70 Years of Diplomatic Relations between India and Germany, Golden Jubilee Year-Gayatri Teerth, Shantikunj, Ma. Chaman Lal, Rao Jaimal Rathore, Martyrs of Solapur namely "Mallappa Dhanshetti, Shrikisan Sarada, Jagannath Shinde and Abdul Rasul Kurban Hussain", Deccan College Bicentenary, Dattopant Thengadi, S.C.B. Medical College & Hospital, Cuttack and 75 Years of Mahindra Group.

7. PHILATELIC EXHIBITIONS

Philatelic Exhibitions bring together stamp collectors and provide them a platform to showcase their collections. They provide an opportunity to the philatelic community for meaningful exchange of ideas. They are a means to spread the age-old and evergreen hobby of Philately and function as catalyst to introduce the youth into the fold of Philately. Department organizes philatelic exhibitions at different levels from time to time. This year 19 Philatelic Exhibitions have been conducted by Circles in line with the celebrations of India@75 till 31.12.2021. A number of exhibitons have been conducted in virtual mode.



Postcard campaign in Luharda, HP Circle under '75 lakh Post Cards to Hon'ble PM' organized from 1st Dec - 31st Dec, 2021 by DoP in association with D/o School Education & Literacy.

8. My Stamp

My Stamps are personalised/customized sheets of Postage Stamps of India Post. Personalisation/customization is achieved by printing a thumb nail photograph/image

of the customer and logos of institutions, or images of artwork, heritage buildings, famous tourist places, historical cities, wildlife, other animals and birds etc., alongside the selected Commemorative Postage Stamp.

(i) Personalised My Stamp

Personalised My Stamp is a personalised sheet of Postage Stamps. Alongside these personalised theme stamps, the customers may opt for printing of their own, parents', family's pictures to be printed etc. Some of the themes of personalised My Stamps are Taj Mahal, Hawa Mahal, Mysore Palace, Gateway of India, Red Fort, Rose, Happy Anniversary, Happy Birthday, Retirement etc

(ii) Customised My Stamp

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

Special Covers

As part of Azadi ka Amrit Mahotsav, 2 sets of Special Covers on i) Unsung Heroes and ii) GI tagged products have been issued. Approx. 103 Special Covers on Unsung Heroes have been released by various Circles during the Postal Week Celebrations in October 2021. These Special Covers are a tribute to the foot soldiers who fought for freedom and sacrificed their comforts and lives for the nation. More than 200 Special covers have also been released on GI tagged products of India. These special covers have been appreciated widely by philatelists and general people. These special covers ensured wide publicity to local craft and products of India and will boost the economic well-being of local artisans and rural economy.

The details of Commemorative Postage Stamps released during the period from 1.04.2021 to 31.12.2021 are given below:

TABLE 9

Sl. No.	Stamp Name	Date of Release	Category
1	Rajyogini Dadi Janki	12.04.2021	Personality
2	70 Years of Diplomatic Relations between India and Germany	10.06.2021	International Issue
3	Golden Jubilee Year-Gayatri Teerth, Shantikunj	20.06.2021	Institution
4	Ma. Chaman Lal	07.08.2021	Personality
5	Rao Jaimal Rathore	17.09.2021	Personality
6	Martyrs of Solapur namely "Mallappa Dhanshetti, Shrikisan Sarada, Jagannath Shinde and Abdul Rasul Kurban Hussain",	02.10.2021	Personality
7	Deccan College Bicentenary	06.10.2021	Institution
8	Dattopant Thengadi	10.11.2021	Personality
9	S.C.B. Medical College & Hospital, Cuttack	27.11.2021	Institution
10	75 Years of Mahindra Group	01.12.2021	Institution
11	Swarnim Vijay Varsh	16.12.2021	Defence



75
आज़ादी का
अमृत महोत्सव

भारतीय डाक
India Post

MY STAMP

गोवा मुक्ति का हीरक जयंती वर्ष
Diamond Jubilee Year of Liberation of Goa

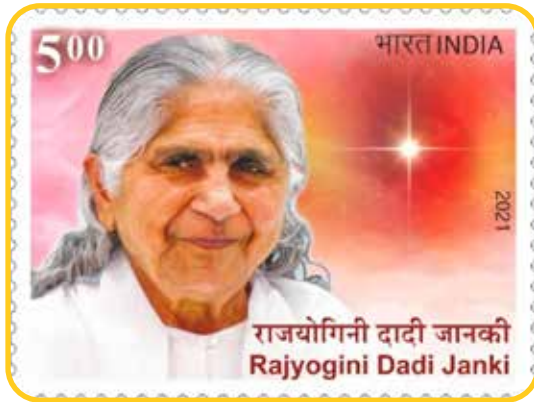


पत्रादेवी हुतात्मा स्मारक
Patradevi Hutatma Smarak

गोवा मुक्ति दिवस प्रतिवर्ष 19 दिसंबर को मनाया जाता है। भारतीय सेना द्वारा गोवा को पुर्तगाली शासन से मुक्त कराने की स्मृति में यह दिवस मनाया जाता है। पत्रादेवी हुतात्मा स्मारक, गोवा मुक्ति संग्राम में अपने प्राणों की आहुति देने वाले शहीदों को नमन करता है। यह माई स्टैप गोवा मुक्ति के हीरक जयंती वर्ष के अवसर पर जारी किया जा रहा है।

Goa Liberation Day is celebrated on 19 December every year in Goa to mark the Indian armed forces freeing Goa from Portuguese rule. Patradevi Hutatma Smarak salutes the great sacrifices made by the martyrs of Goa Liberation Movement. This My Stamp is issued in the commemoration of Diamond Jubilee Year of Liberation of Goa.

Department of Information and Publicity



Rajyogini Dadi Janki
12.04.2021



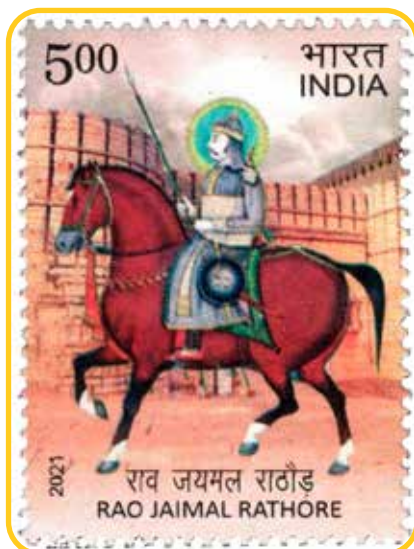
**Diplomatic Relations Between
India & Germany**
10.06.2021



**Gayatri Teerth, Shantikunj
Golden Jubilee**
20.06.2021



Master Chaman Lal
07.08.2021



Rao Jaimal Rathore
17.09.2021



Martyrs of Solapur
02.10.2021



Deccan College Bicentenary
06.10.2021



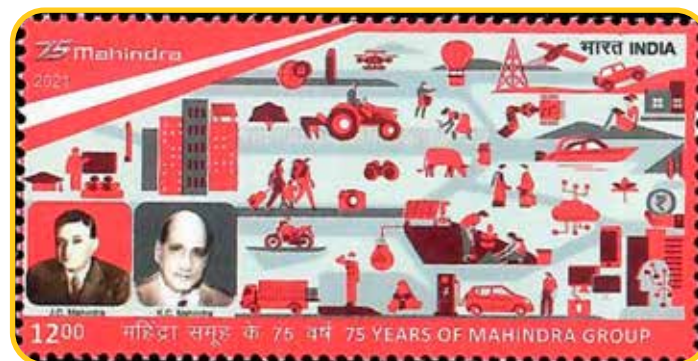
Dattopant Thengadi
10.11.2021



S.C.B. Medical College & Hospital, Cuttack
27.11.2021



Swarnim Vijay Varsh
16.12.2021



75 Years of Mahindra Group
01.12.2021

**FINANCIAL SERVICES
/ POST OFFICES
SAVINGS BANK**



FINANCIAL SERVICES /POST OFFICES SAVINGS BANK

I Introduction:

Post Office Savings Bank (POSB) facility is available since 1882 to the remotest corner of the country. Department of Posts operates POSB Schemes on behalf of Ministry of Finance, Government of India. The facility is provided through a network of 1.57 lakh post offices across the country. The operation has moved away from completely manual mode to fully inter-connected mode through which Any Time Any Where Banking is possible.

II Initiatives currently underway:

1. Post Office Savings Account (SB): Post Office Savings Bank account can be opened by Single or Joint holders (two adults) with a minimum balance of ₹ 500. This account has the facility of regular deposits and withdrawals. ATM, e-banking and Mobile Banking facilities are also available with this account. It offers an attractive rate of interest @ 4% per annum. Interest earned up to ₹ 10,000 earned in a particular Financial Year is exempted from taxable Income u/s 80TTA of the Income Tax Act.

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

3. National Savings Time Deposit Account (TD): Post Office Time Deposit Account can be opened by 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% and for five year is 6.7%. TD accounts can be closed prematurely after completion of six months from the date of opening of accounts.

4. National Savings Monthly Income Account (MIS):- Post Office Monthly Income Scheme Account can be opened by single person or as a joint (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. These accounts can be closed prematurely after completion of one year from the date of opening of account.

5. Senior Citizens Savings Scheme Account (SCSS): Post Office Senior Citizens Savings Scheme Account can be opened by an individual attaining the age of 60 years or on Voluntarily Retirement above the age of 55 years but below 60 or retired Defence Service person 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. The current rate of interest is 7.4% per annum is paid quarterly with a facility of automatic transfer of the quarterly interest to

his/her Post Office Savings Bank Account. It also has premature closure facility.

6. Public Provident Fund Account (PPF): Post Office 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 to a total maximum deposit of ₹ 1,50,000 in a financial year. 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. The current rate of interest is 7.1 percent per annum.

7. Sukanya Samridhi Account (SSA): Post Office Sukanya Samridhi Account can be opened by guardian of a girl child from the birth till she attains the age of ten years with a minimum deposit of ₹ 250 to a maximum deposit 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 percent 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.

8. National Savings Certificates (VIIIth Issue) (NSC): National Savings Certificates (VIIIth Issue) can be purchased individually or on behalf of a minor/person with unsound mind or with another adult as joint account with a minimum investment of ₹100 and without any maximum investment of ₹ 1000

and without any maximum investment limit. The yearly deposit of ₹ 1,50,000 is exempted under section 80 C of the Income Tax Act. The current rate of interest is 6.8 % (compounded annually).

9. Kisan Vikas Patra (KVP): Kisan Vikas Patra can be purchased by single person or by Joint (up to 3 adults) holders with a minimum of ₹ 1000 without any maximum 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 from the date of purchase.



Delivering cash to customers through Aadhar Enabled Payment System transaction in Dabrela Branch PO, Rajasthan

III- New Initiatives Undertaken:

1. Core Banking Solution: The Core Banking Solution (CBS) is part of India Post IT, Modernization Project and aims to bring in various IT solutions with required IT infrastructure in post offices. Department

is implementing Core Banking in all Departmental Post Offices. Core Banking through Hand-Held Devices are provided in the Rural Post Offices. 25018 Post Offices are working in CBS Platform as on 31.12.2021.

1(a) ATM: The first ATM service of the Department was inaugurated at Thyagaraya Nagar Head Post Office in Chennai on 25.02.2014. 1000 ATMs are functioning all over the country. These ATMs became interoperable with banks from 31.12.2016.

1(b) E-Banking: The Department has provided Internet Banking facility to its customers from 14.12.2018 and the same has been extended to the Branch Post Office Savings Account Holders and at present more than 3.74 lakh customers are using this facility.

1(c) Mobile Banking: Customers of Department of Posts are also offered with Mobile Banking facility from 15.10.2019 & the same has been extended to the Branch Post Office Savings Account Holders. At present more than 2.34 lakh customers are using this facility.

2. 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 to all Post Office Savings Account holders. Atal Pension Yojna (APY) was launched in 808 CBS Head Post Offices from 1st December, 2015 which is further extended to more than 20,000 CBS sub post offices.

3. National Pension System (All Citizens Model): India Post is a point of presence for National Pension System (NPS) (All citizens Model). Any citizen of India between 18 to 70 years of age can join NPS. The pension

contributions are invested in various schemes by different Pension Fund Managers appointed by Pension Fund Regulatory and Development Authority (PFRDA) as per the preference of the Subscriber. The facility to open a pension account under this Scheme is available at all Head Post Offices in the country.

4. Other Activities

(i) Implementation of all POSB Schemes in Branch Post Offices: From 23.07.2020 onwards all Post Office Savings Bank Schemes (POSB) have been made available through 1.31 lakh Branch Offices. Now in a Branch Post Office account cash deposit of up-to ₹ 50,000 and withdrawal up-to Rs. 20,000 can be made in a day.

(ii) Simplification of forms and procedures: Common forms are made available to the customers for use in CBS and Non-CBS POs. The process of settlement of deceased claim cases has been simplified. Majority of the cases will now be settled at Post Office level itself.

(iii) Restoration of Basic Savings Accounts: Basic Savings Accounts has been restored vide MoF, Gazette Notification dated 09.04.2021 wherein a registered adult member of any Government Welfare Scheme can open Basic Savings Account at any Post Office including GDS Branch Post Offices with zero balance.

(iv) Introduction of PM CARES Scheme for Children, 2021: PM CARES Scheme for Children, 2021 has been introduced by the G.o.I, vide MoF Gazette Notification no. GSR 723 (E) dated 06.10.2021. Through this Scheme an account of those children (Beneficiary) will be opened who had not attained the age of eighteen years between the period 11.03.2020 to 31.12.2021 and lost both parents or last surviving parent or both adopted parents or sole legal guardian to COVID-19 pandemic.

(v) Implementation of Outward ECS facility:

The provision for payment of interest of MIS/SCSS/TD accounts and credit of maturity value for TDA type of accounts (MIS/SCSS/TD/RD/KVP/NSC) into account holder's Bank Account has been implemented in Finacle through ECS Outward Credit functionality from the month of May 2021.

(vi) Implementation of I.V.R facility:

Interactive Voice Response (IVR) facility has been introduced for POSB customers through which, the customers can avail the facilities like Account Balance Inquiry, Blocking of ATM Card, Transaction related inquiry in POSB Schemes etc. may be obtained by calling through the registered mobile number at India Post toll-free number 18002666868.

(vii) Rollout of CBS-CTS Integration:

Before CBS-CTS integration, all HOs were processing their cheque clearance through three nodal grid HOs i.e. New Delhi GPO, Chennai GPO, Mumbai GPO. But after implementation of CBS-CTS integration, manual remittance Advice (RAs) between HOs and Grid Nodal Offices has been discontinued and a Centralized Accounting process has been developed for smooth cheque clearing operation. The process of cheque clearance has been streamlined and will take less time in cheque clearance.

(viii) Extension of ATM/Internet Banking:

The Account holder(s) of Post Office Savings Accounts standing in RICT-CBS branch post offices may avail ATM, e-Banking & m-Banking facilities from 01.08.2021.

5- Milestones reached as on 30.12.2021:

Sl.No.	Name of the Scheme	Number
1.	Post Offices Migrated in CBS Platform	25,018
2.	No. of Post Office ATMs functioning	1,000
3.	Sukanya Samridhi Accounts (Live Accounts)	2.32 Crore
4.	PMSBY (New /Auto Renewal) Enrollments	20.16 lakh
5.	PMJJBY (New/Auto Renewal) Enrollments	1.46 lakh
7.	APY (New/Auto Renewal) Enrollments	3.53 lakh
8.	National Pension System	30 thousand

Fight against Corona: Role since last year lockdown due to Covid-19 till December 2021:

- i) 124 crore Post Office Savings Bank transactions worth ₹23.14 lakh crore were made through POSB Accounts.
- ii) 2.09 Crore POSB ATM transactions worth ₹ 7,295 crore.

6. Statistical Tables

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

TABLE 10

SAVINGS BANK SCHEME: PROFILE (AS ON 31.3.2021)		
Name of the Scheme	Number of Account	Outstanding Balance Up to March Supp-I (₹ in crore)
Savings Accounts (including MGNREGA with balance)	120556499	136205.78
RD Accounts	110965624	132031.16
TD Accounts	21680826	207558.72
MIS Accounts	10997461	221381.52
PPF Accounts	3171485	105228.33
Sr. Citizens Savings Scheme (SCSS)	2555775	97046.74
Sukanya Samridhi Account	20460097	69683.92
Total	290387767	969136.17
Savings Certificate		
National Savings Certificate VIII Issue		136555.36
Kisan Vikas Patra		147941.99
TOTAL		284497.35
GRAND TOTAL		1253633.52

TABLE 11

ACCOUNTS OF SAVINGS SCHEMES AS ON 31.03.2021								
								(in number)
Circle	Savings Bank	Recurring Deposit	Time Deposit	Monthly Income Scheme	Senior Citizen	Sukanya Samridhi Accounts	Public Provident Fund	Total
Andhra Pradesh	4461071	8956933	611627	267330	78935	968116	71952	15415964
Assam	6314831	2358203	308072	390441	17275	405327	48094	9842243
Bihar	6032565	5001218	2447960	352426	19237	1100740	57678	15011824
Chhattisgarh	1675458	946557	161277	76691	20213	614946	47403	3542545
Delhi	1218415	750122	305887	379063	89903	314761	214814	3272965
Gujarat	4832514	4819025	1771512	925171	262069	696809	216078	13523178
Haryana	1640070	1856505	703703	199779	51944	580270	84903	5117174
Himachal Pradesh	2106466	1956657	525619	155757	16994	299929	37421	5098843
Jammu & Kashmir	1192750	194631	249366	57412	4416	151243	11854	1861672
Jharkhand	4121923	2276116	607084	214834	37470	315282	34006	7606715
Karnataka	7211564	4271979	533728	376765	234315	1863178	173933	14665462
Kerala	3392830	4189625	403544	195760	86863	772630	98572	9139824
Madhya Pradesh	13038362	10524387	800641	402110	74255	1507510	68653	26415918
Maharashtra	6096370	11811910	1459511	954392	439389	1694925	500900	22957397
North-East	1513680	661135	84739	48710	9000	108899	7430	2433593
Odisha	6290464	5389407	954287	290013	57966	783118	41891	13807146
Punjab	1818483	2095517	965047	343372	89775	511699	173398	5997291
Rajasthan	2949450	4861729	782594	328041	106316	1190732	296021	10514883
Tamil Nadu	7977970	13402265	2205363	483561	321169	2328129	455985	27174442
Uttar Pradesh	15841846	14911959	2199757	1127936	98476	2136978	231185	36548137
Uttarakhand	1872872	2134367	526808	169883	22915	505843	51774	5284462
West Bengal	9609312	4538786	2897622	3102085	339732	955344	198042	21640923
Telangana	9344046	3037645	175072	155899	77148	653675	49495	13492980
Base P.O.	3187	18946	6	30	0	14	3	22186
Total	120556499	110965624	21680826	10997461	2555775	20460097	3171485	290387767

TABLE 12

OUTSTANDING BALANCE OF SAVINGS SCHEMES AS ON 31.03.2021 (₹ in crore)								
Circle	Savings Bank	Recurring Deposit	Time Deposit	Monthly Income Scheme	Senior Citizen	Sukanya Samridhi Accounts	Public Provident Fund	Total
Andhra Pradesh	3601.36	6242.92	7127.63	10401.13	4149.13	5024.03	2407.38	38953.58
Assam	4825.96	2980.51	2447.85	4058.39	689.48	726.34	1216.58	16945.11
Bihar	8439.94	6668.70	12940.74	8153.81	700.32	2265.90	1474.75	40644.16
Chhattisgarh	2454.25	3148.11	2347.65	2448.86	1190.51	936.95	1008.69	13535.02
Delhi	4556.07	4153.12	8906.22	6752.69	4891.62	2309.47	16128.14	47697.33
Gujarat	7791.86	4138.53	20224.58	15251.05	9596.33	1878.15	9822.46	68702.96
Haryana	4283.24	5545.43	6965.17	4434.09	2547.98	3228.47	4783.37	31787.75
Himachal Pradesh	4440.98	5226.86	3434.54	4481.76	998.55	1260.08	1907.99	21750.76
Jammu & Kashmir	1421.81	862.62	2834.92	1287.73	382	641.84	393.77	7824.69
Jharkhand	962.96	1615.34	4179.03	6274.99	1508.08	1242.08	579.77	16362.25
Karnataka	-4114.45	6160.55	7489.06	7838.13	10274.85	8321.27	6332.23	42301.64
Kerala	4769.65	10605.40	2371.16	3278.91	2877.65	2810.81	1242.67	27956.25
Madhya Pradesh	8136.86	7403.13	5337.65	5223.44	2938.23	2265.02	2252.94	33557.27
Maharashtra	13988.46	6629.8	16501.42	31672.6	15568.04	6137.42	13245.39	103743.13
North-East	1855.81	1428.21	1297.81	1362.85	416.32	259.56	178.84	6799.40
Orissa	5823.67	5405.95	6337.54	4682.65	2260.76	2223.44	830.86	27564.87
Punjab	5848.3	5971.01	13206.61	7309.11	3902.44	2228.36	10827.29	49293.12
Rajasthan	6434.8	9631.9	8119.2	7735.94	4337.03	3294.6	7625.06	47178.53
Tamil Nadu	17147.15	7925.61	9355.48	12588.51	10317.67	8924.2	6644.9	72903.52
Uttar Pradesh	14412.29	17471.51	22713.59	19724.06	4260.29	6983.09	7778.28	93343.11
Uttarakhand	3982.95	4069.52	3727.53	4220.39	1141.61	1662.23	1581.62	20385.85
West Bengal	19599.36	7997.56	36513.63	51463.17	10014.71	2396.63	6165.28	134150.34
Telangana	-4593.6	459.56	2950.71	452.85	2038.5	2595.6	702.71	4606.33
Base P.O.	136.1	289.31	229	284.41	44.64	68.38	97.36	1149.20
Total	136205.78	132031.16	207558.72	221381.52	97046.74	69683.92	105228.33	969136.17



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, Department of Posts (DoP) and Ministry of External Affairs (MEA) have mutually agreed for leveraging the network of Post Office as Passport Seva Kendras. Pilot project for this joint venture commenced on 25.01.2017 at Metagali Post Office Mysuru, Karnataka and at Dahod Head Post Office, Gujarat. It has been mutually decided to set up 491 POPSKs in a phased manner. Out of these, a total of 428 POPSKs have been made operational which includes 65 POPSKs in the Aspirational Districts.

2. 65 Post Office Passport Seva Kendras 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. In the year 2021, two new Post Office Passport Seva Kendras have been opened by Department of Posts Dombivali (Maharashtra) & Ekma (Bihar). Since inception from January 2017 to December 2021 around 67.27 Lakhs Passport Applications have been processed by 428 PoPSKs generating an accrued revenue of 222.01 crore for the department.

Period	No. of Passport applications processed	Revenue accrued (in ₹)
01.04.2021 to 31.12.2021	11,65,769	38,47,03,770



Distribution of Sukanya Samridhi Account to Girl Child by Hon'ble Minister of State for Communications in Guwahati

(b) Post Office Aadhaar Updation and Enrollment Centers- UIDAI

1. In the year 2017, Government of India decided to phase out all private agencies providing Aadhaar services and establish Aadhaar Enrollment and Updation Centres in Banks and Post Offices. Accordingly, Department of Posts was mandated by the Government of India to set up Aadhaar Enrollment cum Updation Centres in Post Offices. First Aadhaar Enrollment cum Updation Centre was opened at Lucknow on 30.06.2017. At present, 13,352 Aadhaar Enrollment cum Updation Centres are functioning in Post Offices across the country with an aim to provide Aadhaar services in the vicinity of the residents. Out of 13,352 Aadhaar Centres, 1166 Aadhaar Centres are operational in the Aspirational Districts. The facility of Aadhaar Centres has brought about a great deal of convenience to the residents in generating new Aadhaar enrollments and also updating their Aadhaar cards in case of any change/mismatch.

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

- i **Aadhaar Enrollment:** The Enrollment 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 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 Aadhaar

Mobile/laptop kits, Aadhaar updation/enrollments can now be done even in Camp mode, thus enabling the people especially DBT beneficiaries, residing in remote areas, in receiving the benefits of different Government Schemes. During Business Development Day in National Postal Week on 14.10.2021, 1646 Camps were organized in far-flung tribal areas, Orphanages etc. and 1.16 Lakh transactions were done.

4. Since its inception in June 2017 till November 2021 around 97.79 lakh Enrollments and 348.81 lakh Updations have been done by Post Office Aadhaar Centres, generating a revenue of about Rs. 170.30 crore for the Department.

Period	No. of Aadhaar Enrollments	No. of Aadhaar Updations
01.04.2021 to 30.11.2021	20,61,951	72,05,178



Aadhar camp arranged for Mentally Challenged persons at “Anbalaya Old age home for Mentally challenged”.

Glimpses of India Post Facilitating Aadhaar Enrolment Camps across the Nation





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

1. An MoU was signed between Department of Posts and Ministry of Railways on 31.07.2007 with a view to provide better facility of railway ticket reservation through the network of Post Offices across the country. Presently, 323 IP-PRS centres are available across the country.

2. Commission Structure under IP-PRS is as under :

Sl. No.	Category	Service Charge per ticket
1	II class sleeper and II class sitting (2S)	Rs. 15*
2	III AC and AC chair car	Rs. 20*
3	II AC, I AC and First Class	Rs. 30*
4	Cancellation charges (for all classes)	Rs. 10*

*Charges are inclusive of Service Tax/GST.

3. Revenue generated through IP-PRS from 01.04.2021 to 30.10.2021:

Month	No. of transactions (As per monthly report of IP- PRS received from Circles)		Revenue earned (₹ in Lakh)
01.04.2021 to 30.10.2021	Railway Tickets booked	Railway Tickets cancelled	
	306528	22980	24

(d) International Money Transfer - Western Union

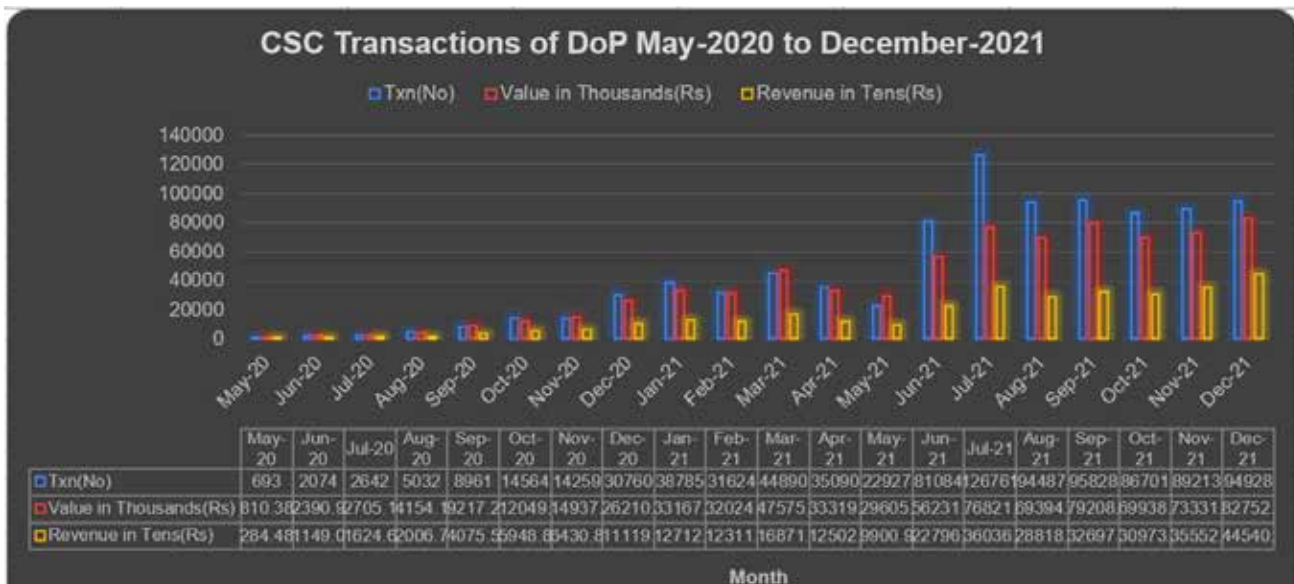
The Service enables instant international money remittance to customers in India sent from around 195 countries on a real time basis. India Post is operating this Service in association with Western Union from more than 9955 post office locations.

CSC services will be offered from Post Office CSCs.

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

- The CSC services through post offices commenced as a pilot in May, 2020 with 22 Post Offices from 11 Circles. 106006 Post Offices as Post Office Common Service Centres(PO CSC) and 115425 Operators have been on- boarded as on 31.12.2021. Close to 9.21 lakhs CSC transactions with a turnover of ₹ 75.5 crore have been rendered as on 31.12.2021. More than 100

- G2C services such as, Pradhan Manthri Street Vendors Athmanirbhar Nidhi Yojana(PM SVANidhi), 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.



FINANCIAL MANGEMENT



CHAPTER - VI

FINANCIAL MANGEMENT

The total revenue, including remuneration for Saving Bank & Saving Certificate work earned from January 2021 to December 2021 was Rs. 10542.25 crore and the amount received from other Ministries/ Departments as Agency Charges (recoveries) were ₹ 938.53 crore. Gross working expenditure was ₹ 30211.10 crore. Deficit of the department was ₹ 18730.32 crore.

Table-13

REVENUE & EXPENDITURE DURING 2020-21 & 2021-22					
(₹ in crore)					
Particulars	Actual 2020-21	Actual			Anticipated Jan 2022 to Mar 2022
		Jan 2021 to Mar 2021	Apr 2021 to Dec 2021	Total (Jan 2021 to Dec 2021)	
Revenue					
Sale of Stamps	153.28	55.30	110.73	166.03	36.91
Postage Realised in Cash	2746.39	1005.52	2362.65	3368.17	787.55
Commission on Money Orders and Indian Postal Orders etc	193.89	46.23	83.16	129.39	27.72
Remuneration for Saving Bank/ Saving Certificates Work \$	7055.79	831.32	5283.90	6115.22	1761.30
* Other Receipts	483.15	154.70	608.74	763.44	202.91
Total	10632.50	2093.07	8449.18	10542.25	2816.39
Expenditure					
General Administration	1661.72	339.63	1299.30	1638.93	433.10
Operation	16549.57	3370.38	13737.69	17108.07	4579.23
Agency Services	496.29	139.43	305.01	444.44	101.67
**Others	10553.88	2130.44	8889.22	11019.66	2963.07
Total Gross Expenditure	29261.46	5979.88	24231.22	30211.10	8077.07
Less Recoveries	933.87	315.27	623.26	938.53	207.75
Net Expenditure	28327.59	5665.88	23607.96	29272.57	7869.32
Deficit (Net Exp - Revenue)	17695.09	3572.81	15158.78	18730.32	5052.93

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

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

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



Mela/Special Drive for procurement of new business premium in PLI/RPLI on PLI day (12.10.2021) during National Postal week at Virudhunagar Division, Tamil Nadu

Table-14

Recovery of Working Expenses on Account of Agency Services						(₹ in crore)
Sl No	Head of Account	Actual				Anticipated
		2020-21	Jan 2021 to Mar (Final) 2021	Apr 2021 to Dec 2021	TOTAL (Jan 2021 to Dec 2021)	Jan 2022 to Mar 2022
1	Payment of Coal Mines and EPF/Family pension and misc services (DOT/BSNL/MTNL)	10.73	7.46	9.94	17.40	3.31
2	Payment of Railway Pension	3.97	2.19	1.35	3.54	0.45
3	Postal Life Insurance	864.38	265.41	591.74	857.15	197.25
4	Custom Duty Realisation	5.64	5.62	0.01	5.63	0.01
5	*Others	49.15	34.59	20.22	54.81	6.74
	Total	933.87	315.27	623.26	938.53	207.76

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

10.2. 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 articles, commission on money orders and Indian.

Capital Outlay

10.3. The expenditure on fixed assets for the year 2020-21 was ₹677.41 Crore, out which 7.22 % was on Land and Buildings, 90.17% on Mechanization and Modernization of Postal Services and 2.61 % on Mail Motor Vehicles and others.



**ACTIVITIES UNDER
OTHER FUNCTIONAL
DIVISIONS**

ACTIVITIES UNDER OTHER FUNCTIONAL DIVISIONS

Network Planning

1. The Department of Posts, with its network of 1,56,434 Post Offices as on 31.03.2021, is the largest postal network in the world.

2. 957 new Post offices were opened [including 691 BOs in Left Wing Extremism (LWE) districts] during the period January, 2021 to December, 2021 and infrastructure provided to 876 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. 1692 Franchisee Outlets and 1195 Postal Agents under the franchisee scheme and 1076 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 Sew Kendras (PSSK), Franchise Outlets (FO), Mukhya Dak Ghar (MDG) and the number of urban & Rural letter boxes are presented in the following Table:



Celebration of Banking Day during National Postal Week 2021 by Ahmedabad GPO

TABLE 15

Circle	Distribution of Post Offices																	
	Departmental Post Office									Gramin Dak Sewak Post Office								
	Head Post Office			Sub Post Office			Total			Rural			Urban			Total		
	Rural	Urban	Total	Rural	Urban	Total	Rural	Urban	Total	Rural	Urban	Total	Rural	Urban	Total	Rural	Urban	Total
Andhra Pradesh	5	52	57	957	556	1513	962	608	1570	8891	134	9025	9853	742	10595			
Assam	0	19	19	369	235	604	369	254	623	3298	85	3383	3667	339	4006			
Bihar	0	33	33	663	373	1036	663	406	1069	7994	46	8040	8657	452	9109			
Chhattisgarh	0	11	11	104	237	341	104	248	352	3510	46	3556	3614	294	3908			
Delhi	0	12	12	6	361	367	6	373	379	75	57	132	81	430	511			
Gujarat	0	33	33	620	560	1180	620	593	1213	7500	133	7633	8120	726	8846			
Haryana	0	16	16	184	306	490	184	322	506	2143	47	2190	2327	369	2696			
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	269	185	454	269	198	467	3348	37	3385	3617	235	3852			
Karnataka	0	58	58	844	793	1637	844	851	1695	7768	161	7929	8612	1012	9624			
Kerala	3	49	52	956	501	1457	959	550	1509	3202	352	3554	4161	902	5063			
Madhya Pradesh	0	43	43	318	653	971	318	696	1014	7155	109	7264	7473	805	8278			
Maharashtra	1	60	61	1021	1132	2153	1022	1192	2214	10684	101	10785	11706	1293	12999			
North East	0	9	9	179	153	332	179	162	341	2475	96	2571	2654	258	2912			
Odisha	0	35	35	676	498	1174	676	533	1209	6981	68	7049	7657	601	8258			
Punjab	0	22	22	332	414	746	332	436	768	3082	18	3100	3414	454	3868			
Rajasthan	1	46	47	725	541	1266	726	587	1313	8948	27	8975	9674	614	10288			
Tamil Nadu	1	93	94	1329	1177	2506	1330	1270	2600	8929	338	9267	10259	1608	11867			
Telangana	1	35	36	397	394	791	398	429	827	4805	162	4967	5203	591	5794			
Uttar Pradesh	0	72	72	893	1586	2479	893	1658	2551	14867	247	15114	15760	1905	17665			
Uttarakhand	0	13	13	181	201	382	181	214	395	2267	60	2327	2448	274	2722			
West Bengal	0	47	47	784	939	1723	784	986	1770	7157	151	7308	7941	1137	9078			
Total	15	795	810	12246	12067	24313	12261	12862	25123	128794	2517	131311	141055	15379	156434			

TABLE 16

CLASSIFIED FUNCTION-WISE DISTRIBUTION OF POST OFFICES AS ON 31.3.2021					
Circle	Total Post Office	Night Post Offices	Post Office with full range of services	Post Office without delivery	Delivery Post Offices
Andhra Pradesh	10595	12	10163	432	10163
Assam	4006	1	623	104	3903
Bihar	9109	6	1069	213	8896
Chhattisgarh	3908	2	351	85	3823
Delhi	511	17	379	283	228
Gujarat	8846	8	4936	232	8614
Haryana	2696	1	314	206	2490
Himachal Pradesh	2795	0	2756	39	2756
Jammu & Kashmir	1700	1	267	78	1622
Jharkhand	3852	1	0	97	3743
Karnataka	9624	1	4437	490	9135
Kerala	5063	6	4803	258	4805
Madhya Pradesh	8278	5	8278	293	7985
Maharashtra	12999	7	61	517	12343
North East	2912	1	498	41	2875
Odisha	8258	0	1209	286	7967
Punjab	3868	4	546	224	3640
Rajasthan	10288	5	9960	327	9961
Tamil Nadu	11867	14	11867	1029	10838
Telangana	5794	8	827	210	5584
Uttar Pradesh	17665	9	2635	1061	16604
Uttarakhand	2722	0	395	107	2614
West Bengal	9078	6	1132	726	8352
Total	156434	115	67506	7338	148941

TABLE 17

PANCHAYAT SANCHAR SEWA KENDRAS AND FRANCHISE OUTLET AS ON 31.03.2021		
(in number)		
Circle	Panchayat Sanchar Sewa Kendra	Franchise Outlet
Andhra Pradesh	2	67
Assam	16	11
Bihar	458	149
Chhattisgarh	2	23
Delhi	0	206
Gujarat	2	35
Haryana	19	71
Himachal Pradesh	17	4
Jammu & Kashmir	18	27
Jharkhand	37	231
Karnataka	2	30
Kerala	0	0
Madhya Pradesh	69	53
Maharashtra	24	95
North East	11	36
Odisha	68	84
Punjab	1	58
Rajasthan	1	22
Tamil Nadu	6	76
Telangana	1	41
Uttar Pradesh	299	272
Uttarakhand	18	55
West Bengal	5	46
Total	1076	1692

TABLE 18

LETTER BOX, POST BOX AND POST BAG AS ON 31.03.2021						
(in number)						
Circle	Letter Box			Post Box rented to public	Post Bag rented to public	Post Box cum Bags rented to public
Andhra Pradesh	4254	23744	27998	416	22	0
Assam	1123	11931	13054	201	1	0
Bihar	1907	15645	17552	27	8	2
Chhattisgarh	2991	12488	15479	76	3	1
Delhi	790	36	826	213	18	38
Gujarat	4320	19578	23898	2713	33	3
Haryana	1070	5129	6199	200	7	1
Himachal Pradesh	686	5794	6480	57	2	0
Jammu & Kashmir	580	3661	4241	1717	96	0
Jharkhand	1028	8850	9878	37	0	0
Karnataka	5792	21088	26880	1215	54	29
Kerala	2672	7880	10552	3368	217	39
Madhya Pradesh	3861	29211	33072	362	101	25
Maharashtra	6444	32243	38687	5318	154	5
North East	909	2726	3635	3254	0	197
Orissa	1912	14185	16097	270	2	0
Punjab	2547	12168	14715	526	6	0
Rajasthan	3335	23639	26974	1146	37	0
Tamil Nadu	8104	25294	33398	2606	231	1498
Telangana	2629	11521	14150	232	41	88
Uttar Pradesh	6447	42070	48517	395	17	18
Uttarakhand	1829	7631	9460	164	6	0
West Bengal	4416	22615	27031	798	23	2
Total	69646	359127	428773	25311	1079	1946

TABLE 19

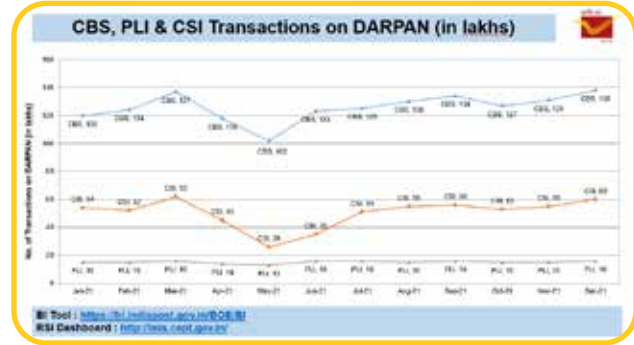
POSTAL AND RAILWAY MAIL SERVICE FUNCTIONAL UNITS AS ON 31.03.2021						
(in number)						
Circle	Postal Divisions	Railway Mail Service Divisions	Postal Store Depots	Circle Stamp Depots	Railway Mail Service Sorting Offices	Railway Mail Service Record Offices
Andhra Pradesh	28	4	1	0	14	15
Assam	9	2	1	0	23	10
Bihar	24	4	1	0	17	17
Chhattisgarh	5	1	1	0	4	4
Delhi	6	3	1	0	6	3
Gujarat	25	3	1	0	19	19
Haryana	9	2	1	0	12	12
Himachal Pradesh	9	1	1	0	6	6
Jammu & Kashmir	6	1	1	0	2	2
Jharkhand	8	2	1	0	10	10
Karnataka	31	3	1	0	27	24
Kerala	24	3	1	0	24	21
Madhya Pradesh	21	3	1	0	10	11
Maharashtra	41	7	2	1	48	33
North East	7	0	1	0	0	0
Odisha	22	3	1	0	17	18
Punjab	13	2	1	0	8	9
Rajasthan	24	3	1	0	16	18
Tamil Nadu	43	6	2	0	38	33
Telangana	16	2	1	0	13	9
Uttar Pradesh	44	7	2	0	40	37
Uttarakhand	7	1	1	0	3	3
West Bengal	28	6	1	0	26	26
Total	450	69	26	1	383	340

(b) Rural Business

1. Under the Digital Advancement of Rural Post Office for A New India (DARPAN) project, as on 31.12.2021 Department of Posts has provided SIM-based handheld devices to 1,29,238 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 hand held point of sale (POS) devices giving a boost to digital transactions in the remote rural areas. As on 31.12.2021, 66.43 crore online transactions involving an amount of ₹ 90039 Crore 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. Since inception 17.53 crore DBT transactions involving an amount of ₹ 16,462 crore have been disbursed through Post offices till 31.12.2021. 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.



Mr. Ranjan Das, a tea vendor in Siliguri opened a Current Account with IPPB and is using QRCode for receiving payments

(C) Estates Management

1. There are 25,123 Departmental Post Offices in 23 Postal Circles spanning across the length and breadth of the country, out of which 4,521 post offices are functioning in departmental buildings, 19,541 in rented buildings and the rest are functioning in rent free accommodations.

2. Construction of 27 new postal buildings, renovation of 111 postal offices, maintenance/renovation of 7 heritage buildings, installation of 19 solar power packs and construction of 105 rain water harvesting systems, were completed during the financial year 2020-21. In addition to these, construction of 69 ramps and rails under Sugamya Bharat Abhiyan were also completed during the FY 2020-21. 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.

3. During the FY 2021-22 (from 01.04.2021 to 31.12.2021), construction of 32 new post office buildings and renovation of 49 postal offices have been completed. And it is anticipated that construction of 42 more buildings will be completed by the end of FY 2021-22.

4. 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.

5. Further, the following initiatives were taken during the year 2020-21: Create awareness about the ban on use of plastic bags, promotion

of rain water harvesting techniques, use of solar energy etc., conducting Swachhta March/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. During the Swachhta Pakhwada, various activities like Special Swachhta Drive, Tree Plantation, Letter Box Painting, workshop on Water Conservation, affixing banners and posters on Postal Buildings and vehicles for spreading awareness about cleanliness were also undertaken. Various online and offline competitions like essay, quiz and poster making competitions have also been organized among postal employees and school students to spread awareness about cleanliness.



Inauguration of Letter box by father of Shri Neeraj Chopra, in their native village Khandra

Photographs of Some Newly Constructed Post Offices



BORKHOLA POST OFFICE, ASSAM



ASARWA EXTENTION SOUTH SUB PO, GUJARAT

TABLE 20

List of Departmental Heritage Buildings		
S.No	Name of Heritage Building	Name of the Circle
1	Patna General Post Office (GPO)	Bihar
2	Bhagalpur Head Post Office (HPO)	
3	Postal Training Centre (PTC), Darbhanga	
4	New Delhi General Post Office (GPO)	Delhi
5	Delhi General Post Office (GPO)	
6	Ahmedabad General Post Office	Gujarat
7	Ambedkar Chowk Post Office	Himachal Pradesh
8	Chhotta Shimla Post Office	
9	Kasauli Post Office	
10	Mandi Head Post Office	
11	Shimla General Post Office (GPO)	
12	Summer Hill Post Office	Karnataka
13	Circle Office, Bangalore	
14	Divisional Office Bellary	
15	Kittur Channamma Park Post Office	
16	Postal Training Centre, Mysuru	Kerala
17	Circle Office, Trivandram	
18	Kochi Head Post Office	
19	Thiruvananthapuram Fort Post Office	
20	Udayamperoor (Old Post Office)	Madhya Pradesh
21	Laskar Head Post Office	
22	Director of Accounts (Postal), Nagpur	
23	Mumbai General Post Office (GPO)	Maharashtra
24	Nagpur General Post Office (GPO)	
25	Panji Head Post Office	
26	Pune General Post Office (GPO)	
27	Tlabung Post Office	North East
28	Amritsar Head Post Office	Punjab
29	Sambalpur Head Post Office	Odisha
30	Chennai General Post Office	Tamil Nadu
31	Nagapattinam Head Post Office	
32	Philatelic Bureau, Anna Road Head Post Office	
33	Udhagamandalam Head Post Office	

List of Departmental Heritage Buildings		
S.No	Name of Heritage Building	Name of the Circle
34	Agra Head Post Office	Uttar Pradesh
35	Circle Office, Lucknow	
36	Lucknow General Post Office (GPO)	
37	Varanasi City Post Office	
38	Varanasi Head Post Office	
39	Alipore Head Post Office	West Bengal
40	Behrampur Head Post Office	
41	Baruipur Head Post Office	
42	Cooch Behar Post Office	
43	Diamond Harbour Head Post Office	
44	Darjeeling Head Post Office	
45	Kolkata General Post Office (GPO)	
46	Return Letter Office (RLO), Kolkata	

TABLE 21

DEPARTMENTAL AND RENTAL BUILDINGS AS ON 31.03.2021												
Circle	Departmental buildings			Rented buildings			Rent-Free buildings			TOTAL		
	Postal	Railway Mail Service	Other units	Postal	Railway Mail Service	Other units	Postal	Railway Mail Service	Other units	Deptt.	Rented building	Rent-free buildings
Andhra Pradesh	169	1	4	1325	29	6	77	0	0	174	1360	77
Telangana	154	7	3	611	9	0	67	6	0	164	620	73
Assam	162	11	4	440	13	4	23	8	0	177	457	31
Bihar	175	2	15	783	37	3	108	5	1	192	823	114
Chhattisgarh	43	0	2	285	4	1	24	0	0	45	290	24
Delhi	122	2	6	203	7	0	36	2	0	130	210	38
Gujarat	292	3	5	885	13	8	29	1	0	300	906	30
Daman & Dadra Nagarhaveli (UT)	3	0	0	3	0	0	0	0	0	3	3	0
Diu (UT)	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	69	2	0	337	10	2	63	0	0	71	349	63
Jammu & Kashmir	34	1	0	202	0	0	25	0	0	35	202	25
Karnataka	406	19	4	1230	18	0	85	0	0	429	1248	85
Kerala including Lakshwadeep	251	4	3	1210	21	15	47	0	0	258	1246	47
Madhya Pradesh	197	2	0	715	8	2	100	0	1	199	725	101
Maharashtra	356	37	13	1652	38	0	119	1	0	406	1690	120
Goa	17	0	3	78	0	3	9	0	0	20	81	9
Meghalaya	19	0	5	36	0	0	12	0	0	24	36	12
Mizoram	12	0	0	25	0	0	3	0	0	12	25	3
Manipur	8	0	0	44	0	0	3	0	0	8	44	3
Nagaland	11	0	0	25	0	0	6	0	0	11	25	6
Arunachal Pradesh	23	0	0	14	0	0	14	0	0	23	14	14
Tripura	21	0	0	48	0	0	14	0	0	21	48	14
Orissa	162	3	0	929	24	0	126	6	0	165	953	132
Punjab	108	1	5	483	11	1	83	0	0	114	495	83
Chandigarh	30	0	1	46	0	0	18	0	0	31	46	18
Rajasthan	360	13	7	817	22	1	141	5	0	380	840	146
Tamil Nadu	282	4	10	2153	27	6	84	0	0	296	2186	84
Pondicherry	9	0	0	70	0	0	5	0	0	9	70	5
Uttar Pradesh	316	8	5	2014	53	6	220	0	0	329	2073	220
Uttarakhand	53	0	2	299	2	6	41	0	0	55	307	41
West Bengal	210	10	38	1358	9	21	110	9	1	258	1388	120
Sikkim	6	0	0	12	0	0	5	0	0	6	12	5
A&N Islands	10	0	0	7	3	0	5	2	0	10	10	7
TOTAL	4250	131	140	19077	376	88	1786	46	3	4521	19541	1835

Note:(i) In case 2 or more offices are functioning in a common building, it is treated as 'one number of building' only.

(ii) All the administrative Offices and other offices like CO/RO/DAP/PSD/CSD & MMS Units other than Post Offices/RMS offices shown under "Other Units"

(d) IT Modernization

I. Background

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 ~ 1,55,000 Post Offices in the country, including ~ 1,30,000 Branch Post Offices in rural areas run by the Gramin Dak Sevaks. The project includes providing Central Server based integrated, modular and scalable solution 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 the non-computerized Post offices in the country including Gramin Dak Sevak (GDS) 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).

(II) Current Status:

1. 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 03.04.2013 at Navi Mumbai. The Disaster Recovery Centre has been powered on at Mysore on 15.05.2015.

2. The network connectivity through a Wide Area Network (WAN) has been established at 26,708 Departmental locations as on 31.12.2021, thus enabling these offices to serve the public through centralized applications that exchange data with the central Data Centre.

3. As on 31.12.2021, a total of 25,046 Post Offices are providing Core Banking Services (CBS) 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 14.12.2018. 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 15.10.2019.

4. Postal life insurance (PLI) services are being provided through Core Insurance Solution (CIS) which has been rolled out in 25,581 Post offices as on 31.12.2021.

5. 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. 505 Postal & RMS Divisions (out of total 511 Divisions) + 12 independent Head Post offices/GPOs have been rolled out in CSI as on 31.12.2021.

6. 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 1,29,380 branch post offices and the client applications of the various products and services under the Rural

System Integrator(RSI) have been rolled out in 1,29,380 Branch Post Offices as on 31.12.2021.

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

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

9. 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.

Beyond March 2022 the Department proposes to take forward the IT Infrastructure maintenance, upgradation and technology refresh through the DoP IT Modernizaion 2.0 Project.



Special Aadhar Camp for Children organized on occasion of Business Development Day i.e. 14.10.2021 during National Postal Week at Vivekanand Ashram (School) in Bastar Division of Chhattisgarh Circle.

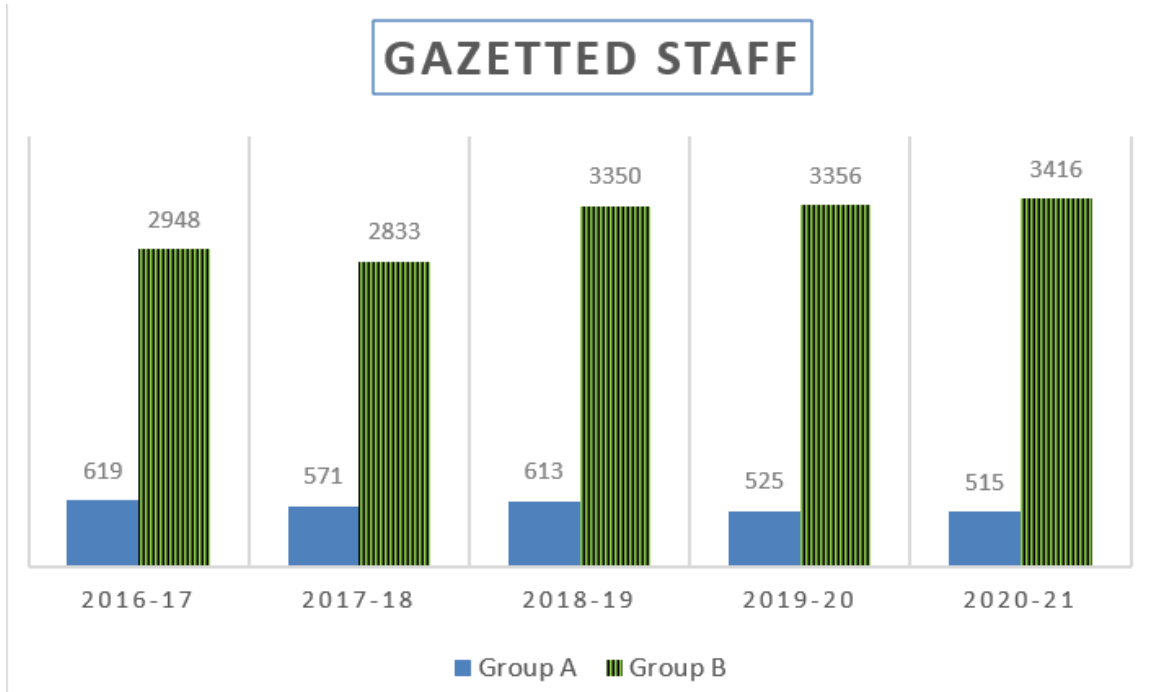
(e) Personnel Management

1.1 As on 31.03.2021, there is a total of 4,14,281 employees in the Department of Posts, of which, 1,69,953 are Departmental Employees and 2,44,328 are Gramin Dak Sewaks (GDSs). The category-wise details are as under:

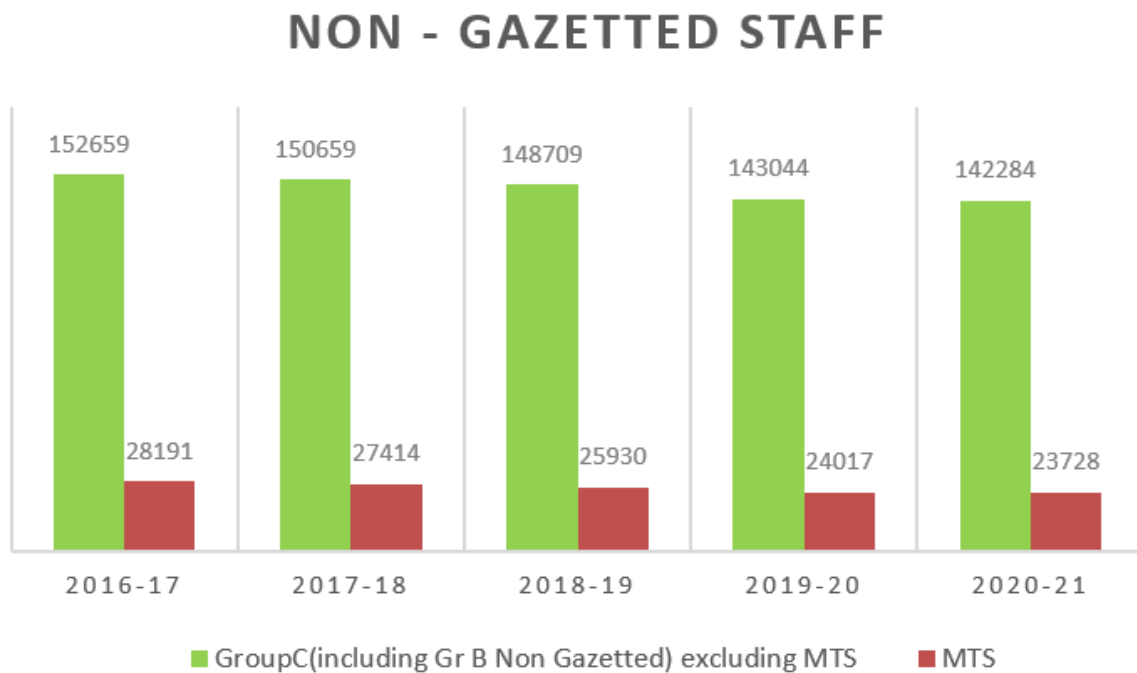
TABLE 22

PERSONNEL: STRENGTH AS ON 31.03.2021			
I. DEPARTMENTAL			
A. GAZETTED	GROUP "A"	GROUP "B"	TOTAL
INDIAN POSTAL SERVICE GROUP 'A'			
Secretary (Posts)	1		1
Director General Postal Services	1		1
Member, Postal Services Board	7		7
Sr.DDG/Chief PMG	26		26
Senior Administrative Grade	74		74
Junior Administrative Grade	55		55
Senior Time Scale	101		101
Junior Time Scale including probationers	69		69
POSTAL SERVICE GROUP 'B'		734	734
Assistant Superintendent		1735	1735
INDIAN P & T ACCOUNTS AND FINANCE SERVICES			
Higher Administrative Grade	1		1
Senior Administrative Grade	14		14
Junior Administrative Grade	7		7
Senior Time Scale	18		18
Junior Time Scale	20		20
Senior Accounts Officer/Accounts Officer		104	104
Assistant. Accounts Officer		628	628
CENTRAL SECRETARIANT SERVICE	75	55	130
Civil Wing			
Chief Engineer	33		33
Others		146	146
OTHER GENERAL CENTRAL SERVICES	13	14	27
TOTAL (GAZETTED)	515	3416	3931
B. Group 'B' NON GAZETTED		5730	5730
C. NON GAZETTED	GROUP "C" Excluding MTS	GROUP C "MTS"	TOTAL
Directorate	96	100	196
Post Offices including (Circle office, Accounts, Stamp Depots, Canteen Staff)	120642	16236	136878
Railway Mail Service	13820	6741	20561
Mail Motor Service	1160	184	1344
Others (RLO, Store, Trg, Civil, Printing Press)	836	477	1313
TOTAL (NON GAZETTED) Group C	136554	23728	160292
I. TOTAL DEPARTMENTAL (A+B+C)			169953
II. Gramin Dak Sewak (GDS)			244328
GRAND TOTAL (I + II)			414281

1.2 The Gazetted staff categorized into “Group A” and “Group “B” since 2016-2017 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 2016-2017 has been shown in the following graph:



2. SCHEDULED CASTE AND SCHEDULED TRIBE EMPLOYEES

2.1 As on 31st March, 2021, there are 27557 Scheduled Caste and 12696 Scheduled

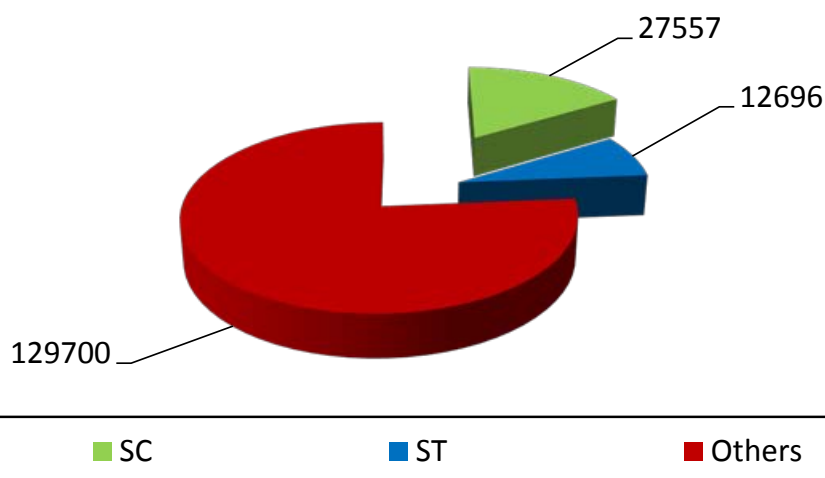
Tribe employees in various grades in the Department. Group-wise details of Scheduled Caste and Scheduled Tribe employees and their percentage to total employees in the respective Group are as under:

TABLE - 23

NUMBER OF EMPLOYEES SCHEDULED CASTES / SCHEDULED TRIBES AS ON 31.03.2021				
Group	Scheduled Castes	Percentage to Total Number of Employees	Scheduled Tribes	Percentage to Total Number of Employees
Group 'A'	97	18.83	50	9.71
Group 'B' (Gazetted)	631	18.47	238	6.97
Group 'B' (Non Gazetted)	905	15.79	344	6.00
Group 'C' excluding MTS	21518	15.76	10145	7.43
Group 'C' Multi-Tasking Staff	4406	18.57	1919	8.09
Total	27557	16.21	12696	7.47

2.2 The Departmental staff as on 31.03.2021, categorized into "Scheduled Caste", "Scheduled Tribes" and "Others", has been shown in the following graph:

SC/ST EMPLOYEES AS ON 31.03.2021 (DEPARTMENTAL)



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

servicemen, 25 Ex-servicemen (differently-abled), 31773 women and 35862 OBC employees in various grades in the Department. The details are as under:

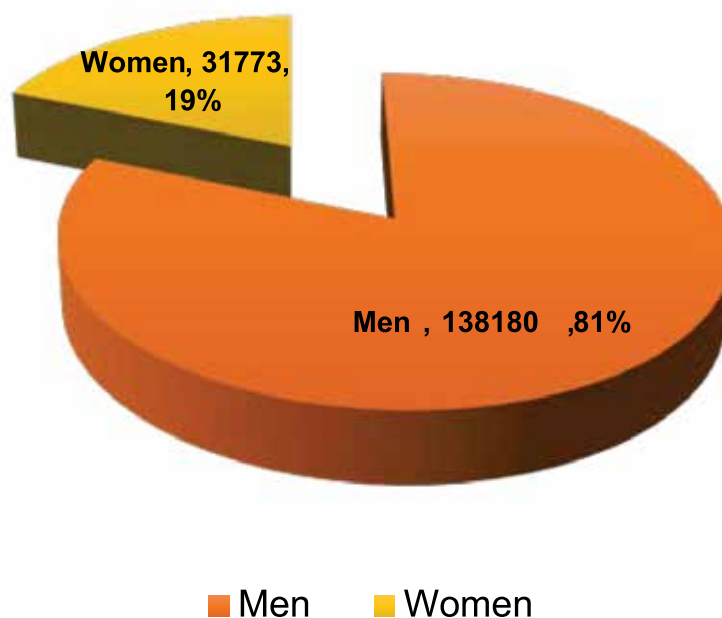
3.1 As on 31.03.2021, there are 2694 differently-abled employees, 2147 Ex-

TABLE - 24

NUMBER OF EMPLOYEES: DIFFERENTLY –ABLED, EX-SERVICEMEN, EX-SERVICEMEN (DIFFERENTLY ABLED), WOMEN and OBC AS ON 31.03.2021					
Group	Differently-abled	Ex-Servicemen	Ex-Servicemen (Differently-abled)	Women	OBC
Group 'A'	10	1	0	152	91
Group 'B'(Gazetted)	25	9	0	563	318
Group 'B'(NonGazetted)	69	19	0	830	632
Group 'C' excluding MTS	2298	1922	23	27002	29278
Group 'C' Multi-Tasking Staff	292	196	2	3226	5543
Total	2694	2147	25	31773	35862

3.2 The Departmental staff as on 31.03.2021, categorized into “Men” and “Women”, has been shown in the following graph

MEN AND WOMEN EMPLOYEES AS ON 31.3.21 (DEPARTMENTAL)



(f) Human Resource Development

Human Resource Management

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 & in-service training programme to the Group 'A' officers of Indian Postal Service and Group 'B' officers of the Department of Posts. Besides training to Managers of Foreign Postal Administrations and officers of other Central Government Departments and PSUs are also organised by the Academy.
- ii. Postal Training Centre (PTC). There are six Postal Training Centres at Darbhanga, Guwahati, Madurai, Mysuru, Saharanpur and Vadodara which have been set up for imparting training to inspectorial cadres and operative staff. These training centres have necessary infrastructure such as computer labs, class rooms and hostel facilities for the trainees.
- iii. Regional Training Center (RTC). There are four RTCs at Bhubaneswar (Odisha), Delhi, Nashik (Maharashtra) and Hubballi (Karnataka) which have been set up for providing training to the Postal operative staff.
- iv. In addition, there are 476 Workplace Training Centres (WTCs) located in field for ensuring training delivery with minimum dislocation of trainees from their

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

2 TRAINING ACTIVITIES

2.1 In accordance with the National Training Policy 2012 and for making a vast resource of learning material and courses available, an e-learning portal called Dakshiksha, has been developed. This is a cloud based e-learning system which imparts online training to the staff of various categories.

2.2 The Department has implemented iGOT Mission Karmayogi, the National Programme for Civil Services Capacity Building (NPCSCB) in consultation with DoPT.

2.3 The details of the training programmes conducted:

Sl. No.	Activity	Number of Officers/ Officials Trained
1	Management Programme for Group A and B Officers	921
2	Development Programme for Inspector and Assistant Superintendent Posts	2437
3	Development Programme for Operative/Supervisory Staff	35691
4	Development Programme for Mail Overseers/Postmen/MTS	4303
5	Development Programme for Gramin Dak Sevaks	38567
6	Training of Trainers and Specialized trainings	295
	Total	82214

Events @RAKNPA

The following activities took place during the period (01.04.2021 to 30.11.2021):

1. The professional course of Indian Postal Service Probationers of 2020 batch commenced at Academy on 21.12.2020.

2. e-ITEC course for the Kenyan Postal Officials to Build Professional Capacity (International Programme):

In Co-ordination with MEA, Academy has conducted successfully online e-ITEC course for the Kenyan Postal Officials to Build Professional Capacity from 26.03.2021 to 26.04.2021. Total 20 officers from Kenya Postal Service completed the course.

3. One-week Training program for IP&TAFS Probationers on Banking & Insurance Module:

Training Program on Banking & Insurance Module for IP&TAFS Probationers was organized in the academy from 05.04.2021 to 09.04.2021.

4. Advanced Development Programme from 17.05.2021 to 28.05.2021:

Advanced Development Programme for eighteen officers with more than 24 years of service of Indian Postal Service had been conducted online by IIM Lucknow from 17.05.2021 to 28.05.2021. Members of Postal Services Board viz. Member (Operations), Member (Banking & DBT), Member (Tech), Member (Personnel), Additional DG (Coordination) and AS & FA also addressed participants during the sessions.

Secretary Posts and Member (HRD and Planning) addressed the Valedictory session.

5. Management Development Programme from 07.06.2021 to 18.06.2021:

Management Development Programme for twenty officers with more than 14- years of service was conducted through Online Sessions by IIM Indore.

Secretary (Posts) and Member (HRD & Planning) addressed the valedictory session.



Management Development Programme from 07.06.2021 to 18.06.2021

6. International Yoga Day 2021:

All the faculty members, staff, Participants of Group B induction training and probationers of 2019 and 2020 Batch participated in the yoga training session, organized by the Postal Directorate on 20.06.2021.

On the International Yoga Day 2021, All the RAKNPA staff, their family members, faculty and probationers of 2019 and 2020 batch participated in Lead National Event from their homes. In addition, Academy also organized a Virtual Yoga training session for the PSS Group B participants, probationers and faculty members.



Celebration of International Yoga Day- 2021

7. माननीय प्रधानमंत्री श्री नरेंद्र मोदी जी के "स्मृति विज्ञान" से प्रभावित होकर राजभाषा विभाग ने राजभाषा हिन्दी के सफल कार्यान्वयन के लिए 12 "प्र" की रूपरेखा और रणनीति तैयार की है अकादमी राजभाषा हिन्दी के सफल कार्यान्वयन के लिए इन सभी "प्र" को पूर्ण रूप से लागू करने के लिए प्रयासरत है। अकादमी द्वारा दिनांक 15.06.2021 को सभी संकाय सदस्य एवं स्टाफ के लिए राजभाषा हिन्दी पर ऑनलाइन कार्यशाला का आयोजन भी किया गया।

हिन्दी (राजभाषा) के प्रचार- प्रसार के लिए अकादमी में नियमित तौर से राजभाषा पर ऑनलाइन या

ऑफलाइन प्रशिक्षण दिया जा रहा है। साथ ही अकादमी के अन्य महत्वपूर्ण कार्यक्रम जैसे परिवीक्षाधीन अधिकारियों के मॉड्यूल में, गुप बी अधिकारियों के लिए आयोजित इंडक्शन ट्रेनिंग में और डेवलपमेंट प्रोग्राम में राजभाषा पर प्रशिक्षण दिया जा रहा है।

अकादमी में अप्रैल से नवम्बर 2021 माह तक कुल 3 ऑनलाइन माध्यम से राजभाषा पर कार्यशाला का आयोजन किया जा चुका है।



राजभाषा पर दो दिवसीय कार्यशाला दिनांक 01.07.2021 से 02.07.2021

8. Statistics Day:

Statistics day has been observed to mark the birth anniversary of Late Professor Prasanta Chandra Mahalanobis. Academy has joined this virtual programme, conducted by Ministry of Statistics & Programme implementation on 29.06.2021.

9. Disaster Management Programme:

Academy has coordinated with the National Institute of Disaster Management for conducting various courses on Disaster

Management. Academy has conducted one online course from 28.06.2021 to 30.06.2021. One onsite workshop also been conducted for Gr B participants during their induction training. They were also given an opportunity to visit NDRF Battalion at Ghaziabad and see firsthand various demonstrations.

Disaster Management Programme has also been included in the syllabus of Indian Postal Services.

Workshop on Disaster Management with focuses on COVID 19 Pandemic from 28.06.2021 to 30.06.2021

10. Professional Course for IPoS Probationer 2019 batch.

Indian Postal Service Probationers of 2019 batch attended one-week Online Training on “Leadership Development Programme” by IIM Indore from 26.07.2021 to 30.07.2021.

Farewell Ceremony for the 2019 batch was held on 31.07.2021. Secretary (Posts) and Member (Planning and HRD) graced the function with their presence. On the occasion, a memorabilia “Jazbaat” created by the IPoS Probationers (2019 Batch) was brought out.



Release of memorabilia “Jazbaat” created by the IPoS Probationers (2019 Batch) by Secretary Posts and Member (HRD and Planning).

11. On the occasion of 75th “Independence Day” online campaign for “Azadi ka Amrit Mahotsav” was celebrated by the Academy. It was one of the major events related to the rendering of the National Anthem of India (Rastragaan). Faculty and Staff of the Academy has rendered the National Anthem and uploaded the same on <https://rashtraqaan.in/> for generating the Certificates of all individuals.

12. दिनांक 14.09.2021 से 27.09.2021 तक हिंदी पखवाड़ा का आयोजन किया गया। इस पखवाड़ा में विभिन्न प्रतियोगिताएं करवाई गईं और विजेता प्रतियोगियों को पुरस्कार वितरित किए गए। दिनांक 20.09.2021 को राकनपा के सभी कर्मचारियों के लिए हिंदी पर कार्यशाला का आयोजन किया गया। राकनपा द्वारा सभी पाठ्यक्रमों में राजभाषा पर एक सत्र आयोजित किया जा रहा है।

13. Academy organized “FIT INDIA FREEDOM RUN 2.0” to commemorate “Azadi ka Amrit Mahotsav” on 24.09.2021. All the Faculty members, IPoS Probationers of 2020 batch, participants of PSS Group B and Staff of the academy, total 60 participants participated in this 3 Km run. e-certificates for the same were generated by all the participants individually and also for the academy. On this occasion, Banners were placed at the different location of the academy.



14. Development Programme for Postal Service Group A & B Officers’ from 04.10.2021 to 14.10.2021):

The First batch of Development Programme from 04.10.2021 to 14.10.2021 was organized Online.



15. Vigilance Awareness Week:

The Academy celebrated Vigilance Awareness Week from 26.10.2021 to 01.11.2021. The theme for the current year was "Spread awareness and campaign about "Complaints under PIDPI (Public Interest Disclosure and Protection of Informer)". It aimed to encourage the citizens to raise voice against the corrupt practices".

In connection with the Vigilance Awareness Week, all officers and staff of the Academy were administered Integrity Pledge on 26.10.2021. Similar Pledge was also taken online (e-integrity Pledge) and e-certificates generated.

Academy also conducted three days Workshop for officers from various Circles on Vigilance awareness from 11.10.2021 to 13.10.2021. Senior officers from CBI, CVC, CEPT, CVO of the Department addressed various sessions. The programme was a mix of physical and online sessions.



16. Rashtriya Ekta Diwas:

On the occasion of birth of Late Sardar Vallabhai Patel, the Academy administered pledge on "Rashtriya Ekta Diwas (National Unity Day)" on 31.10.2021.



17. Special Swachhata Drive:

Special Swachhata Drive was conducted from 02.10.2021 to 31.10.2021 at Academy. Faculty, staff, probationers & group B participants participated in this drive.



Banner of Azaadi Ka Amrit Mahotsav Put up at the Academic Building

18. Memorandum of Understanding (MOU) Between RAKNPA and IIPA:

Memorandum of Understanding (MOU) has been signed between DG (IIPA) and Director (RAKNPA) on 09.11.2021

Signing of MoU Between RAKNPA & IIPA
9th November, 2021



19. Training on Direct trainer Skill Program (08.11.2021 to 12.11.2021):

A One-week Training on Direct Trainer Skill Program for IPoS (JTS & STS) & PSS Group B Level officers from various Circles was organized at the Academy from 08.11.2021 to 12.11.2021.



(g) Staff Welfare

1.1 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 co-terminous with the States of Indian Union.

1.2 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.

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

1.3.1 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.

1.3.2 Financial assistance to Employees due to illness/disability:

- (i) Financial assistance in cases of prolonged and serious illness/major surgeries to Departmental Employees on 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 handicapped Employees.

1.3.3 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 12th @ Rs. 250 p.m. has been introduced w.e.f. 2018-19.

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

Grants of Scholarships

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

- (ii) Scholarships for SC/ST Employees for departmental examination and higher education.

- (iii) Grant of scholarship and transport charges to the handicapped children of Postal Employees.

1.3.4 Financial assistance to Employees- Recreation Activities

- (i) Subsidy on transport charges for Excursion Trips.

- (ii) Expenditure on Holiday Homes.
- (iii) Grant-in-aid to the Recreation Clubs.

1.3.5 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 Centers.
- (iv) Grant-in-aid to Residents Welfare Associations.
- (v) Financial assistance in cases of natural calamities.

1.4 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 is on deputation to the Army Postal Service (APS). During the period of deputation they are entitled to number of concessions and benefits in case of normal death, death due to enemy action or in insurgency operations and one time scholarship for all school and college going children of the deceased APS personnel.

1.5 WELFARE MEASURES FOR GRAMIN DAK SEWAKS

1.5.1 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.

1.5.2 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 Gramin Dak Sewaks who have not availed any assistance under these Schemes.

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

- (1) Financial Assistance to families of deceased Gramin Dak Sewaks 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 Gramin Dak Sewaks due to riots, attack by robbers and terrorists while not on duty.
- (4) Financial Assistance in case of death of Gramin Dak Sewaks while being on duty due to accident.
- (5) Funeral Expenses on death of Gramin Dak Sewaks (payable in cases in which last rites of deceased Gramin Dak Sewaks 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 Gramin Dak Sewaks while being on duty, requiring hospitalization for more than three days.
- (8) Financial Assistance for nutritional diet to Gramin Dak Sewaks suffering from TB.
- (9) Grant of Scholarship under educational Scheme to the children of Gramin Dak Sewaks (as per existing terms and conditions).
- (9.1) Grant of Scholarship under educational Schemes for PG in Technical Course to the children of Gramin Dak Sewaks
- (10) Incentive for excellence in academic achievement for 10th and 12th Class.
- (11) Scholarship for physically handicapped children of Gramin Dak Sewaks.
- (12) Financial Assistance in cases of natural calamities, like fire, floods etc.
- 1.5.4** Apart from above financial, assistance there is also facility of repayable loans low interest within a specified ceiling for:
- Construction of one room with flush toilet facilities for housing the Branch Post Office.
 - Purchase of Computer/Laptop to encourage computer literacy amongst Gramin Dak Sewaks.
 - Purchase of moped/scooter/Motor cycle which will also facilitate travel for discharging duty like exchange of BO Bag, visit to Accounts Office,



The Target of 100% Covid-19 Vaccination is achieved by the M.P Circle for its Postal employees and their families by organizing a camp on 11.4.2021 and 07.07.2021 dates respectively.

1.6 WELFARE MEASURE AND FACILITIES FOR EMPLOYEES WITH DISABILITIES AND FOR DISABLED CHILDREN OF EMPLOYEES

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

- Reimbursement of the amount spent on purchase of Mechanized Tricycle, subject to a limit of ₹ 2,000.
- Claim of an amount of ₹ 15,000 or 50% of the cost of a Motorized Tricycle whichever is less, from the Circle Welfare Fund. Further, if these employees apply for the grant of scooter advance; their cases are considered sympathetically on priority basis.
- Actual 2nd Class Railway fare from the place of duty to the Artificial Limb Centre and back is also reimbursable from the Welfare Fund for provision of artificial limbs, since such reimbursement is not admissible from any other source.

1.6.2 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 disabled children of Postal employees, apart from the grant of scholarships available to the regular students. Under this scheme, children with disabilities (including orthopedic, visual, hearing, speech and mental), of identified Postal Employees are eligible to get annual scholarship.

1.6.3 TRANSPORT CHARGES FOR CHILDREN:

Transport charges and Hostel/Mess subsidies (in lieu of Transport charges) is allowed to disabled children of Postal employees studying from 1st to 12th standard @ Rs.300 p.m.

in 'A' class cities and @ Rs.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.

Para. 1.7 Amount Disbursed under Departmental Employees Welfare Schemes (Apr to Nov 2021)

S. No.	Name of Scheme	Total Departmental Employees who availed benefit (total of 23 Circle)	Total Financial assistance provided (total of 23 Circle) (₹)
1	Immediate death relief	606	61,17,000
2	Death due to accident while on duty	NIL	NIL
3	Death due to attack by robbers terrorists, riots etc. while on duty	NIL	NIL
4	Death due to attack by robbers terrorists, riots etc. while not on duty.	NIL	NIL
5	Financial Assistance in case of major surgical operations in ailments, like Cancer, brain haemorrhage, kidney failure/transplant, heart surgery etc.	11	2,00,000

S. No.	Name of Scheme	Total Departmental Employees who availed benefit (total of 23 Circle)	Total Financial assistance provided (total of 23 Circle) (₹)
6	Financial assistance to regular Employees suffering from T.B. and also for their family members	NIL	NIL
7	Financial assistance during Extra Ordinary leave and half pay leave due to prolonged illness	NIL	NIL
8	Financial assistance for purchase of mechanical/ motorized tricycle for orthopedically handicapped Employees	1	15,000
9	Incentive in 10th, 12th (in each stream Science, Humanities, Commerce)	25	1,24,235
10	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	229	18,72,180
11	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	3	4,500
12	Scholarship & Transport charges to disabled children	NIL	NIL
13	Scholarships for children of employees appearing for UPSC Examination.	NIL	NIL
14	Financial Assistance to victims of Natural Calamities	NIL	NIL
15	Financial Assistance for Tailoring Centres in Postal Colonies	NIL	NIL
16.	TOTAL	875	83,41,915

Para 1.8 Amount Disbursed under Gramin Dak Sewak Welfare Schemes (Apr to Nov 2021)

S. No	Name of the Scheme	Total Gramin Dak Sewaks who availed benefit	Total Financial assistance provided
A.	Financial Grant		
1.	Financial Assistance to families of deceased Gramin Dak Sewaks to meet immediate expenses following death, irrespective of whether death occurs during duty/outside duty hours.	1,219	1,21,32,000
2.	Death due to terrorist activity/dacoity, while on duty	NIL	NIL
3.	Financial Assistance in case of death of Gramin Dak Sewaks due to riots, attack by robbers & terrorists while not on duty.	NIL	NIL
4.	Financial Assistance in case of death of Gramin Dak Sewaks while being on duty due to accident.	NIL	NIL
5.	Funeral Expenses on death of Gramin Dak Sewaks (payable in cases in which last rites of deceased Gramin Dak Sewaks are performed by brothers or sisters or near relatives in the absence of any other next of kin)	17	3,00,173
6.	Financial Assistance in case of major surgical operations in ailments, like Cancer, brain hemorrhage, kidney failure/transplant, heart surgery etc.	134	21,47,947
7.	Financial Assistance in case of accident of Gramin Dak Sewaks while being on duty, requiring hospitalization for more than three days.	11	1,15,000
8.	Financial Assistance for nutritional diet to Gramin Dak Sewaks suffering from TB (only once for a maximum period of six months, provided the Gramin Dak Sewaks has put in at least six years of service & treatment is taken in government hospital).	NIL	NIL
9.	Grant of Scholarship under educational Schemes to the children of Gramin Dak Sewaks (as per existing terms & conditions).	15	41,180
	IIT, AIIMS and IIM		
	Technical Education		
	(i) Degree		
	(ii) Diploma		
	Non-Technical Degree		
	BA/BSc/B.Com/ Degree in fine Arts		
	ITI Certificate Courses		

S. No	Name of the Scheme	Total Gramin Dak Sewaks who availed benefit	Total Financial assistance provided
10	Incentives for excellence in academic achievement for 10th and 12th Class.	25	22,100
11	Scholarship for physically handicapped children of Gramin Dak Sewaks (for maximum 8 years & as per the existing terms & conditions)	NIL	NIL
12	Financial Assistance in cases of natural calamities, like fire, floods etc.	3	15,000
13	Financial Assistance in cases of Covid 19	87	21,60,041
14	TOTAL	1511	1,69,33,441
B.	Repayable Loan		
(i)	For construction of one room with flush toilet facilities for housing the Branch Post Office.	3	1,50,000
(ii)	For purchase of Computer/Laptop to encourage computer literacy amongst Gramin Dak Sewaks.	21	4,20,000
(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.	21	4,20,000
	TOTAL	45	9,90,000
C.	One Time Payment at the time of retirement		
(i)	Payment as per Para 16.1 (amount varying from Rs. 1000/- to Rs. 11000/-) No. of Gramin Dak Sewaks Employees who availed	1166	12,44,500
	GRAND TOTAL	2722	19,167,941

(h) Gender Empowerment



A Postwoman, Shraddha Pednekar from Maharashtra Circle delivering Posts in Jogeshwari East, PO North West Division



A Sukanya Samridhi Account Beneficiary

1. GENDER & CHILD BUDGET ISSUES

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 constitute a group whose voice is often unheard, prioritizing

for their needs and earmarking budgets accordingly, is critical. As per instruction of The Department of Economic Affairs, Ministry of Finance, through its D.O. No. 1(29)-B(AC)/2004 dated 24th December, 2004 every Ministry/Department has to be establish a Gender Budget Cell (GBC) which has been re-constituted 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 23rd August, 2018.

Department has made a provision of ₹0.15 Crore in BE 2021-22 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.

WELFARE MEASURES FOR WOMEN EMPLOYEES:

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

- (i) Grant-in -aid is admissible to Central Postal Ladies organization (CPLO) and its subordinate organization in the Circles at the rate of ₹ 60,000 for starting a crèche. Non-recurring financial assistance @ ₹20,000 is permitted at the end of every 3 years after the establishment of a crèche and recurring grant @ ₹ 1500 per child p.m. subject to a maximum grant of ₹ 38000 per month for each crèche provided from the Circle Welfare Fund. The recurring

grant is increased every financial year by 10% rounded off to the nearest tenth.

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

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 31.03.2021 is as under:

Annual Return on Cases of Sexual Harassment As on 30.06.2021

TABLE 25

S.No.	Subject	Number of Cases
1	Number of complaints of sexual harassment received in the year	69
2	Number of complaints disposed of during the year	43
3	Number of cases pending for more than 90 days	56
4	Number of workshops on awareness programs against sexual harassment conducted during the year	66
5	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.

(i) Sports & Cultural Activities

2.1 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.

2.2 The objective of the Postal Sports Board is to promote Sports activities in the

Department. The Postal Sports Board receives allocation budgetary from the Central Welfare Fund. During the year 2020-2021 effect of COVID-19 Pandemic hampered the conduct of sports tournaments in India, however DOP was amongst first government departments to organize sports events post onset of pandemic. 4 All India Postal tournaments were conducted. Highlights of the 4 sports events are as below:

Sl. No.	Event	Host Circle	Period	Winner	Runner Up
1.	Table Tennis	Telangana	19 th to 23 rd Jan 2021	West Bengal (Men's Team) West Bengal (Women's Team)	Assam (Men's Team) Gujarat (Women's Team)
2.	Carrom	Uttar Pradesh	9 th to 13 th Feb 2021	Tamil Nadu (Men's Team) Maharashtra (Women's Team)	Assam (Men's Team) Telangana (Women's Team)
3.	Chess	Odisha	15 th to 20 th Feb 2021	Odisha	Tamil Nadu
4.	Badminton	Himachal Pradesh	22 nd to 26 th Feb 2021	Haryana (Men's Team) West Bengal (Women's Team)	Delhi (Men's Team) Assam (Women's Team)

2.3 During current financial year i.e. F/Y 2021-22, AIP Postal tournament of Table Tennis and Wrestling were held in West Bengal and Delhi respectively, 12 All India Postal

Tournaments are scheduled to be held as per below mentioned calendar. Guidelines of MHA and SOP of Ministry of Youth Affairs and Sports are being followed during the said tournaments:

Sl. No.	Event	Name of the Circle	Tentative period
(i)	Table Tennis	West Bengal	17 th to 21 st Nov 2021
(ii)	Wrestling	Delhi	22 nd to 25 th Nov 2021
(iii)	Hockey	Madhya Pradesh	To be finalized
(iv)	Volleyball	Karnataka	6 th to 9 th January 2022
(v)	Chess	Assam	30 th Jan to 5 th February 2022

Sl. No.	Event	Name of the Circle	Tentative period
(vi)	Basketball	Odisha	February 2022
(vii)	Kabaddi	Gujarat	22 nd to 25 th February 2022
(viii)	Athletic & Cycling	Uttar Pradesh	February 2022
(ix)	Carrom	Tamil Nadu	February 2022
(x)	Badminton	Haryana	Feb/March 2022
(xi)	Cricket	To be finalized	To be finalized
(xii)	Football	To be finalized	To be finalized
(xiii)	WL/PL/BP	Telangana	To be finalized
(xiv)	Cultural Meet	To be finalized	To be finalized

3. Postal Sports Control Board, is determined towards sports promotion in Department of Posts. For this purpose, in addition to Postal tournaments, DOP has taken affiliation of multiple Sports Federation viz. Badminton Association of India, Table Tennis Federation of India, Powerlifting India, All India Chess Federation and is in process of getting

affiliation of BCCI and Volleyball federation of India. We nominate national Teams in the tournament organized by federations on regular basis. Further, DOP also takes part in Inter Ministry Tournaments and All India Civil Service Tournaments. We also nominate players for participating in International tournaments.



Glimpses of Chess Competition, Lucknow (UP)

(j) Staff Relations

1. During 2021-22, the Department maintained harmonious and meaningful relations with all the Federations and Service Associations including Associations of Gramin Dak Sevak. The system of periodical meetings with

service Associations was revived to ensure participatory management. The periodical meetings were held in phased manner as per the details below:

S. N.	Federations	Date of meetings
1.	National Federations of Postal Employees	18.11.2021
2.	Federation of National Postal Organizations	24.11.2021
3.	Recognized Non-Federated Associations	02.12.2021
4.	Bharatiya Postal Employees Federation	09.12.2021

2. These meetings were held under Chairmanship of Sh. Alok Sharma, DGPS and attended by Secretary General of all the three Federations viz. Sh. R.N. Parashar (NFPE), Sh. B Shiva Kumar, (FNPO) and Sh. Santosh Kumar Singh, (BPEF). The General Secretaries of the Service Associations affiliated to these Federations also attended the meetings. A separate meeting was held with all the recognized non-federated Service/GDS

Associations. During these meetings, various issues relating to service matter were resolved. In most of the cases, decision was taken during the meeting itself with satisfaction to staff representatives.

3. Sh. Vineet Pandey, Secretary (Posts) too addressed the participating Members of the staff side and urged them the importance of working together and finding solutions amicably for all issues.



Snippets of Table Tennis Tournament, West Bengal

(k) Legal Matters

The number of cases pending in various courts of the Department as on 31.12.2021 is 19442.

2. The number of court cases pending in various courts as on 31.12.2021 is:

(i) Supreme Court:	157
(ii) High Courts:	3823
(iii) District & Session Courts:	1383
(iv) Tribunals:	9785
(v) Others:	4294

Instructions regarding proper handling of court cases by filing counter- affidavit in time mentioning the provisions/ instructions of Department Government monitoring the cases in various courts, implementing the judgement by taking approval of the competent authority 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 the cases where the judgement is not in favour of rules/ regulation of the Government.

2. Instructions regarding reduction of the contempt court case have been issued.

The Circles have been advised to implement the decision of court as far as possible in a time bound manner to avoid contempt of the Court. Emphasis has been made on ensuring close monitoring of the court cases and pursuing of the concerned authorities for early hearing of the case.

3. Circles have also been requested to focus on curbing legal expenditure where there is substantial increase during Financial Year 2020 21 from the previous year.

4. For robust and rigorous monitoring of the court cases, an IT tool is being developed with the assistance of the Karnataka Postal Circle.

5. Instructions were also issued to Circles/ Sections/ Divisions of the Department to upload accurate court case data in the Legal Information Management & Briefing System {LIMBS) Portal and ensuring its updation on regular basis. The Exception cases in the LIMBS portal which was 180 as on 30.11.2021 has been increase to 185 as on 28.01.2022 Instructions were also issued Circles/ Sections/ Divisions for updating the CNR (Court Number Record) and as a result presently, CNR has been updated in 3450 cases of High Courts and 1254 cases of District courts.

(I) Vigilance Administration

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 advisor to the Secretary (Posts) in all matters pertaining to vigilance and acts as a link between the Department of Posts and the Central Vigilance Commission (CVC).

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.

2. The Vigilance Wing is responsible for the following major activities:

- Scrutiny of vigilance complaints and investigation/inquiry of the complaints having vigilance angle.
- Examination of the investigation reports and follow up thereon.
- Coordination with CVC, UPSC, DoP&T and other agencies on vigilance matters.
- Extending assistance / liaison with CBI /Lokpal/ Police & other agencies in inquiry/ investigation of cases.
- Seeking advice from CVC on the cases having vigilance angle.
- Processing of prosecution sanction in corruption cases in respect of Group 'A' and 'B' officers.
- Issues concerning suspension and other departmental actions against the employees involved in vigilance matters.
- Disciplinary proceedings in respect of

Group 'A' and Group 'B' officers.

- Processing the appeal, review and revision petitions in the disciplinary cases in respect of Group 'A' and 'B' officers.
- Issue of Vigilance clearances for officials for different purposes.
- Preparation and maintenance of Agreed List, Officers of Doubtful Integrity (ODI) List and follow up action thereon.
- Conduct of periodic/surprise inspections/ reviews and scrutiny of Audit reports.
- Suggesting systemic / procedural improvements for ensuring transparency and mitigating scope for corruption and malpractices.
- Identification of sensitive/ non-sensitive posts.
- Scrutiny of 'Annual Immovable Property Returns' & 'Intimation of acquisition/ disposal of property' in respect of Group A officers.
- Updating relevant data on Probitry Portal.
- Organizing trainings/ workshops on vigilance matters.
- Observance of 'Vigilance Awareness Week'.

3. Consultation with Statutory/ Constitutional Bodies

- **Consultation with the Central Vigilance Commission (CVC):** CVC is the apex vigilance institution having jurisdiction over all Ministries/Departments/ PSUs etc. for vigilance related matters. Action against Group 'A' officers in cases having vigilance angle is initiated in consultation

with the CVC. The Vigilance Wing of DoP coordinates with the CVC in such matters.

- **Consultation with the Union Public Service Commission (UPSC):** Consultation is required with the UPSC in cases where the Disciplinary Authority is the Hon'ble President of India or disciplinary proceedings are initiated under Rule 9 of CCS (Pension) Rules, 1972. In addition, UPSC is also required to be consulted where the Appellate Authority is the Hon'ble President of India and in Review cases where modification in penalty is proposed. During the period, 16 cases were referred to UPSC for advice.
- **Consultation with the Department of Personnel & Training (DoP&T):** Consultation with the DoPT is required in such disciplinary cases where there is a disagreement between Disciplinary Authority (DA) and the UPSC/CVC. DoP&T is also consulted in cases where

UPSC/CVC advise the DA to consult the DoPT. During the period, one case was referred to DoPT.

4. Complaints

Vigilance Wing of DoP receives vigilance complaints from various sources like President's Secretariat / Prime Minister's Office / CVC / CBI / Members of Parliament / General Public etc. These complaints are scrutinized and taken up for investigation to identify the delinquent officers/ officials and fix responsibility along with the suggestions for systemic improvements, if any, required. During the period, 650 complaints were handled by the Vigilance Wing of the Postal Directorate.

5. Disciplinary Cases

Summary of the disciplinary cases disposed off and pending from 01.04.2021 to 30.11.2021(Actual Data) is as under :-

TABLE 26
Disciplinary Cases

Group	Rule 14 CCS(CCA) Rules, 1965		Rule 16 CCS(CCA) Rules, 1965		Rule 9 CCS(Pension) Rules, 1972		Rule 10 GDS (Conduct & Engagement) Rules, 2020	
	Disposed off	Pending	Disposed off	Pending	Disposed off	Pending	Disposed off	Pending
Group 'A'	8	13	4	0	6	4	0	0
P.S								
Group 'B'	14	15	11	11	18	52	0	0
Group 'B'	33	82	147	92	2	42	0	0
Group 'C'	403	1258	2329	711	57	376	0	0
MTS	28	36	56	7	0	12	0	0
GDS	0	1	1	0	0	0	1226	1788

The summary of the disciplinary cases disposed off and pending from 01.01.2021 to 31.03.2022 (anticipated data) will be furnished later.

6. Vigilance Clearance (VC)

This is an important activity of the Vigilance Wing as Vigilance Clearance is required at

the time of promotion, retirement, review, absorption, obtaining passports, visit abroad and deputation to other organizations and Departments etc. During the period, Vigilance Clearance was issued in respect of 1075 officers/officials for various purposes.

7. Independent External Monitors (IEMs)

In order to ensure transparency, equity and competitiveness in public procurement, CVC has recommended adoption and implementation of the concept of Integrity Pact (IP). Smt. Sushama Vishwanath Dabak, IA&AS (Retd.) Ex-Director General of Audit and Shri Om Prakash (Retd.), Ex-DGP, UP have been appointed as Independent External Monitor (IEM) vide Department of Posts letter No. 77-12/2013-GA dated 12.01.2021 and 22.10.2021 respectively for a period of three years to oversee the implementation of Integrity Pact in the RFPs/Tenders floated by

Department of Posts including all Postal Circles.

8. Observance of Vigilance Awareness Week, 2021

Vigilance Awareness Week (VAW), 2021 was observed from 26.10.2021 to 2.11.2021 as per the CVC guidelines. The theme for the week was “Independent India @ 75 Self Reliance with Integrity” which commenced with the Integrity Pledge taking ceremony. The pledge was administered by Director General Postal Services. Various competitions like essay and debate were held to increase awareness amongst the employees of the Department of Posts to collectively participate in the fight against corruption. During Vigilance Awareness Week, 2021, wide publicity on the instructions regarding non-disclosure of identity of the complainant under PIDPI (Public Interest Disclosure and Protection of Informer) was given as per instructions of CVC.



Vigilance Awareness Week: 2021 was also observed in various field units across the country and various seminars and workshops were organized. 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 the country. The

concluding and prize distribution function was held at Dak Bhawan. Director General Postal Services awarded certificates, mementos and cash prizes to the winners of the competitions held during the week. While observing VAW, 2021, COVID-19 protocol was strictly adhered to at all times.

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

Background:

The Prevention of Money Laundering Act (PMLA), 2002 came into force w.e.f. 01.07.2005. The Act defines money laundering as “any process or activity connected with proceeds of crimes including its concealment, possession, acquisition or use and projecting of claiming it as untainted property.” The Act was amended by the prevention of Money Laundering Amendment Act, 2009 w.e.f. 1st June, 2009. Department of Posts was brought into the ambit of this Act with this amendment wherein Section 2(1)(1) listed Department of Posts in the Government of India as a “financial institution.”

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.

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

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

Initiatives currently underway:

1. The process of CTR submission is made online.
2. Submission of Mutual Evaluation by the Financial Action Task Force.
3. Monitoring of Alerts forwarded by FIU-India and from Enforcement Directorate(ED).
4. Monitoring and closure of SAS-AML Alerts by respective Circle Compliance Officers,
5. **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 transvision software.
6. **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.
7. **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.

III. New Initiatives undertaken:

- a) Process of upgradation of SAS-AML from 5.1 version to 7.1 version.
- b) Process of implementing new reporting format (FINnet 2.0)

IV. Milestones reached:

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

V. Training/inspection carried out

1. For effective AML/CFT monitoring by staff, 30,127 officials have been imparted

training on AML/CFT for the year 2021-22 (January 2021-December 2021).

2. In 2021-22, 20,605 post offices have been inspected with reference to AML/CFT Compliance across the country (January 2021-December 2021).



**Activities in connection with World Thrift Day at Attingal HO
Thiruvananthapuram North Postal Division, Kerala**

(n) Public Grievances & Right to Information

i) Background: - 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.

ii). Initiatives Currently Underway: -

a) Centralized Public Grievance Redress and Monitoring System (CPGRAMS):- Revamping of Centralized Public Grievance Redress and Monitoring System (CPGRAMS) was done by mapping over 1.5 lakh Post Offices till the level of Branch Post Offices by intuitive navigation of complaints to the line-end offices for faster resolution of grievances. Department of Posts was the first Department to revamp CPGRAMS in collaboration with Department of Administrative Reforms & Public Grievances. This version not only saves time of resolution but also reduces human intervention by bypassing infructuous levels. The option of remedy of Appeals against resolution was provided to the complainants on CPGRAMS in Jan 2021.

b). SAP Based Customer Relationship Management (CRM) Platform:- Department has rolled out SAP based platform on 30.12.2019 and moved on from Computerized Customer Care Centers 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 26072 points to 30798.

c) India Post Call Centre (IPCC): The Department rolled out India Post Call Centre (IPCC) on 01.06.2018 in Varanasi. The facility of Interactive Voice Response System (IVRS) in IPCC is available for customers 24*7*365. Presently, IPCC is working in eleven languages mapped with geographical locations of the customers. 1.57 crore calls have been serviced in IPCC since its inception. Postal Life Insurance/ Rural Postal Life Insurance and Financial Services functionalities have been integrated in IPCC which enables IPCC to disseminate citizens' centric information to the citizens.

d) Social Media Cell: Social Media Cell is an independent entity and deals with the Twitter, Facebook & Instagram accounts of the Department of Posts. Social media team has been strengthened and its working hours have been extended from 8 hours a day to 16 hours a day. Consequently, the overall average first response time was brought down to 2 hours from over 4 hours.

e) 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 in June 2021.

f) Implementation of Dynamic Queue Management System (DQMS) in Post Offices: Dynamic Queue Management System (DQMS) has wire based calling terminal which is available at counters and operates on a stand-alone software. A dispenser with thermal printer is available at the entry gate. DQMS has been installed in 340 Head Post Offices having six or more than six working counters. This has helped the public in reducing waiting time, increase in processing capacity, providing comfort level to staff and customers and monitoring customer flow.

g) Implementation of Right To Information Act 2005: RTI on-line web portal was developed by the Department of Personnel & Training (DOP&T) for disposal of online RTI applications/appeals. Department of Posts is the first Central Public Authority to take this portal to field offices level. Till 31.12.2021, on-line accounts of 1258 CPIOs and 178 FAAs have been created all over the country who are disposing RTI applications and appeals.

iii) New Initiatives Undertaken: -

a) 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. 2278 grievances have been resolved within the prescribed timeline of 3 days since the creation of this category i.e. from 30.03.2020.

b) India Post Call Centre (IPCC): During the period of lockdown and ongoing pandemic, IPCC provided a single window interface to the citizens. It facilitated the process of providing information with regard to availability of postal services to

the citizens and resolution to their queries. IPCC serviced over 82.5 lakh calls during the period of pandemic.

c) Social Media: Social Media platform 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. 4.46 lakh grievances have been resolved during the period of pandemic.

d) Special Campaign to reduce pendency from 2nd Oct to 31st Oct 2021: Among all Ministries/Departments of Government of India, Department of Posts also participated in the special campaign from 2nd Oct to 31st Oct 2021, to reduce pendency. During the special campaign, the Department ensured significant disposal of Public Grievances, references from Members of Parliament, State Governments and Parliament Assurances. Further, all efforts were taken to improve records management, weeding out of files and overall cleanliness of Government Offices. In the cleanliness drive, continuous cleanliness of indoor and outdoor spaces was carried out in the right earnest during the campaign to make a perceptible difference from the routine cleanliness. A total of 810 sites were covered in this cleanliness drive. Scrap was identified for disposal in the headquarters i.e. Dak Bhawan as well as in Postal Circles. Continuous monitoring and enthusiasm of Officials resulted in disposal of scrap to the tune of ₹1.05 crore.

The effort taken by the Department of Posts during the Special Campaign held from 2nd Oct to 31st Oct, 2021, was noticed and applauded by Hon'ble Prime Minister in his nationwide address of "Mann Ki Baat" on 26.12.2021. The Hon'ble PM said that:

“Special campaigns are also being run in ministries and departments to remove the old and pending material. Some very interesting things have happened through this campaign. When this cleanliness drive was started in the Department of Post, the junkyard there became completely empty. Now this junkyard has been turned into a courtyard and cafeteria. Another junkyard has been converted into a parking space for two wheelers.”

iv) MILESTONES REACHED:

- Hon'ble Prime Minister applauded the efforts taken by the Department during the Special Campaign in his nationwide address of “Mann ki Baat” on 26.12.2021.
- The revamping of CPGRAMS was done by mapping all the Post Offices (1.55 lakh) upto the level of Branch Post Offices for better navigation of complaint to the line-end office.
- The option of remedy of Appeals against resolution was provided to the complainants on CPGRAMS in Jan 2021.

v) Statistical Tables & Graphs:

TABLE 27

a) Centralized Public Grievance Redress And Monitoring System (CPGRAMS):

S. No.	Year	Grievances Received during the period including B/F	Grievances resolved during the period	% of settlement	Average Disposal Time (Days)
1.	01.04.2021 to 31.12.2021	40835	39935	98	16

b) India Post Call Center (IPCC):

S. No.	Year	Calls received	Grievances Received during the period	Grievances Settled during the period	% of settlement
1.	01.04.2021 to 31.12.2021	43,02,743	87721	85527	97.5

- A special category of “COVID-19” was formed on CPGRAMS on 30.03.2020 and all the grievances received in this category have been resolved within prescribed time limit.
- The outreach of the Department has been increased from 26072 to 30798 on SAP based Customer Relationship Management (CRM) platform.
- Postal Life Insurance/Rural Postal Life Insurance and Financial Services functionalities have been integrated in IPCC which enables IPCC to disseminate the citizens' centric information to the citizens.
- Department of Posts has successfully participated in the special campaign from 2nd Oct to 31st Oct 2021 run by Department of Administrative Reforms & Public Grievances (DARPG) disposal of Public Grievances, references from Members of Parliament, State Governments and Parliament Assurances.

c) Social Media:

S. No.	Year	Complaints Received	Complaints Settled	% of settlement
1.	01.04.2021 to 31.12.2021	2,15,277	2,13,508	99.17

d) Right To Information:

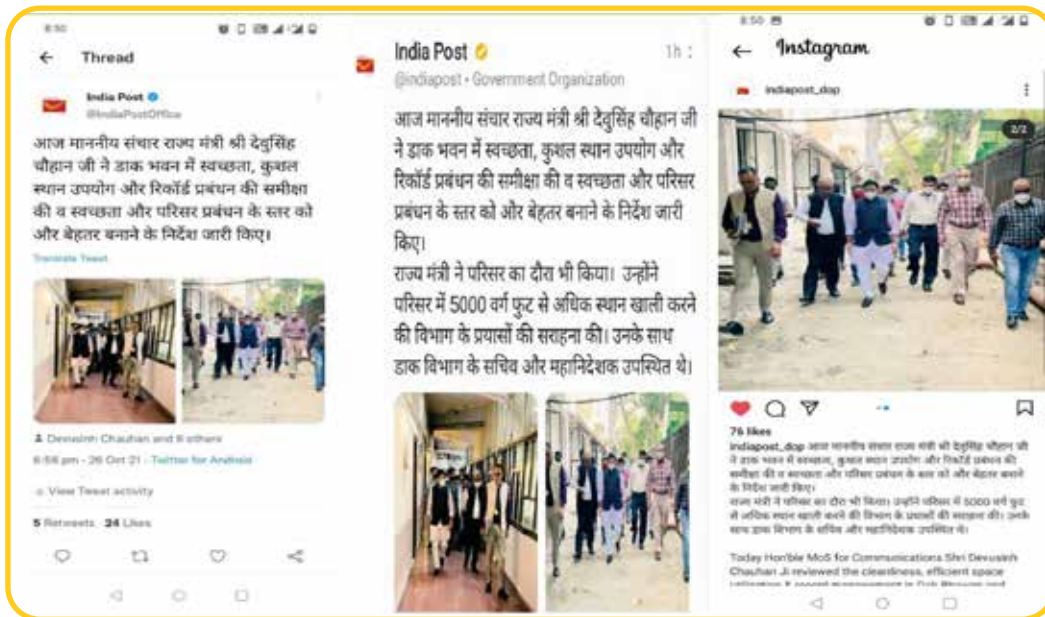
i) RTI Requests received and disposed under RTI Act 2005 (01.04.2021 to 31.12.2021):

Description	RTI Requests received	Total Requests received (online + physical)	Total Requests disposed (online + physical)
Physical RTI Requests received	38632	71768	67745
Online RTI Requests received	33136		

ii) First Appeals received and disposed under RTI Act 2005 (01.04.2021 to 31.12.2021):

Description	Applications received directly + Opening balance	Total First Appeals received (Online + Physical)	Total First Appeals disposed (Online + Physical)
Physical First Appeals received	4753	7348	6678
Online First Appeals received	2595		

Visit of the Minister of State for Communications to monitor progress during Special Campaign



BACKYARD- DAK BHAVAN

Glimpses of Cleanliness work done by the Department of Posts during the Special Campaign in the month of October, 2021



Renovation work done during the special campaign at the entrance of Dak Bhawan, New Delhi.



Cleanliness work done during the special campaign at the backyard area of Dak Bhawan, New Delhi.

TABLE 28

PUBLIC GRIEVANCES RECEIVED, SETTLED AND PENDING DURING 2020-21					
(in number)					
Name of Circle	Opening Balance	Received	Total	Settled	Pending
Andhra Pradesh	2388	13553	15941	15118	823
Assam	1166	16851	18017	17662	355
Bihar	2316	46732	49048	47876	1172
Chattisgarh	541	9190	9731	9529	202
Delhi	41072	148537	189609	160193	29416
Gujarat	5165	48094	53259	50967	2292
Haryana	9138	43902	53040	50653	2387
Himachal Pradesh	136	6606	6742	6524	218
Jammu & Kashmir	4992	11768	16760	16293	467
Jharkhand	3684	12484	16168	15371	797
Karnataka	8418	60034	68452	66577	1875
Kerala	4175	33970	38145	36696	1449
Madhya Pradesh	2097	41662	43759	42662	1097
Maharashtra	10628	130767	141395	137583	3812
North Eastern	1178	7737	8915	8742	173
Odisha	2018	22157	24175	23608	567
Punjab	15241	50997	66238	65097	1141
Rajasthan	1406	64908	66314	65312	1002
Tamilnadu	7022	63468	70490	69254	1236
Telangana	5235	49419	54654	53635	1019
Uttar Pradesh	17299	111549	128848	123100	5748
Uttarakhand	1568	14560	16128	15439	689
West Bengal	720	86991	87711	87014	697
Army Postal Service	170	1746	1916	1833	83
Total	147773	1097682	1245455	1186738	58717

(o) International Cooperation

1. Background:

International Business and Cooperation

1. International Relations and Global Business Division coordinates matters relating to International Business and Cooperation of the Department of Posts. These include multilateral transactions and 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 organisations. 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 organisations 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.

India at the Universal Postal Union (UPU)

3. India is one of the earliest active members of the UPU, a specialised 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 organisation fulfils an advisory, mediating and liaison role, and provides technical assistance where needed. The UPU also aims to promote international cooperation in this sphere and regulates the entire gamut of international postal affairs through its various bodies and

multilateral agreements. In the current cycle, India is the Co-Chair of the Committee 4 (Postal Financial Service) of the Postal Operations Council (POC) with Vietnam.

4. The main bodies of the UPU are: (i) the Congress; (ii) the Council of Administration (CA); (iii) the Postal Operations Council (POC); and (iv) the International Bureau. 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. The Committees consider various proposals and submit their reports to the plenary meeting where these are put to vote by member countries.

A delegation from India led by Secretary (Posts) participated in the 27th Universal Postal Union (UPU) Congress held in hybrid mode (physically as well as online) at Abidjan, Cote D'Ivoire in August, 2021.

5. India contested elections for the membership of the Council of Administration (CA) and the Postal Operations Council (POC) at the Congress. These two Councils provide continuity to the work of the Union through its Committees between the Congresses to implement the UPU strategy adopted for the next four years. India won the elections to the Council of Administration with 134 votes and the Postal Operations Council with 106 votes out of 156 countries present and voted. India had the highest number of votes in Council of Administration elections from Southern Asia and Oceania region which was also the third highest in the Union. Memberships in these councils will provide India the opportunity to participate in the proceedings of these Councils and propagate for the policies suitable to its interests.

Asian Pacific Postal Union (APPU)

6. APPU is a Restricted Union which is affiliated to the Universal Postal Union with a membership of 32 countries. It aims to facilitate the postal exchanges in the region and to promote cooperation in postal services of Member countries. India 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 Union.

7. Participation in International Meetings

- A nine member delegation from India participated (physically and online) in 27th UPU Congress at Abidjan, Cote D'Ivoire which was held in a hybrid manner during 9th to 27th August, 2021.
- A two member delegation represented India at CA, POC and EMS General Assembly Meetings at Berne, Switzerland from 18th to 26th November, 2021.
- A two member delegation visited Vienna, Austria during 12th to 14th October, 2021 to take part in the UPU World Leaders Forum.
- A one member delegation participated in the QSF Board meeting held at Berne, Switzerland during 13th to 15th October, 2021.
- Indian delegation participated in the meetings of the Executive Council of Asian Pacific Postal Union (APPU) held during 21st June to 20th July, 2021 via video conferencing.
- Elections were held during the Asia Pacific Post Cooperative (APP Coop.) General Assembly online on 05.07.2021. India Post won the elections and is now an elected member of the APP Cooperative Management Board. This will provide India Post opportunity to involve in the policy decision making of the Asia Pacific Post as an elected Board member.

8. Bilateral Meetings

- (i) Hon'ble Minister of State for Communications Shri. Devusinh Chauhan held meetings with his Vietnamese counterpart H.E. Nguyen Manh Hung, Minister of Information and Communications, Viet Nam and his delegation on 17.12.2021. A "Letter of Intent" was signed between the two countries for enhanced cooperation in the fields of Posts. The 'Letter of Intent' recognises the joint objectives of both the countries to facilitate cooperation in the field of Posts, promote sharing of information and experience, cooperate to implement projects in Human Resource Development and to promote enhanced cooperation of postal designated operators and service providers of both the countries.
- (ii) An online meeting was held between India Post and Bhutan Post on 10.11.2021 as a follow up to the bilateral discussions on various issues of mutual interest identified by both the sides. Several aspects of mutual collaboration such as Financial Services, Training, Technical Support, Data Sharing Agreement, E-commerce and Transit Services were discussed at the meeting and teams were formed to take the cooperation forward.
- (iii) The Second round of Postal Services Dialogue was held with Japan in November, 2021. Possibilities on working together on different technological aspects related to Postal Services such as Artificial Intelligence for dynamic scheduling, automation in mail/ parcel processing etc. were deliberated upon. Both the Posts are working towards collaborative projects for the future.

2. Milestones achieved:

(a) Postal Services Data Sharing Agreement

Department of Posts, has started exchange of electronic data of international postal

items prior to their physical arrival at the destination with more than 120 postal operators by acceding to a multilateral data sharing agreement for Electronic Exchange of Postal Services Data. By advance data sharing the agreement has enabled expedited customs clearance of postal items in line with the evolving global postal framework. This will also improve the performance of postal services in terms of reliability, visibility and security.

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 India to different parts of the world.

(b) PRIME USPS Tracked Service Agreement with USPS

The Department of Posts has finalised acceding to the PRIME USPS Tracked Services Agreement in October 2021 with USPS. This will enable exchange of tracked packet products between India and the USA. Extension of the ITPS service to the USA through this agreement is expected to facilitate exports of e-commerce items to the USA as well as increase inbound traffic.

3. Significant Circle / Regional / local initiatives:

Letter -Writing Competition, 2021

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

Inauguration of International Business Centre at Surat, Gujarat:

International Business Centre at Surat, Gujarat was inaugurated on 3.11.2021 in the presence of Hon'ble Minister of State for Communications Shri Devusinh Chauhan, Hon'ble Minister of State for Railways and Textiles Ms. Darshana Jardosh and Hon'ble Member of Parliament Shri C. R. Patel. This International Business Centre will facilitate promotion of exports through the Postal channel from South Gujarat region.



**Hon'ble MoSC Shri Devusinh Chauhan
at Inauguration of International Business Centre at Surat, Gujarat**

(p) Marketing and Social Media

1. Marketing Division in its changing role is also taking a number of steps to increase the visibility and awareness about postal products and services. In the current fiscal, the Department has undertaken several activities/ campaigns for the marketing of its products and services which include release of advertisement in Radio, TV, erection of hoardings, etc. The Social Media handles are being utilized for marketing of its products and services on a regular basis.

2. Apart from this, the Department of Posts is among the first few Departments of Government of India to set up its social media accounts. This enabled the Department in engaging with its customer base directly. So far, the Department of Posts has over 308.8K followers on Facebook, 323.8K on Twitter, 10k on Instagram and 204.9K on KOO. Videos related to the Department of Posts and various schemes of the Department are being uploaded on YouTube. There is constant update on the activities undertaken by the Department and promotion of Departmental products is being done on daily basis.

3. 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, updates to the citizens about the Government initiatives, services being provided by the Department, and activities undertaken are being done.

5. Under the initiative of the Government of India, Ministry of Information and Broadcasting shared creative for promotion and publicity of "Pradhan Mantri Garib Kalyan Anna Yojana" PM-GKAY Food grains through Post Offices. This special scheme was initially available for 2 months (May & June) which was extended to November 2021. The creative on PM-GKAY was displayed in 16,211 Departmental Post Offices across the country.

6. Under the initiative of the Government of India, Ministry of Information and Broadcasting shared creatives on:

- a. Jan Andolan Campaign 2021 with renewed emphasis on 'Dawai bhi, Kadai Bhi' with focus on the five-fold strategy viz Testing, Tracing, Treatment, COVID appropriate behaviour and Vaccination which was shared to all Circles on 08.04.2021.
- b. "Vaccines for all, Free for all" campaign in the month of June 2021.
- c. India's achievement of "100 Crore vaccination mark".

The posters were displayed in 62,162 Post offices and 561 Mail Motor Vans across the country which were also shared on the Social Media Handles of the Department.

7. In the online campaign for celebrating **Azadi ka Amrit Mahotsav** which is being coordinated by the Ministry of Culture, a major event relating to rendering of National Anthem of India (Rashtragaan) was done through the link <https://rashtragaan.in/> which was shared to

all Directorates/Divisions/Sections of the Department and also to the Circles. A total of 2,11,608 Departmental Employees took part in the online campaign.

8. An online quiz competition was held over the Social Media Handles of the Department of Posts in commemoration of Azadi ka Amrit Mahotsav in the run up to Independence Day 2021. Four winners were selected from four Social Media Handles of the Department which was declared on 15th August 2021 and were presented with goody bags.

9. In regard to dissemination of information about the constitutional right to legal aid and availability of free legal aid services, NALSA has entered into a collaborative project with the Department of Posts for Nation-wide sensitization through all Post offices across India. This dissemination of information of NALSA is being provided free of cost as a social obligation of the Department of Posts.

10. 11th Oct to 17th Oct 2021 was celebrated as India Post- Azadi Ka Amrit Mahotsav ICONIC Week, during which various activities, programs, webinars were conducted and also promoted on social media in collaboration with PIB and MyGov. The ICONIC week had a total reach of 953183 on Twitter, 70528 on Instagram and 295962 on Facebook. There was a total engagement of 28094 on Twitter, 12168 on Instagram and 16219 on Facebook. The ICONIC week is briefly described as below:

a) As engaging activities, a week-long activity for audience in collaboration with My Gov was organised where audience were asked to share snap/photo of their

preserved letters/postcards along with brief touching story about it, at My Gov platform. Also, on Philately day, audience were requested to share their first stamp collected with the story behind it. There were 710 participants on preserved letters/postcards and 136 participants on first stamp collected.

b) Webinars on the themes of **“How India Post is contributing towards financial inclusion in rural areas”**, on **“Postal Life Insurance-Insuring Lives & Assuring Happiness”** and **“India Post for MSME, Small Business, Artisans “Aatmanirbhar Bharat’s Logistics partner”** were live streamed on YouTube handle of the Department with a total of 871 views.

c) In respect of on ground activities, various financial inclusion Melas with special focus on Sukanya Samridhi Yojana, PLI/RPLI were conducted across the country. Coverage on the Melas were done on the Social Media Handles of the Department. More than 2.10 lakhs Sukanya Samridhi Accounts were opened in 2363 financial inclusion Melas held and more than 1.10 lakh lives were insured in 7995 PLI/RPLI Melas held across the country.

d) Documentary on India@75 (Azadi ka Amrit Mahotsav), as provided by Ministry of Culture were displayed in about 10,358 Melas Pan India to bring awareness and special cover on India@75 in consultation with Ministry of Culture was release which was also displayed through the Social Media Handles of the Department.

- e) On 14th October 'Business Development Day', a total of 1.16 lakhs Aadhaar transactions (enrollment/ updation) were done in 1641 Camps/Melas across the country and the same was also shared through the Social Media Handles of the Department.
- f) 103 Special Covers on Unsung Heroes of the respective State / UT in consultation with Ministry of Culture were released on Philately Day and the same were shared on Social Media Handles of the Department.



Various Social Media Handles of Department of Posts

(q) Official Language

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 acquainted 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 2021-22 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 Para, Cabinet Notes, replies of RTI Applications, Philately related work, Recruitment Rules, Speeches of Honorable 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 apprised with the various rules etc. of the Official Language Department.

5. During F.Y. 2021-22 (up to 31.12.2021), 08 Subordinate offices of DOP were inspected by IInd Sub-Committee of Parliamentary Committee on Official Language; Questionnaire used in these inspections were reviewed by DOP Head Quarter. For the successful conduct of these inspections, DDG(EMM/OL) has represented the DOP Head Quarter in these inspections.

6. This year Hindi Fortnight was observed from 13th to 27th of September, 2021. During this Fortnight total 07 Hindi competitions were organized. 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 2021-22.

7. In every quarter of the year, Hindi Workshops are being organized. In the last quarter, Hindi workshop was organized on 10-12-2021. A total of 20 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 offices.

8. 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 17.12.2021. The Department of Posts regularly reviews the quarterly reports concerning to the Official Language with regard to its various offices located in different parts of the country.

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****Audit Report No. 3 of 2021, Union Government****(Ministry of Communications)****Department of Posts**

Six (6) paras of C&AG of India are pending in the Department of Posts as on date.

1. Irregular hiring of Casual Labourers without Contract/ Agreement:-

Department of Posts directly hired/ engaged casual labourers on daily wages for various tasks like mail sorting, delivery of mails, loading and unloading of mails/ parcels and back office work etc., without entering into valid contracts/ agreement in contravention of the General Financial Rules (GFR), orders and instructions issued by the Department of Posts from time to time on outsourcing of man power. The irregular expenditure incurred on outsourced manpower in 18 Postal Circles was Rs. 95.94 crore.

(Para No. 3.1 of Report No. 3 of 2021)

2. Loss of Rs. 12.22 crore and liability of Rs. 15.33 crore due to non-execution of MoU.

Postal Directorate issued instructions in March 2017 directing the Circles to enter into a special tie- up or MoU with the respective State Governments to claim service charges from them for the value- added services provided in disbursement of MGNREGS wages. Andhra Pradesh and Telangana Postal Circles failed to follow these instructions and did not enter any such tie-up/MoU with the State Governments. This resulted in loss of Rs. 27.55 crore since they could not get the expenditure reimbursed from the State Governments in the absence of a tie-up/MoU.

(Para No. 3.2 of Report No. 3 of 2021)

3. Non-recovery of Building and Other Construction Workers Welfare Cess:-

Seven Postal Circles under Department of Posts failed to recover the Building and Other Construction Workers' Welfare Cess (BOCWWC) under the BOCWWC Act, 1996 amounting to Rs. 1.93 crore from contractors' bills. This resulted in cess of this amount not being remitted to the concerned State Building and Other Construction Workers' Welfare Boards.

(Para No. 3.3 of Report No. 3 of 2021)

4. Irregular retention of pension contribution under New Pension Scheme (NPS) by Department of Posts:-

The Department of Posts irregularly retained both the employee and employer's share of the pension contribution under NPS amounting to Rs. 19.16 crore during the period 2011-18, resulting in monetary loss of Rs. 1.88 crore to the concerned employees due to failure to invest these contributions in Trustee Banks.

(Para No. 3.4 of Report No. 3 of 2021)

5. Infructuous expenditure on procurement of Remotely Managed Franking Machines:-

Department of Posts (July 2010 and August 2011) decided to introduce and procure Remotely Managed Franking Machines (RMFMs) for Departmental use, in place of Electronic Franking Machines. Accordingly, in eight Postal Circles 159 RMFMs were procured at a cost of Rs 2.51 crore of which 104 RMFMs worth Rs 1.47 crore, were lying unutilised due to compatibility, capacity and maintenance issues, rendering the expenditure infructuous.

(Para No. 3.5 of Report No. 3 of 2021)

6. Excess expenditure on Energy Charges due to application of incorrect tariff categorization:-

Maharashtra Postal Circle incurred avoidable excess expenditure of Rs. 58.41 lakh by accepting incorrect category of tariff on energy charges billed by electricity authorities.

(Para No. 3.6 of Report No. 3 of 2021)

TABLE 30

Audit Report Paras Pending

Details of Audit Report Paras pending with the Department of Posts and their disposal status as on 31.12.2021.

SI. No.	Number and year of the Report	Number of paras/ PA report on which ATNs have been submitted to PAC after vetting by Audit (to Monitoring Cell)	Details of paras/ PA Report on Which ATNs are pending		
			Number of ATNs not sent by the Ministry to the Audit even for the first time	Number of ATNs sent but returned with observations and audit is awaiting their resubmission by the Ministry	No. of ATNs which have been finally vetted by audit, but have not been submitted by the Ministry
1	3 of 2021	Nil	6	Nil	Nil
	Total	Nil	6	Nil	Nil

Department of Posts and their disposal status as on 31.12.2021.

Total C&AG Audit paras pending as on 31.12.2021= 6

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

(s) Postal Accounts & Finance Wing

Accounting & Finance section has a very significant role in the functioning of the department. PAF Wing organized various workshops for brainstorming, imparting technical knowledge and skill upgradation, and overview and follow up on issues that are faced by circle Pay & Accounts Offices.

1. WORKSHOP ON ROSTER MANAGEMENT & RECRUITMENT MANAGEMENT was organized from 28.09.2021 to 29.09.2021 in PAO, Delhi. A post workshop activity in all the PAOs was charted out for processing cadre review proposals of Group 'C' & Group 'B' officials/ officers in Department of Posts to be further submitted to DoP&T.

2. Workshop on MODIFIED INTERNAL AUDIT MECHANISM IN DOP was conducted in Nagpur from 23.11.2021 to 25.11.2021, whereby the issues pertaining to modified Internal Audit Mechanism as well as system audit were deliberated alongside the other issues of internal audit pertaining to NPS, NPS-Lite, NPS-All Citizen Model and Atal Pension Yojana (APY) by inviting officials from IA&AD, PFRDA and NSDL.

3. ACCOUNTS WORKSHOP was conducted at Bengaluru from 01-12-2021 to 03.12.2021 on the topics – ATM Accounting & Reconciliation, Grid Clearance, Amount in Suspense Account, IPPB Reconciliation, CBS-PLI Integration.

4. LIMBS WORKSHOP was held from 22.12.2021 to 24.12.2021 in PAO, Lucknow

for imparting technical expertise and skill upgradation in legal matters. Officers/Officials from division/ circle offices and PAOs participated in this workshop. Further, court case management, flow of data from field offices to Headquarters, timely submission of petitions, vetting of para wise comments was also discussed.

RELEASE OF REVISED POSTAL ACCOUNTS MANUAL (PAM) Volume I BY SECRETARY (POSTS) – 2nd Edition August 2021



Keeping in view several changes made over the years in postal operations, specifically automation at different stages and addition of various goods and services over the time, the Postal Accounts Manual Volume I, 1986 - 1st Edition was revised in the year 2021 and the 2nd Edition of PAM was released in August, 2021 by Secretary (Posts). The Manual contains comprehensive procedural aspects of Postal Accounts.

(t) Setting up of New Postal Division

- (i) A new Postal Division, namely Jaisalmer Postal Division, was created on 28.04.2021 by bifurcation of existing Jodhpur Postal Division in Western (Jodhpur) Region of Rajasthan Circle.
- (ii) A new Postal Division, namely Satna Postal Division, was created on 28.04.2021, by bifurcation and reorganization of 3 Postal Divisions, namely Chhatarpur, Rewa and Shahdol Divisions in M. P. Circle.
- (iii) A new Postal Division, namely B. Deoghar Postal Division, was created on 18.10.2021 by bifurcation of existing Santhal Pargana Division, Dumka in Jharkhand Circle



**DEVELOPMENT
ACTIVITIES IN NORTH
EAST AND SIKKIM**

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 2919 persons respectively.

4. International Mails

"In order to enable the commercial integration of the people of the North-East region to mainstream commerce, Sub-Foreign Post office (SFPO) in Guwahati and International Business Centre (IBC) in Shillong are being set-up in the North Eastern States. This will benefit the International mails originating from North eastern states. It will also boost export and will bring socio-economic development in the region. Funds to the tune of Rs. 2.26 Cr. are allocated for SFPO Guwahati and Rs. 40 Lakhs to IBC Shillong during the FY 2021-22"

5. Details of major developmental activities initiated during the period 01.04.2021 to 31.12.2021 in the North East Region, State – wise are given below:

TABLE 31

Major Development Activities in North East		
Sl No.	Name of the State	Details of Major Development Activities
1.	Assam	(a) Infrastructural upgradation has been done in 10 Computerized Registration Centers (CRC), 10 Unregistered Mail Hubs and 02 Business Processing Centers (BPC) (b) Infrastructural upgradation has been done in 02 National Sorting Hubs (Speed Post), 04 Intra Circle Hubs (Speed Post) and 03 Book Now Pay Later (BNPL) Offices. (c) 583 new mobile phones have been supplied for being used for Postman Mobile Application (PMA) (d) 845 Letter Boxes have been covered under e-clearance of Letter Boxes
2.	Arunachal Pradesh	(a) Infrastructural upgradation has been done in 01 National Sorting Hub (Speed Post) (b) 19 Letter Boxes have been covered under e- Clearance of Letter Boxes.
3.	Manipur	(a) Infrastructural upgradation has been done in 01 National Sorting Hub (Speed Post) (b) 53 Letter Boxes have been covered under e- Clearance of Letter Boxes.
4.	Meghalaya	(a) Infrastructural upgradation has been done in 01 National Sorting Hub (Speed Post). (b) 30 Letter Boxes has been covered under e- Clearance of Letter Boxes.
5.	Mizoram	Infrastructural upgradation has been done in 01 National Sorting Hub (Speed Post)
6.	Nagaland	(a) Infrastructural upgradation have been done in 01 National Sorting Hub (Speed Post) (b) 08 Letter Boxes have been covered under e- Clearance of Letter Boxes.
7.	Tripura	(a) Infrastructural upgradation has been done in 01 National Sorting Hub (Speed Post) (b) 204 Letter Boxes have been covered under e-Clearance of Letter Boxes.

* In order to meet the demands of customers, Postman Mobile Application (PMA) is being used by the Department of Post for updating the delivery status of postal articles on a real-time basis. 556 new mobile phones have been supplied in the North East Circle for being used for Postman Mobile Application.

** Electronic clearance (e-Clearance) of Letter Boxes is being done through inhouse developed software 'Nanyatha' which enables electronic monitoring of the clearance of Letter Boxes.

Speed Post (Document) Revenue from 01.04.2021 to 31.12.2021 is
North East - Rs. 6.53 Crore and Assam - Rs. 7.48 Crore

Speed Post Revenue Generation (01.04.2021 to 31.10.2021)

North East Circle - ₹ 5.31 Cr Assam Circle - ₹ 5.47 crore

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	Grievance Received (01.04.2021 – 31.12.2021)	Grievance Resolved (01.04.2021 – 31.12.2021)	Resolution Rate
1.	Centralized Public Grievance Redress and Monitoring System (CPGRAMS)	4844	4793	98.9 %
2.	India Post Call Centre (IPCC)	1901	1962	98 %
3.	Social Media (Twitter, Facebook & Instagram)	12632	12529	99.2 %

7. Technology Induction: The network availability has been increased in the Post Offices of NER region from 990 Post Offices (April 2020) to 1048 in December 2021 to ensure stable connectivity at the post offices of NE Region. Further, the Technically Non-Feasible location has been reduced from 76 in April 2021 to 18 in December 2021 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 lakh and for Philatelic operations NE Circle, Assam Circle and Sikkim (under West Bengal Circle) have been allotted ₹28 lakh.

The details of philatelic Exhibitions organized in NER region (so far) are as under:

1. Virtual Exhibition (www.indiaat75ne.com) was organized by NE Circle in

association with Department of Art & Culture, Govt. of Meghalaya w.e.f. 9.8.21 to 15.8.21.

2. Virtual district level Exhibition was Organized at Sikkim Division w.e.f. 29.11.21 to 30.11.21 on the theme Vishwaguru Bharat.
3. Virtual Philatelic Exhibition was organized in Agartala w.e.f. 10.1.22 to 12.1.2022

9. Marketing Initiatives of Postal Products:

- i. Release of advertising through Radio Jingles of India Post products via Radio in RED FM across NE Region.
- ii. Printing of posters for Azadi Mahotsav and display of the same in Post Offices.
- iii. Advertisement of "Pradhan Mantri Garib Kalyan Anna Yojana" PM-

- GKAY Foodgrains through 456 Departmental Post Offices for promotion and publicity.
- iv. Under the initiative of the Government of India, Ministry of Information and Broadcasting shared creatives for campaign which were displayed in 2705 Post Offices in NE. The campaigns which were also covered in Social Media Handles are:
- a) Poster of Jan Andolan Campaign 2021 with renewed emphasis on 'Dawai bhi, Kadai Bhi' with focus on the five-fold strategy viz Testing, Tracing, Treatment, COVID appropriate behaviour was displayed.
 - b) Poster on "Vaccines for all, Free for all" campaign, an initiative of the Government of India, was displayed in the month of June 2021.
 - c) Poster on achievement of "100 Crore vaccination mark", was displayed in Post Offices.
- 10. Training imparted:** Training imparted in North Eastern Region during the period from 1st January, 2021 to 31st December, 2021

TABLE 32

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	214	1098	100	171	1493	3076
Arunachal Pradesh	17	126	0	8	11	162
Manipur	56	121	0	3	59	239
Meghalaya	14	128	1	17	170	330
Mizoram	11	32	1	12	30	86
Nagaland	10	92	0	3	56	161
Tripura	25	167	4	23	179	398
Sikkim	11	30	0	11	27	79
Total	358	1794	106	248	2025	4531

Some photographs of Postal Training Centre, Guwahati are enclosed.



PTC Guwahati



Rangapahar Lan (With Seat capacity 30 connected with digital display board, AC, Wifi, Lan, sound system etc)

**INDIA POST PAYMENTS
BANK LIMITED**



INDIA POST PAYMENTS BANK LIMITED

1. Background

- (i) With a clear financial inclusion mandate, India Post Payments Bank (IPPB) has come a long way over the last three years to stand true to the Vision statement of the bank: To build the most accessible, affordable and trusted bank for the common man in India. IPPB along with the robust and vast distribution physical network of Department of Posts, have been trying to build on the synergies to reach out to the intended target segments and bring formal banking to their doorstep.
- (ii) Hon'ble Prime Minister Shri Narendra Modi had launched the bank on 01.09.2018, and since then more than 136,000 Post Offices have been enabled to provide banking facilities out of which 1,10,000 are in rural India leading to banking infrastructure increasing by almost 2.5 times in the rural areas. Postmen & Gramin Dak Sevaks (GDS) numbering almost 1.9 lakh have been provided the right training, technology and the devices, to convert them from just postal service providers to mobile bankers who are fully capable of providing Doorstep Banking Services to the customers of IPPB as well as of other banks, who find accessing their banks difficult. The enablement of post offices to provide banking services has reduced the average 'distance to a rural banking service point' from 5-6 kms (rural bank branch infrastructure) to 2.5 km (average distance to a post office).

The sheer ability of the last mile doorstep banking service providers (postmen and GDS) to reach every village on an almost daily basis has brought down the distance to access banking services to '0 kms', thus truly capturing the essence of Aapka Bank, Aapke Dwaar.

A Financially Inclusive Ecosystem

- Nearly 50% of Accountholders Women
- 98% of Accounts Opened at Customer's Doorstep
- Over 68% of Accounts held by Women Receive DBT
- 90% of Customers from Rural Areas
- 24.01 Lakh RuPay Debit Cards Issued
- 8.38 Lakh Digital Life Certificates Issued
- 1.81 Lakh customers insured through PMJJBY

* As on December 31, 2021

- (iii) With the launch of Aadhaar Enabled Payment System (AePS) Service in August 2019, IPPB currently offers one of the single largest platform in the country for providing interoperable doorstep banking services to ANY BANK CUSTOMER. This had really proved a boon for enabling cash availability and the disbursement of the government social benefit schemes to the rural masses especially during the COVID Pandemic lockdown situations.

From inception till 31.03.2021, IPPB has introduced a range of unique solutions that not only cater to the needs and

requirements of different customer segments but also makes digital adoption easier at the last mile by enabling an assisted banking model.

Some of these services are:

Customer / Merchant of IPPB	Customer of ANY Bank	Post Office Customers	Govt2C services
Savings / Current A/c Money Transfer Virtual Debit Card Bill Payments Aadhaar Pay service for Merchants Life Insurance – Term & Annuity General Insurance – Vehicle & Health Mutual Funds	Cash Withdrawal from any Account – AePS Cash Deposit to any Account – DMT Payment by cash towards Bills, Insurance premiums, Loan EMIs DakPay UPI app for Customers / Merchants to transact from ANY bank account	Interoperability for POSA account through Linkage with IPPB account Digital Payments to National Savings Schemes such as RD, SSY & PPF Digital payments at Post Office Counters	Direct Benefits Transfer – Social benefits enrolment & distribution Digital Life Certificate for pensioners Insurance - PMJJBY

2. Products & Services Launched in FY2020-21

(i) **Cash Management Solution** – IPPB and Mahindra Rural Housing Finance Limited (MRHFL), a subsidiary of Mahindra and Mahindra Financial Ltd, inked a strategic partnership for cash management solution. As part of the tie-up, IPPB is providing cash management and collection services to MRHFL through its access points and postal service providers. With the cash management service, MRHFL customers will be able to repay their monthly or

quarterly loan instalments at over 1,36,000 post offices.

(ii) **Mobile Update Service for Aadhaar** – In July 2021, IPPB launched a unique and innovative service for updating mobile number in Aadhaar as a Registrar for Unique Identification Authority of India (UIDAI). Now a resident Aadhaar holder can get his mobile number updated in Aadhaar by the postman at his door step.

(iii) **Rollout of Non-Life Insurance Products** – Through alliances with Tata AIG General

Insurance Co. Ltd. and Bajaj Allianz General Insurance, IPPB is offering range of non-life insurance products such as two-and four-wheeler insurance and health to its customers across the country. The scope of products also includes mediclaim and personal accident amongst other innovative tailor made products to address the insurance needs of customers in unbanked and semi-urban areas.

3. Strategic Tie-ups

- (i) **IPPB Partners with LIC Housing Finance for Home Loans** - IPPB and LIC Housing Finance Ltd announced a partnership in September for providing LICHFL's home loans to customers of IPPB. Through its robust and extensive network of 650 branches and more than 136,000 banking access points, IPPB will make LICHFL's home loans accessible to its customers pan-India.
- (ii) **IPPB & HDFC in Alliance for Home Loans** – In October, IPPB and HDFC Limited entered into a strategic alliance to offer home loans to over 4.7 crore customers of IPPB. The partnership aims to facilitate HDFC Ltd's home loans to customers, especially in unbanked and underserved areas with many of them

having little or no access to finance, to fulfill their dream of owning a home.

- (iii) **IPPB, DoP Ink Agreement with Bajaj Allianz for Term and Annuity Insurance Products** - IPPB, Department of Posts and Bajaj Allianz Life Insurance Company (BALIC) have entered into an alliance for offering term and annuity products to customers through the Bank's extensive network.

4. Key Business Highlights

	As on 31.12.2021
Total number of customers	4.93 cr
Volume of total financial transactions	66.84 cr
Value of total financial transactions	₹ 1,41,977 cr
Volume of AePS transactions	6.82 cr
Value of AePS transactions	₹ 18608.79 cr
Volume of DBT transactions	4.76 cr
Value of DBT transactions	₹ 5106.52 cr
Number of mobile app downloads	1.15 cr
No. of VDCs	24.01 lakh

**AZADI KA AMRIT
MAHOTSAV**



CHAPTER - X



Azadi Ka Amrit Mahotsav is an initiative of the Government of India to celebrate and commemorate 75 years of progressive India and the glorious history of its people, culture and achievements. This Mahotsav is dedicated to the people of India who have not only been instrumental in bringing India thus far in its evolutionary journey but also hold within them the power and potential to enable Prime Minister Modi's vision of activating India 2.0, fuelled by the spirit of Atmanirbhar Bharat.

Azadi Ka Amrit Mahotsav is an embodiment of all that is progressive about India's socio-cultural, political and economic identity. The official journey of "Azadi Ka Amrit Mahotsav" commenced on 12.03.2021 which started a 75 week countdown to our 75th Anniversary of Independence and will end post a year on 15.08.2023. Ministry of Culture is the Nodal Ministry for celebrations of Azadi Ka Amrit Mahotsav.

The Chronological Events / Activities organized by Department of Posts, Ministry of Communications under "Azadi Ka Amrit Mahotsav" are as follows:-

- A Special Pictorial Cancellation on Dandi March at Ahmedabad and Dandi was issued on 12.03.2021 to salute the spirit of independent and resilient India. All Head Post Offices of Gujarat participated by stamping their mail with this Special Pictorial Cancellation. Special Workshop on Gandhi's Life Philosophy organized at Dandi Post Office. A copy of Special Pictorial Cancellation was presented to Shri Kartikeya Sarabhai, trustee Gandhi Ashram, Ahmedabad.
- A Commemorative Postage Stamp on the event "100 years of first visit of Mahatma Gandhi to Odisha" was released by Hon'ble Minister of State for Communications on 23.03.2021 virtually.
- Special Cover on Martyrs of Jallianwala Bagh was released on 13.04.2021 in Punjab.
- A Commemorative Postage Stamp on Ma. Chaman Lal was released on 07.08.2021 under the theme 'Unsung Heroes of India'.
- Centralised Cheque Truncation System (CTS), through which, POSB Cheques of 1.57 lakh Post Offices will be cleared in a centralised manner on the same day, was implemented on 30.08.2021 under the theme 'Ideas, Achievements and Resolve'. By doing this, the system will be error free and will facilitate seamless cheque clearance and better customer experience.
- More than 200 Special Covers were released on GI tagged products of India under the theme 'Atma Nirbhar Bharat'. Special Covers have been appreciated widely by philatelists and general people. These Covers ensured wide publicity to local craft and products of India and will boost the economic well being of local artisans and rural economy.



Hon'ble Minister of Communications, Shri Ashwini Vaishnav issuing Special Cover on "Unsung Heroes of our Freedom Struggle" in the presence of Shri Dharmendra Pradhan, Hon'ble Minister of Education on the occasion of Philately Day at Dak Bhawan on 13th October, 2021

- A Commemorative Postage Stamp on Martyrs of Sholapur was released on 02.10.2021 under the theme 'Unsung Heroes of India'.
- A Commemorative Postage Stamp on Deccan College of Pune was released on 06.10.2021 under the theme 'Vishva Guru Bharat'.
- Delhi Circle has organised Philatelic Exhibition on Netaji Subhash Chandra Bose and INA through postage stamps in virtual mode during the period between 22-27 January, 2022 on the occasion of 125th birth anniversary of Netaji.

Celebration of National Postal Week from 11th October to 17th October, 2021:

Department of Posts celebrate National Postal Week every year from 9th October to 15th October. This year, as part of "Azadi Ka Amrit Mahotsav", Department of Posts celebrated National Postal Week from 11th October to

17th October, 2021. Department marked the week by organising Financial Inclusion Melas to create financial awareness and promote Financial Inclusion, releasing special covers on Unsung Heroes, organising Street plays, painting competitions and webinars as part of "Azadi Ka Amrit Mahotsav-Iconic Week". Aadhaar camps and melas were also organised in far flung areas, tribal areas, orphanages / old age homes to help people in Aadhaar enrolment and updation. These ground level activities were also published / promoted and highlighted at India Post and Postal Circles – Social Media platforms.

National Postal Week commenced with Celebration of **Banking Day on 11.10.2021**. Department of Posts organised more than 2300 Financial Inclusion Melas across the country with special focus on Sukanya Samridhhi Accounts. More than 2.10 lakhs Sukanya Samridhhi Accounts were opened on Banking Day against a target of 2 lakh Sukanya Samridhhi Accounts.

Department celebrated **PLI / RPLI Day on 12.10.2021** by organising 7451 Financial Inclusion Melas across India with special focus on Postal Life Insurance & Rural Postal Life Insurance (identified villages were different from those identified under Banking Day – 11th

October, 2021). More than 1.10 Lakh people were insured under RPLI / PLI Policies. RPLI / PLI sales force (2019-20) were recognised at National and State level. Secretary (Posts) had launched e-PLI Bond for Postal Life Insurance on PLI/RPLI Day.



Hon'ble Minister of State for Communications, Shri Devusinh Chauhan issuing Special Cover on “Unsung Heroes of our Freedom Struggle” on the occasion of Philately Day on 13.10.2021



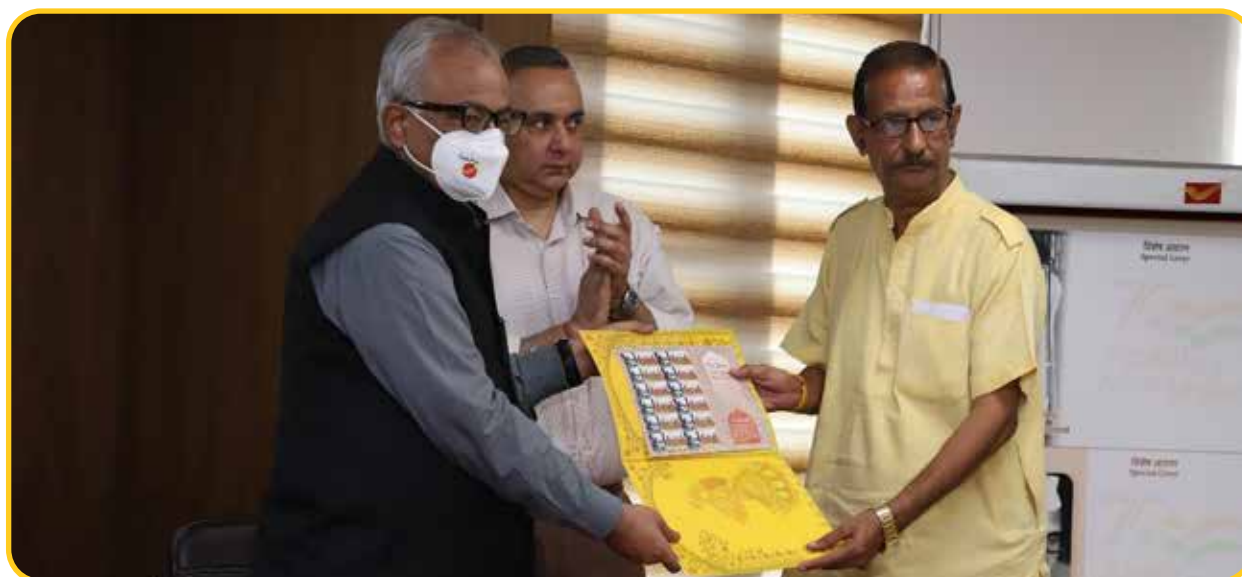
Andhra Pradesh Circle, Proddatur Division on the occasion of PLI Day on 12.10.2021

Department celebrated **Philately Day on 13.10.2021**. On this occasion, a total of 103 Special Covers on “Unsung Heroes of our Freedom Struggle” were released by Postal Circles across the country under “Azadi Ka Amrit Mahotsav”. These Special Covers is a tribute to the foot soldiers who fought for freedom and sacrificed their comforts for the nation.

Department celebrated Business Development Day on **14.10.2021**. On this occasion, 1646

Special Aadhaar Enrolment / Updation Camps in consultation with UIDAI, with special focus on Slums / Orphanage / Far Flung Areas, Hilly / Tribal areas etc., were organised by Postal Circles across India. More than 1.13 Lakh Aadhaar enrolments and updations were carried out by India Post nationwide on Business Development Day.

Department celebrated Mails Day on 16.10.2021 and organised Customers meet for Mails



Secretary (Posts) issuing Stamp on the occasion of Philately Day on 13.10.2021

and Parcels service under “Azadi Ka Amrit Mahotsav” across the Nation.

Dak Seva Awards were organised at Circle level on **17.10.2021**. Press conferences were organised at Circle level intimating the Media the list of Postal activities undertaken during the “Azadi Ka Amrit Mahotsav Iconic Week”. Media was also briefed about different activities undertaken by Department during COVID-19 Pandemic.

Backdrop depicting India@75 (Azadi ka Amrit Mahotsav) were displayed at the abovementioned Melas. Documentary on India@75 (Azadi ka Amrit Mahotsav), as provided by Ministry of Culture, were also screened in these Melas across the country.

75 Lakh Post Cards to Hon'ble Prime Minister:-

Department of Posts was entrusted with the task to conduct '75 Lakh Post Cards to Hon'ble Prime Minister' in association with Department of School Education and Literacy, Ministry of Education. Under the Campaign, it was envisaged that 75 lakh Students of class IV to XII will write a Post Card to Hon'ble Prime Minister in Hindi / English / any Scheduled language on any of the two topics - “Unsung Heroes of Freedom Struggle” and “My Vision for India in 2047”.

The Campaign was rolled out w.e.f. 01.12.2021 to 31.12.2021 in India as well as Indian schools

overseas. Around 10,000 Postal Officers and Staff across the country were mobilized to sell Post Cards, get the schools to hold the Post Card writing session in their respective schools, get the Post Cards evaluated by school authorities and 10 best entries per school uploaded onto CBSE & MyGov Portals, collecting the physical cards and dispatching them in special bags to Delhi.

The Campaign received an overwhelming response and close to 1.09 crore students, including 30,000 students across 13 countries, participated in the event. 75 best entries have been selected from among the Postcards. The Department is also working on making a short film on this iconic Campaign and we have plans to get it registered as a Guinness record.



Stamp release by Hon'ble Home Minister, Shri Amit Shah on 50 years of formation of Tripura



Hon'ble Vice President of India, Shri M. Venkaiah Naidu, released the commemorative postage stamp "Ma. Chaman Lal" on 07.08.2021