



सत्यमेव जयते

Annual Report 2015-16

Department of Posts



भारतीय डाक



India Post



Shri Narendra Modi, Prime Minister of India and **Shri Lee Hsien Loong**, Prime Minister of Singapore Jointly released a set of two Commemorative Postage Stamps on "India-Singapore : Joint Issue" on the occasion of 50th anniversary of Singapore and India's Bilateral Relationship at the Istana, Singapore on 24th November, 2015

ANNUAL REPORT 2015-16



**Department of Posts
Ministry of Communications and Information Technology
Government of India**



Hon'ble President of India Shri Pranab Mukherjee released a Commemorative Postage Stamp on 'International Fleet Review' on the occasion of International Fleet Review 2016 in the presence of Hon'ble Prime Minister Shri Narendra Modi, Union Defence Minister Shri Manohar Parrikar and other dignitaries at Visakhapatnam on 6th February, 2016.



Hon'ble Minister of Communications and IT, Shri Ravi Shankar Prasad released a Commemorative Postage Stamp on "Dr. B. R. Ambedkar and Constitution of India" on the occasion of the 125th Birth Anniversary of Babasaheb Dr. B. R. Ambedkar in the presence of other dignitaries.



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Indian Postal Service Probationers calling on Shri Pranab Mukherjee, President of India



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An Overview



AN OVERVIEW

1.1 The Department of Posts, with its network of 1,54,939 Post Offices, is the largest postal network in the world. The beginnings of this vast postal network can be traced back to the year 1727 when the first Post Office was set up in Kolkata. Subsequently, General Post Offices (GPOs) were also set up in the then three Presidencies of Kolkata (1774), Chennai (1786) and Mumbai (1793). To bring some uniformity amongst the then Post Offices, the Indian Post Office Act of 1837 was enacted. This Act was followed by the more comprehensive Indian Post Office Act of 1854. This Act reformed the entire fabric of the postal system and its provisions granted the monopoly of carrying mail in the British territories in India to the Indian Post Office. The present postal system in India thus came into existence with the Indian Post Office Act of 1854. In the same year, Railway Mail Service was introduced as also the sea mail service from India to Great Britain and China. Thereafter, the India Post Office Act of 1898 was passed which regulated postal services in the country.

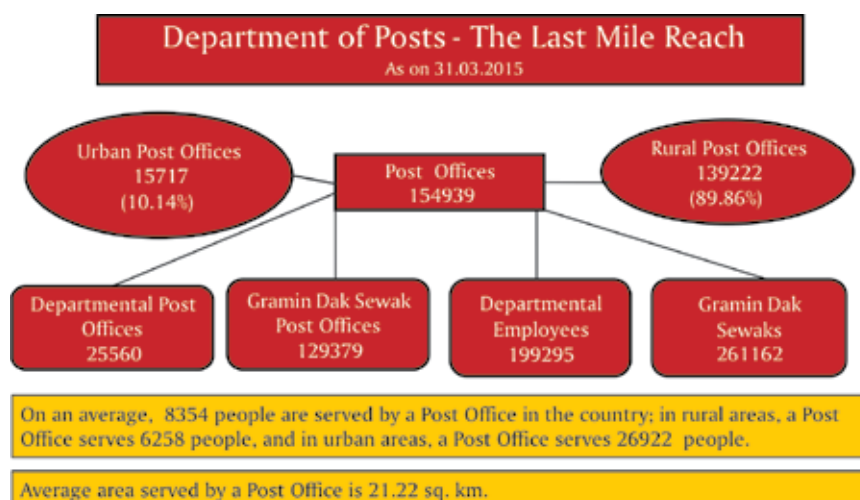
VISION

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

MISSION

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

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



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

1.5 While the core activity of the Department is processing, transmission and delivery of mail, there are also a diverse range of retail services undertaken by the Department which include money remittance, banking, as well as, insurance. Recently, the Department has undertaken social benefit payments, such as MGNREGA and social security pension schemes. To meet the new developments and challenges, the services provided by the Department of Posts are being upgraded, as well as, diversified and new services are being introduced. A major IT Modernization Project is currently being implemented. Business process re-engineering and improving operational efficiency are other focus areas.

CONSTITUTIONAL AND LEGAL PROVISIONS

1.6 As per Article 246 (1), the Parliament has exclusive power to make laws with respect to any of the matters enumerated in List I (or the "Union List") in the Seventh Schedule. *Communication* is listed at entry number 31 of List I of the Seventh Schedule of the Constitution of India. As such, it is a Union

subject and Parliament has exclusive powers to make laws on it. The Indian postal network is governed by the Indian Post Office Act, 1898. Additionally, Indian Post Office Rules, 1933 serve as subordinate legislation.

IT MODERNIZATION PROJECT

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

1.8 Digital India Programme is a flagship programme of Government of India launched in 2014 with a vision to transform India into a digitally empowered society and knowledge economy. The thrust of the Digital India Programme is digital empowerment of the citizens of India. Department of Posts has been entrusted to transform the Post Offices into multi service centres. The Department is digitizing all the 1,54,939 Post Offices including approximately 1,29,000 Gramin Dak Sewak Post Offices. The digitized Post Office shall work as multi service centre and become the nodal centre for the dissemination of information vis-à-vis government policies; disbursement of social security benefits; and financial inclusion. These Post Offices will offer a digital means of communication, carrying physical goods and money transfers.

RURAL INFORMATION COMMUNICATION TECHNOLOGY

1.9 Rural Information Communication Technology (RICT) project has been launched by the Minister of Communications and Information Technology in three pilot Circles viz., Rajasthan, Bihar and Uttar Pradesh during the Good Governance Week on 28th December, 2015.

CORE BANKING SOLUTION (CBS) PROJECT

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

DEFINITIVE SERIES OF POSTAGE STAMPS

1.11 The definitive series of postage stamps has been changed from “Builders of Modern India” to the new series “Makers of India” and “Yoga” on the advice of the Philatelic Advisory Committee (PAC).

INDIA POST PAYMENTS BANK

1.12 In the Budget 2015-16 speech in Parliament, the Union Finance Minister announced the Government’s intention to set up the Payments Bank by Department of Posts to promote financial inclusion and ease the access of the people to the formal financial system. The Department of Posts received an ‘In Principle’ approval from the Reserve Bank of India (RBI) on 7th September, 2015 for setting up of a Payments Bank.

1.13 The Payments Bank will be set up on a lean operating model. It will focus on financial inclusion by harnessing low-cost technology

based solutions to extend access to formal banking especially in rural areas and among unbanked and under banked segments of the society.

1.14 The main objectives of the India Post Payments Bank (IPPB) will be to bring a large number of individuals and small businesses into the formal banking channel by offering:

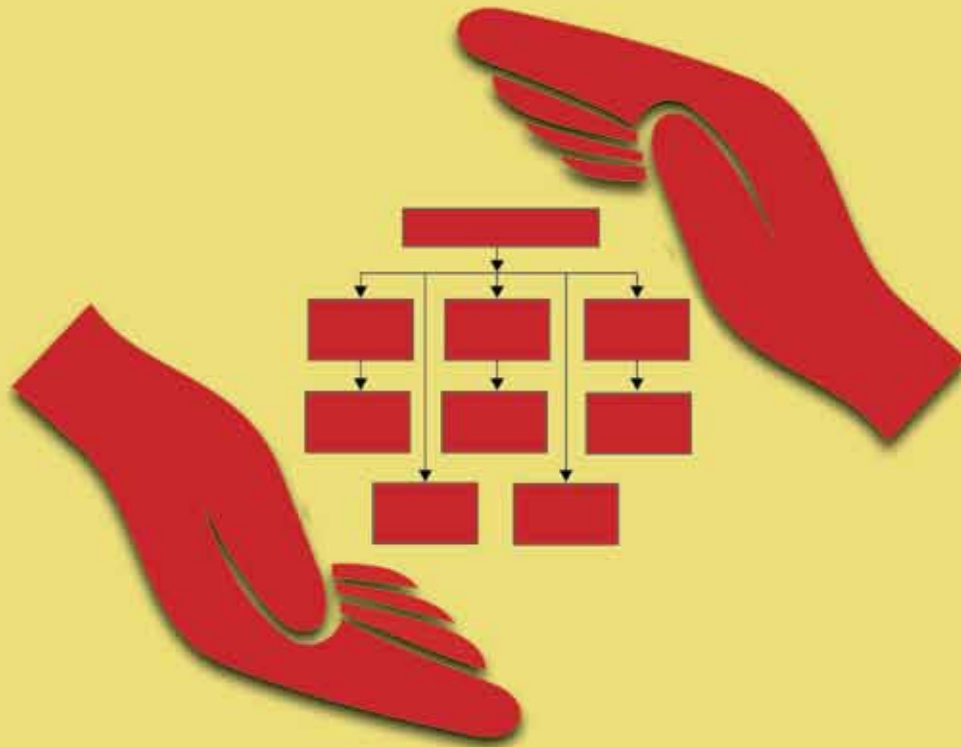
- Demand Deposits-Savings account of upto ₹1 lakh and Current Accounts with special focus on Micro Small and Medium Enterprises (MSMEs), small entrepreneurs / merchants, village panchayats, Self Help Groups (SHGs), etc;
- Direct Benefits Transfer (DBT) of social security payments of various Ministries to beneficiaries;
- Utility bill payments for electricity, water, telephone, gas etc.;
- Payments of various Central and State Government and Municipal dues and fees of various Universities / educational institutions;
- Person to Person remittances both domestic and cross-border with special focus on migrant labourers, low income households; and
- Distribution of third party financial products such as insurance, mutual funds, pension and credit products.

1.15 The Department of Posts is seeking necessary Governmental approvals and preparing an implementation plan to set up the Payments Bank. A proposal for inclusion of IPPB in the Allocation of Business Rules 1961 has been moved by the Department to the Cabinet Secretariat. As per the “In-Principle” approval of the RBI, the bank has to be made operational by March 2017.



A Post shoppe outlet

Organisation



ORGANISATION

2.1 The Department of Posts under the Ministry of Communications and Information Technology has a Minister-in-charge in the Cabinet rank. Secretary, Department of Posts, is also the Director General, Department of Posts and Chairperson, Postal Services Board (PSB).

PLANNING AND POLICY FORMULATION AT HEADQUARTERS

2.2 The PSB is the apex management body of the Department of Posts. It comprises of the Chairperson and six Members. The Joint Secretary and Financial Advisor (JS&FA) is an invitee to the Board. The six members of the Board look after areas of Personnel Management, Postal Operations, Technology Induction and implementation, Postal Life Insurance & Investment of Postal Life Insurance Funds, Human Resource Development & Banking and Planning. The Joint Secretary & Financial Adviser to the Department renders financial advice to the Postal Services Board. The Secretary, PSB assists the Board and is in charge of administration at the Headquarters. The two Chief General Managers viz., Business Development & Marketing and Postal Life Insurance, and Deputy Directors General, Directors and Assistant Directors General of the Department provide necessary support to the Board.

POSTAL CIRCLES

2.3 The Postal network of the country is divided into 22 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 of groups of field units, called Divisions (Postal/Rail Mail Service). Each Region is headed by a Postmaster General. In the Circles and Regions, there are other functional and supporting units like Stamp Depots, Store Depots and Mail Motor Service.

OPERATIONAL UNITS

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

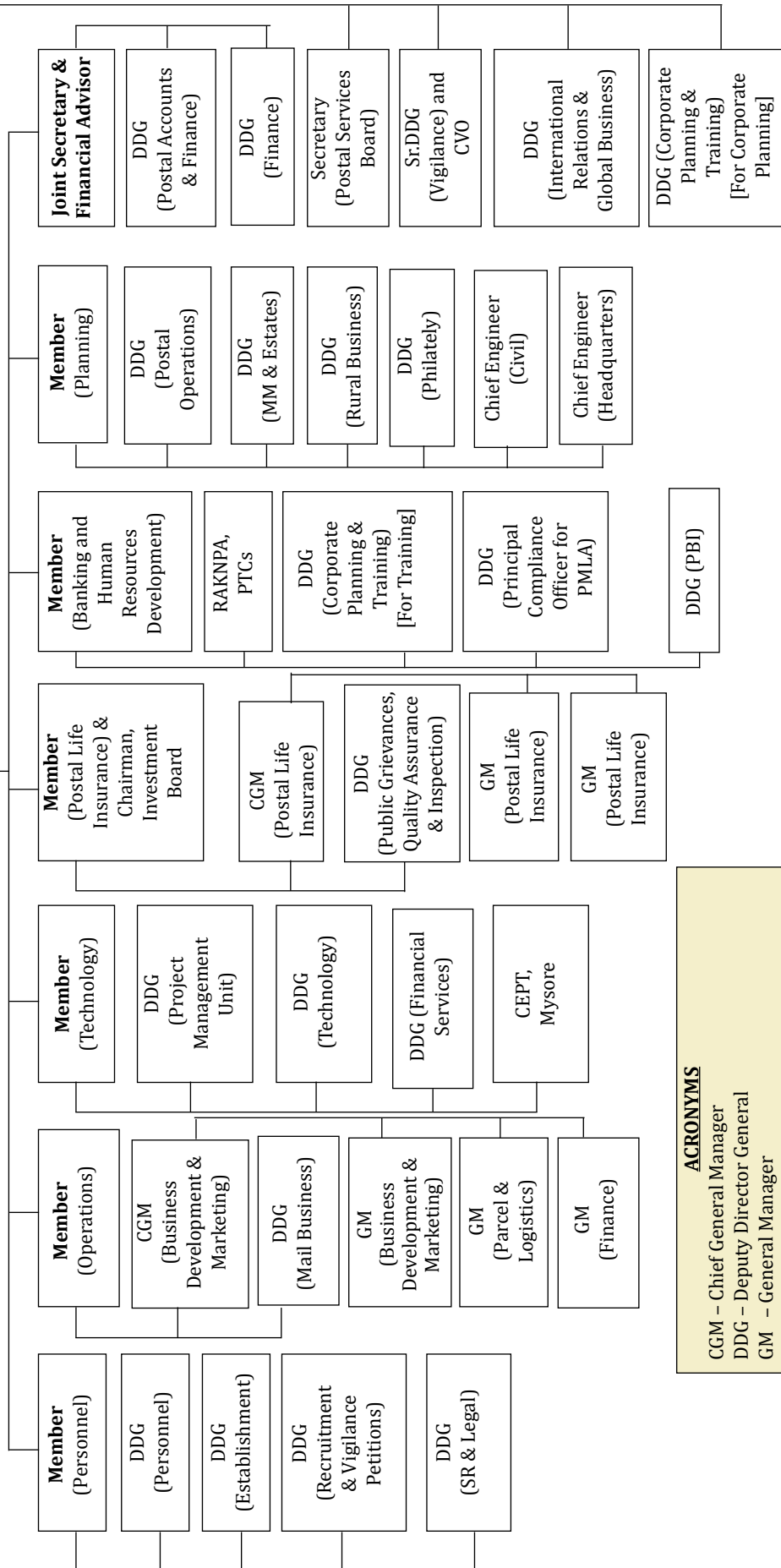
ARMY POSTAL SERVICE CORPS

2.5 Apart from the 22 Circles, there is a separate wing called the Army Postal Service (APS) under the Ministry of Defence to take care of the postal needs of the Armed Forces. The APS is designated as a Circle called the Base Circle. It is headed by the Additional Director General (APS) in the rank of a Major General. Officers' cadre of Army Postal Service are drawn on deputation from the officers of the Indian Postal Service. Nearly 75 percent of the other ranks of the APS are also drawn from the Department of Posts and the remaining personnel are recruited by the Army.

POSTAL DIRECTORATE – ORGANISATIONAL CHART

Minister of Communications and Information Technology

Secretary (Posts) / Chairman, Postal Services Board /
Director General, Department of Posts

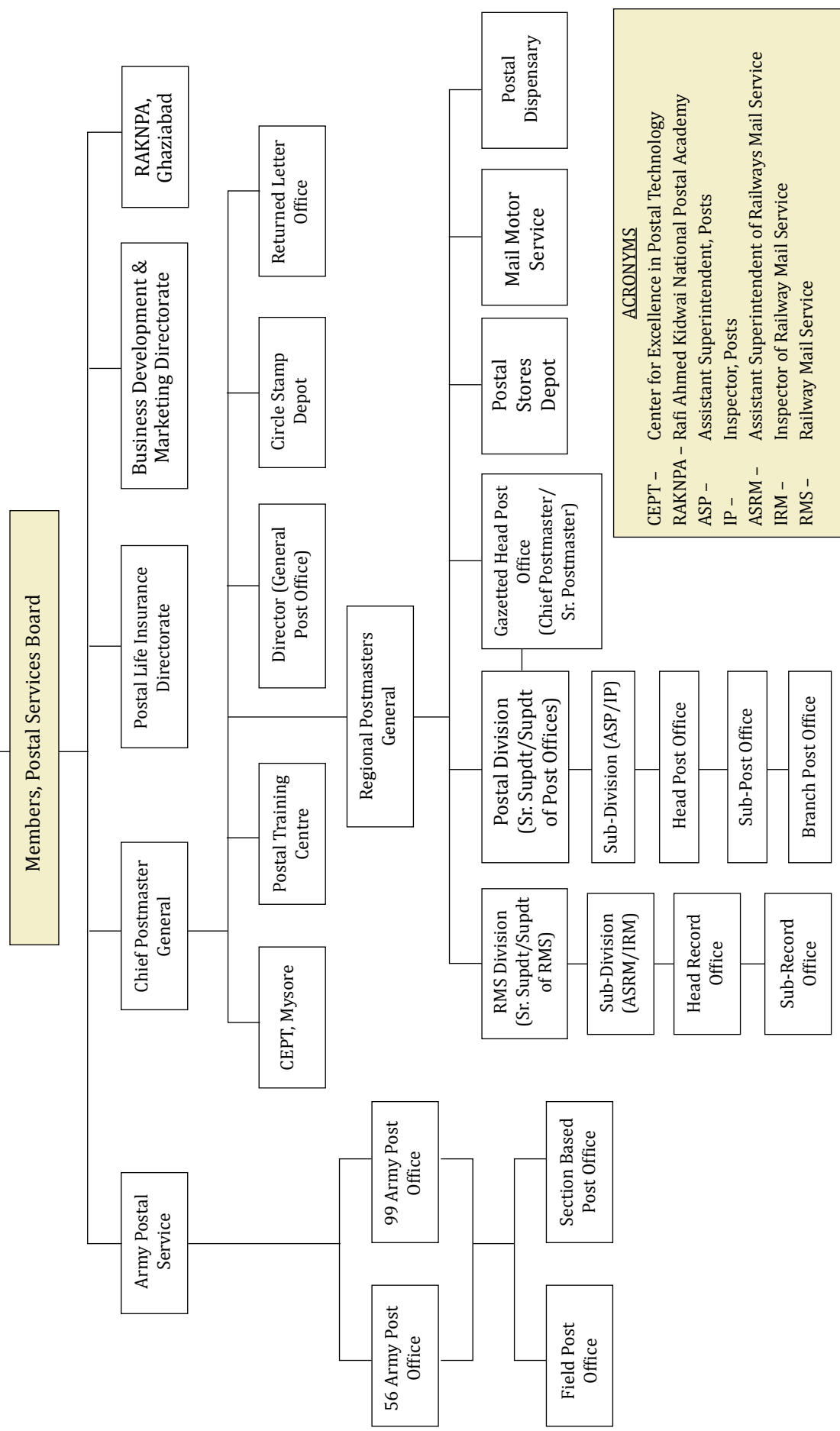


ACRONYMS

CGM – Chief General Manager
 DDG – Deputy Director General
 GM – General Manager
 PTC -- Postal Training Centre
 CEPT – Centre for Excellence in Postal Technology
 RAKNPA – Rafi Ahmed Kidwai National Postal Academy

DEPARTMENT OF POSTS - FUNCTIONAL UNITS

**Secretary (Posts) / Chairperson, Postal Services Board
Board /Director General, Department of Posts**



ACRONYMS

CEPT – Center for Excellence in Postal Technology
 RAKNPA – Rafi Ahmed Kidwai National Postal Academy
 ASP – Assistant Superintendent, Posts
 IP – Inspector, Posts
 ASRM – Assistant Superintendent of Railways Mail Service
 IRM – Inspector of Railway Mail Service
 RMS – Railway Mail Service



Unparalleled reach - Secretary (Posts) with staff of Leh (Ladakh) Head Post Office

IT Modernization Project



IT MODERNIZATION PROJECT

3.1 The IT Modernization Project of Department of Posts was approved by the Government of India in November 2012 as a Mission Mode e-governance Project with an outlay of ₹4,909 crore. The Project aims at transforming the Department of Posts into a totally technology driven Department.

3.2 The project covers the entire country including the North Eastern Region. North Eastern Region consists of Assam Circle with headquarter at Guwahati, North East Circle with headquarter at Shillong covering the States of Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland and Tripura and Sikkim State of West Bengal Circle.

3.3 The key components of the Project are as under:

- Modernization and computerization of all Post Offices in the country; Deployment of Rural Information & Communication Technology (Rural ICT) solution in all the 1,29,379 rural Branch Post Offices in the country by supplying computer hardware, solar charging devices and providing network connectivity to them;
- Establishment of IT Infrastructure, viz., Data Centre, Disaster Recovery Centre and Wide Area Network (WAN) based networking of all the departmental Post Offices, mail offices, accounts offices and administrative office;
- Development of software applications covering all operations of the Department viz., counter operations, mail processing, online tracking and tracing of the mail article, Banking, Insurance, Finance

& Accounts and Human Resources management functions;

- Provision of multiple channels of user interaction apart from the conventional Post Office counters. These include web portal, ATMs, call center, employee help desks, SMS gateway, etc.; and
- Preparing postal employees and Gramin Dak Sewaks for the changes at their workplace on account of induction of technology and training.

3.4 The entire Project is in implementation phase. Achievements made so far are as under.

- All the Departmental Post Offices in the country including North Eastern Region have been computerized;
- Data Centre has been established and started functioning at Navi Mumbai since 3rd April, 2013; Disaster Recovery Centre has been operationalized on 15.05.2015;
- 27,736 Departmental Post Offices including mail offices and administrative offices have been networked under single Wide Area Network (WAN) which includes 712 offices of Assam Circle, 6 offices of Sikkim State and 203 offices of North East Circle, and connected to the Data Centre. It is the largest single organization WAN in the country;
- Core Banking Solution (CBS) has been rolled out in more than 17000 Post Offices, which includes 442 offices of Assam Circle, 3 offices of Sikkim State and 62 offices of North East Circle;

- ATM installed in more than 500 locations which includes 5 locations of Assam Circle;

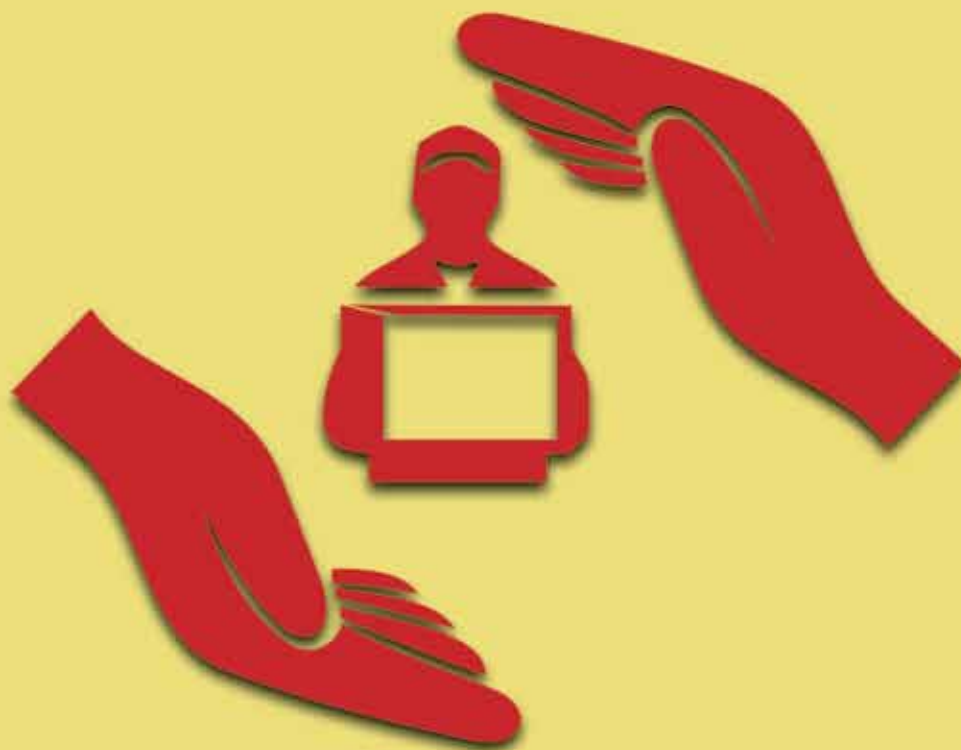
CORE INSURANCE SOLUTION-POSTAL LIFE INSURANCE

Core Insurance solution-Postal Life Insurance (CIS-PLI) has been rolled out in all the Departmental Post Offices which includes 627 offices of Assam Circle 23 offices of Sikkim State and 333 offices of North East Circle.



India Post ATM

Postal & Mail Operations



POSTAL & MAIL OPERATIONS

POSTAL NETWORK

4.1 India has the largest postal network in the world with 1,54,939 Post Offices as on 31st March, 2015, of which 1,39,222 (89.86%) are in the rural areas. At the time of independence, there were 23,344 Post Offices, which were primarily in urban areas. Thus, the network has registered a seven-fold growth since Independence, with the focus of this expansion primarily in rural areas. On an average, a Post Office serves an area of 21.22 sq.km. and a population of 8,354 people.

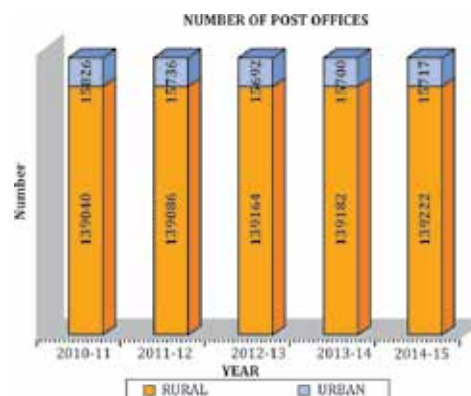
4.2 The expansion of postal network in the country, especially in rural areas, has taken place mainly through opening of Gramin Dak Sewak Post Offices, and on a smaller scale by opening Departmental Post Offices. The Gramin Dak Sewak Post Offices function for a period of three hours up to a maximum of five hours. These are manned by Gramin Dak Sewaks who are paid time-related continuity allowance for the services they render. On the other hand, the Departmental Post Offices function for a period of eight hours and are manned by regular Departmental employees.

4.3 Post Offices are opened subject to distance, population and income norms fixed for the purpose. In order to fulfill the Universal Service Obligation (USO), subsidy is provided to all Branch Post Offices in rural areas, which ranges from 66.66% in normal rural areas to 85% in hilly, tribal, desert and inaccessible areas. However, no subsidy is offered to Departmental Post Offices in urban areas, as they are expected to be financially self-supporting and to earn at least 5% profit after the first year.

4.4 Annual target for opening of Post Offices were allotted since the inception of the scheme for expansion of the Postal Network under the Five Year Plans. Plan support was also available earlier for recurring and non-recurring cost of new Post Offices during the Plan period in which they were opened. However, the strategy for expansion of the network has undergone some modifications in recent years and the manpower requirements for opening of new Post Offices are met only through redeployment of existing resources since the 10th Plan.

4.5 During the financial year 2015-2016, various targets had been set for the Circles. These include - opening of 139 Sub-Post Offices and 92 Branch Post Offices (by relocation/redeployment), 200 Franchisee Outlets, provision for basic infrastructural equipments to 10,000 Gramin Dak Sewak Post Offices, installation of Letter Boxes in 2,266 Branch Post Offices in rural areas of the North East Region, installation of signages in 62,900 Branch Post Offices and embedding 20,000 cash chests in Rural Branch Post Offices.

4.6 The total number of Post Offices (rural-urban) since 2010-2011, year-wise, is shown in the following graph:



MAIL VOLUME

4.7 Comparative statistics of mail traffic handled during 2014-2015 as compared to the previous year is given in Table-1.

TABLE 1 MAIL TRAFFIC DURING 2013-2014 AND 2014-2015 (in crore)			
Category	2013-2014	2014-2015	Increase decrease (in percentage)
Registered	20.08	20.48	1.99
Unregistered	550.80	540.71	(-) 1.83
Premium Products *	37.95	41.26	8.72
Total	608.83	602.45	(-) 1.05

*Speed Post and Express Parcel Post

MAIL NETWORK OPTIMIZATION PROJECT

4.8 In order to improve the quality of mail processing, transmission and delivery, the Department of Posts had initiated "Mail Network Optimization Project" (MNOP) in 2010 which involved consolidation and optimization of the erstwhile mail network of the Department of Posts with a view to streamline core mail operations. It also sought to bring in greater standardization and improvement in the operational processing relating to mail processing, transmission and delivery. The operational networks for Speed Post, First Class and Second Class mail have since been restructured into a hub and spokes network model. Operational processes were redesigned in order to simplify operations and improve efficiency.

4.9 An online performance monitoring system has also been developed as part of the project. The online track and trace system for Speed Post has been strengthened, and the customers can view end-to-end tracking of their Speed Post articles on the India Post website

(www.indiapost.gov.in) for their articles. As a result of the initiatives undertaken as part of the Project, the transit time (time between booking and delivery) for Speed Post has improved across the network.

ONLINE TRACKING FACILITY

- Online tracking facility has been introduced for Registered mail also. Online track and trace facility has recently been introduced for Express Parcels and Business Parcels as well.
- Customers can view the status of their articles/consignments for these products online in a manner similar to that of Speed Post.

AUTOMATED MAIL PROCESSING CENTRES

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

4.11 The Department has also initiated activities to set up similar centres in Bengaluru, Chennai, Hyderabad and Mumbai for processing packets and parcels in the near future.

PARCEL NETWORK OPTIMISATION PROJECT

4.12 Department of Posts has also formulated a plan to restructure its parcel network in order to provide a reliable distribution channel for e-commerce shipments. Accordingly, the Parcel Network Optimization Project (PNOP) has been conceptualized which includes

defining a new network structure, redesigning operational processes, developing effective performance management system and optimal delivery mechanism for parcels.

SCHEME FOR DEVELOPMENT OF ROAD TRANSPORT NETWORK

4.13 In order to ensure safe and secure transmission of Speed Post articles and parcels, particularly e-commerce articles, a Plan Scheme 'Development of Road Transport Network' has been approved for the Department. Under the Plan Scheme, 52 routes have been approved in 17 Circles which will ensure secure transmission of Speed Post articles and e-commerce shipments across 112 cities. Alternate/ additional routes which can be operationally advantageous for transmission of mail are being identified.

PROJECT ARROW

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

4.15 By the end of 2014-2015, 23,600 Post Offices (Phase I to Phase VII) have been covered under 'Core Operations Monitoring' and 2,940 Post Offices have been upgraded under 'Look & Feel'. It is proposed to add 1,000 Post Offices for monitoring of 'Core Operations' and 297 Post Offices for upgradation of ambience and 'Look & Feel' during the financial year 2015-16. Under upkeep activity of Project Arrow, 594 Post Offices have been covered by the end of the financial year 2014-15 and 77 Post

Offices are proposed to be covered under the scheme in the financial year 2015-2016.

REMOTELY MANAGED FRANKING MACHINES

4.16 In the wake of evolution of advanced technology in the franking system allowing inkjet digital printing with more security features like generation of two dimensional (2D) Matrix code, creation of electronic support system, facilitating remote setting of meters, eliminating human intervention and flow of data from franking machines to the Server, Remotely Managed Franking Machines (RMFMs) were introduced from 16.08.2010.

4.17 The RMFMs offer a secure, unique and digital frank and do not rely on mechanical seals. The funds are secured through a Postal Security Device (PSD) which is not open to repair and forms an internal part of the Franking Machines and is tamper proof. The funds register also cannot be changed by any means, physically or electronically, making these machines free from any tampering/pilferage.

4.18 As on 11th January 2016 the following RMFM licenses have been issued:

TABLE 2 REMOTELY MANAGED FRANKING MACHINE LICENSES		
Sl. No.	Category of Users	Number of License Issued
1	Departmental	767
2	Departmental (Click Charges)	153
3	Individual	8618
4	Commercial	1127
Total		10665

INSTANT MONEY ORDER (IMO)

4.19 iMO is an online domestic money transmission service which is instant, convenient, reliable and affordable. This service is intended for people requiring instant

money remittance. This service enables the customer to quickly transmit money from any of the Post Offices providing iMO service.

INSTANT MONEY ORDER SERVICE

Under this service, a person can send an amount from ₹1,000 up to ₹50,000 in one transaction. Money will be disbursed to the payee at any of the designated iMO Post Office in India on presentation of a 16 digit iMO number and a photo identity proof.

4.20 At present, iMO service is available in 16,785 Post Offices across the country.

ELECTRONIC MONEY ORDER (EMO)

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

MOBILE MONEY TRANSFER SERVICE

4.22 Mobile Money Transfer is a service that enables instant money transfer from one place to another using mobiles through Post Offices. The consumer needs to have a mobile while the actual transmission of the money is initiated in to Post Office using a special handset. The process for money transfer is very simple. This

service is a boon for those sections of our society who regularly remit money to their homes at faraway places and who have no access to bank accounts, etc.

4.23 In order to give benefit to customers a rationalized tariff structure has been adopted for Mobile Money Transfer Service. A remitter has to pay ₹46 for remitting amounts between ₹1,000 to ₹1,500; ₹80 between ₹1,501 to ₹5,000 and ₹115 between ₹5,001 to ₹10,000. The service is currently available in 15,000 Post Offices across the country.

MAIL MOTOR SERVICES

4.24 The Mail Motor Service (MMS) came into existence in the year 1944 with the purpose of meeting the requirement of Department of Posts for conveyance of mails.

4.25 The functions of the MMS include conveyance of mail bags between Post Offices, RMS offices, TMOs, railway stations, Air Mail Sorting Offices, conveyance of cash, pickup and delivery of speed / bulk mail. In addition to above, the MMS schedules are operated for Logistic Posts services in cities like Hyderabad, Bengaluru, Chennai. MMS workshops also attend to the repairs and maintenance of Staff Cars/inspection vehicles.

MAINTENANCE OF MAIL MOTOR VEHICLES

The Mail Motor Services is responsible for operation and maintenance of 1,309 Mail Motor vehicles, of which, 224 are CNG propelled environment friendly vans in Mumbai, Delhi and Ahmedabad. There are 96 MMS units throughout the country to operate the fleet of Mail Motor vehicles, out of which, 17 MMS units are having full-fledged workshops.

4.26 The Department of Posts has signed an agreement for supply and installation of Global Positioning System (GPS) devices in 990 mail vans of the various Circles under the 12th Plan Scheme. GPS devices have been installed in 926 mail vans of MMS units of various Circles during the current year.

4.27 Sixteen (16) additional vehicles were procured during the year 2015-2016 under the Plan Scheme for “Bulk and Speed Post mail delivery and collection” at a cost of ₹1 Crore and these vehicles were distributed to the areas like Maharashtra, Haryana, UP, Bihar, Chhattisgarh, Delhi, Jammu & Kashmir and North Eastern Region. Fifty-one (51) MMS

vehicles, sixteen (16) inspection vehicles and fourteen (14) staff cars were replaced in place of condemned vehicles in various Circles.

4.28 One - hundred - twelve (112) MMS vehicles, sixty-four (64) inspection vehicles, and 8 staff cars for Postmaster General (PMG), Chief Postmaster General (CPMG) of various Circles and for Members of the Directorate were condemned on the basis of the Motor Vehicle Disposal Committee (MVDC) reports.

4.29 Two (2) staff cars were procured through Director General of Supplies and Disposals (DGS&D) for Members of Department of Posts, New Delhi during the current year.



Parcel Processing Hub, Parel, Mumbai



Parcel delivery in Gurgaon using e-rickshaws

Premium Services



PREMIUM SERVICES

5.1 Department of Posts, with its vast network of Post Offices, continuously strives to be a customer service-centric organization. The Post Office as a one stop shop provides a range of utility services to the customers and offers convenience and affordability at the door steps of the common man. In addition to meeting its social obligations, Department of Posts, with the aim to generate revenue, has introduced a number of business products and services like Speed Post, Express Parcel, Business Parcel, Retail Post, e-post, e-payment, e-Post Office, Logistics Post, Business Post, etc. To provide a greater impetus to these business activities, Department of Posts set up a Business Development Directorate in 1996. To provide a better focus on marketing, it was reorganized as a Business Development and Marketing Directorate in the year 2004-2005. It is headed by a Chief General Manager and dedicated Business Development and Marketing Divisions have also been created in the Circles, Regions and Divisions.

SPEED POST

5.2 The flagship product of Department of Posts, Speed Post was started in August 1986 and provides time-bound and express delivery of letters and parcels weighing upto 35 kg across the country. It is the market leader in the domestic express industry with monthly volumes of more than 3 crore articles. Speed Post is booked in almost all the departmental Post Offices in the country and delivery facility is available across the country.

5.3 Speed Post offers time bound and assured delivery of letters, documents and

parcels weighing up to 35 Kg across the country. Delivery norms are fixed taking into account the fastest available mode of transport between stations.

5.4 Speed Post is a value for money product. Speed Post articles can be booked upto 50 grams for ₹35 across the country and local Speed Post upto 50 grams for ₹15 (excluding applicable Service Tax). Speed Post articles can also be tracked online by using the 13 digit Speed Post article number through India Post web site (www.indiapost.gov.in) or by sending an SMS, POST TRACK <13 digit article number> on 166 or to 51969.

5.5 Speed Post has recorded a revenue growth of about 13% during period from April, 2015 to December, 2015 over the corresponding period of the previous financial year.

VALUE ADDITIONS UNDER SPEED POST

To meet the needs of the customer, the following value added services are provided:

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

BUSINESS POST

5.6 A number of pre-mailing activities like folding, inserting, franking, addressing and pasting etc are required to be completed before an article is posted. Large organizations were finding it difficult to carry out these pre-mailing activities.

5.7 Department of Posts introduced 'Business Post' service in 1996 to offer a comprehensive solution to corporate/government organizations / PSUs and other corporate houses for their pre-mailing requirements. Besides bringing in additional revenue, this activity is meeting the need of corporate and bulk customers.

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

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

EXPRESS PARCEL AND BUSINESS PARCEL

5.10 Increasing e-Commerce market in India has given a boost to the parcel segment where Business to Customer (B2C) parcels are on rise. There is also a requirement to cater the needs of the Customer to Customer (C2C) category parcels. Considering the market considerations, customer demands and operational feasibility, the Department of Posts rationalised parcel services. The Express Parcel / Business Parcel services were introduced by the Department w.e.f. 02.12.2013.

5.11 Express Parcel is a premium parcel service available for retail as well as bulk customers, offering a time bound, safe and

secure home delivery of parcels. To have a minimal transit time, these parcels are given airlift wherever needed. Minimum chargeable weight of Express Parcel is 0.5 Kg whereas maximum chargeable weight for retail customers is 20 Kg and for contractual customers it is 35 Kg.

5.12 Business Parcel aims to provide an economical distribution solution to corporate customers by providing surface transmission of the parcels. Minimum chargeable weight of parcels in this category is 2 Kg and maximum weight is 35 Kg. Service is available for all locations in the country.

5.13 Department of Posts has generated a revenue of ₹112.4 crore in year 2014-2015 from these services witnessing a growth of about 45% over previous year (Express Parcel Post). During the period from April, 2015 to December, 2015, revenue has witnessed a growth of 121% over the same period of the previous year.

CASH ON DELIVERY

5.14 Increasing trend for e-tailing (online shopping) has tremendous business opportunities for payment services. In order to cater to these business opportunities and to provide a fast, safe and economical solution of collection of amount of goods at the time of its delivery and its remittance to sender, Department of Posts introduced Cash on Delivery (COD) facility as value addition to the parcel service w.e.f. 02.12.2013 and is available to the contractual customers of Express Parcel, Business Parcel and Speed Post.

5.15 In addition to postage insurance fee, wherever leviable, the sender of the postal article intended to be transmitted by post as COD article shall be required to pay the

following additional fee on delivery of such articles:

TABLE 3 ADDITIONAL FEE ON CASH ON DELIVERY ARTICLES	
Amount to be recovered from Addressee	Schedule of Fee
Up to ₹5,000	2% of the amount recovered or ₹50, whichever is more
Above ₹5,000	₹100 + 1% of amount exceeding ₹5,000

Note: The above fee shall be exclusive of taxes.

5.16 Department has collected and disbursed more than ₹1,100 crore under Cash on Delivery during the period from April, 2015 to January, 2016 and is likely to collect ₹1,500 crore during the financial year 2015-2016.

In the past one year, Department has taken some major initiatives to strengthen its position for the burgeoning eCommerce business requirements. These are:

- Establishment of 48 integrated Parcel Processing Centres
- Provision of packaging, shrink-wrap facilities, parcel movement in a well-defined network
- Application Programme Interface (API) provided
- Introduction of National Account facility under Speed Post
- Pilot started in select cities viz. Mumbai, Pune, Bangalore, Jaipur for same day/next day delivery of eCommerce Parcels.

FLAT RATE PARCEL

5.17 In order to provide convenience to its customers and with a view to standardize its

parcel size and shape, Flat Rate Parcel service was introduced on 04.02.2011. Flat Rate Parcel is an air express parcel service. Flat Rate Parcel provides an added convenience to the customers by offering them pre-paid Flat Rate Parcel boxes. These boxes are available in three weight slabs viz. 1 Kg, 2.5 Kg and 5Kg. Flat Rate Parcel boxes are sold at Head Post Offices and other identified computerized Post Offices and delivered across India including rural areas. This service is available for international parcels also.

LOGISTICS POST

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

5.19 With Logistics Post, distribution task is made easy and efficient for the customers. There is no maximum weight limit whereas minimum weight limit is 50 kg for one consignment. Logistics Post manages the entire distribution chain of the logistics customer from collection to distribution, from storage to carriage and from order preparation to order fulfillment.

5.20 Department of Posts has started utilizing the services of Air India for providing air lift to parcels as an extension of the existing logistics services. Facility for air transmission of Logistics Post consignments has been provided between Agartala, Delhi, Mumbai, Kolkata, Nagpur, Bengaluru, Hyderabad, Chennai, Pune, Ahmedabad, Imphal, Guwahati, Patna, Lucknow, Thiruvananthapuram keeping in view of the business potential at these centers.

RETAIL POST

5.21 Post Offices are being developed as a one stop shop to provide a range of utility services to the customers providing convenience and affordability at their door steps. Department 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.

5.22 To provide railway tickets through convenient locations, railway reservation tickets for all classes are being sold at selected Post Offices in collaboration with the Ministry of Railways. The service is presently available at 318 Post Offices and is being further extended.

5.23 Sale of third party products like mobile phones, collection of non life insurance premia, sale of agricultural products etc. are also being undertaken through the Post Offices. Additionally, the Department has been actively involved in Government of India initiative of sale of "Sovereign Gold Bond". A total of 3838 Gold Bonds were issued during the first tranche.

DIRECT POST

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

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

MEDIA POST

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

E-POST

5.27 E-post is an unregistered hybrid mail for both retail and corporate customers providing electronic transmission of messages which may include text messages, scanned images, pictures etc and their delivery in hard copies at the destination through postman/delivery staff. Presently, e-post booking facility is available in more than 13,000 Post Offices and physical delivery through a network of more than 1.54 lakh Post Offices across India.

5.28 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.

5.29 For availing the pre-paid facility, the customer has to get himself registered online by accessing the e-post portal (www.indiapost.nic.in). After completion

of registration process, a unique customer Identification Detail (ID) is generated. The customer can activate/recharge the e-post pre-paid account either by making an online payment through credit/debit card at the time of registration or by walking into any e-post enabled Post Office depositing the recharge amount against the unique customer ID.

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

E-PAYMENT

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

E-POST OFFICE

5.32 E-Post Office is an e-commerce portal of Department of Posts which provides select postal facility to the common man through the internet. This portal is aimed at providing convenience to the public in availing select

postal services from their home/office using their own computer and internet. They need not walk into the Post Office to avail these services. Currently, customers can buy philatelic stamps and pay Postal Life Insurance (PLI) / Rural Postal Life Insurance (RPLI) premia online using credit/debit card through this portal. The customer needs to register on the website for the first time.

ELECTRONIC INDIAN POSTAL ORDER (E-IPO)

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

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

WORLDNET EXPRESS

5.35 WorldNet Express is an international express service jointly offered by India Post and Deutsche Post DHL connecting major cities of India to more than 220 countries and territories globally. It offers door to door International Air Express service for both documents and merchandises. This is a premium offering of India Post having a transit time of 2-4 days from major cities in India.

REVENUE EARNINGS

5.36 The Business Development and Marketing Directorate has earned revenue of

₹2247 crore during the period April, 2015 to December, 2015 registering a growth of 15% compared to corresponding period last year.



Dedication of e-Commerce Centre, Safdarjung, New Delhi and Launch of India Post Mobile App by Hon'ble Minister of Communications and IT, Shri Ravi Shankar Prasad



Global Exhibition on Services – 2015, New Delhi

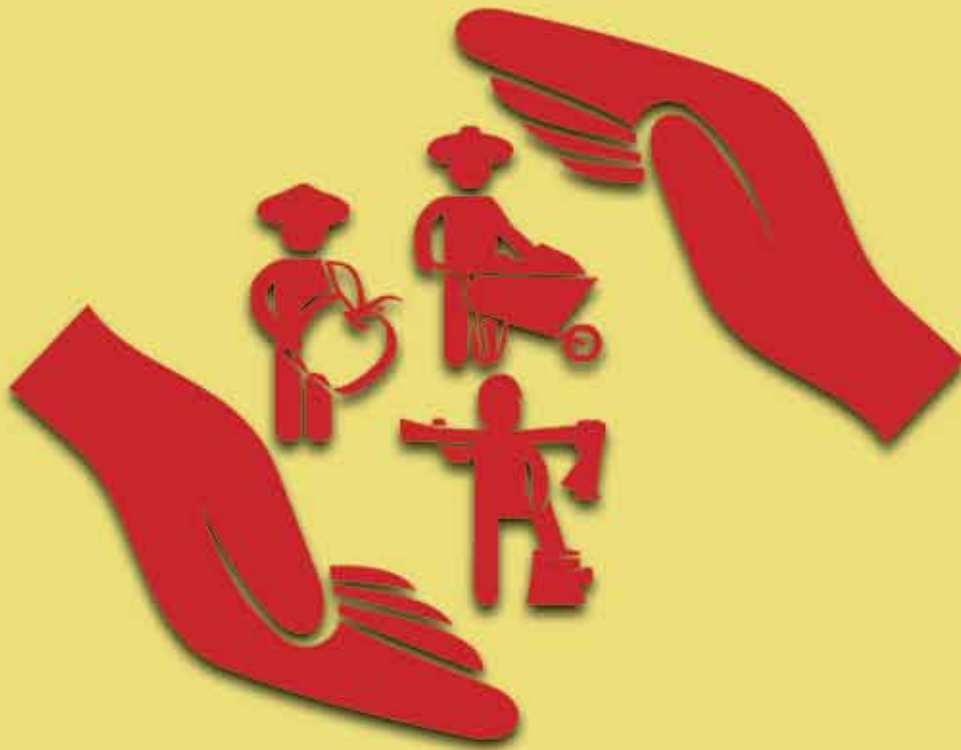


India International Trade Fair 2015, New Delhi



e-Commerce Hub, Gurgaon

Rural Business



RURAL BUSINESS

6.1 Department of Posts is concerned with activities relating to various aspects of rural postal operations. This includes technology induction, new business initiatives, leveraging rural postal network of 1.39 lakh Post Offices across the country, marketing of services and monitoring quality of services provided by the rural Post Offices.

6.2 Department of Posts has been entrusted with implementation of various Government sponsored Social Security Schemes like Mahatama Gandhi National Rural Employment Guarantee Scheme (MGNREGS), Indira Gandhi National Old Age Pension Scheme (IGNOAPS), Indira Gandhi National Widow Pension Scheme (IGNWPS), Indira Gandhi National Disability Pension Scheme (IGNDPS) and Indira Gandhi Matritva Sahyog Yojana (IGMSY); and leveraging rural postal network for revenue generation by providing suitable services to third parties such as collection of data for compilation of Rural Consumer Price Index (CPI) on behalf of Ministry of Statistics and Programme Implementation.

6.3 One of the most important contributions of the Department of Posts is financial inclusion of approximately 8.5 crore rural citizens, achieved through opening of bank accounts for disbursement of MGNREGA wages and Social Security benefits.

DISBURSEMENT OF MGNREGA WAGES THROUGH POST OFFICES

6.4 Government of India enacted the MGNREGA in September 2005. The Act seeks to provide at least 100 days of guaranteed wage employment in every financial year

to every household whose adult members volunteer to do unskilled manual work. The scheme has come into force in all districts in the country with effect from 1st April 2008.

6.5 Department of Posts has taken the responsibility to disburse the wages through Post Offices by opening savings bank accounts in the names of MGNREGA beneficiaries.

SCHEME OF DISBURSEMENT OF MGNREGA WAGES THROUGH POST OFFICE ACCOUNTS

Starting with Andhra Pradesh Circle in 2005, the Scheme of disbursement of MGNREGA wages through Post Office accounts has been made operational in the entire country, with the exception of Delhi and Jammu & Kashmir.

6.6 The Scheme is operational through 96,774 Post Offices across the country as on 31.03.2015. Year-wise progress of such accounts is detailed below:

Year	Number of MGNREGA accounts upto the Year (in crore)	Amount dis-bursed during the Year (₹in crore)
2008-09	2.92	3863
2009-10	4.25	7900
2010-11	4.90	9179
2011-12	5.38	7865
2012-13	5.74	12014
2013-14	6.42	11403
2014-15	6.82	7688

Note: MGNREGA Accounts include both live and silent MGNREGS accounts.

6.7 Ministry of Rural Development has released fund of ₹425.28 crore to the Department of Posts during the financial year 2014-2015 as a part payment for services rendered for administration of MGNREGA for the financial years 2012-2013, 2013-2014 and 2014-2015.

PAYMENT OF VARIOUS SOCIAL SECURITY PENSION SCHEME

6.8 Department also undertakes payment of pensions under National Social Assistance Programme (NSAP) of the Ministry of Rural Development (MoRD). These schemes are of great social importance as it is providing much needed financial support to needy people.

SOCIAL SECURITY PENSION SCHEMES

The Pension Schemes of National Social Assistance Programme (NSAP) of the Ministry of Rural Development are as under:

- Indira Gandhi National Old Age Pension Scheme (IGNOAPS),
- Indira Gandhi National Widow Pension Scheme (IGNWPS), and
- Indira Gandhi National Disability Pension Scheme (IGNDPS).

6.9 These payments for pension schemes are being effected either through Money Orders or Post Office Savings Bank (POSB) accounts depending upon the choice of implementing agency and beneficiaries.

6.10 During the financial year 2013-2014, ₹1,494.47 crore have been disbursed through POSB and ₹4,084.98 crore through money orders. During the financial year 2014-2015, ₹3,631.18 crore have been disbursed through POSB and ₹5,468.86 crore through money orders.

CASH PAYMENT UNDER INDIRA GANDHI MATRITVA YOJANA

6.11 Cash payment under Indira Gandhi Matritva Sahyog Yojana (IGMSY), a Conditional Cash Transfer (CCT) Maternity Benefit Scheme for addressing maternal under-nutrition has been introduced in 52 identified districts through the platform of Integrated Child Development Services (ICDS) Scheme. The Scheme envisages providing cash directly to women during pregnancy and lactation in response to the individuals fulfilling specific conditions.

6.12 Postal network in these districts is contributing to the success of the Scheme by opening accounts for the beneficiaries and facilitating transfer of cash to them under the Scheme. As on March 2015, more than 5.1 lakh such accounts have been opened so far through which ₹106.56 crore have been disbursed.

DATA COLLECTION FOR COMPUTING RURAL CONSUMER PRICE INDEX

6.13 A Memorandum of Understanding (MoU) was signed between the Department of Posts and Ministry of Statistics & Programme Implementation for collection, scrutiny and uploading of rural Consumer Price Index (CPI) data in 1,181 villages across the country. CPI data is being promptly collected and uploaded from these 1,181 villages in the country facilitating the Ministry of Statistics & Programme Implementation to reflect the price fluctuations in the CPI. Thus, the Department is playing a crucial role in providing infrastructural support to enable the concerned government departments to design and implement policies to improve the well being of all the citizens of the country.

DIRECT BENEFIT TRANSFER (DBT) THROUGH POST OFFICES

6.14 DBT is a major reform initiative of the Government of India for re-engineering the existing delivery processes for transparent and simpler flow of funds and benefits to the beneficiaries. It envisages achieving accurate targeting of beneficiaries, de-duplication and reduction of fraud, bringing efficiency in delivery process, elimination of wastage, curbing leakage and thereby controlling expenditure. Department of Posts is functioning as an arm of Government of India for disbursement of various social sector payments under DBT. The depth of our network and expertise in delivery enables unhindered reach of the benefits till last mile.

6.15 The implementation of Rural Information Communication Technology (RICT) Solution (RH & RSI) and Core Banking Solution (CBS) will enable all 1.54 lakh Post Offices to carry out an extended role in DBT. The RICT project involves computerization and digitally connecting all the Gramin Dak Sewak Post Offices including those in rural areas.

6.16 The objective is to provide a technology solution (ICT Device) to each Branch Postmaster (BPM) which will enable each of the approximately 1.29 lakh Branch Post Offices (BOs) to improve the level of services being offered to rural customers. It will increase the rural reach of the Department and enable Branch Post Offices to increase traffic of all financial remittances, savings accounts, cash certificates and Rural Postal Life Insurance (RPLI). This is being enabled through the Rural System Integrator (RSI) and Rural Hardware (RH) solutions.

ELECTRONIC FUND MANAGEMENT SYSTEM

6.17 As an interim technological solution till the Rural ICT and CBS are completely rolled out, Department of Posts has made an in-house bridge software to connect to the electronic Fund Management System (eFMS) of Ministry of Rural Development for disbursement of MGNREGA wages in the Circles.

6.18 eFMS solution developed by NIC, has an interface with Post Office Saving Bank software - Sanchaya Post. This interface between both the solutions of the agencies (Department of Posts and Ministry of Rural Development) enables electronic crediting of beneficiaries' accounts upto the sub Post Office level. eFMS has considerably reduced the payment time span to wage workers in the villages.

6.19 Ministry of Rural Development has decided to roll out NeFMS throughout the country for disbursement of MGNREGA and other Social Sector Payments through Public Finance Management Systems (PFMS) with effect from 1st April, 2016 starting from a pilot in Kerala, with effect from 1st January, 2016.

6.20 The Schemes as detailed above being implemented and monitored by Department of Posts, have provided access to finance to the poor and vulnerable groups of rural India. It has helped in poverty reduction and well being of rural populace. In this way, Department of Posts through its around 9.4 crore POSB accounts (Accounts of MGNREGA, other social security schemes and accounts of BPL households) is enabling millions of rural and semi urban unbanked and marginalized people to gain access to formal financial services, thus playing a critical role in financial inclusion in the country.



Mural depiction of Rural ICT through Post Offices

International Business and Cooperation



INTERNATIONAL BUSINESS AND COOPERATION

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

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

INDIA AT THE UNIVERSAL POSTAL UNION (UPU)

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

7.4 The main bodies of the UPU are: (i) the Congress; (ii) the Council of Administration (CA); (iii) the Postal Operations Council (POC); (iv) the Consultative Committee; and

(v) the International Bureau. Department of Posts is currently a member of the CA and POC. The Congress is the supreme body of the UPU and is composed of the representatives of all member countries. The works of the Congress is carried out through nine different Committees consisting of member countries, and are constituted through elections. The Committees consider various proposals and submit their reports to the plenary meeting where these are put to vote by member countries.

7.5 Due to the excellent past performance of Department of Posts in UPU Committees, Working Groups, User Bodies and Cooperatives during the period, India could gain important positions in various bodies and Committees under the CA and the POC. India is the co-chair of the Committee on UPU Finance and Human Resource Management in the CA. India has been again entrusted with the responsibility of co-chairing the Postal Financial Services Committee of the POC. In the IFS User Group (USB) and the Knowledge Development & Training Group under E-Services Committee in the POC, India is the chair.

INTERNATIONAL MEETINGS

7.6 The Department of Posts has been actively participating in international meetings during the year 2015 as under:

- A two member delegation attended the UPU Strategy Conference Meeting held during the period from 13th April, 2015 to 14th April, 2015 in Geneva, Switzerland.

- A three member delegation attended the Postal Operations Council (POC), Council of Administration (CA) and other meetings of the UPU held during the period from 15th April, 2015 to 1st May, 2015 at Berne, Switzerland.
- A two member delegation attended the Prime Steering Committee Meeting held during the period from 11th May, 2015 to 12th May, 2015 at Singapore.
- A three member delegation attend Asia Pacific Post (APP) ePacket Forum held from 18th June, 2015 to 19th June, 2015 at Hong Kong.
- India was represented at the Board of Trustees (BoT) meeting of the Quality of Service Fund (QSF) and Finance and Investment Committee (FIC) meeting held during the period from 6th July, 2015 to 10th July, 2015 at Santiago (Chile).
- A two member delegation attended the meeting of SAARC representatives held on 10th July, 2015 at Islamabad (Pakistan).
- A two member delegation attended APP ePacket meeting held during the period from 11th August, 2015 to 13th August, 2015 in Bangkok (Thailand).
- A two member delegation attended the APPU Strategy Conference held during the period from 24th August, 2015 to 28th August, 2015 at Bangkok (Thailand).
- Department of Posts was represented at the Asia Pacific Post CEO Forum from 14th September, 2015 to 15th September, 2015 at Seoul (South Korea).
- Department of Posts was represented at the World Postal Business Forum and UPU exhibition at POST-EXPO from 29th September, 2015 to 1st October, 2015 at Paris, France.

- A two member delegation attended APPU Postal Business Forum held from 23rd November, 2015 to 25th November, 2015 at Bangkok, Thailand.
- Among the incoming visits by foreign delegates during the year 2015, a five member Chinese delegation visited during the period from 20th August, 2015 to 21st August, 2015 to discuss bilateral communication and cooperation.

INTERNATIONAL WORKSHOPS/COURSES HOSTED BY DEPARTMENT OF POSTS

7.7 UPU has formulated a regional project on quality of service and supply chain aimed at providing assistance to the Asia-Pacific countries to improve the standards of technology, measurement systems and other quality of service improvement tools. To implement this project, UPU is organizing number of workshops in the Asia-Pacific region.

SECOND WORKSHOP ON QUALITY OF SERVICE AND SUPPLY CHAIN IMPROVEMENT

The Second Workshop on Quality of Service and Supply Chain Improvement in the Asian countries was organized by Department of Posts in Mumbai, India from 25th May, 2015 to 29th May, 2015. It was attended by officials of postal organizations of various countries. By hosting this workshop, Post Office staff experienced an exposure to international best practices. This hosting of workshop also increased India's goodwill among other countries.

7.8 Recently, Government of India has announced fully funded training programs on various postal management topics for African and SAARC countries. These training

programs are sponsored by the Ministry of External Affairs, Government of India. Rafi Ahmed Kidwai National Postal Academy (RAKNPA), Ghaziabad, is organizing training programs under the Indian Technical & Economic cooperation (ITEC) and Special Commonwealth Assistance for Africa Programme (SCAAP) for the year 2015-2016.

ASIA PACIFIC POSTAL UNION (APPU)

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

BILATERAL / MULTILATERAL MATTERS

7.10 India has been at the forefront of providing economic and technical aid to the

postal organizations of the Least Developed Countries (LDC) group in the form of awarding fellowships, contributing to the pool of experts and consultancies whenever required. In recent years, India has made notable efforts for induction of technology by providing software for counter automation to LDC postal operators.

44th LETTER WRITING COMPETITION, 2015

7.11 The Universal Postal Union letter writing competition, held annually, has become a global institution over the years. The Department of Posts hosted this competition in India. The competition aims to promote the art of letter writing and tries to enhance the capability of school going children in literary composition. The world-wide letter writing competition has also helped to improve awareness of the young generation about the role of Post Office as an agent of communication in the society.

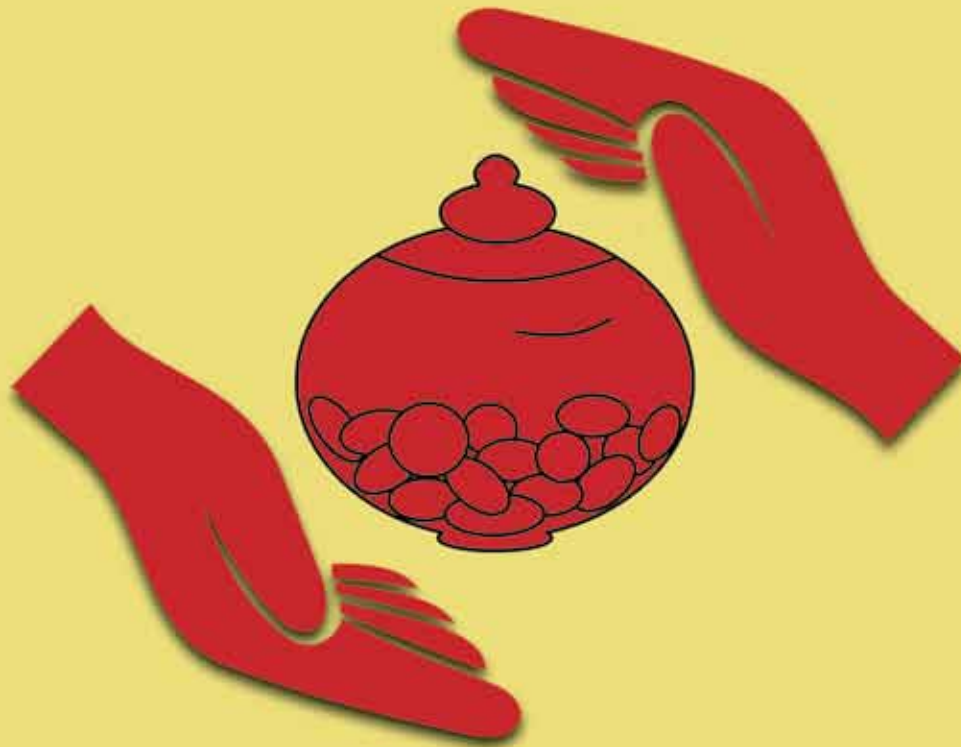


APPU Regional Meeting, Kolkata, Jan - 2016



Children participating in the UPU letter writing competition, 2015

Financial Services



FINANCIAL SERVICES

8.1 Department of Posts operates Small Savings Scheme on behalf of Ministry of Finance, Government of India. Post Office Savings Bank (POSB) has a customer base of more than 33.03 crore account holders as on 31.03.2015. Savings Bank facility is provided through a network of 1.54 lakh Post Offices across the country.

8.2 The outstanding balance under all National Savings Schemes and Saving Certificates in Post Offices are over 6,19,317.44 crore as on 31.03.2015. The profile of the

Savings Bank Schemes and Saving Certificates is as under:

POST OFFICE SAVINGS BANK

The Post Office Savings Bank operates Savings Accounts, Recurring Deposit (RD), Time Deposit (TD), Monthly Income Scheme (MIS), Public Provident Fund (PPF), National Savings Certificate (NSC), Kisan Vikas Patras (KVP), Senior Citizens Savings Scheme (SCSS) and Sukanya Samridhi Accounts (SSA).

TABLE 5
PROFILE OF SAVINGS BANK SCHEMES DURING 2013-2014 AND 2014-2015

Name of Scheme	Number of Accounts		Outstanding Balance (₹in crore)	
	2013-2014	2014-2015	2013-2014	2014-2015
1. Savings Accounts*	133501670	165968186	42959.01	46847.59
2. RD Accounts	110599553	122938104	74150.81	74515.26
3. TD Accounts	14246320	16238903	40712.21	51755.12
4. MIS Accounts	22017179	21073808	202083.60	200555.35
5. NSS Accounts (87 & 92)	331869	320174	4149.48	3924.30
6. PPF Accounts	2411817	2424984	46607.65	52747.56
7. Sr. Citizens Saving Scheme (SCSS)	1067752	954177	22491.36	17974.64
8. Cumulative Time Deposit	269446	181634	6.69	6.69
9. Fixed Deposit	516	516	24.20	24.20
10. MGNREGA **	62689394	64884602	0.00	0.00
11. MSY Accounts	2000651	1847916	3.10	2.98
12. Sukanya Samridhi Accounts		2486005		521.69
13. Total (1 to 12)	349136167	399319009	433188.10	448875.38
14. NSC VIII			75075.89	85597.59
15. KVP			106757.58	84844.47
16. Total (14+15)			181833.47	170442.06
17. Grand Total (13+16)			615021.56	619317.44

*Outstanding balance of MGNREGA accounts is included in outstanding balance of Saving Accounts.

** The figures of MGNREGA accounts include both MGNREGA accounts with balance and zero balance.

KISAN VIKAS PATRA

Kisan Vikas Patras (KVP) which were discontinued with effect from 1st December, 2011, was re-launched on 18th November, 2014. The interest rate of KVP is 8.7 percent per annum. Minimum investment in KVP is ₹1,000. Total 1.84 crore KVPs with deposits of ₹16,500 crore have been sold till December 2015.

INTERNATIONAL MONEY TRANSFER SERVICE

8.3 The Service enables instant international money remittance to customers in India sent from around 195 countries on a real time basis. Department of Posts has been operating this Service in association with Western Union from 9,942 Post Office locations and MoneyGram through 6,070 Post Office locations.

NATIONAL PENSION SYSTEM

8.4 Department of Posts is a point of presence for the National Pension System (NPS) for Indian citizens. Subscribers (any Indian Citizen) in the age group of 18 to 55 can join NPS and contribute till the age of 60. These pension contributions are invested in various schemes of different Pension Fund Managers appointed by Pension Fund Regulatory and Development Authority (PFRDA). The subscriber's contributions will be invested as per the preference of the subscriber. Under this Scheme, any subscriber who intends to open a pension account will be provided the facility at all Head Post Offices in the country.

SUKANYA SAMRIDHI ACCOUNT

8.5 Sukanya Samridhi Account is a new Small Savings Scheme for the welfare of girl child which was launched on 22nd January,

2015. Under the scheme, a legal/natural guardian can open only one account in the name of one girl child and maximum two accounts in the name of two different girl children upto 10 years from date of birth of the girl child. For initial operation of the scheme, one year grace has been given. 80 lakh Sukanya Samridhi Accounts with deposit of ₹2,900 crore have been opened till December 2015.

JAN SURAKSHA SCHEMES AND ATAL PENSION YOJANA

Jan Suraksha Schemes viz. Pradhan Mantri Suraksha Bima Yojana (PMSBY) and Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY) have been launched w.e.f. 7th September, 2015 in all CBS Post Offices. The schemes are available to all Post Office Savings Account-holders. By 08th February 2016, 1,06,784 subscribers have been enrolled under PMSBY and 9,140 under PMJJBY. Atal Pension Yojana (APY) has also been launched in CBS Head Post Offices from 1st December, 2015, and 25,398 subscribers had enrolled in this scheme by 08th February 2016.

POSTAL LIFE INSURANCE

8.6 Postal Life Insurance (PLI), introduced in 1884, is the oldest life insurance scheme for the benefit of the Government and semi Government employees. Initially meant only for the Post Office employees, today it caters to employees of the Civil and Military personnel of the Central and State Governments, Local Bodies, Government aided educational institutions, Universities, Nationalized Banks, Autonomous institutions, Public Sector Undertakings of the Central and State Government, employees of organizations



Hon'ble Minister of Communications and IT, Shri Ravi Shankar Prasad felicitating first account holder of Sukanyan Samridhi Yojna



Rendering CBS services to POSB customers

such as Scheduled Commercial Banks, Credit Co-operative Societies, Deemed Universities and Educational Institutes accredited by recognized bodies such as National Assessment and Accreditation Council (NAAC), All India Council for Technical Education (AICTE), Medical Council of India (MCI), etc., joint ventures having a minimum of 10% stake of Central/State Governments/PSUs and employees engaged/appointed on contract basis by Governments where the contract is extendable.

RURAL POSTAL LIFE INSURANCE

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

MAXIMUM SUM ASSURED LIMIT OF PLI/RPLI

Maximum sum assured limit of PLI has been raised from ₹20 lakh to ₹50 lakh from December, 2014 and in RPLI from ₹5 lakh to ₹10 lakh from May, 2015.

PERFORMANCE OF PLI/RPLI

8.8 The business procured during the year 2014-2015 and the total sum assured in PLI/RPLI as on 31.03.2015 in as under:

Name of Plan	No. of Policies procured (in lakh)	Sum Assured (₹ in crore)	Aggregate No. of Active Policies (in lakh)	Aggregate Sum Assured (₹ in crore)	Premium Income (₹ in crore)
PLI	3.24	14276.92	54.42	109106.90	5963.45
RPLI	4.77	4652.35	152.45	82822.26	1983.32

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

POLICIES UNDER PLI

8.10 PLI offers the following types of Policies:

- Whole Life Assurance (Suraksha).
- Convertible Whole Life Assurance (Suvidha).
- Endowment Assurance (Santosh).
- Anticipated Endowment Assurance for 15 and 20 Years (Sumangal).
- Joint Life Endowment Assurance (Yugal Suraksha).
- Children Policy (Bal Jiwan Bima).

POLICIES UNDER RPLI

8.11 RPLI offers the following types of Policies:

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

8.12 The bonus for continuing PLI and RPLI policies has been declared at the following rates:

Plan	Rates of Bonus per Rupees thousand sum assured per annum		
	Whole Life Assurance	Endowment Assurance	Anticipated Assurance
PLI as on 31.03.2014	₹85	₹58	₹53
RPLI as on 31.03.2014	₹65	₹50	₹47

8.13 The claims in respect of PLI and RPLI policies settled during the year 2014-2015 are as under:

TABLE 8 CLAIMS SETTLED IN POSTAL LIFE INSURANCE/RURAL POSTAL LIFE INSURANCE DURING 2014-2015		
Details	PLI	RPLI
Number of Claims (in lakh)	1.98	1.64
Amount paid (₹ in crore)	2158.95	691.64

ROLL OUT OF FINANCIAL SYSTEM INTEGRATOR PROJECT

8.14 All the PLI/RPLI operations have been automated under FSI Project 2012. The business processes developed for the new PLI Software in the FSI project involve all processing work to be done at Central Processing Centres (CPCs) with provision for online approval by the competent authority without any physical movement of files beyond CPCs.

IMPLEMENTATION OF FSI PROJECT

The FSI project has the following major facilities:

- Premium payment options-ECS, Debit/Credit Card, Net Banking, EFT (POSB account) and at Kiosks through ATMs.
- Facility to view policy details.
- Claim payment through NEFT.

PREVENTION OF MONEY LAUNDERING

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

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

ORGANISATIONAL SETUP UNDER PMLA

8.16 At the Directorate level Deputy Director General (DDG PCO/PMLA) is the Principal Compliance Officer of the Department of Posts and is responsible for implementing all compliance related activities within the Department of Posts. Member (HRD & Banking) has also been appointed “Designated Director” for the Department of Posts.

8.17 At Circle level, Director Postal Services, Headquarters (DPS HQ), at the Regional level, Director Postal Services (DPS) and at Divisional level, Senior Superintendent of Post Offices (SSPOs)/Superintendent of Post Offices (SPOs) is the Compliance Officer. Compliance Officer at each level is responsible for submitting Cash Transaction Report (CTR), Suspicious Transaction Report (STR) and Counterfeit Currency Report (CCR) to the next higher level.

IMPLEMENTATION STRATEGIES UNDER PMLA

8.18 The Department of Posts has circulated a master circular for compliance of Anti-Money Laundering / Combating the Financing of Terrorism (AML/CFT) norms for the Small Saving Schemes and for International Money Transfer Services with exhaustive guidelines. A list of documents to be accepted as identity proof and residence proof has also been provided.

MONITERING MECHANISM UNDER PMLA

8.19 66,743 staff were given training in the year 2015 on the subject. Workshops were also

organized by the PCO/PMLA and participants were also addressed by professionals from Western Union and Money Gram.

Financial Management



FINANCIAL MANAGEMENT

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

9.2 The total revenue earned including remuneration for Saving Bank and Savings Certificates work during the year 2014-2015 was ₹11,635.98 crore and the amount received from other Ministries/ Departments

as Agency charges (recoveries) was ₹661.98 crore. Gross working expenditure for the year 2014-2015 was ₹18,556.56 crore against the previous year's expenditure of ₹16,796.71 crore (i.e. an increase of about 10.48 %). The increase was mainly due to payment of Dearness Allowance/Annual increment, Modified Assured Career Progression (MACP), leave encashment during Leave Travel Concession (LTC), cost of materials, fuel etc. which resulted in increase of Department's deficit to ₹6,258.60 crore against the previous year's (2013-2014) ₹5,473.10 crore.

TABLE 9
REVENUE AND EXPENDITURE DURING 2013-2014 AND 2014-2015

(₹in crore)

Particulars	Actuals 2013-2014	Actuals 2014-2015	% age Inc(+)/ Dec(-) over previous year
Revenue			
Sale of Stamps *	670.67	576.18	(-) 14.09
Postage Realised in Cash	3161.71	3240.10	2.48
Commission on Money Orders and Inland Postal Orders, etc.	606.89	641.98	5.78
Remuneration for Savings bank/ Saving Certificates work	5915.27	6670.03	12.76
Other Receipts **	375.88	507.69	35.07
Total Revenue	10730.42	11635.98	8.44
Expenditure			
General Administration	942.08	1043.54	10.77
Operations	10242.51	11191.01	9.26
Agency Services	472.29	536.82	13.66
Others ***	5139.82	5785.19	12.56
Total Gross Expenditure	16796.71	18556.56	10.48
Less Recoveries	593.19	661.98	11.60
Net Expenditure	16203.52	17894.58	10.44
Deficit (Net Exp - Revenue)	5473.10	6258.60	14.35

* Sale of stamps includes sale of Postage stamps and, service stamps.

** 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.

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

TABLE 10			
RECOVERY OF WORKING EXPENSES ON ACCOUNT OF AGENCY SERVICES DURING 2013-2014 AND 2014-2015			
(₹in crore)			
Sl. No.	Head of Account	Actuals 2013-2014	Actuals 2014-2015
1	Payment of Coal Mines and EPF/ Family pension and misc. services (DOT/BSNL/ MTNL)	9.69	6.43
2	Payment of Railway Pension	6.41	6.02
3	Postal Life Insurance	533.00	604.42
4	Custom Duty Realisation	2.52	2.48
5	Commission on account of International money transfer; Western Union Scheme	42.54	32.97
6	Others*	(-) 0.97	9.65
	Total	593.19	661.98

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

9.3 The earnings of the Department are in the form of 'Recoveries' and 'Revenue Receipts'. The item 'Recoveries' mentioned in Table 10 represents the amount of commission earned by the Department for Agency Functions done on behalf of other Departments and organizations and 'Revenue Receipts' are on account of sale of postal articles, commission on money orders and Indian Postal Orders, receipts from other premium services, remuneration for Saving Bank and Saving Certificates work, etc. The earnings of the Department are on the lower side in comparison to the working expenses incurred.

9.4 During the financial year 2014-2015, the deficit of the Department was ₹6258.60 crore against the previous year's deficit of ₹5,473.10 crore which is an increase of 14.35%. The funds made available by the Ministry of Finance for 'Working Expenses' and 'Capital Outlay' during the year were appropriately utilized. Surplus funds were surrendered in time to the Ministry of Finance. This appreciable achievement was made possible by effective budgetary control and monitoring the progress of expenditure on monthly basis.

TABLE 11						
FUNDS SURRENDERED AND SAVINGS DURING 2014-2015						
(₹in crore)						
Nature of Expenditure	Budget Estimate	Suppl. Grant	Total	Actual Expenditure	Excess(+)/ Saving (-)	Amount Surrendered
3201 Working Exp.	17854.85	348.30	18203.15	18556.56	353.41	0.09
2552 Prov. for the Development of North Eastern Region	286.70	0.00	286.70	0.00	(-) 286.70	0.00
Total Working Exp.	18141.55	348.30	18489.85	18556.56	66.71	0.09
5201 Capital Exp.	471.54	2.27	473.81	172.96	(-) 300.85	358.33
4552 Prov. for Development of North Eastern Region	46.76	0.00	46.76	0.00	(-) 46.76	0.00
Total Capital	518.30	2.27	520.57	172.96	(-) 347.61	358.33
Total Working Exp. + Capital Exp.	18659.85	350.57	19010.42	18729.52	(-) 280.90	358.42

CAPITAL OUTLAY

9.5 The expenditure on fixed assets during the year 2014-2015 was ₹172.96 crore, of which 21.67 % was on 'Land and Buildings', 72.76% on 'Mechanization and Modernization of Postal Services', and 5.57% on 'Mail Motor Vehicles and others'.

VALUE OF FIXED ASSETS

The value of gross capital on fixed assets rose by ₹172.96 crore at the end of the year. The net progressive fixed asset value upto the end of the year was ₹3304.61 crore.

COST OF SERVICES

9.6 The average cost and average revenue of various Postal Services are as under:

TABLE 12					
AVERAGE COST AND AVERAGE REVENUE IN VARIOUS POSTAL SERVICES					
DURING 2013-2014 AND 2014-2015					
(Figure in Paise)					
Sl. No.	Name of Services	2013-2014		2014-2015	
		Cost	Revenue	Cost	Revenue
1	Postcard	753.37	50.00	905.04	50.00
2	Printed Postcard	740.30	600.00	845.07	600.00
3	Competition Postcard	741.62	1000.00	846.67	1000.00
4	Lettercard(Inland Letter)	748.39	250.00	885.39	250.00
5	Letter	826.19	924.94	1005.31	1396.98
6	Registered Newspaper-Single	913.45	41.00	1045.92	44.00
7	Registered Newspaper-Bundle	1483.13	97.00	1705.59	90.00
8	Book Post, Book Pattern & Sample Packets	806.15	685.65	1096.95	739.46
9	Book Post-Printed Books	1312.18	272.37	1352.12	206.04
10	Book Post-Other Periodicals	1263.57	1265.25	1471.22	1235.86
11	Acknowledgement	691.87	300.00	778.04	300.00
12	Parcel	5197.52	3645.90	7137.00	4845.53
13	Registration	4253.73	1700.00	4838.93	1700.00
14	Speed Post	5249.67	3710.04	5884.67	3688.31
15	Value Payable Post	2465.90	352.40	3033.45	364.44
16	Insurance	13805.84	4823.31	6201.24	5215.43
17	Money Order	8638.19	5464.86	10457.08	4677.65
18	Indian Postal Order	3159.99	393.20	3998.67	364.92



Secretary (Posts) addressing the IFAs and heads of PAOs in the IFA's Conference in New Delhi on 10th December 2015

Philately



PHILATELY

POSTAGE STAMPS

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

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

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

stamps are meant for day - to- day use as a token of payment of postage on mail articles. These incorporate less complicated design inputs, entailing minimum expenditure in their manufacture, and are printed in large quantities, over longer periods. On the other hand the commemorative postage stamps are designed and printed with greater aesthetic inputs. These are manufactured in limited quantities and generate great interest among philatelists and collectors.

PHILATELIC ACTIVITIES

The philatelic activities of the Department include:

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

PHILATELIC ADVISORY COMMITTEE

10.4 A Philatelic Advisory Committee (PAC) advises the Government of India on the annual

programme for issue of commemorative stamps. It is an important forum for citizen-government interface where persons who have achieved eminence in various fields can contribute to the process of identifying and highlighting issues or events, institutions, personalities, and themes of human interest whose commemoration through postage stamps would help elevate the image of India in the global arena.

10.5 Every year, the Department of Posts receives a large number of proposals for issue of stamps from various sources including Members of Parliament and State Legislative Assemblies, State Governments and other public and private organisations/institutions as well as individuals. The Committee examines these proposals on the basis of certain values meant to ensure the philatelic value of the stamps when issued, and recommends the annual stamp issue programme taking into account the capacity to print and sell.

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

10.7 A meeting of the Philatelic Advisory Committee (PAC), chaired by the Minister of Communications and Information Technology, was held on 27th July, 2015. The details of the stamps covered for definitive series of postage stamps was changed from “Builders of Modern India” to the new series “Makers of India” and “Yoga” on the advice of the PAC is as under:

TABLE 13 DEFINITIVE SERIES OF POSTAGE STAMPS		
Sl. No.	Type of Stamp	Denomination of Postage Stamp
1	Mahatma Gandhi	25P
2	Dr. B. R. Ambedkar	500P
3	Sardar Vallabh Bhai Patel	500P
4	Deen Dayal Upadhyay	500P
5	Jay Prakash Narayan	500P
6	Bal Gangadhar Tilak	100P
7	Netaji Subhash Chandra Bose	500P
8	Rajendra Prasad	500P
9	Jawaharlal Nehru	500P
10	Maulana Azad	500P
11	Shyama Prasad Mukherjee	500P
12	Mother Teresa	2000P
13	Srinivasa Ramanujan	400P
14	Bhagat Singh	500P
15	Rabindranath Tagore	5000P
16	Shivaji	1000P
17	Ram Manohar Lohia	500P
18	Vivekananda	500P
19	Subramania Bharati	50P
20	Pandit Ravishankar	300P
21	Bhimsen Joshi	300P
22	M.S. Subbulakshmi	300P
23	Bismillah Khan	300P
24	Maharana Pratap	1000P
25	Lal Bahadur Shastri	500P
26	Gopinath Bordoloi	500P
27	Thiruvalluvar	500P
28	Yoga	25P

RELEASE OF STAMPS

10.8 A total of 24 issues comprising 40 commemorative/special postage stamps were released during the period from 1st April 2015 to 31st December, 2015 commemorating

various personalities, events/occasions. Some of the significant commemorations were, India – France : 50 Years of Space Co-operation (set of two stamps), India – Singapore Joint Issue (set of two stamps), 3rd India – Africa Forum Summit (set of six stamps). A set of four commemorative postage stamps on the theme “Women Empowerment” were also issued during the year.

NEW INITIATIVES

10.9 During the National Postal Week which was celebrated across the country between 9th October, 2015 to 15th October, 2015, various activities like postal workshops, letter writing and stamp design competitions were organized to promote philately. More than 2000 school children visited the National Philatelic Museum in Delhi during the National Postal Week.

10.10 Department of Posts has also taken steps to promote Philately through the mode of online communication. A mobile application (Android version) has been developed for sale of philately stamps through e-Post Office and is available on Google Play Store for use of the public. Easy access of the application on the Google Play Store will help in creating interest among the youth towards philately.

10.11 Philatelic products are also being sold at e-Post Office which is being used as an e-commerce portal. Various new products are designed and launched at e-Post Office for promotion of philately. Revenue of about ₹24.31 lakh has been generated during the period from 1st April, 2015 to 31st December, 2015.

10.12 A Tie - up with Snapdeal was entered into on 04.08.2014 for one year, and through this platform, revenue of ₹16.5 lakh approximately has been generated.

10.13 An agreement has been signed with the e-commerce company Shopclues on 7th October, 2015 for sale of philatelic items in an effort to make philately a major revenue earner for India Post.

10.14 Crowd-sourcing of stamp designs: It has been decided to hold nationwide stamp design competitions occasionally for designing the postage stamps on “people-centric themes”. A nationwide stamp design competition on the theme “a Day in the Rain” was organized and based on the selected entries; a set of Commemorative Postage Stamps and miniature sheet was designed and released on the occasion of Children’s Day i.e. on 14th November, 2015.



School Children visiting National Philatelic Museum, New Delhi



Stamp on Nabakalebara 2015

Human Resource Development



HUMAN RESOURCE DEVELOPMENT

11.1 Department of Posts, being a service delivery organization, needs a workforce that is well informed and responsive to customers' needs. In the changing scenario of IT enablement, computer literacy is essential for service delivery. Thus, there is a need to have focused and well planned training and development programmes aimed at change acceptance by administrative, operative and finance personnel. Department has framed the Postal Training Policy, 2012 in conformity with the National Training Policy, 2012 of Government of India. The key objective of the Postal Training Policy is "Training for All" at the entry level and three Mid-career Training Programmes at specific intervals for all cadres/categories of staff.

TRAINING INFRASTRUCTURE

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

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

- Postal Training Centres (PTCs) at Darbhanga, Guwahati, Madurai, Mysore, Saharanpur and Vadodara for operative staff and inspectorial cadres.
- 417 Workplace Training Centres (WTCs) in Circles are currently operational [including 5 Zonal Training Centres (ZTCs) of the Postal Accounts Wing].

TRAINING DELIVERY

11.3 The following Induction Trainings have been organized:

- During the period from April, 2015 to December, 2015, the PTCs delivered induction training for 2,713 Group 'C' employees.
- 121 officers of Postal Services Group 'B' have undergone the induction training on promotion at RAKNPA, Ghaziabad.
- Induction Training was organized for 26 Indian Postal Service Probationers at RAKNPA.

MID CAREER TRAININGS

11.4 A wide range of training programmes on operational matters and postal technology were conducted. From April, 2015 to December, 2015, 53,401 employees were trained (including Gramin Dak Sevaks). It is anticipated that over 70,000 employees would have undergone training by March 2016 in the year 2015-16.

11.5 In 2015-16, 45 officers of the Indian Postal Service participated in mandatory Mid

Career Development Programme. The course-wise number of participants and details of the domestic and foreign component are given below:

- Management Development Program (MDP): 20 participants; foreign component was organized through RIPA, London, U.K. and domestic component was held at RAKNPA, Ghaziabad.
- Advanced Development Programme (ADP): 25 participants; foreign component was held at Goldman School of Public Policy, University of California, Berkeley, USA and the domestic component was held at IIM Kolkata.

OTHER IN-SERVICE TRAINING

11.6 In service training for group 'A' and 'B' officers was held through 21 workshops and other programmes on Financial Management, Philately, Mail Management, Insurance, etc. held at RAKNPA, Ghaziabad.

11.7 One Indian Postal Service officer has been deputed for participation in the 41st Advanced Professional Programme in Public Administration (APPA) at Indian Institute of Public Administration (IIPA), New Delhi.

11.8 A programme on Public Procurement held at the National Institute of Financial Management, Faridabad was attended by 25 officers.

11.9 Upto December 2015, international training exposure was given to 26 employees from various cadres at the Asian Pacific Postal College (APPC), Bangkok for a range of programmes.

INTERNATIONAL TRAINING PROGRAM

Two international courses viz. Leadership Development and Executive Development Program were organized for 34 participants from postal administrations of various countries by RAKNPA, Ghaziabad.



India Post participants in Delhi Half Marathon

SCHEMES/POLICIES FOR BENEFIT OF DIFFERENTLY ABLED EMPLOYEES

11.10 The Department of Personnel and Training has fixed 3% reservation under Section 33 of Persons With Disability (PWD) Act in respect of Direct Recruitment vacancies to Group A, B, C and MTS for persons with disabilities as per the following criteria in the identified posts: (i) 1% reservation for persons suffering from blindness or low vision (ii) 1% reservation for persons suffering from hearing impairment, and (iii) 1% reservation for persons suffering from locomotor disability or cerebral palsy.

11.11 Further, 3% of the vacancies in case of promotion to MTS and Group 'C' posts in which the element of direct recruitment, does not exceed 75% posts, shall be reserved for persons with disabilities of which 1% each shall be reserved for persons suffering from (i) blindness or low vision, (ii) hearing impairment, and (iii) locomotor disability or cerebral palsy.

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

FINANCIAL ASSISTANCE TO ORTHOPEDICALLY CHALLENGED EMPLOYEES

11.13 Orthopedically disabled postal 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. Furthermore, if the same employee

applies for the grant of scooter advance, their case is 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, as such reimbursement is not admissible from any other source.

SCHOLARSHIP FOR DIFFERENTLY ABLED/ PHYSICALLY CHALLENGED CHILDREN OF EMPLOYEES

11.14 Out of the available funds under scholarships and other educational schemes of the Department of Posts, 3% of the scholarships are earmarked for disabled children of postal employees, apart from the grant of scholarship which is available to the regular students.

ELIGIBILITY FOR SCHOLARSHIP UNDER EDUCATIONAL SCHEMES

Under the Educational schemes of the Department of Posts, children with challenges (including orthopedic, visual, hearing, speech and mental), of postal employees drawing pay up to ₹29,790 per month, are eligible to get an annual scholarship.

TRANSPORT CHARGES FOR DIFFERENTLY ABLED CHILDREN OF EMPLOYEES

11.15 Transport charges and Hostel/Mess subsidies (in lieu of Transport charges) are allowed to differently abled children of postal employees studying from 1st to 12th standard at the rate of ₹100 per month in 'A' class cities and at the rate of ₹80 per month in 'B' class cities. These welfare measures have been taken by the Department of Posts, in addition

to the measures already available by the Government of India.

STAFF WELFARE

11.16 The Postal Services Staff Welfare Board has been set up at the Central level, to control all welfare - related activities including promotion of sports and cultural activities for the employees of the Department. The Minister of Communications & Information Technology is the Chairperson of the Board. Secretary (Posts) is the Vice-Chairperson of the Board. There is an Executive Committee at the Headquarters of the Welfare Board for guiding and controlling the day to day welfare activities in the Department. Member, Human Resources Development & Banking of the Postal Services Board is the Chairman of the Executive Committee at Headquarters. At the Circle level the Head of the Circle is the President of the Circle Welfare Board.

11.17 The Board receives grants-in-aid for welfare from the Consolidated Fund of India. Voluntary contributions from the staff are also arranged by the field formations.

11.18 Under various Welfare Schemes, funds are allotted to the Circles for implementing the Welfare measures of the Department. The Welfare Fund covers 1,99,295 departmental and 2,61,162 Gramin Dak Sewaks. Thus, a total of 4,60,457 employees are covered under welfare measures.

WELFARE MEASURE FOR DEPARTMENTAL EMPLOYEES

11.19 **Death-** The financial assistance provided under the cases of death of employees are:

- Financial assistance in case of death of a postal employee,

- Financial assistance in case of death of a postal employee due to terrorist activity/dacoity/robbery etc,
- Financial assistance in case of death of a postal employee on duty due to accident, and
- Financial assistance in case of death of a postal employee by terrorist activity/dacoity/robbery while not on duty.

11.20 **Illness-** The financial assistance provided under the illness of the employees are:

- Financial assistance in cases of prolonged and serious illness/ major surgeries,
- Financial assistance to regular employees suffering from T.B. and also for their family members,
- Financial assistance during Extra Ordinary Leave and half pay leave due to prolonged illness, and
- Financial assistance for purchase of mechanical/motorized tricycle for orthopedically handicapped employees.

11.21 **Educational Grants** - The financial assistance provided to the employees are:

- Grant of educational assistance to the children of postal employees; and
- Incentive for excellence in academic achievement for 10th and 12th Class.

11.22 **Grants of Scholarships** - The financial assistance provided to the employees are:

Scholarships for UPSC Examination,

- Scholarships for SC/ST Employees for departmental examination and higher education,
- Scholarship for development of individual personality, and

- Grant of scholarship and transport charges to the differently abled/physically challenged children of postal employees.

11.23 Recreation Activities - The financial assistance provided are:

Subsidy on transport charges for excursion trips,

- Expenditure on Holiday Homes, and
- Grant-in-aid to the Recreation Clubs.

11.24 Other miscellaneous Grants - The financial assistance are:

- Grant-in-aid to Central Postal Ladies Organization (CPLO) and its subordinate organizations in Circles,
- Grant-in-aid for establishment and running of Crèches,
- Grant-in-aid for establishment and running of Tailoring Centres,
- Grant-in-aid to Residents Welfare Associations, and
- Financial assistance in cases of natural calamities, fire and floods.

11.25 Field Services (Postal) Benevolent Fund

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

11.26 During the financial year 2014-2015, an amount of ₹2.4 crore was allocated to the

Circles for implementing welfare activities in respect of departmental staff. During the period from April, 2015 to December, 2015, an amount of ₹88 lakh has been allocated to Circles for implementing welfare activities.

WELFARE MEASURES FOR GRAMIN DAK SEWAKS

11.27 Circle Welfare Fund for Gramin Dak Sewaks- The Department of Posts has introduced Circle Welfare Fund for Gramin Dak Sewaks as part of the one year initiatives. The Scheme came into effect from 1.10.2013. The scheme covers around 2,61,162 Gramin Dak Sewaks who manage the rural postal network of 1,29,379 Branch Post Offices in the country. The Gramin Dak Sewaks are the backbone of the rural network in the country. Therefore, in order to boost the morale and keep motivation levels high amongst the GDSs, the Department of Posts has introduced this Fund which exclusively caters for the welfare of Gramin Dak Sewaks. The Fund is being managed and operated at Circle level by the respective Heads of Circles.

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

- Financial Grant under 14 categories.
- Financial assistance by way of loan at lower rate of interest - @ 5% per annum.
- One-time payment at the time of retirement – The amount will be granted to those GDSs who have not availed any financial assistance.

11.29 Under this Scheme the Financial Grant will be provided under following heads/items:

- Financial Assistance to families of deceased GDSs to meet immediate

expenses following death, irrespective of whether death occurs during duty/ outside duty hours.

- Death due to terrorist activity/dacoity, while on duty.
- Financial Assistance in case of death of GDSs due to riots, attack by robbers and terrorists while not on duty.
- Financial Assistance in case of death of GDSs while being on duty due to accident.
- Funeral Expenses on death of GDS (payable in cases in which last rites of deceased GDS are performed by brothers or sisters or near relatives in the absence of any other next of kin)
- Financial Assistance in case of major surgical operations in ailments, like Cancer, brain haemorrhage, kidney failure/transplant, heart surgery etc.
- Financial Assistance in case of accident of GDS while being on duty, requiring hospitalization for more than three days.
- Financial Assistance for nutritional diet to GDS suffering from TB (only once for a maximum period of six months, provided the GDS has put in at least six years of service and treatment is taken in government hospital).
- Grant of Scholarship under educational Schemes to the children of GDS (as per existing terms and conditions).
- Grant of Scholarship under educational Schemes for PG in Technical Course to the children of GDS
- Incentive for excellence in academic achievement for 10th and 12th Class.
- Scholarship for physically handicapped children of GDS (for maximum 8 years and as per the existing terms and conditions)

- Maternity Grant to women GDS.
- Financial Assistance in cases of natural calamities, like fire, floods etc.

11.30 Apart from above financial assistances, there is also facility of repayable loan at 5% rate of interest. The GDS will be eligible for loan at lower rate of interest of 5% per annum up to the maximum amount of ₹50,000 deductible in maximum twenty five monthly installments. The loan will be granted for the following:

- For construction of one room with flush toilet facilities for housing the Branch Post Office.
- For purchase of computer/laptop to encourage computer literacy amongst GDS.
- For purchase of moped/scooter/motor cycle which will also facilitate travel for discharging his duties.

11.31 During the Financial Year 2014-2015, an amount of ₹1.58 crore was allocated to the Circles for implementing welfare activities in respect of GDS. During the period from April, 2015 to December, 2015, an amount of ₹ 1.89 crore has been allocated to the Circles for implementing welfare activities.

SPORTS ACTIVITIES

11.32 The Postal Sports Board has been set up at the central level which controls all the sports related activities of the Department. Secretary (Posts) is the Chairperson of the Postal Sports Board and the Member (HRD) is the Vice Chairperson of the Postal Sports Board. At the Circle level, the Head of the Circle is the President of the Circle Sports Board.

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

Department. The Postal Sports Board receives allocation from the Central Welfare Fund.

11.34 During the period from April, 2015 to December, 2015, a total of 8 sporting events were organized - Carrom, Chess, Cricket, Football, Hockey, Kabaddi, Volleyball, Weightlifting, Powerlifting & Best Physique.

11.35 The 30th Cultural Meet was held at Dehradun (Uttarakhand Circle) from 19th November, 2015 to 23rd November, 2015 in which 15 Circles participated in various cultural activities.

11.36 Additionally, 5/6 more sporting events are planned in Basketball, Badminton, Wrestling, Table Tennis and Athletics & Cycling in 2015-2016.

11.37 Coaching for officials recruited under the sports quota is organized for participation in various All India Sports Meet.

11.38 The facilities provided to sports persons are as under:

- Grant of two hours off for practice.
- Grant of Kit Allowance for participation in All India Postal Sports Meets
- Grant of TA/DA to the teams out of Circles Sports Fund.

11.39 Gramin Dak Sewaks were granted advances from the Circles Sports Fund.

11.40 Grants in respect of Games in which Department is affiliated with National level Federations.

11.41 During the Financial Year 2014-2015, an amount of ₹2.03 crore was allocated to the Circles for organizing sports activities. During the period from April, 2015 to December, 2015, an amount of ₹2.54 crore has been allocated to the Circles for organizing sports activities.



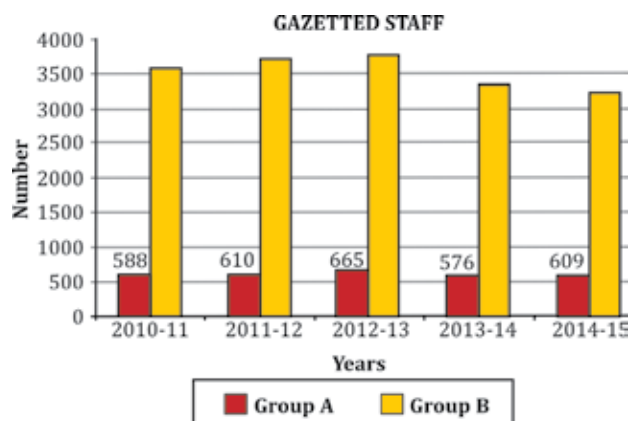
Ms. Parul Parmar, Postal Assistant won the Gold Medal in BWF Para Badminton World championship 2015, in Stoke Mandeville, England

ACTUAL STRENGTH OF PERSONNEL

11.42 As on 31st March, 2015, there were a total of 4,60,457 employees in the Department of Posts, of which, 1,99,295 are Departmental Employees and 2,61,162 are Gramin Dak Sewaks (GDSs). The category-wise detail is as under:

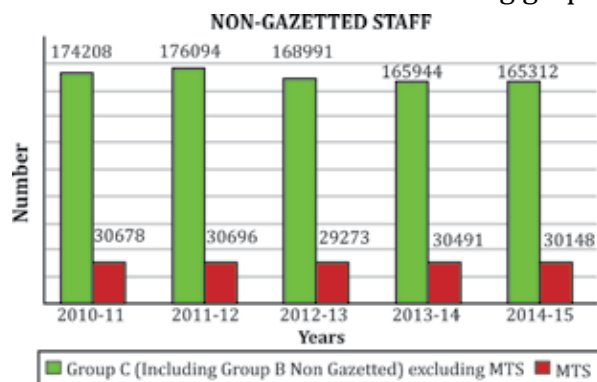
TABLE 14			
PERSONNEL: ACTUAL STRENGTH AS ON 31.03.2015			
(including those on deputation and training outside the Department)			
I DEPARTMENTAL			
A.GAZETTED	GROUP "A"	GROUP "B"	TOTAL
INDIAN POSTAL SERVICE GROUP "A"			
Secretary (Posts)	1		1
Member, Postal Services Board	6		6
Sr.DDG/Chief PMG	25		25
Senior Administrative Grade	70		70
Junior Administrative Grade	87		87
Senior Time Scale	69		69
Junior Time Scale	155		155
POSTAL SERVICE GROUP "B"		833	833
Assistant Superintendent		1640	1640
INDIAN P & T ACCOUNTS & FINANCE SERVICE			
Senior Administrative Grade	7		7
Junior Administrative Grade	21		21
Senior Time Scale	23		23
Junior Time Scale	29		29
Senior Accounts Officer/Accounts Officer		204	204
Assistant Accounts Officer		286	286
CENTRAL SECRETARIAT SERVICE	42	63	105
CIVIL WING			
Chief Engineer	1		1
Others	27	160	187
OTHER GENERAL CENTRAL SERVICE	46	40	86
TOTAL (GAZETTED)	609	3226	3835
B. Group 'B' NON GAZETTED		5200	5200
C. NON GAZETTED	GROUP "C" Excluding MTS	GROUP "C" "MTS"	TOTAL
Directorate	120	109	229
Post Offices including Circle office, Accounts, Stamp Depot, Canteen Staff	141769	18561	160330
Railway Mail Service	15422	10079	25501
Mail Motor Service	1201	248	1449
Others (RLO, Disp., Store, Trg, Civil, Printing Press)	1600	1151	2751
TOTAL (NON GAZETTED) Group C	160112	30148	190260
TOTAL DEPARTMENTAL [(I)=(A+B+C)]			199295
II Gramin Dak Sewak (GDS)			261162
GRAND TOTAL (I + II)			460457

11.43 The Gazetted staff categorized into “Group A” and “Group B” since 2010-2011 has been shown in the following graph:



11.44 The Non-Gazetted Departmental staff are categorized into “Group C (including Group B Non-Gazetted) excluding Multi Tasking Staff (MTS)” and “MTS” since 2010-

2011 has been shown in the following graph:

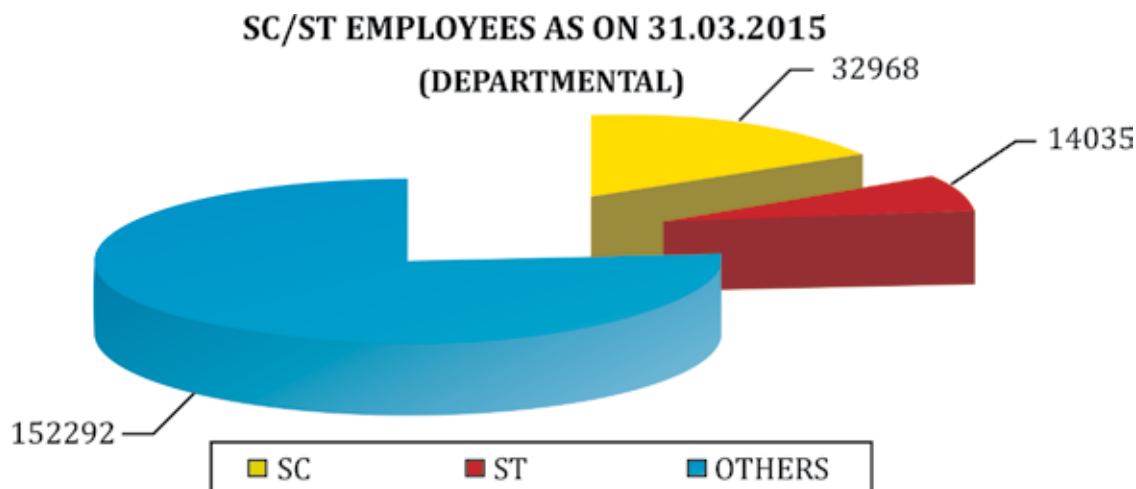


SCHEDULE CASTE AND SCHEDULE TRIBE EMPLOYEES

11.45 As on 31st March, 2015, there were 32,968 Schedule Caste and 14,035 Schedule Tribe employees in various grades in the Department. Grade-wise detail of Schedule Caste and Schedule Tribe employees and their percentage with total employees are as under:

Group	Scheduled Castes	Percentage to Total Number of Employees	Scheduled Tribes	Percentage to Total Number of Employees
Group 'A'	62	10.18	33	5.42
Group 'B' (Gazetted)	401	12.43	169	5.24
Group 'B' (Non Gazetted)	824	15.85	334	6.42
Group 'C' excluding MTS	25708	16.06	11387	7.11
Group 'C' Multi Tasking Staff	5973	19.81	2112	7.01
Total	32968	16.54	14035	7.04

11.46 The Departmental staff as on 31st March, 2015, categorized into “Scheduled Caste”, “Scheduled Tribes” and “Others”, has been shown in the following graph:



RESERVATION ROSTER

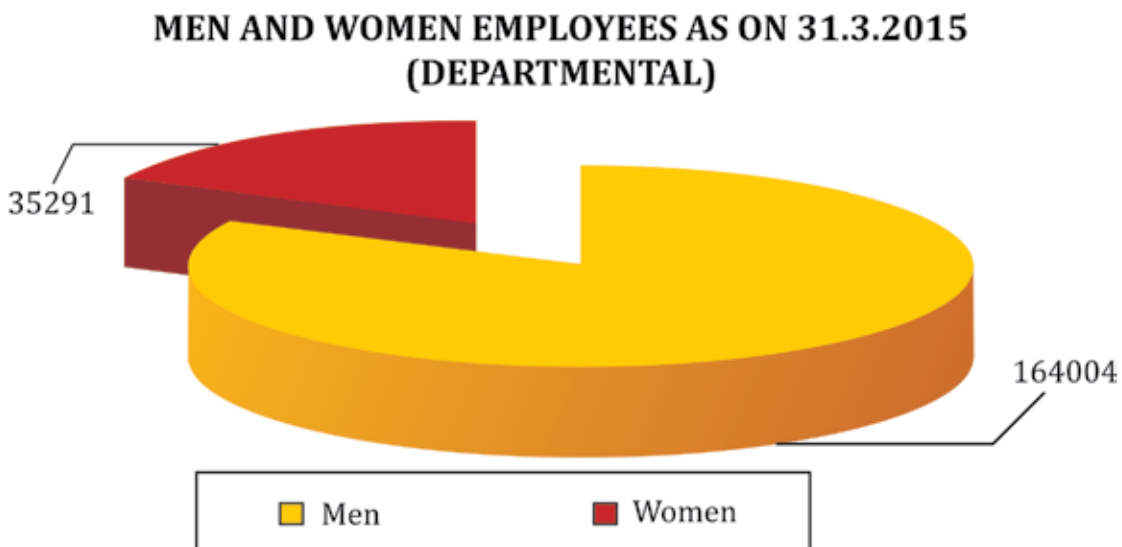
The inspection of Reservation Rosters of Scheduled Castes/Scheduled Tribes/ Other Backward Castes is being carried out periodically.

EX-SERVICEMAN AND WOMEN EMPLOYEES

11.47 As on 31st March, 2015, there were 1,622 Ex-servicemen, 14 Differentlyabled Ex-servicemen and 35,291 women employees in various grades in the Department. Grade-wise detail of Ex-servicemen, Differently-abled Ex-servicemen and women employees is as under:

TABLE 16 NUMBER OF EMPLOYEES: EX-SERVICEMEN, DIFFERENTLY ABLED EX-SERVICEMEN AND WOMEN AS ON 31.03.2015			
Group	Ex-Servicemen	Differently Abled Ex-Servicemen	Women
Group 'A'	0	0	78
Group 'B'(Gazetted)	7	0	265
Group 'B'(Non Gazetted)	10	1	941
Group 'C' excluding MTS	1442	10	30534
Group 'C' Multi Tasking Staff	163	3	3473
Total	1622	14	35291

11.48 The Departmental staff as on 31st March, 2015, categorized into "Men" and "Women", has been shown in the following graph:



GENDER ISSUES

11.49 The Department of Posts is committed to the social objective of Gender Equality and Justice by ensuring equal participation

of women at the highest levels of decision-making in the Department.

11.50 Gender Budgeting has emerged as an important strategy to enable gender

mainstreaming at all levels of Government policies including planning and budgeting for development and welfare of women. The Five Year Plan has laid special emphasis on incorporating Gender-Budgeting in all sectors as well as on engendering of important national macro-economic policies.

11.51 In order to ensure mainstreaming of gender perspective in all future initiatives, it is necessary to provide a separate 'Ladies Toilets/Ladies Retiring Room' in departmental buildings. In case of Administrative Offices or Head Post Offices, provision of 'Crèche' are also to be considered to mitigate the difficulties being faced by working women. An outlay of ₹3 crore has been provided for the purpose in 12th Five Year Plan. 112 ladies toilets and ladies retiring Rooms have been constructed in 2014-2015 in departmental buildings.

11.52 To provide the facilities of separate 'Ladies Retiring Room' and ladies toilets in all the Departmental buildings and ladies hostel at Postal Training Centre, Mysore, an outlay of ₹1 crore has been provided in the Annual Plan 2015-2016.

11.53 As an effort to integrate gender equality and women's empowerment for good governance, 52 Post Offices with all women employees are functioning in major cities throughout the country and 20,242 Branch Post Offices with women Branch Postmasters. These Post Offices offer a better environment to our women customers from all strata of society to transact postal business with a level of comfort and familiarity with women employees of the Department.

11.54 The Department of Posts has introduced welfare measures exclusively for the benefit of its women employees. The women specific programmes implemented by the Department of Posts are:

- Financial assistance to Central Postal Ladies Organization (CPLO) and its subordinate organizations in the Circles at the rate of ₹35,000 and ₹25,000 per annum, respectively.
- Financial assistance to Crèches @ ₹6,000 per annum in respect of non-recurring expenditure and ₹2,655 per month as recurring grant.
- Financial assistance of a non-recurring grant of ₹5,000 per annum provided to Tailoring Centers. Besides this, salary at the rate of ₹750 per month is also paid to the teachers of the Tailoring Centers.
- Maternity grant equivalent to three months Time Related Continuity Allowance (TRCA) with Dearness Allowance (DA) to women Gramin Dak Sewaks (GDSs) for birth upto two children only, who are not covered under maternity benefits for departmental employees.

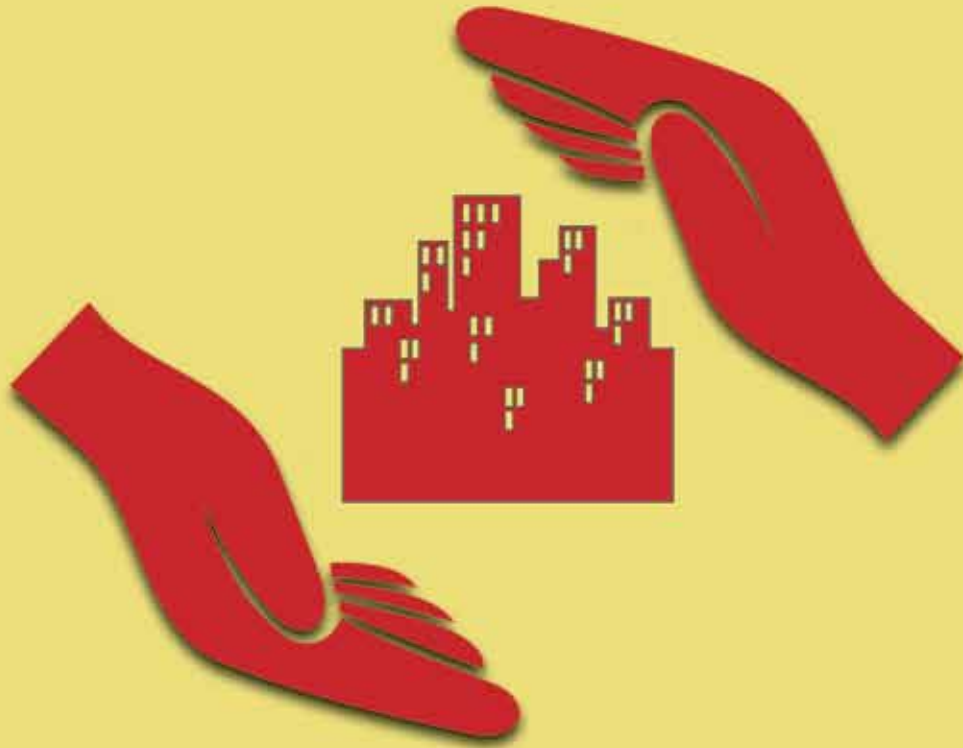
PREVENT AND ADDRESS SEXUAL HARASSMENT

To prevent and address sexual harassment of women at the work place, a Committee under the chairmanship of the Deputy Director General (Training & CP) with three other members has been set up in the Postal Directorate.

11.55 The number of complaints of sexual harassment filed, disposed of and pending during the period from April, 2015 to December, 2015 is as under:

TABLE 17	
ANNUAL RETURN ON CASES OF SEXUAL HARASSMENT DURING	
THE PERIOD FROM APRIL, 2015 TO DECEMBER, 2015	
Head	Number
Number of complaints of sexual harassment received in the year	40
Number of complaints disposed of during the year	24
Number of cases pending for more than 90 days	16
Number of workshops on awareness programmes against sexual harassment conducted during the year	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 and Workplace (Prevention, Prohibition and Redressal) Act, 2013 and the Rules framed under the Act.

Estates Management



ESTATES MANAGEMENT

12.1 Post Office has a universal service obligation to provide basic postal facilities at affordable price throughout the length and breadth of the country. Providing well designed buildings for Post Offices such as Head Post Offices (HPOs) and Sub Post Offices which serves the need of providing efficient quality postal services to public is an important mandate of the Department of Posts. The diverse nature of functioning of different offices necessitates proper designing and development of the buildings according to specific needs of each office.

12.2 The objective of this scheme is to fulfill the Universal Service Obligation (USO) for providing the critical infrastructure for easy access to postal service from suitable buildings owned by the department.

12.3 India has the largest postal network in the world with over 1,54,939 Post Offices (as on 31.03.2015) of which 89.86% are in the rural areas. There are 25,560 Departmental Post Offices [810 Head Post Offices (HOs), 24,750 Sub-Post Offices (SOs)] and 129379 Gramin Dak Sewak Post Offices in the country.

12.4 Government is mandated to provide own building facilities for all the 25,560 Departmental Post Offices which includes Head Post Offices and Sub-Post Offices. Gramin Dak Sewaks Post Offices are functioning in the rural areas either from the premises of Gramin Dak Sewaks or from the local panchayat buildings.

DEPARTMENTAL AND RENTAL BUILDINGS

12.5 Out of 25,560 Departmental Post Offices, 4,441 Post Offices are functioning

from departmental buildings and the rest are housed in rented buildings. The breakup of offices which are functioning from Departmental and rental buildings is given at Table 18, Page No. 92.

RENTAL LIABILITY

12.6 21,885 departmental Post Offices in the country are functioning from rented/rent-free buildings. Government incurs an expenditure of approximately ₹70 crore per annum towards rental liability for hired Post Office buildings.

POSTAL ENGINEERING WING

12.7 Buildings form a critical infrastructure which enables the Department not only to deliver efficient and responsive postal services to the public but also to provide a better working environment to the staff. Department adopted the policy of building its own assets to house its operative offices, administrative offices and residential accommodation based on the demand, suitability, reasonability and economical cost through the Postal Engineering Wing. The focus has been on construction of Post Offices, having the staff strength of 15 (fifteen) and more, on the vacant land owned by the Department.

12.8 The Department owns 1,797 vacant plots in the country. These plots were acquired/purchased/received as gift for construction of postal buildings over a period of time. Government undertakes construction of departmental buildings on vacant plots with assistance from Plan funds provided by the Planning Commission under Plan Schemes.

ESTATES MANAGEMENT SCHEME

12.9 During the 12th Five Year Plan, an outlay of ₹202 crore has been provided under the Plan scheme "Estates Management". The objective of the Scheme is to construct buildings to house Post Offices, administrative offices, residential accommodation and construction of boundary walls, rain water harvesting structures, ATM rooms, installation of Solar Power and purchase of land, with assistance from Plan funds. All construction activities are done on the basis of Central Public Works Department (CPWD) norms and schedule of rates.

DIFFERENTLY ABLED FRIENDLY FACILITIES

As regards providing of infrastructural facilities for differently-abled people, the newly constructed buildings have these facilities as a mandatory requirement and for the existing building it is ensured, wherever feasible, by providing a ramp/elevator/lift and other facilities in public buildings for differently-abled persons/elderly persons under the Disabled Person (Equal opportunity, protection of Rights & Full Participation Act, 1995).

HERITAGE BUILDINGS

12.10 The Department has 38 heritage buildings, which have architectural value. Special efforts are also made to preserve these heritage buildings as a policy as these are invaluable assets of the Department. During the period from April, 2014 to March, 2015, 21 heritage buildings in 8 Circles have been provided funds for its preservation and some maintenance work has been carried out. The details of heritage buildings are given at Table 20, Page No. 94.

CONSTRUCTION

12.11 During the period April, 2014 to March, 2015, construction work of 7 Post Office buildings, 26 boundary walls, 1 administrative office project, 735 ATM rooms, 1 staff quarter project were completed. Besides, one plot has been purchased for construction of a Post Office building.

INSTALLATION OF SOLAR POWER PACKS

12.12 Department of Posts is in the process of computerizing, networking and modernizing the Post Offices in rural areas. Non-availability of power/erratic electric supply in rural areas is proving to be a hurdle. Postal initiatives in rural India face problems as availability of quality power in the rural areas, is not assured.

12.13 The solar revolution has made solar energy a powerful source in the energy sector, which is a clean reversible and environmentally sound means of harvesting the solar energy. Solar panels use arrays of solar photovoltaic cells, which convert the solar energy into usable energy and can also be used for harvesting the solar energy for indoor/outdoor lighting/powering all sets of electronic equipment. Its suitability for decentralized applications and its environment-friendly nature makes it an attractive option to supplement the energy supply from other sources.

12.14 During the 12th Five Year Plan, an outlay of ₹6 crore has been provided for installation of 200 solar power packs in the departmental Post Office buildings in rural area. In the year 2014-2015, installation of 16 solar power packs has been completed all over the country.

ROOF TOP RAIN WATER HARVESTING STRUCTURE

12.15 Ground water levels in various parts of the country have declined considerably in the last few years resulting in water shortages. Over-exploitation of ground water and considerable reduction in recharge due to expansion of roads, pavements and construction of buildings has accentuated the water problem even further. The problem could be addressed to some extent by taking recourse to water harvesting measures.

12.16 In respect of Post Office buildings situated in area which has very low ground water level, rain water harvesting can be planned to collect rain water in the catchment area on the roof of the building and diverting the water through rain water pipe and horizontal pipe to a deep recharge borewell which is filled up with gravel to allow the percolation of harvested rain water to recharge the ground water.

12.17 In case of a Post Office building situated on the sloping hill, where soil strata cannot retain the water and slope is too steep that rain water will not have enough retention time for its percolation to recharge the ground water; the rain water harvesting can be planned by diverting the rain water through horizontal gutter at the end of sloping roof and diverting the same to the water tank placed on the ground. This water which is accumulated in the tank will be used for horticulture purposes and for washing, cleaning of floor area as well as toilet area etc.

12.18 During the 12th Five Year Plan, there is an outlay of ₹4 crore for construction of 200 'Roof Top Rain Water Harvesting Structures' in Post Offices functioning in departmental buildings. In the year 2014-2015, construction of Rain water harvesting structure has been completed in 25 Post Office buildings in the country.

TABLE 18
DEPARTMENTAL AND RENTAL BUILDINGS AS ON 31.03.2015

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	Departmental	Rented building	Rent-free buildings
Andhra Pradesh	308	7	14	1995	35	8	129	0	0	329	2038	129
Assam	165	6	1	443	8	5	20	12	0	172	456	32
Bihar	181	6	4	803	35	0	99	0	0	191	838	99
Chhattisgarh	43	0	2	280	4	1	23	0	0	45	285	23
Delhi	121	4	5	222	3	0	40	0	0	130	225	40
Gujarat	250	0	5	1041	22	2	40	0	0	255	1065	40
Haryana	77	5	13	356	5	0	54	4	0	95	361	58
Himachal Pradesh	75	1	5	371	6	3	20	0	0	81	380	20
Jharkhand	66	2	0	339	17	1	54	0	0	68	357	54
Jammu & Kashmir	33	1	3	202	0	3	23	0	0	37	205	23
Karnataka	380	14	22	1272	10	12	64	6	0	416	1294	70
Kerala	247	7	11	1216	23	5	45	1	0	265	1244	46
Madhya Pradesh	198	4	28	778	11	1	99	0	0	230	790	99
Maharashtra	358	10	29	1761	40	5	138	1	2	397	1806	141
North East	92	0	0	190	0	0	50	0	0	92	190	50
Orissa	145	7	31	956	23	42	96	4	0	183	1021	100
Punjab	137	2	6	528	12	1	95	0	0	145	541	95
Rajasthan	304	16	14	923	21	2	121	0	0	334	946	121
Tamil Nadu	285	18	12	2228	30	12	83	0	0	315	2270	83
Uttar Pradesh	293	13	12	2032	59	4	209	0	0	318	2095	209
Uttarakhand	51	0	4	298	1	8	40	0	0	55	307	40
West Bengal	240	10	38	1434	12	21	120	11	1	288	1467	132
Total	4049	133	259	19668	377	136	1662	39	3	4441	20181	1704

Remark: (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 Circle Office/ Regional Office/ Director Accounts Postal/ Postal Store Depot/ Circle Stamp Depot and Mail Motor Service Units other than Post Offices/Railway Mail Service offices shown under "Other Units".

STAFF QUARTERS

Table 19
NUMBER OF STAFF QUARTERS AS ON 31.03.2015

Circle	Number of Departmental Staff Quarter (Type of Quarters)							Number of Departmental License Free Post Attached Staff Quarter (Type of Quarters)							Total Number of De- part- mental Staff quar- ter	Num- ber of license free post attached quarters avail- able
	I	II	III	IV	V	VI	VII & above	I	II	III	IV	V	VI	VII & above		
Andhra Pradesh	324	535	138	6	8	3	0	12	55	56	1	1	1	0	1014	126
Assam	162	237	84	9	2	1	0	12	91	8	0	0	0	0	495	111
Bihar	309	505	160	23	6	1	0	16	70	17	0	0	0	0	1004	103
Chhattisgarh	69	116	30	7	1	0	0	0	32	5	0	1	1	0	223	39
Delhi	384	820	264	25	5	0	0	1	35	17	11	0	0	1	1498	65
Gujarat	474	472	125	37	6	2	0	15	49	104	4	0	0	0	1116	172
Haryana	151	190	54	15	0	4	0	0	21	25	7	0	0	0	414	53
Himachal Pradesh	189	216	84	12	1	0	0	0	31	37	0	0	0	0	502	68
Jharkhand	165	253	63	5	1	0	0	0	35	0	0	0	0	0	487	35
Jammu & Kashmir	25	67	62	10	1	0	0	0	13	4	0	0	0	0	165	17
Karnataka	448	700	154	33	11	0	0	0	109	140	14	0	0	0	1346	263
Kerala	203	321	65	10	4	2	0	0	89	25	4	0	0	0	605	118
Madhya Pradesh	263	463	151	25	5	0	0	6	57	38	0	0	0	0	907	101
Maharashtra	872	952	388	37	5	3	0	12	117	82	14	3	1	3	2257	232
North East	126	145	50	7	6	0	0	0	67	9	0	0	0	0	334	76
Orissa	277	497	228	30	6	1	0	5	69	25	1	0	0	0	1039	100
Punjab	260	313	126	27	7	0	0	10	36	67	2	0	0	0	733	115
Rajasthan	474	700	241	42	6	1	0	1	148	42	0	0	0	0	1464	191
Tamil Nadu	451	616	117	29	6	4	0	9	107	51	7	1	0	0	1223	175
Uttar Pradesh	639	767	118	31	12	4	0	16	106	50	9	1	0	0	1571	182
Uttra-khand	91	208	16	3	0	1	0	1	28	13	0	0	0	0	319	42
West Bengal	469	659	109	20	2	0	0	14	93	25	0	0	0	0	1259	132
Total	6825	9752	2827	443	101	27	0	130	1458	840	74	7	3	4	19975	2516

TABLE 20
NUMBER OF DEPARTMENTAL HERITAGE BUILDINGS

Circle	Name of Heritage Building	Number of Heritage Building
Bihar	Patna General Post Office, Bhagalpur Head Post Office, Postal Training Centre Darbhanga	3
Delhi	New Delhi General Post Office, Delhi General Post Office	2
Himachal Pradesh	Mandi Head Post Office, Chhotta Shimla Sub-Post Office, Shimla General Post Office, Ambedkar Chowk Post Office, Kasauli Post Office.	5
Karnataka	Postal Training Centre in Mysore, Divisional Office Bellary, Circle Office in Bangalore.	3
Kerala	Circle Office in Thiruvananthapuram	1
Maharashtra	Mumbai General Post Office, Nagpur General Post Office, Office of Director Accounts Postal Nagpur, Pune General Post Office, Panaji Head Post Office.	5
Punjab	Amritsar Head Post Office.	1
Tamilnadu	Chennai General Post Office, Udthagamandalam Head Post Office, Nagapattinam Head Post Office.	3
Uttar Pradesh	Varanasi City Post Office, Varanasi Head Post Office, Lucknow General Post Office, Circle Office in Lucknow, Agra Head Post Office.	5
West Bengal	Return Letter Office in Kolkata, Darjeeling Head Post Office, Cooch Behar Post Office, Kolkata General Post Office, Baruipur Head Post Office, Behrampur Head Post Office, Alipore Head Post Office, Diamond Harbour Head Post Office, Mud Point Post Office, Khejoori Post Office.	10
Total		38



General Post Office, Mumbai



General Post Office, Agra

SWACHH BHARAT MISSION

12.19 The Swachh Bharat Mission in the Department of Posts has been started in continuation of the National Cleaning Drive of Post Offices. After the official launch of the Swachh Bharat Mission on 2nd October 2014 by Prime Minister of India, Secretary (Posts) initiated the Swachh Bharat campaign in the Department of Posts by holding a Video Conference with all the Chief Postmasters General. Necessary instructions were issued from time to time to all the Circles to ensure that the National Cleanliness Campaign is undertaken in all Post Offices including other operative and administrative offices under the Annual Action Plan 2014-2015 and a Five Year Action Plan in a time-bound manner that is purposeful and fruitful.

12.20 The drive resulted in considerable improvement in the state of cleanliness in Post Offices which have also been de-cluttered. Old time-barred records and unserviceable items including furniture and equipment have been removed and disposed off after following due process. In order to keep Post Offices clean, spotless and welcoming for the public, Chief Postmasters General have been instructed from time to time to continue to ensure cleanliness in all the Post Offices and also to have a Special Cleanliness Drive at least once every month in every office.

12.21 Head of Circles submit monthly reports on activities like construction of separate ladies toilets, weeding out of records, disposal of weeded out records and furniture etc, disposal of e-waste, minor and major repairs of departmental buildings, number of visits made by Chief Postmasters General, Postmasters General, Directors of Postal

Services to Post Offices, Railway Mail Service Offices and administrative offices, voluntary shramdan of 2 hours every week by every employee. On receipt of these reports from the Circles, a consolidated report is made and submitted to Secretary (Posts) and Secretary (Ministry of Drinking Water and Sanitation).

ANNUAL ACTION PLAN

12.22 Annual Action Plan for the period from 2nd October, 2014 to 1st October, 2015 had been issued to all Heads of Circles in the previous year and the reports are called on a monthly basis from all the Circles. This Action Plan for the first year came to completion on 1st October 2015. The following actions have been undertaken during first year of Annual Action Plan:

- 377 ladies toilets were constructed.
- Cleaning of building premises of 34,627 Post Offices, mail offices and administrative offices has taken place in addition to cleaning of 1,20,606 rural Branch Offices and 18,171 postal quarters.
- 4,309 tones of old records and unserviceable furniture had been weeded out and 92,664 Kg of e-waste disposed off.
- Minor repair works were undertaken in 2,721 departmental buildings and major repairs in 1,397 departmental buildings.
- 3,845 Post Offices, 474 mail offices, 726 administrative offices and 3,722 rural Post Offices awarded for cleanliness under the Swachh Bharat Mission.

12.23 In continuation to this, Annual Action Plan for the year 2015-2016 was issued to all Heads of Circle, within the already issued five year Action Plan.

ACTIVITIES UNDER ANNUAL ACTION PLAN

12.24 The Annual Action Plan of Department of Posts can be broadly categorized under three types of activities viz. Cleanliness, Awareness and Monitoring. Some of the activities which were undertaken by Department of Posts are as follows:

- General Cleanliness: Special cleanliness drive in all the postal establishment which includes weeding out / disposal of obsolete records/furniture/e-waste etc.
- Cleaning of surroundings of Post Offices, postal colonies etc. with the help of local authorities.
- Tree plantation with the help of Forest Department and Horticulture Department.
- Hygiene and Gender Sensitivity: Construction of common toilets and ladies toilets in the Post Offices.
- Maintenance of postal buildings
- Improving look and feel of Post Offices through Project Arrow.
- Awareness programmes through social media, seminars, debates, etc.
- Recognition and Encouragement: Awards like Swachh Post Office given every month in each Circle. Employees contributing significantly towards cleanliness are appreciated every month by way of "Swachhta Protsahan".
- Inspection/ visits by the officers.
- Monitoring of progress through Reports/ Video Conferencing on regular basis.

SWACHHTA ABHIYAN

12.25 Government of India had directed to conduct a nation-wide intensive "Swachhta Abhiyan" (National Cleanliness Campaign) during the period from 25th September to 11th October, 2015. Some of the activities which were under taken during this Abhiyan were Special Cleanliness Drive for departmental and administrative office buildings, Special Cleanliness Drive for departmental Post Offices and administrative office campuses, Cleanliness Drive for branch Post Offices, weeding-out of records, unserviceable items, Cleanliness Drive in the vicinity of Post Offices with the help of Local Self Government Bodies and district administration, cleaning of rented building compound and staff quarters compound, letter box repairing and painting, etc.

12.26 The Swachhta Abhiyan was successfully carried out with the cleaning of building premises of 48,210 Post Offices and mail offices in addition to cleaning of 328 postal colonies throughout the country. During the campaign, 2,46,325 kg of old records, unserviceable furniture/ fixture items were weeded out. Moreover, 7,364 street letter boxes were repaired and painted, in addition to sprucing up signages in 2,096 Post Offices including their painting. The report was communicated to Ministry of Drinking Water and Sanitation, which is the nodal Ministry of "Swachh Bharat Mission".

SPECIAL CAMPAIGN

Government of India had decided to observe a Special Campaign in all Ministries/ Departments from 18th to 27th December, 2015. Accordingly, a day to day Action Plan was sent to all Head of Circles to implement the same. Some of the activities undertaken under this special campaign were:

- Cleaning of Post Offices/Railway Mail Service Units/Postal Staff College/Postal Training Centers,
- Cleaning of Branch Post Offices/Administrative offices/postal colonies,
- Review and weeding of old record Obsolete/unused items,
- Joint cleaning of surroundings of postal units and centers with local authorities, and
- Digitization of POSB and Postal Life Insurance/ Rural Postal Life Insurance records, tree plantation etc.



Hon'ble Minister of Communications and IT, Shri Ravi Shankar Prasad at Safdarjung Parcel Center



Postal Training Centre Campus, Mysuru



Ramnagar Head Post Office, Uttarakhand



'Swachh' Post Office counters



Philatelic Museum Luknow General Post Office

Development Activities in North Eastern Region



DEVELOPMENT ACTIVITIES IN NORTH EASTERN REGION

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

EXCLUSIVE DEVELOPMENT OF NORTH EASTERN REGION

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

ADMINISTRATIVE STRUCTURE

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

- i) Assam Circle with headquarters at Guwahati, comprising of the State of Assam;
- ii) North East Circle with headquarters at Shillong, comprising the States of Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland and Tripura; and
- iii) Sikkim State with headquarters at Gangtok, which is a part of West Bengal Circle.

POSTAL NETWORK

13.3 The postal network and number of persons served per Post Office in the North Eastern Region is as under:

TABLE 21
AVERAGE NUMBER OF PERSONS AND AVERAGE AREA SERVED PER
POST OFFICE IN NORTH EASTERN REGION AS ON 31.03.2015

Sl. No.	Name of the State	Number of Post Offices	Average number of persons served per Post Office	Average area served per Post Office (in sq. km)
1	Assam	4012	8295	19.55
2	Arunachal Pradesh	302	5036	277.29
3	Manipur	700	3847	31.90
4	Meghalaya	492	6669	45.59
5	Mizoram	389	3074	54.21
6	Nagaland	329	5999	50.39
7	Tripura	708	5491	14.82
8	Sikkim	209	3070	33.95
Total		7141	6788	36.72

Note: The figures of average number of persons served by a Post Office are estimated.

OVERVIEW OF PLAN EXPENDITURE FOR THE TWELFTH FIVE YEAR PLAN

13.4 Various Plan activities have been undertaken by the Department in the North Eastern Region. The details of expenditure incurred in the North Eastern Region vis-à-vis the total expenditure on Plan activities throughout the country during the current Five Year Plan are given below:

TABLE 22 PLAN EXPENDITURE IN NORTH EASTERN REGION (₹in crore)		
Annual Plan	Total Plan Expenditure	Expenditure in North Eastern Region
2012-13	185.21	18.00
2013-14	393.80	28.92
2014-15	306.71	17.75

TRAINING OF STAFF

13.5 In order to enable staff to harness new technology and to provide customer-centric services, training in various disciplines was imparted to officials in the North Eastern Region during the year 2014-2015. The details are given below:

TABLE 23 TRAINING IN NORTH EASTERN REGION DURING 2014-2015						
Sl. No.	State	Training of Operative/ Supervisory cadre	Training of Frontline Staff	Training of Operative Staff	Training of Postman/ Mail Overseers/Multi-Tasking Staff	Training of Gramin Dak Sewak
1	Assam	472	71	59	95	639
2	Arunachal Pradesh	14	-	-	15	59
3	Manipur	6	53	52	13	190
4	Meghalaya	1	3	3	5	83
5	Mizoram	1	17	16	14	160
6	Nagaland	--	7	5	3	100
7	Tripura	1	12	9	5	232
8	Sikkim	6	16	6	26	81
Total		501	179	150	176	1544

MAJOR DEVELOPMENTAL ACTIVITIES

13.6 Details of the State-wise major developmental activities initiated during the Annual Plan 2014-2015 in the North Eastern Region, are given below:

TABLE 24	
MAJOR DEVELOPMENTAL ACTIVITIES IN THE NORTH EASTERN REGION DURING 2014-2015	
Name of the State	Details of major developmental activities
Assam	<ul style="list-style-type: none"> (i) 4 Branch Post Offices and 4 Sub Post Offices were opened by relocation/redeployment during the year. (ii) 3 Franchisee Outlets were opened during the year. (iii) 2118 Extra Departmental Branch Offices (EDBOs) have been supplied with basic infrastructural equipments. (iv) 833 new improved letter boxes were installed in rural areas. (v) Signages were installed at 462 EDBOs and 500 Cash Chests were embedded. (vi) 257 officers/officials were provided training on marketing and back office activities. (vii) One Parcel Booking Centre was established in Guwahati. (viii) 1 Solar Power Pack was installed at Chapakhawa SO (ix) Rain Water Harvesting structures were constructed in 2 Post Offices at Nalbari and Tezpur HO. (x) 15 ATM rooms have been constructed and completed at Silchar HO, Karimganj HO, Hailakandi HO, Barpeta HO, Kokrajhar HO, Dhubri HO, Diphu HO, North Lakhimpur HO, Sivasagar HO, Duliajan MDG, Barpeta Road MDG, Lumding MDG, Rangia MDG, Goalpara MDG and Dhemaji MDG. (xi) 4 boundary walls were constructed at Sisiborgaon, North Lakhimpur, Suparibagan Dhubri, Parbatpur and Udalguri, Darrang. (xii) Under the activity 'Gender concerns', 5 ladies toilets and ladies retiring rooms were constructed at Meghdoot Bhawan, Guwahati, Arunachal SO, Kumbhirgram AP SO, Dhubri HO and Barpeta HO. (xiii) 713 locations were networked under the Wide Area Network (WAN). (xiv) 381 Post Offices were switched over to Core Banking Solution (CBS). (xv) 627 Post Offices were switched over to Core Insurance Solution (CIS-PLI). (xvi) Five Philatelic counters were opened at Mangaldoi, Tinsukia, Silchar, Dibrugarh and Sivasagar. (xvii) 1 District level Philatelic exhibition was held at Tezpur.

Name of the State	Details of major developmental activities
Arunachal Pradesh	<ul style="list-style-type: none"> (i) 50 officers/officials were provided with training on marketing and back office activities. (ii) 1 boundary wall was constructed at Khonsa PO. (iii) 4 locations were networked under Wide Area Network (WAN). (iv) 1 Post Office was switched over to Core Banking Solution (CBS). (v) 49 Post Offices were switched over to Core Insurance Solution (CIS-PLI). (vi) Maintenance of 3 existing Post Offices covered under 'Project Arrow'.
Manipur	<ul style="list-style-type: none"> (i) 2 Branch Post Offices were opened by relocation/ redeployment during the year. (ii) 1 Franchisee Outlet was opened during the year. (iii) 119 new improved letter boxes were installed in rural areas. (iv) Signages were provided to 342 EDBOs. (v) 50 officers/officials were provided training on marketing and back office activities. (vi) Rain Water Harvesting structure was constructed in Mao Sub Post Office. (vii) 1 Parcel Booking Centre was set up at Imphal. (viii) 31 locations were networked under Wide Area Network (WAN). (ix) 2 Post Offices were switched over to Core Banking Solution (CBS). (x) 56 Post Offices were switched over to Core Insurance Solution (CIS-PLI). (xi) Maintenance of 2 existing Post Offices covered under 'Project Arrow' was done. (xii) 1 District level Philatelic exhibition was held. (xiii) Setting up of My Stamp counter.
Meghalaya	<ul style="list-style-type: none"> (i) 2 Sub Post Offices were opened by relocation/ redeployment during the year. (ii) 1 Franchisee Outlet was opened during the year. (iii) Signages were provided to 143 EDBOs. (iv) 60 officers/officials were provided training on marketing & back office activities. (v) Rain Water Harvesting structures were constructed in 3 Post Offices at Shillong GPO, Nongmynson and Sohra SO. (vi) 4 ATM rooms have been constructed and completed in Jowai MDG, Shillong, Rynjah and Nongmynson PO. (vii) Under the activity 'Gender concerns' 1 ladies toilet and ladies retiring room was constructed at Shillong GPO.

Name of the State	Details of major developmental activities
	<ul style="list-style-type: none"> (viii) 52 locations were networked under Wide Area Network (WAN). (ix) 2 Post Offices were switched over to Core Banking Solution (CBS). (x) 49 Post Offices were switched over to Core Insurance Solution (CIS-PLI). (xi) Setting up of My Stamp counter.
Mizoram	<ul style="list-style-type: none"> (i) 1 Franchisee Outlet was opened during the year. (ii) 119 Letter Boxes have been installed in rural areas. (iii) Signages were provided to 50 EDBOs. (iv) 75 officers/officials were provided training on marketing and back office activities. (v) Rain Water Harvesting structures were constructed in 2 Post Offices at Aizwal and Kawnpui. (vi) 1 Boundary wall was constructed at Thingulthliah. (vii) 34 locations were networked under Wide Area Network (WAN). (viii) 1 Post Office was switched over to Core Banking Solution (CBS). (ix) 39 Post Offices were switched over to Core Insurance Solution (CIS-PLI). (x) Maintenance of 1 existing Post Office covered under 'Project Arrow'. (xi) 1 District level Philatelic exhibition was held.
Nagaland	<ul style="list-style-type: none"> (i) 236 EDBOs have been supplied with basic infrastructural equipments. (ii) 119 Letter Boxes have been installed in rural areas. (iii) 50 officers/officials were provided training on marketing & back office activities. (iv) Rain Water Harvesting structure was constructed in one Post Office at Wokha SO. (v) 1 ATM room has been constructed and completed in Kohima. (vi) 1 Parcel Centre was established at Dimapur. (vii) 13 locations were networked under Wide Area Network (WAN). (viii) 3 Post Offices were switched over to Core Banking Solution (CBS). (ix) 42 Post Offices were switched over to Core Insurance Solution (CIS-PLI). (x) Maintenance of 2 existing Post Offices covered under 'Project Arrow'. (xi) Setting up of My Stamp counter.

Name of the State	Details of major developmental activities
Tripura	<ul style="list-style-type: none"> (i) 2 Branch Post Offices and 2 Sub Post Offices were opened by relocation/ redeployment during the year. (ii) 119 Letter Boxes were installed in rural areas. (iii) 474 EDBOs were supplied with basic infrastructure equipments. (iv) Signages were installed at 345 EDBOs. (v) 53 officers/officials were provided training on marketing and back office activities. (vi) 3 ATM room have been constructed and completed in Amarpur, Panisagar and Agartala Bazar. (vii) Under the activity 'Gender concerns', 1 ladies toilet and ladies retiring room was constructed in Agartala. (viii) 67 locations were networked under Wide Area Network (WAN). (ix) 15 Post Offices were switched over to Core Banking Solution (CBS). (x) Maintenance of 2 existing Post Offices covered under 'Project Arrow'.
Sikkim	<ul style="list-style-type: none"> (i) 186 EDBOs were supplied with basic infrastructural equipments. (ii) Signages were provided at 36 EDBOs and Cash chests have been embedded at 30 EDBOs. (iii) 50 officers/officials were provided training on marketing and back office activities. (iv) 1 ATM room has been constructed and completed in Gangtok HO. (v) 9 locations were networked under Wide Area Network (WAN). (vi) 2 Post Offices were switched over to Core Banking Solution (CBS). (vii) Philatelic counter was opened at Gangtok Post Office. (viii) My Stamp counter was opened at Gangtok HO.

Issues of General Importance



ISSUES OF GENERAL IMPORTANCE

STAFF RELATIONS

14.1 The Department endeavored to maintain harmonious and meaningful relations with the Staff Federations and Service Associations of its employees.

LEGAL INFORMATION AND MANAGEMENT BRIEFING SYSTEM

14.2 The Department has decided to adopt the Legal Information and Management Briefing System (LIMBS), a web-based software application for uploading details of court cases, developed by the Ministry of Law & Justice.

14.3 In the first phase, training-cum-presentation was arranged on 16th November, 2015 for the officials of the Department of Posts who are dealing and monitoring court cases in their respective Divisions. In the second phase, the said training was arranged for the field officers on 15th January, 2016.

COURT CASES

14.4 As on 30th June, 2015, 17,403 cases of Department of Posts were pending in various Courts. Efforts were made to get the cases reviewed with a view to bring down the pendency.

14.5 As on 30th September, 2015, approximately 17,190 cases are pending in various Courts, of which 6,474 are in Central Administrative Tribunals, 3,182 in the Lower Courts, 3,393 in various High Courts, and 89 in the Supreme Court. 2,762 cases are in various District Consumer Fora, 1,217 in the State Consumer Fora and 58 in the National

Consumer Forum.

MEDICAL

14.6 As a welfare measure, Department of Posts is running 33 Postal Dispensaries in 13 Circles in various parts of the country. These dispensaries extend outdoor treatment facilities to the eligible beneficiaries. Employees as well as pensioners of the Department of Posts and Department of Telecommunication are entitled to get medical facilities through these postal dispensaries, wherever such facilities are available. As on 31st December, 2015, the number of Postal Dispensaries is as under:

TABLE 25 NUMBER OF POSTAL DISPENSARIES		
Circle	Cities Having Postal Dispensary	Number of Dispensaries
Andhra Pradesh	Guntur, Rajamundry, Nellore, Vijaywada, Visakhapatnam	5
Assam	Dibrugarh, Silchar	2
Bihar	Chhapra, Darbhanga, Gaya, Muzaffarpur	4
Chhattisgarh	Raipur	1
Gujarat	Vadodara	1
Haryana	Ambala	1
Jharkhand	Dhanbad	1
Orissa	Berahampur, Cuttack	2
Punjab	Amritsar, Jalandhar	2
Rajasthan	Ajmer, Jodhpur, Kota	3
Tamil Nadu	Tiruchirappali, Triunelveli	2
Uttar Pradesh	Agra, Aligarh, Bareilly, Gorakhpur, Moradabad, Saharanpur, Varanasi	7
West Bengal	Jalpaiguri, Siliguri	2
Total		33

14.7 In places, where postal dispensaries are not available, the employees of the Department can avail comprehensive health care facilities from the Central Government Health Scheme (CGHS) Dispensaries wherever available or from the Authorized Medical Attendant.

OFFICIAL LANGUAGE

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

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

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

14.11 The Official Language branch deals with the translation and vetting work of all the documents falling under the purview of Section 3(3) of the Official Language Act, 1963. These documents include Parliamentary questions, Office memorandums, orders, notifications, audit para, cabinet notes, replies

of RTI applications, philately related work, recruitment rules, speeches of the Minister, letters and other documents.

14.12 The second Sub-Committee of the Committee of Parliament on Official Language also monitors the implementation of Official Language policy in the offices of the Department of Posts. During the current financial year, the second Sub-Committee of the Committee of Parliament on Official Language has carried out the inspection of 8 offices. During this period, the officers of the Official Language Branch of the Department of Posts have also carried out the inspections of 5 subordinate offices and 3 offices are scheduled to be inspected.

14.13 In pursuance of Sub-Rule 4(4) of Rule 10 of the Official Language (use for official purposes of the Union) Rule 1976, 2 subordinate offices of the Department of Posts were notified, wherein more than 80% staff has acquired the working knowledge of Hindi.

HINDI FORTNIGHT AND HINDI WORKSHOPS

Hindi Fortnight was observed from 14th September, 2015 to 28th September, 2015. Hindi typing competition on computer (Unicode supported font) was also organized along with other Hindi competitions during the fortnight. There is a proposal to buy quality Hindi books worth ₹10,000 on various subjects for the Postal Directorate Library.

Two Hindi workshops were organized on 19th June, 2015 and 6th November, 2015. A total of 44 officials participated in these workshops. The Official Language Branch nominated 4 MTS employees and 3 Stenographers for training in Hindi typing/stenography.

14.14 Meetings of Official Language Implementation Committee are held in the Postal Directorate, New Delhi on a regular basis. During the current financial year, these meetings were held on 26.06.15, 14.07.15 and 28.10.15. The Department of Posts regularly reviews the quarterly reports concerning the Official Language with regard to its various offices located in different parts of the country.

COMPREHENSIVE IMPLEMENTATION OF END-TO-END E-PROCUREMENT

14.15 Ministry of Finance, Department of Expenditure has introduced mandatory comprehensive end to end e-procurement in respect of all procurements with estimated value of ₹10 lakh or more with effect from August, 2012. Department of Posts has already initiated the e-procurement of value of ₹10 lakh or more.

14.16 Ministry of Finance, Department of Expenditure has further issued instruction that e-procurement is to be brought down to ₹5 lakh w.e.f. 01.04.2015 and further down to ₹2 lakh w.e.f. 01.04.2016. All the offices of the Department of Posts have been instructed to follow the instructions of Ministry of Finance.

14.17 Department of Posts has set up e-procurement training Centre in Dak Bhawan w.e.f. from December, 2013 in collaboration with National Informatics Centre Services Incorporated (NICSI), a sister concern of National Informatics Centre (NIC), to impart training to staff of Department of Posts on

e-procurement. Department of Posts had trained 2230 officials of different Circles with facility of handholding on e-procurement.

SOCIAL MEDIA

14.18 The official facebook page (Department of Posts, Government of India) has generated more than 12,770 likes till 31st January, 2016.

14.19 An official Twitter page @IndiaPostOffice is also operational and has more than 5,024 followers till 31st January, 2016.

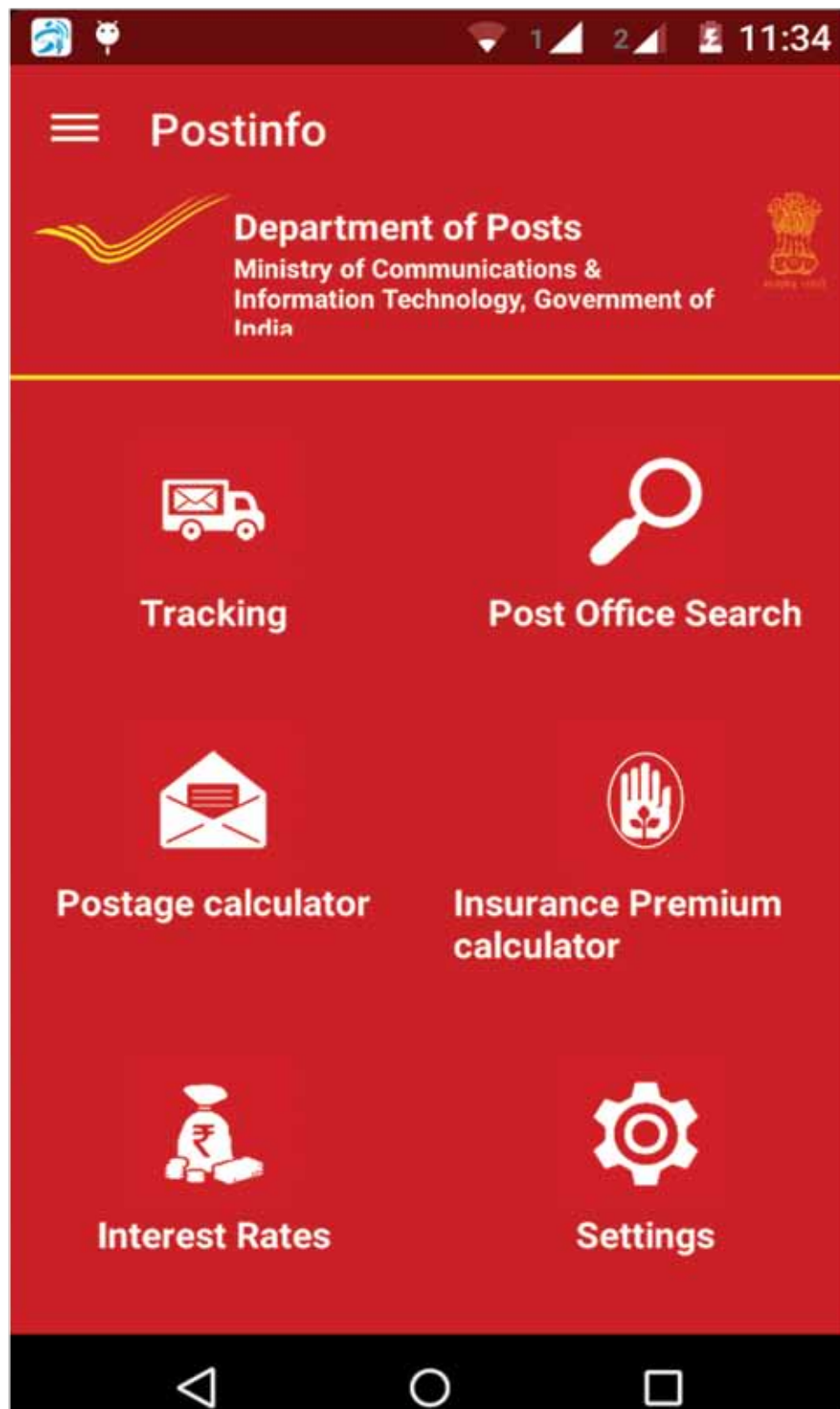
14.20 Posts are regularly updated on these social media platform to publicize and spread awareness on major initiatives of the Department, and the comments or complaints on these platforms are reviewed and action taken to resolve the same and the responses are being uploaded promptly.

14.21 Department of Posts also has its own web portal (***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.

UPGRADATION OF MUKHYA DAK GHAR

14.22 In Bihar Circle, Supaul Mukhya Dak Ghar has been upgraded into Head Post Office w.e.f. 24th June, 2015.

14.23 In Chhattisgarh Circle, Janjgir Mukhya Dak Ghar has been upgraded into Head Post Office w.e.f. 29th October, 2015.



India Post Mobile App

Public Grievances



PUBLIC GRIEVANCES

CITIZEN CHARTER

15.1 An updated Citizen's Charter containing service standards and grievances redressal mechanism was formulated and placed in the public domain on www.indiapost.gov.in during July 2011. The charter has been revised during the years 2011-2012, 2012-2013 and 2014-2015. It contains the vision, mission, introduction about the organization, purpose of Citizen's Charter, postal services and facilities for the customers, postal products and services, delivery standards and customer's expectations, complaint settlement mechanism, liability of the organization and administrative set up. A revised Citizen's Charter was issued on 19.02.2015.

OPERATING SEVOTTAM COMPLIANT COMPUTERIZED CUSTOMER CARE CENTRE BASED GRIEVANCE REDRESSAL MECHANISM

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

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

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

CENTRAL PUBLIC GRIEVANCE REDRESS AND MONITORING SYSTEM

Department of Posts is also operating Central Public Grievance Redress and Monitoring System (CPGRAMS) of PG Portal to handle complaints received in DAR&PG, Department of Public Grievances (DOPG), President's Secretariat and cases registered by consumers of Postal Services are processed in this system which is accessible at the website www.pgportal.gov.in Circles are created as subordinate organizations and in many Circles, Regions and Divisions have also been created as users for online handling of grievances. Assam Circle is using this system and in North East Circle, Arunachal Division, Manipur Division, Mizoram Division, Nagaland Division, Agartala Division, Meghalaya Division and Dharmanagar Division have been created as subordinate organizations of the North East Circle to monitor and redress the grievance online.

15.4 Presently, 17,343 Computerized Customer Care Centers (CCCCs) have been established in the Post Offices, sorting hubs and Divisional/ Regional/ Circle Headquarters across the country for online exchange of information amongst all the units for speedy redress of public grievances. The network covers all Head Post Offices in the country with the objective of providing easy and speedy access to information and help required by the customer, apart from the redressal of grievances.

IMPLEMENTATION OF SEVOTTAM

15.5 The Department of Posts initiated a project during the year 2011-2012 to attain Sevottam Certification for 78 Head Post Offices across the country. Sixty four Post Offices in sixteen Circles, have been conferred certification under Indian Standards (IS) 15700:2005. The certification is under the different phases of implementation in other offices.

15.6 During the month of February 2015, BIS has issued IS 15700 : 2005 Certificates to 5 Head Post Offices viz Bangalore HO, Chickmangalore HO, Kolar HO, Bagalkot and Gulbarga HO in Karnataka Circle. It is also proposed for implementation of Sevottam Certification (15700 : 2005) of one Post Office

each in five Metro Cities of Delhi, Mumbai, Kolkata, Chennai and Hyderabad during the financial year 2015-2016. Certification work is in progress.

PUBLIC GRIEVANCES

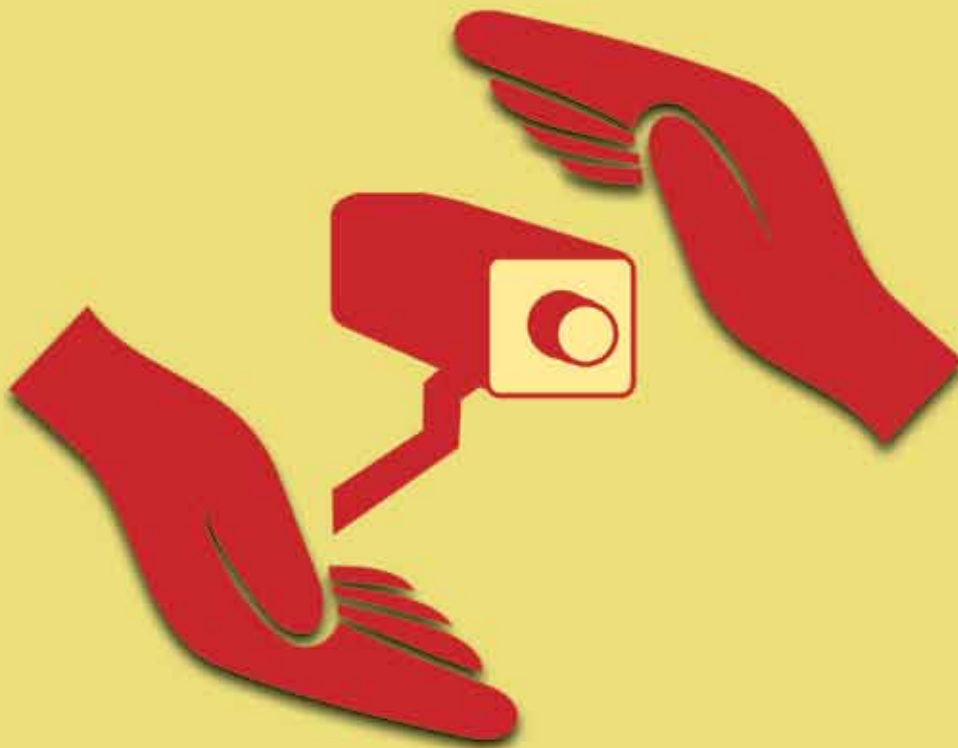
15.7 During the period from April, 2015 to December, 2015, a total of 14,96,190 cases of public grievances were handled. During the period from April, 2015 to December, 2015, a total of 13,78,875 cases were settled, which constitutes 92.15% of the total grievances handled.

IMPLEMENTATION OF RIGHT TO INFORMATION ACT, 2005

15.8 RTI On-line web portal was developed by the Department of Personnel & Training (DOP&T) for disposal of online RTI applications/appeals.

15.9 Department of Posts is the first Central Public Authority to take this portal to field officers level. Till now, around 1,200 Central Public Information Officers (CPIOs) and 150 First Appellate Authorities (FAAs) have been created with online account all over the country who have been disposing off the RTI applications and appeals online.

Vigilance Administration



VIGILANCE ADMINISTRATION

16.1 The Department of Posts has in place a full-fledged vigilance set-up at its Headquarters at New Delhi, headed by the Secretary (Posts) and assisted by the Senior Deputy Director General (Vigilance) who is the Chief Vigilance Officer (CVO) of the Department. The CVO acts as the Special Assistant to the Secretary in all matters pertaining to vigilance and provides a link between the Department of Posts and the Central Vigilance Commission (CVC). The CVO is assisted by Director (Vigilance), three Assistant Directors General and one Section Officer at the Headquarters. Besides, there is also an Investigation Wing and a Central Checking Squad for investigation into loss and fraud cases, checking leakage of revenue and other malpractices.

16.2 At the Circle, vigilance related functions are discharged by the Chief Postmasters General, as part of their overall duties and responsibilities.

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

16.4 Vigilance Awareness Week was observed from 26th October to 31st October, 2015 in the Headquarters at Dak Bhawan and offices of various Circles in the Department of Posts.



आयुर्वेद, योग व प्राकृतिक चिकित्सा, यूनानी, सिद्ध एवं होम्योपैथी मंत्रालय (आयुष)

भारत सरकार

समग्र स्वास्थ्य के लिए योग पर अंतर्राष्ट्रीय सम्मेलन

21-22 जून 2015, विज्ञान भवन, नई दिल्ली

Ministry of Ayurveda, Yoga & Naturopathy, Unani, Siddha & Homoeopathy (AYUSH)
Government of India

International Conference on Yoga for Holistic Health

21-22 June 2015, Vigyan Bhawan, New Delhi



The image shows a group of officials from the Government of India, including the Prime Minister, holding commemorative postage stamps and miniature sheets during the International Conference on Yoga for Holistic Health. The officials are standing in a line, each holding a stamp and a miniature sheet. The stamps and miniature sheets are displayed on a table in front of them. The background is a yellow wall with the text of the conference. The officials are dressed in formal attire, and the Prime Minister is wearing a white shirt and a dark vest. The stamps and miniature sheets are arranged in a row, with the Prime Minister's stamp and miniature sheet on the far left. The stamps and miniature sheets are decorated with a floral border. The text on the stamps and miniature sheets includes the name of the official and the title of the conference.

Department of Post brought out a commemorative Postage Stamp and a Miniature Sheet to commemorate the historic occasion of the celebration of 1st International Day of Yoga on 21st June 2015.

Annexure

Annexure 1
AUDIT OBSERVATIONS OF C & AG

Summary of important audit observations in Audit Reports for the year ended March 2013 for inclusion in the Annual Reports of the concerned Ministries/ Departments.

Audit Report No. 20 of 2015, Union Government (Civil) (Compliance Audit Observations) Ministry of Communications and Information Technology

Department of Posts

Performance Audit on planning and Implementation of 'Project Arrow' Scheme in Post Offices.

Audit has recommended to ensure

- Effective monitoring of delivery performance of all kind of mails and M.Os.
- Improve the performance of signature scanning and updation of passbook.
- Computer hardware and peripherals supplied to P.Os are in working order for better services to customers.

Para No. 3.1

Banking and Money Transfer Operations in Department of Posts.

Audit recommends preservation of periodical backups, usage of Data Entry Module for day today activities, monitoring of the reasons for minus balances and to avoid delay in delivery of eMOs.

Para No. 3.2

Excess claim of remuneration amounting to ₹63.88 Crore.

In A.P, Gujarat, Karnataka, M.P, Maharashtra, Punjab and Rajasthan Circles, MSY accounts

were treated as live accounts in violation of DoP orders and thereby ₹63.88 crore was claimed from Ministry of Finance.

Para No. 3.3

Failure to raise claim against other Departments.

- a) Failure to raise claims of ₹13.02 Crore against Railways, Telecom and EPF organizations for payment of pension in W.B Circle.
- b) Non levy of Service charges of ₹1.18 Crore for disbursement of Social security Pension Old age Pension, widow Pension and disabled Pension in A.P. Circle.
- c) Non realization of Service Tax of ₹1.17 Crore from UIDAI on Speed Post Charges in A.P Circle. (now stated to be recovered from UIDAI)

Para No. 3.4

Non- availing of discount of ₹91.37 lakh for telephone services broadband internet connections.

Failure to take timely follow-up action by Postal Regions/Divisions on instructions of Directorate resulting in non availing of discount on Telephone/Broadband internet bills from BSNL.

Para No. 3.5

Excess retention of cash balance

Cash in excess of the prescribed maximum limit was retained by 25 P.Os in nine Circles in violation of Codal provisions.

Para No. 3.6

Annexure 2

AUDIT REPORT PARAS PENDING

Details of Audit Report PARAS pending with the Department of Posts and their disposal status as on 01.01.2016

Sl. No.	Number and Year of the Report	Number of paras/ PA reports on which ATNs have been submitted to PAC after vetting by Audit (to Monitoring Cell)	Details of the paras/PA Reports 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	Number of ATNs which have been finally vetted by audit, but have not been submitted by the Ministry
1	CA 1 of 2008	1	Nil	Nil	Nil
2	CA 14 of 2009	1	Nil	Nil	Nil
3	CA 17 of 2014	5	Nil	Nil	Nil
4	CA 20 of 2015	2	Nil	1	Nil
Total		9	Nil	1	Nil

Total C & AG Audit Paras pending as on 01.01.2016 is 1.

Total C & AG Audit Paras pending with DG Audit (P&T) for vetting is 3.

Details of C & AG Paras Pending as on 01.01.2016

Sl. No.	Report No. & Year	Para No.	Subject
1	CA 20 of 2015	3.5	<p>Non- availing of discount of ₹91.37 lakh for telephone services broadband internet connections.</p> <p>Failure to take timely follow-up action by Postal Regions/ Divisions on instructions of Directorate resulting in non availing of discount on Telephone/ Broadband internet bills from BSNL.</p>

Other Statistical Tables

TABLE- 26
POSTAL NETWORK AT A GLANCE IN COUNTRY AS ON 31.03.2015
(in number)

1	Postal Circles	22
2	Postal Regions	47
3	Postal Divisions	446
4	Circle Stamp Depots	17
5	Postal Store Depots	46
6	Railway Mail Service Divisions	69
7	Postal Training Centres	6
8	Post Office	1,54,939
9	Rural Post Office	1,39,222
10	Urban Post Office	15,717
11	General Post Office	21
12	Head Post Office	810
13	Sub Post Office	24,750
14	Gramin Dak Sewak Post Office	1,29,379
15	Delivery Post Office	1,49,583
16	Night Post Office	157
17	Sorting Hub	88
18	Countries covered under International Speed Post (Merchandise & documents - both)	75
19	Countries covered under International Speed Post (documents only)	24
20	Average person served per Post Office*	8,354
21	Average rural person served per rural Post Office*	6,258
22	Average urban person served per urban Post Office*	26,922
23	Average Area served by a Post Office (in Sq. Km.)	21.22

* Estimated.

TABLE - 27
REGISTERED AND UNREGISTERED MAIL TRAFFIC
DURING 2014-15

(number in thousand)

Circle	Registered Traffic	Unregistered Traffic	Total
Andhra Pradesh	16878	486151	503029
Assam	5957	80900	86857
Bihar	4679	73693	78372
Chhatisgarh	2362	64838	67200
Delhi	9368	174577	183945
Gujarat	10327	564488	574815
Haryana	3159	105270	108429
Himachal Pradesh	2176	53292	55468
Jammu & Kashmir	653	34650	35303
Jharkhand	3330	39417	42747
Karnataka	10910	392420	403330
Kerala	12070	431010	443080
Madhya Pradesh	5635	232670	238305
Maharashtra	23047	918774	941821
North Eastern	2738	53075	55813
Orissa	5400	81675	87075
Punjab	6767	163253	170020
Rajasthan	9758	223953	233711
Tamil Nadu	22093	634243	656336
Uttar Pradesh	21750	367761	389511
Uttrakhand	2828	47241	50069
West Bengal	22940	183745	206685
Total	204825	5407096	5611921

TABLE - 28
ARTICLE-WISE MAIL TRAFFIC DURING 2013-2014 AND 2014-2015
(Registered, Unregistered and Premium Products)

(number in Crore)

Article	2013-14	2014-15
1. Postcard *	113.67	194.58
2. Letters		
Speed Post	36.99	39.88
Registered Letter	17.50	17.58
Insured Letter	0.08	0.08
Value Payable Letter	0.48	0.43
Unregistered Letter #	296.17	206.92
Total Letter Mail	351.22	264.89
3. Registered Newspaper	49.01	49.13
4. Parcel		
Express Parcel Post	0.96	1.38
Registered Parcel	0.98	1.08
Insured Parcel	0.09	0.10
Value Payable Parcel	0.22	0.47
Unregistered Parcel	7.24	7.41
Total Parcel Mail	9.49	10.44
5. Packet		
Registered Packet	0.47	0.51
Value Payable Packet	0.26	0.23
Unregistered Packet	84.71	82.67
Total Packet Mail	85.44	83.41
Grand Total (1 to 5)	608.83	602.45

* Include acknowledgements.

Include letter cards and insufficiently paid letters.

TABLE - 29
PERFORMANCE OF DEPARTMENT OF POSTS UNDER MGNREGA DURING
2013-2014 AND 2014-2015

Circle	MGNREGA Accounts upto 31st March of the year* (in number)		Amount Disbursed during the year (₹in Crore)	
	2013-2014	2014-15	2013-2014	2014-15
Andhra Pradesh	19446820	22531756	1296.79	2187.53
Assam	1991237	1934011	151.59	93.34
Bihar	6652763	6709072	4898.63	205.71
Chhattisgarh	5370310	5474050	909.75	962.30
Delhi	NA	NA	NA	NA
Gujarat	2421345	2473721	436.98	558.90
Haryana	69345	69925	10.84	3.43
Himachal Pradesh	100381	98359	19.59	10.49
Jammu & Kashmir	NA	NA	NA	NA
Jharkhand	3685311	3777565	493.94	422.95
Karnataka	1844643	1821345	18.11	0.07
Kerala	296437	306726	129.64	99.01
Madhya Pradesh	2012434	2053428	382.46	471.21
Maharashtra	3438230	3545700	398.39	408.50
North Eastern	667670	681661	130.14	52.25
Orissa	1928007	1951832	204.14	141.27
Punjab	240730	241409	17.27	2.11
Rajasthan	6721234	6725025	744.00	874.08
Tamil Nadu	36932	38567	0.00	0.00
Uttar Pradesh	447566	444194	19.79	0.39
Uttarakhand	288145	287992	48.90	30.15
West Bengal	6576217	7037265	1092.43	1164.40
All India	64235757	68203603	11403.38	7688.09

* MGNREGA : Mahatma Gandhi National Rural Employment Guarantee Act.

* MGNREGA Accounts include both live and silent MGNREGS accouts.

TABLE - 30
INLAND MONEY ORDERS ISSUED DURING 2014-15

Circle	Number (in Lakh)	Value (₹in Crore)	Commission (₹in Crore)
Andhra Pradesh	3.14	53.60	2.46
Assam	1.20	38.17	1.36
Bihar	5.99	79.29	2.48
Chhattisgarh	2.35	35.30	1.37
Delhi	3.57	64.85	2.91
Gujarat	20.00	189.93	9.16
Haryana	3.04	38.04	1.90
Himachal Pradesh	9.82	204.49	9.92
Jammu & Kashmir	2.32	20.73	0.89
Jharkhand	2.30	27.74	1.17
Karnataka	245.93	2137.68	102.08
Kerala	243.30	3810.70	132.52
Madhya Pradesh	3.88	61.43	2.56
Maharashtra	28.93	370.14	16.46
North Eastern	1.11	26.78	0.93
Orissa	7.76	52.99	2.03
Punjab	8.18	69.46	3.47
Rajasthan	348.49	3397.44	151.29
Tamil Nadu	387.81	3240.07	159.50
Uttar Pradesh	4.22	46.17	2.20
Uttarakhand	1.36	10.56	0.52
West Bengal	16.70	183.01	7.18
Base Post Office	0.62	21.80	0.20
Total	1352.02	14180.37	614.56

TABLE - 31
INDIAN POSTAL ORDERS SOLD DURING 2014-15

Circle	Numbers (in Lakh)	Value (₹in Crore)	Commission (₹in Crore)
Andhra Pradesh	4.14	1.45	0.15
Assam	7.15	2.95	0.30
Bihar	42.70	12.24	1.08
Chhatisgarh	2.93	0.71	0.08
Delhi	9.92	4.16	0.42
Gujarat	1.16	0.54	0.05
Haryana	6.22	2.28	0.18
Himachal Pradesh	8.84	3.56	0.36
Jammu & Kashmir	1.02	0.44	0.04
Jharkhand	8.09	2.97	0.30
Karnataka	7.25	1.97	0.20
Kerala	1.06	0.47	0.05
Madhya Pradesh	6.36	2.40	0.24
Maharashtra	5.78	2.67	0.27
North - East	1.10	0.36	0.04
Orissa	6.47	2.04	0.21
Punjab	5.56	1.90	0.19
Rajasthan	15.03	7.35	0.74
Tamil Nadu	2.79	1.12	0.11
Uttar Pradesh	66.95	23.55	2.38
Uttarakhand	2.84	0.95	0.10
West Bengal	47.50	21.10	2.12
Base Post Office	0.82	0.34	0.04
TOTAL	261.68	97.52	9.65

TABLE - 32
ACCOUNTS OF SAVINGS SCHEMES AS ON 31.03.2015

Circle	Savings Bank	Recurring Deposit	Time Deposit	Fixed Deposit	Cumulative Time Deposits	Public Provident Fund	Monthly Income Scheme	National Saving Scheme 87	National Saving Scheme 92	Senior Citizen	Sukanya Samridhi Account	Mahila Samridhi Yojana	Mahatma Gandhi National Rural Employment Guarantee act*	Total
Andhra Pradesh	15559080	18109644	540407	0	1130	93611	1137842	11101	3237	47323	219439	15727	24589582	60328123
Assam	4512042	1900288	181222	0	1084	41983	371945	2252	335	4330	48451	0	1380161	8444093
Bihar	14268945	3421886	1594598	0	688	49217	1205436	2299	202	26860	12974	0	6707904	27291009
Chhatisgarh	2870218	867916	69677	0	1303	32477	124928	1547	133	5303	7868	0	5399961	9381331
Delhi	1463047	621732	153112	2	10069	221311	596807	26985	1100	84099	25629	2094	0	3205987
Gujarat	6374586	5298183	2187683	0	5678	226239	2095543	31261	255	91720	63948	0	2262577	18637673
Haryana	3173161	1870540	1268305	0	83879	93746	455241	11014	305	20730	70889	129679	67359	7244848
Himachal Pradesh	1891628	2183863	488917	22	4615	23286	203843	1514	75	4756	23141	0	98359	4924019
Jammu & Kashmir	1282199	283152	256268	0	5676	7628	93446	1509	50	2294	25947	21262	3991	1983422
Jharkhand	5292403	2022431	363590	0	1877	40956	416167	3481	0	15696	109445	0	3914247	12180293
Karnataka	14398705	6209844	301388	4	8373	105092	644017	15473	1671	51972	501860	0	669670	22908069
Kerala	6142153	5150876	207252	298	-42710	18629	450376	5714	2094	6866	123615	6	312963	12378132
Madhya Pradesh	11445784	10153376	593515	59	10533	55398	629972	6954	327	22054	78641	1108431	2087904	26192948
Maharashtra	7927560	21632124	1534911	0	20705	466169	2191683	77457	2337	138417	0	0	3496733	37488096
North-East	1440712	680677	53771	4	1447	5725	60326	883	116	2090	9151	19530	681649	2956081
Orissa	8113358	3998822	394093	0	9317	19683	466482	4782	326	13404	54884	23455	1608472	14707078
Punjab	3630646	1622352	877034	127	13206	178543	773857	14594	689	42168	59385	31768	244269	7488638
Rajasthan	10155648	4607976	399589	0	4600	209856	815435	7772	801	26446	35852	102295	3720999	20087269
Tamilnadu	13728456	11805868	711760	0	7270	142327	804931	17188	5604	70217	606385	17668	0	27917674
Uttar Pradesh	15092187	14163666	1822316	0	23916	181361	1796524	18521	413	105018	176763	369098	377636	34127419
Uttarakhand	3762839	1581705	290854	0	8887	32033	175181	2694	185	8668	63732	6903	222901	6156582
West Bengal	13001480	4343864	1945879	0	0	165000	5533388	-1851	36373	163271	168006	0	7037265	32392675
Base Post Office	441349	407319	2762	0	91	14714	30438	374	28	475	0	0	0	897550
Total	165968186	122938104	16238903	516	181634	2424984	21073808	263518	56656	954177	2486005	1847916	64884602	399319009

* Including of both MGNREGA (with Balance) and MGNREGA (Zero Balance)

TABLE - 33
OUTSTANDING BALANCE OF SAVINGS SCHEMES AS ON 31.03.2015

(₹ in Crore)											
Circle	Savings Bank	Recurring Deposit	Time Deposit	Fixed Deposit	Cumulative Time Deposits	Public Provident Fund	Monthly Income Scheme	National Saving Scheme 87	National Saving Scheme 92	Senior Citizen	Total
Andhra Pradesh	1716.82	3999.64	2223.57	0.44	0.28	1623.71	11084.06	107.13	-4.95	1183.86	21934.56
Assam	1244.96	1469.74	127.15	0.00	0.43	630.99	2833.38	12.72	-6.70	103.23	6415.90
Bihar	2500.33	3027.57	5853.88	-0.06	1.21	757.56	7434.45	948.97	221.11	113.31	20858.33
Chhatisgarh	743.46	1758.30	550.95	-0.08	-3.50	629.21	1884.99	48.93	-9.66	226.16	5828.76
Delhi	1734.74	2597.30	1429.49	-1.25	-1.41	8819.78	8074.98	161.35	54.91	2503.80	25373.69
Gujarat	2679.99	2535.20	4353.95	-0.12	4.24	6272.66	17809.95	342.87	-178.22	1936.73	35757.25
Haryana	1338.19	3100.47	1586.46	0.00	-5.52	2073.13	3626.59	81.14	-0.27	585.30	12385.49
Himachal Pradesh	1196.61	2746.00	1021.52	0.00	0.51	636.90	2341.63	11.06	0.44	163.67	8118.34
Jammu & Kashmir	431.31	500.39	1124.59	0.00	3.29	152.84	830.43	-6.78	10.84	138.06	3184.97
Jharkhand	-181.63	667.33	1514.02	0.00	1.77	119.30	5304.78	-2.26	-18.73	340.26	7744.84
Karnataka	2495.17	4131.34	737.09	0.00	2.33	2466.02	6705.46	64.51	135.14	1566.03	18303.09
Kerala	1031.39	6431.36	259.07	0.01	-0.13	492.21	2626.41	45.83	0.75	330.82	11217.72
Madhya Pradesh	3250.72	3919.08	815.38	0.83	-1.16	1094.91	4314.21	40.64	-19.29	380.34	13795.66
Maharashtra	3356.43	5170.32	2902.43	0.01	0.93	6861.12	29158.88	1333.74	-18.22	1476.97	50242.61
North-East	526.83	916.03	396.98	0.01	0.10	126.72	1101.96	9.12	-0.90	66.93	3143.78
Orissa	1741.25	2072.54	1169.86	0.09	-1.44	347.40	3408.38	21.17	-6.07	169.34	8922.52
Punjab	2293.31	3600.41	4215.64	0.00	-0.27	4941.46	6720.64	103.19	90.20	1085.51	23050.09
Rajasthan	1739.14	5046.25	1983.35	0.01	1.19	3705.60	6085.26	46.30	-20.79	356.64	18942.95
Tamilnadu	2703.40	5017.11	1854.22	-0.01	0.00	3095.27	10742.69	267.83	28.31	1385.87	25094.69
Uttar Pradesh	6958.09	9768.34	7105.06	-1.87	-1.97	4008.31	17370.88	98.23	51.23	831.67	46187.97
Uttarakhand	1200.70	1999.54	1040.20	0.00	-0.01	593.05	2536.54	-11.99	-9.90	249.20	7597.33
West Bengal	6011.27	3748.96	9265.82	26.19	5.78	3209.67	48235.25	-12.57	-95.38	2752.89	73147.88
Base Post Office	135.11	292.04	224.44	0.00	0.04	89.74	323.55	7.18	2.14	28.05	1102.29
Total	46847.59	74515.26	51755.12	24.20	6.69	52747.56	200555.35	3718.31	205.99	17974.64	448350.71

TABLE - 34
DISTRIBUTION OF RURAL AND URBAN POST OFFICES AS ON 31.03.2015

(in number)

Circle	Departmental Post Office						Gramin Dak Sewak Post Office						Total Post Office								
	Head Post Office			Sub Post Office			Sub Post Office			Branch Post Office			Total			Rural	Urban	Total			
	Rural	Urban	Total	Rural	Urban	Total	Rural	Urban	Total	Rural	Urban	Total	Rural	Urban	Total						
Andhra Pradesh	4	91	95	1379	971	2350	1383	1062	2445	-	-	0	13417	293	13710	13417	293	13710	14800	1355	16155
Assam	0	19	19	396	211	607	396	230	626	-	-	0	3251	135	3386	3251	135	3386	3647	365	4012
Bihar	1	30	31	622	398	1020	623	428	1051	-	-	0	7971	45	8016	7971	45	8016	8594	473	9067
Chhattisgarh	0	10	10	99	238	337	99	248	347	-	-	0	2780	20	2800	2780	20	2800	2879	268	3147
Delhi	0	12	12	4	387	391	4	399	403	-	-	0	79	69	148	79	69	148	83	468	551
Gujarat	0	34	34	645	660	1305	645	694	1339	-	-	0	7549	95	7644	7549	95	7644	8194	789	8983
Haryana	0	16	16	180	301	481	180	317	497	-	-	0	2152	28	2180	2152	28	2180	2332	345	2677
Himachal Pradesh	3	15	18	351	97	448	354	112	466	-	-	0	2310	6	2316	2310	6	2316	2664	118	2782
Jammu & Kashmir	0	9	9	93	163	256	93	172	265	-	-	0	1409	25	1434	1409	25	1434	1502	197	1699
Jharkhand	0	13	13	222	221	443	222	234	456	-	-	0	2613	30	2643	2613	30	2643	2835	264	3099
Karnataka	0	58	58	837	817	1654	837	875	1712	-	-	0	7776	179	7955	7776	179	7955	8613	1054	9667
Kerala	6	45	51	977	480	1457	983	525	1508	-	-	0	3223	337	3560	3223	337	3560	4206	862	5068
Madhya Pradesh	0	43	43	332	688	1020	332	731	1063	-	-	0	7156	104	7260	7156	104	7260	7488	835	8323
Maharashtra	1	60	61	1028	1126	2154	1029	1186	2215	-	-	0	10535	109	10644	10535	109	10644	11564	1295	12859
North - East	0	9	9	189	137	326	189	146	335	-	-	0	2503	82	2585	2503	82	2585	2692	228	2920
Orissa	0	35	35	660	502	1162	660	537	1197	1	-	1	6915	56	6971	6916	56	6972	7576	593	8169
Punjab	0	22	22	331	409	740	331	431	762	-	-	0	3080	14	3094	3080	14	3094	3411	445	3856
Rajasthan	1	47	48	716	585	1301	717	632	1349	-	-	0	8953	27	8980	8953	27	8980	9670	659	10329
Tamil Nadu	0	94	94	1322	1410	2732	1322	1504	2826	-	-	0	8947	357	9304	8947	357	9304	10269	1861	12130
Uttar Pradesh	0	72	72	867	1604	2471	867	1676	2543	-	-	0	14863	249	15112	14863	249	15112	15730	1925	17655
Uttarakhand	0	13	13	200	180	380	200	193	393	-	-	0	2316	14	2330	2316	14	2330	2516	207	2723
West Bengal	0	47	47	770	945	1715	770	992	1762	-	-	0	7187	119	7306	7187	119	7306	7957	1111	9068
Total	16	794	810	12220	12530	24750	12236	13324	25560	1	0	1	126985	2393	129378	126986	2393	129379	139222	15717	154939

TABLE- 35
CLASSIFIED FUNCTION-WISE DISTRIBUTION OF POST OFFICES AS ON 31.3.2015
(in number)

Circle	Total Post Office	Night Post Offices	Post Office with full range of services	Post Office without delivery	Delivery Post Offices
Andhra Pradesh	16155	29	16155	561	15594
Assam	4012	3	626	97	3915
Bihar	9067	6	1051	226	8841
Chhatisgarh	3147	2	347	88	3059
Delhi	551	22	403	308	243
Gujarat	8983	10	7460	341	11284
Haryana	2677	2	497	180	2497
Himachal Pradesh	2782	0	2743	39	2743
Jammu & Kashmir	1699	2	265	75	1624
Jharkhand	3099	2	456	107	2992
Karnataka	9667	3	8935	556	9111
Kerala	5068	6	4800	268	4800
Madhya Pradesh	8323	8	8323	350	7973
Maharashtra	12859	9	8799	674	12184
North - East	2920	2	2876	45	2874
Orissa	8169	5	1197	293	7876
Punjab	3856	5	542	222	3634
Rajasthan	10329	4	9377	375	9954
Tamilnadu	12130	15	12130	1286	10844
Uttar Pradesh	17655	12	3680	1048	16590
Uttarakhand	2723	0	1885	111	2609
West Bengal	9068	10	1132	726	8342
Total	154939	157	93679	7976	149583

TABLE- 36
PANCHAYAT SANCHAR SEWA KENDRAS, FRANCHISE OUTLET AND MUKHYA
DAK GHAR AS ON 31.03.2015

(in number)

Circle	Panchayat Sanchar Sewa Kendra	Franchise Outlet	Mukhya Dak Ghar (MDG)		
			Rural	Urban	Total
Andhra Pradesh	32	229	2	7	9
Assam	40	18	2	18	20
Bihar	1073	112	0	19	19
Chhatisgarh	34	33	0	10	10
Delhi	0	67	0	0	0
Gujarat	4	64	4	40	44
Haryana	35	89	0	10	10
Himachal Pradesh	52	26	0	0	0
Jammu & Kashmir	21	19	0	11	11
Jharkhand	88	302	0	13	13
Karnataka	4	31	0	45	45
Kerala	0	0	48	43	91
Madhya Pradesh	136	97	0	23	23
Maharashtra	74	124	4	52	56
North Eastern	18	39	1	15	16
Orissa	110	92	4	31	35
Punjab	7	63	0	6	6
Rajasthan	21	101	1	11	12
Tamil Nadu	34	138	4	24	28
Uttar Pradesh	827	337	1	26	27
Uttarkhand	42	62	0	8	8
West Bengal	6	23	6	32	38
Total	2658	2066	77	444	521

TABLE - 37
LETTER BOX, POST BOX AND POST BAG AS ON 31.03.2015

(in number)

Circle	Letter Box			Post Box rented to public	Post Bag rented to public	Post Box cum Bags rented to public
	Urban	Rural	Total			
Andhra Pradesh	7854	39977	47831	1526	164	202
Assam	1103	10197	11300	790	10	0
Bihar	3234	23112	26346	887	81	259
Chhatisgarh	2715	12273	14988	166	3	0
Delhi	1477	39	1516	940	43	15
Gujarat	4459	20382	24841	4651	133	0
Haryana	1827	6613	8440	1256	22	307
Himachal Pradesh	654	6016	6670	266	16	0
Jammu & Kashmir	580	3660	4240	1717	96	0
Jharkhand	1274	11901	13175	491	3	0
Karnataka	12713	16935	29648	6296	169	380
Kerala	3395	12204	15599	5623	598	67
Madhya Pradesh	4196	34724	38920	702	63	7
Maharashtra	8341	36195	44536	8258	303	34
North - East	909	4366	5275	3782	9	0
Orissa	2564	17736	20300	716	130	9
Punjab	2735	12153	14888	775	13	116
Rajasthan	4062	24102	28164	1554	27	2
Tamil Nadu	10983	30596	41579	5032	588	212
Uttar Pradesh	7957	59570	67527	1452	154	47
Uttarakhand	1780	9647	11427	354	13	11
West Bengal	5920	34760	40680	4465	182	31
Total	90732	427158	517890	51699	2820	1699

TABLE - 38
POSTAL AND RAILWAY MAIL SERVICE FUNCTIONAL UNITS AS ON 31.03.2015
(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	44	6	4	1	33	24
Assam	9	2	1	1	11	13
Bihar	22	4	2	1	17	17
Chhatisgarh	5	1	1	0	4	4
Delhi	6	3	1	1	5	3
Gujarat	26	3	3	1	28	19
Haryana	9	2	1	0	12	12
Himachal Pradesh	9	1	1	0	8	0
Jammu & Kashmir	6	1	1	1	2	2
Jharkhand	7	2	1	0	10	10
Karnataka	31	3	3	1	28	25
Kerala	24	3	3	1	25	21
Madhya Pradesh	20	3	1	1	10	12
Maharashtra	41	7	4	1	49	34
North Eastern	7	0	1	0	0	0
Orissa	18	3	2	1	19	20
Punjab	13	2	1	1	9	10
Rajasthan	24	3	3	1	17	19
Tamil Nadu	45	6	5	1	41	37
Uttar Pradesh	44	7	4	2	44	39
Uttarkhand	7	1	1	0	3	3
West Bengal	29	6	2	1	36	28
Total	446	69	46	17	411	352

TABLE - 39
HUMAN RESOURCES TRAINED UNDER PLAN SCHEME DURING 2013-14 AND 2014-15
(in number)

Sl. No.	Activity	2013-14	2014-15
1	Management Development Programme for Group A and B Officers	404	54
2	Development Programme for Accounts Officers	91	117
3	Development Programme for Inspectors and Assistant Superintendent Posts	236	851
4	Development Programme for Operative/ Supervisory Staff	20830*	51098**
5	Development Programme for Mail Overseers/ Postmen/ MTS	18818	10804
6	Development Programme for Gramin Dak Sevaks	26617	27549
7	Training of Trainers	1519	1287
Total		68515	91760

* includes training imparted under 'Development Programme for Postmasters and Supervisors'.

** include IT Modernization related training programmes/workshops of different categories.

TABLE - 40
COMPLAINTS RECEIVED, SETTLED AND PENDING DURING 2014-15

(in number)

Circle	Opening Balance	Received	Total	Settled	Pending Complaints				Total
					Below 3 months	3 - 6 months	6 - 12 months	Over 12 months	
Andhra Pradesh	28056	215407	243463	188167	39650	9439	5205	1002	55296
Assam	3804	33150	36954	34868	1263	823	0	0	2086
Bihar	966	17786	18752	16270	1768	568	122	24	2482
Chhatisgarh	752	11334	12086	10495	1591	0	0	0	1591
Delhi	11055	131367	142422	128369	13186	539	28	300	14053
Gujarat	2006	56571	58577	54374	3937	135	131	0	4203
Haryana	725	46945	47670	44536	3134	0	0	0	3134
Himachal Pradesh	563	11671	12234	11410	804	20	0	0	824
Jammu & Kashmir	1095	11587	12682	9246	840	938	1658	0	3436
Jharkhand	428	4472	4900	4544	356	0	0	0	356
Karnataka	2375	81604	83979	76495	6826	300	290	68	7484
Kerala	1114	19342	20456	19227	1050	100	55	24	1229
Madhya Pradesh	2537	39317	41854	39709	1955	132	58	0	2145
Maharashtra	2357	141431	143788	133587	9096	979	126	0	10201
North-East	2955	11079	14034	10277	2564	567	626	0	3757
Orissa	1740	33654	35394	32495	2402	337	135	25	2899
Punjab	861	22333	23194	22120	1038	26	10	0	1074
Rajasthan	1023	42020	43043	40801	2125	87	30	0	2242
Tamilnadu	4432	105999	110431	105788	4477	137	26	3	4643
Uttar Pradesh	4879	85728	90607	80765	9842	0	0	0	9842
Uttarakhand	789	8701	9490	9152	338	0	0	0	338
West Bengal	2171	72115	74286	69820	3546	646	203	71	4466
Army Postal Service	100	648	748	644	71	18	15	0	104
Total	76783	1204261	1281044	1143159	111859	15791	8718	1517	137885

TABLE - 41
MAIL MOTOR SERVICE DURING 2013-2014 AND 2014-2015

Item	2013-14	2014-15	% age increase/ decrease 2014-15 over 2013-2014
Total Annual Kilometerage (₹in Crore)	3.49	3.43	-1.72
Total Annual Expenditure (₹in Crore)	110.96	115.79	4.35
Total Number of Vehicles	1298	1309	0.85

TABLE - 42
PHILATELIC STATISTICS DURING 2013-2014 AND 2014-2015

(in number)

Item	2013-14	2014-15
Philatelic Bureaux	68	84
Philatelic Counters	1032	1032
Commemorative stamps released	113	36
First Day Covers released	45	22

**TABLE-43
COUNTRIES COVERED UNDER INTERNATIONAL SPEED POST SERVICE AS on 31.03.2015**

1	Austria	26	Greece
2	Australia	27	Hong Kong
3	Bangladesh	28	Hungry
4	Barbados	29	Iceland
5	Bermuda	30	Ireland
6	Bahrain	31	Israel
7	Belarus	32	Italy
8	Bhutan	33	Japan
9	Botswana	34	Jordan
10	Brunei Darussalam	35	Kenya
11	Bulgaria	36	Latvia
12	Canada	37	Macau
13	Cayman Island	38	Malawi
14	Cambodia	39	Malaysia
15	Cuba	40	Mauritius
16	Cyprus	41	Mongolia
17	Egypt	42	Morocco
18	Estonia	43	Namibia
19	Eritrea (State of Eritrea)	44	Nauru
20	Ethiopia	45	Nepal
21	Germany (Federal Republic of Germany)	46	Netherland
22	Fiji	47	New Zealand
23	France	48	Norway
24	Georgia	49	Oman
25	Ghana	50	Pakistan

51	People's Republic of China
52	Philippines
53	Poland
54	Portugal
55	Qatar
56	Republic of Korea
57	Romania
58	Russia Federation
59	Senegal
60	Singapore
61	Spain
62	Sudan
63	Switzerland
64	Tanzania
65	Taiwan
66	Turkey
67	Thailand
68	United Arab Emirates
69	United Kingdom (United Kingdom of Great Britain and Northern Ireland)
70	United States of America
71	Uganda
72	Ukraine
73	Vietnam
74	Islamic Republic of Afganistan
75	South Africa

Documents Only	
1	Argentina
2	Belgium
3	Cape Verde
4	Denmark
5	El Salvador
6	Guyana
7	Indonesia
8	Iran
9	Iraq
10	Kuwait
11	Luxembourg
12	Maldives
13	Mexico
14	Niger
15	Nigeria
16	Panama
17	Papua New Guinea
18	Rwanda
19	Saudi Arabia
20	Sri Lanka
21	Sweden
22	Tunisia
23	Yemen Arab Republic
24	Democatic Republic of Congo (Zaire)



School Children visiting Automated Mail Processing Centre, Delhi



Tableaux on Digital India during Republic Day Parade 2016

General Post Office, Kolkata



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

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