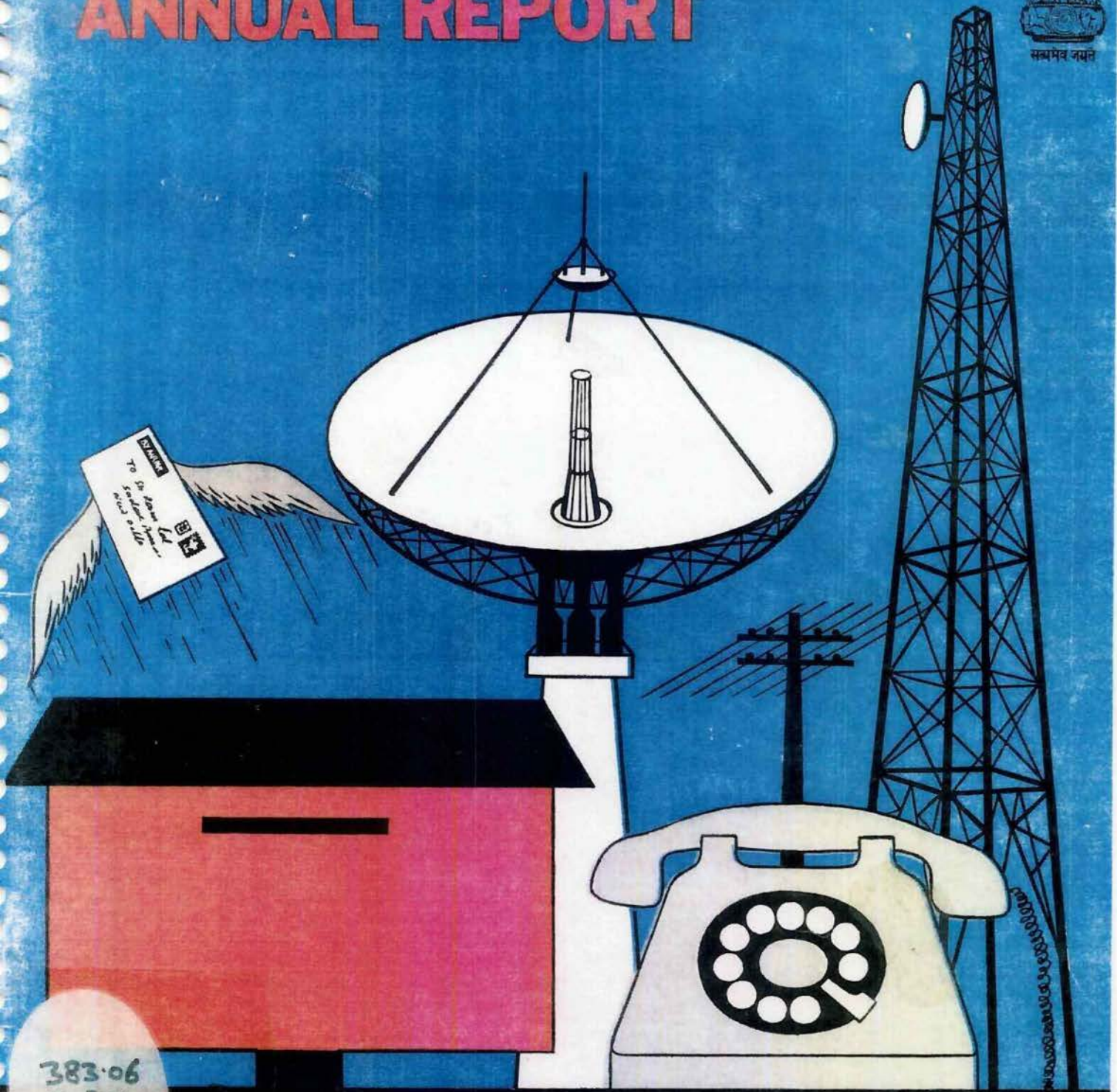


# वार्षिक रिपोर्ट 1981-82 ANNUAL REPORT



सत्यमेव जयते

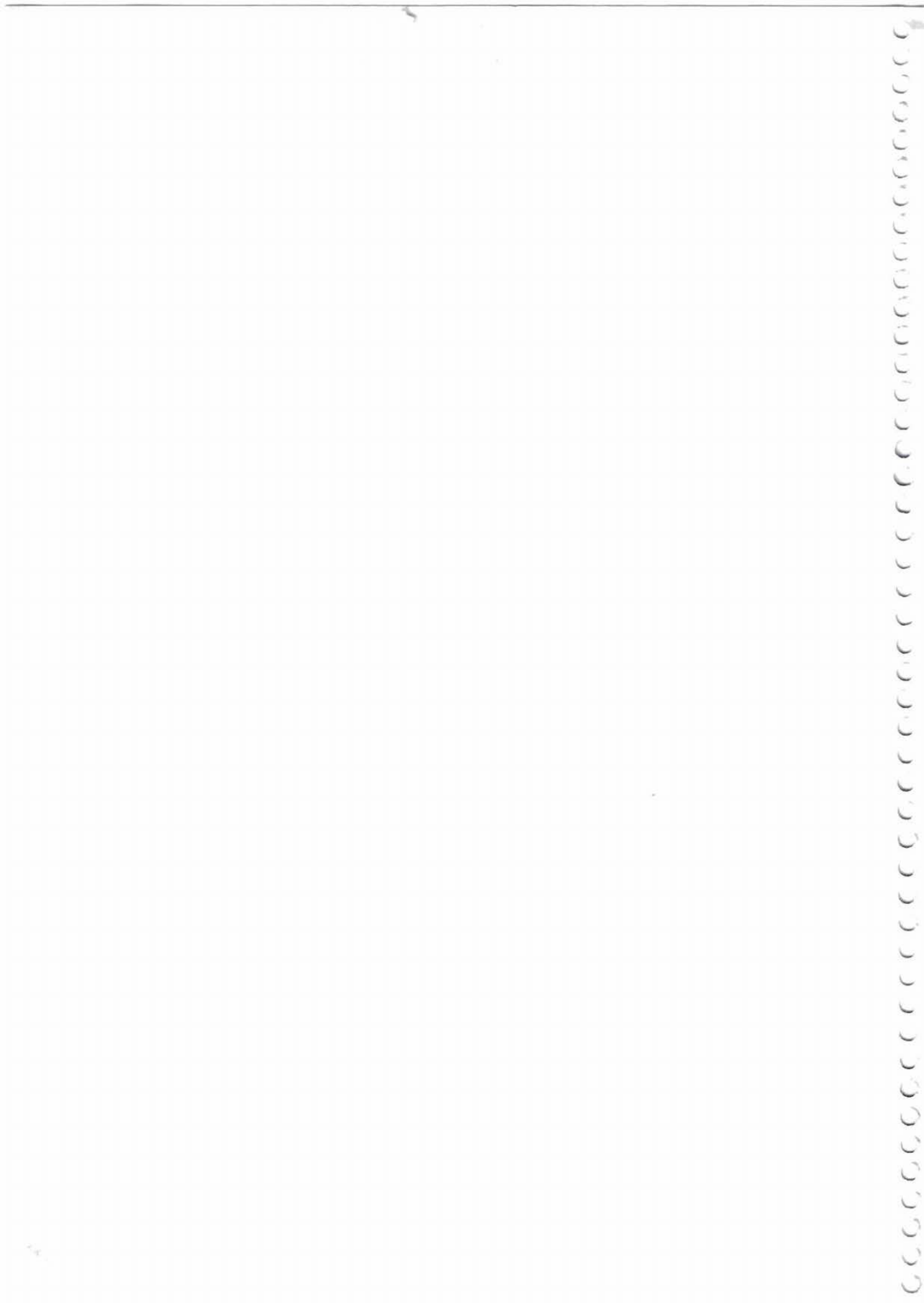


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कार्य प्रगति ACTIVITIES 1982-83

भारतीय डाक - तार विभाग (संचार मन्त्रालय)

INDIAN POSTS AND TELEGRAPHS DEPARTMENT (Ministry of Communications)



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## INTRODUCTION

This is the Annual Report of the P & T Department for the year 1981-82. A report on the Activities of the Department for the year 1982-83 upto 31-12-82 is also included in this volume. The P & T Department is the largest organization in the Ministry of Communications under the Government of India. The Ministry of Communications manages many other organizations connected with communications and also oversees the functioning of certain public sector undertakings which are under the administrative control of the Ministry. The P & T Department is headed by the P & T Board which exercises the powers of the Ministry in so far as financial and administrative powers are concerned. The Director General of Posts and Telegraphs functions as the Chairman of the P & T Board and the chief executive of the administrative offices under the P & T Board and the P & T Department.



## A General Overview

1.1 The year 1981-82 was marked by the letter mail traffic crossing the one thousand crore mark. It totalled 1063 crores by the end of the year. India continued to play a very significant role in international postal relations also and hosted two important meetings of international character.

1.2 The Savings Bank Centenary was celebrated during the year. A seminar was held to discuss and study the role of the P.O. Savings Bank in small savings movement and in promoting national economy. The total deposit in the Savings Bank including Cash Certificates, etc. jumped by nearly Rs. 1500 crores over the previous year's figures and stood at Rs. 9333 crores. The Savings Bank Centenary year also saw the introduction of a number of new and liberalised rules and rationalising procedures making the Post Office Savings Bank a more attractive proposition for the investor.

1.3 The coverage of the Postal Life Insurance scheme was extended to a number of new institutions and acquired significant new business. The number of new policies issued exceeded one hundred thousand and the value of the new policies exceeded Rs. 100 crores. The PLI fund balance also exceeded Rs. 150 crores at the end of the year.

1.4 Philately continued to be of interest to casual collectors as well as professional philatelists. The new stamps issued by the Department were widely appreciated. Some of the issues on such unusual subjects as "*Flowering Trees*", "*Tribes of India*" and "*Butterflies*" were a great success both in terms of sale and aesthetic beauty.

1.5 The volume of postal traffic continued to grow in almost all operations. The greatest percentage increase was in value payable articles and letter mail articles. Money order, Registration and Newspaper traffic also went up.

1.6 The postal finances continued to show a gap between receipts and expenditure, mainly on account of the high operational cost and the very substantial wage bill of the Post Office. Efforts were made to reduce the deficit by raising the tariff rates for certain individual services. The general philosophy has however always been to keep the rates as low as possible so that the postal service may remain within the reach of the common man and thus may continue to play its important role of spreading communication facilities throughout the country. Steps were taken to effect economies wherever possible and studies were also undertaken towards the same purpose.

1.7 There was substantial growth in the telecommunication systems, particularly in switching capacity, the Direct Exchange Lines, the TV, the UHF, VHF and trunk circuits. Switching capacity went up by 1.43 lakh lines; direct exchange lines went up by 1.47 lakhs, bringing the total to 22.96 lakhs. As against 441 new telephone exchanges opened in the previous year, 650 exchanges were opened in the year under review.

1.8 The STD facilities for improving the existing trunk systems continued to expand. As against 14 point-to-point new STD routes introduced in the previous year, 19 such routes were introduced during the year under review bringing the total to 170. Trunk circuits were

raised to 46,912 by adding 3,825 new circuits (previous year's figures: 2,733 new circuits).

1.9 The addition to the route kms. of co-axial cables and of microwave systems was significant. A still greater expansion took place in the TV channels to which 1,795 route kms were added. There was more than ten-fold expansion in UHF channels as against 36 channels in the last year, 456 were added this year. The expansion of VHF channels also was much greater as compared to the last year (1,046 route kms against 165 route kms.).

1.10 The number of Demand Service routes decreased from 935 to 916 due to the commissioning of new STD routes. Delhi continued to be connected with 19 out of 21 State capitals through STD. The capitals which are not so connected do not have automatic exchanges so far.

1.11 International Telephone Service was extended to an additional two countries bringing the total to 42. Switched telephone service continued to be available to almost all the countries in the world and direct operative dialling to 55 countries were available from most of the important cities in the country.

1.12 There has been a heavy increase in the fully automatic traffic resulting in some decrease in the manual trunk traffic. But the total traffic of trunk calls (both inland and foreign) continued to rise.

1.13 The International Telex Service registered a substantial increase by being made available to 82 countries from Delhi and Bombay as against 49 countries in the previous year. A microwave link was commissioned between India and Sri Lanka.

1.14 One of the important achievements of the year under review was substantive as well as substantial upgradation of the telephone network, which mainly consisted of pressurisation of primary and secondary cables, replacement of aluminium wire by copper wire in subscribers' premises and replacement of iron wires by insulated drop wires.

1.15 Members of the Telephone Advisory Committee were made eligible for a free telephone connection on priority basis.

1.16 There was an increase of more than Rs. One hundred crores in the telephone billing and telephone realisation. The percentage of outstandings to the total billing came down from 1.3 to 1.1

1.17 The Telecommunication Research Centre completed 22 important projects and continued to be active in Telecommunication Research and Development and monitoring of the existing systems.

1.18 Some of the important studies/projects completed by the TRC during the year under review were successful field trial of the Small Electronic Telex Exchange set up at Gurgaon and successful field trial of Electronic Direct System at Calcutta. High technological research has been going on in Electronic Switching. The APPLE Utilisation Project was commenced on 14-8-82 using the P & T Departmental station at Chinglepet and the TRACT at Madras.

1.19 The scheme for modernisation, diversification and expansion of the Telecom. factories at Bombay, Calcutta, Jabalpur and Bhilai continued to be operative. One of the important projects completed under the scheme was the expansion of the cordage shop at the Telecom. factory Bombay. A World Bank Team visited the factory and suggested steps for improvement of quality control, procedures and techniques. This report is being followed up.

1.20 The Telecommunication Consultants India Ltd. showed a substantial profit over the last year's profit of Rs. 120.33 lakhs. During the year under review the profit was Rs. 281.72 lakhs.

1.21 Emphasis continued to be laid on the tribal areas for postal as well as Telecom. development. Monitoring of the Plan activities on the postal side continued and the new services provided under the Plan were consolidated. Postal development in the rural areas was of the same scale as in previous year.

## Financial Review

2.1 The P & T Department as a whole continues to show a surplus. Against a surplus of Rs. 52.42 crores during the year 1980-81, the surplus at the end of the year 1981-82 was Rs. 67.47 crores. The Department's total revenue in the year 1981-82 was Rs. 1070.60 crores. Its expenditure (including a sum of Rs. 49.83 crores paid as dividend to the general revenues) totalled Rs. 1003.13 crores for the year under review.

2.2 Capital investment on fixed assets in the Department was Rs. 472.95 crores. This brings up the total investment on such assets at the end of the year to Rs. 2790.03 crores. Out of this, the dividend bearing capital outlay was Rs. 985.83 crores. The investment on fixed assets on the postal side during the year was Rs. 18.70 crores, that on the Telecommunication side accounted for Rs. 454.25 crores.

2.3 Out of the total receipts of Rs. 1070.60 crores, the postal revenues accounted for Rs. 309.41 crores, while the Telecom. side accounted for Rs. 761.19 crores. The cost of postal operations continued to be high. The total cost of operations was Rs. 452.34 crores, the postal operations accounted for Rs. 325.91 crores. Thus, the cost of Telecom. operations stood at Rs. 126.43 crores. To this should be added the cost of engineering maintenance and depreciations on the Telecom. side which

accounted for Rs. 296.10 crores. Administrative expenditure was higher in the Telecom branch than in the Postal branch. The figures for the two branches are : Telecom. Rs. 42.28 crores and Postal Rs. 28.95 crores.

2.4 Since the Post Office plays a major and extensive role in spreading communications over the farflung areas of the country and is designed to provide an inexpensive and reliable communication service, its tariff is deliberately kept much lower than its operational cost. The major part of the postal revenues comes from the sale of postage stamps which are used to pay for vital postal communication services. In almost every case, the cost of the service far exceeds the tariff payable by the public on the Telecom. side, the major part of the revenue comes from the telephone service. As against the total billing of Rs. 562 crores in the year 1980-81, the billing for 1981-82 went up to Rs. 670 crores. As against a total recovery of Rs. 561 crores in the year 1980-81, the total realisation of telephone revenues went up to Rs. 666 crores. The percentage of outstanding to the total billing in telephone bills has come down from 1.3 to 1.1.

2.5 A brief statement of the physical and financial targets during the second year of the current Five Year Plan is available at Appendices A to C.



## Postal Services

3.1 The postal traffic continues to show a steady growth. In the year 1980-81, the postal services handled nearly 973 crore pieces of mail excluding money orders. There was a growth of nearly 90 crores in the year under review, the figure exceeding the thousand crore mark and reaching 1063 crore pieces of mail handled. The growth in the traffic of registered articles was 2.4% against 2.5% in the previous year. The total number of registered articles handled in the year under review was 2602 lakhs. Newspapers and periodicals still form a sizeable chunk of the total volume of mail. Nearly 1200 lakh inland money orders of the total value of Rs. 1352 crores were issued; the commission realised on the money orders was Rs. 34.5 crores; the average value of a money order was Rs. 113.33 (previous year's average: Rs. 111.90). The average commission earned per money order was Rs. 2.89 (previous year's figure: Rs. 2.72). The total value of postal orders was Rs. 12.74 crores represented by 160.4 lakh postal orders. The commission realised on the postal orders was Rs. 40.63 lakhs; the average value of a postal order was Rs. 7.94 (previous year's figure: Rs. 8.01).

3.2 There was a substantial increase in the number of value payable articles. The total number of such articles handled was 122 lakhs (previous year's figure: 111 lakhs) representing an increase of about 10%.

3.3 Foreign outward parcels showed a slight decline. The total number of foreign outward parcels was 6.21 lakhs (previous year's figures:

7.23 lakhs); the foreign inward parcels handled numbered 7.26 lakhs (previous year's figure: 7.14 lakhs), showing a small increase. 26,303 parcels were exchanged in transit.

### Returned Letter Offices

3.4 15 Returned Letter Offices (RLO) situated at different places in the country handled about 302 lakh pieces of mail having insufficient or illegible addresses. The staff could successfully locate the addressees and the senders in 53.55% and 23.15% cases respectively, the total percentage of success being 77 (approximately). Valuables worth Rs. 166 lakhs were directed to the correct addressees or restored to their senders.

### Mail Sorting Institutions

3.5 The system of mail handling in running trains has existed in the Indian Post Office since more than a century. It was felt that the system could have become outmoded or even cost ineffective on certain sectors. The harmful effects on the personnel of sorting in running trains where the conditions are not always ideally hygienic, were also a motivation for examining the system anew. The matter was gone into by a group of senior officers. The general feeling that emerged was that the system of sorting of mails in running trains could be done away with gradually over sectors where no distinct advantage to mail handling or delivery could be seen. The Heads of postal circles were, therefore, directed to carry out reviews of the sorting sections (i.e. arrangements for sorting in running trains over fixed

beats). They were asked to abolish unfruitful sorting sections or convert them into transit sections wherever necessary. The process has been set in motion and its effect will be reviewed in due course.

3.6 15 mail sorting offices were opened during the year.

3.7 313 runner lines were converted into motorised lines resulting in economy and expeditious despatch and delivery of mails.

#### **Mail Vans**

3.8 There was no increase in the number of Mail Vans which stood at 495 (broad gauge), 227 (meter gauge) and 41 (narrow gauge). Indents have been placed with the Railway Board for construction of 80 (broad gauge) and 114 (meter gauge) RMS Vans.

#### **International Postal Services**

3.9 During the year 1981-82, Money Order service was introduced from Algeria to India. An agreement was signed between the two Postal Administrations and the service was put into operation with effect from the 1st August, 1981.

#### **Introduction of Air Parcel Service**

3.10 Air Parcel Service with the Republic of Nauru (Central Pacific) and the Postal Administration of Zimbabwe was introduced in the month of March, 1982.

#### **Mechanization & Modernisation**

3.11 The Postal Services have a modest Plan for mechanization and modernisation. The programme generally consists of improving the existing machines at and behind the counter, adding to the number of existing machines and introducing some new machines at and behind the counter for improving customer services, work environment and operational efficiency. An important part of the Plan is to set up a Postal Research and Development Centre which

will carry out research and studies in areas relating to mechanization, worker psychology and work environment, computerisation, building plans and so on.

3.11.1 The system of booking of money order through Cash Registers introduced in some of the Post Offices at Delhi during the year 1980-81, was extended to 19 HPOs in Tamil Nadu Circle, Maharashtra Circle, West Bengal Circle, Andhra Circle and U.P. Circle during the year. 46 Cash Registers were provided for M.O. booking during 1981-82.

3.11.2 44 Cash Registers for the booking of registered letters and parcels were added to the machines already installed at post office counters in Tamil Nadu Circle, Maharashtra Circle, Bihar Circle, West Bengal Circle and North Eastern Circle during the year.

3.11.3 A bag de-dusting plant was installed on an experimental basis at Hyderabad for extraction of dust from the mail bags.

3.11.4 20 super fast stamp cancelling machines were imported from U. K. during the year.

#### **Departmental Mail Motor Service**

3.12 Departmental Mail Motor Service functioned in 79 stations during the year 1981-82. 63 Mail Motor Vehicles were added to the fleets in Bombay, Calcutta, Delhi and Madras and 16 other towns. In addition, 74 new vehicles were purchased to replace the over-aged and condemned vehicles.

#### **Philately**

3.13 Forty Commemorative/special stamps and two definitive stamps were issued. The new issues include a set of three stamps for the Festival of India and a series of stamps on Flowering Trees, Tribes of India, Butterflies and Asian Games. The stamps on Asian Games depicted the mascot and logo of the IX Asian games and the Indraprastha and Jawaharlal



Nehru Stadia. The logo and mascot were also printed on postcards, inland letter cards and aerogrammes.

3.14 The Department participated in two International Philatelic Exhibitions, namely, WIPA-81 held at Vienna in May, 81 and PHIA TOKYO 81 held at Tokyo in October, 81. Seven state level Philatelic Exhibitions were organized by Gujarat (Gujpex 81), Rajasthan (Rajpex 81), Tamil Nadu (Tanapex 81), Bihar (Bipex 81), North West Circle (Norpex 82) Jammu & Kashmir (Jampex 82) and the West Bengal (Webpex 82) Postal Circles for promotion of philately in their respective Circles.

3.15 Tamil Nadu Circle was selected as a pilot Circle for starting a vigorous campaign for promotion of Philately in that State.

3.15.1 Four philatelic bureaux and two philatelic counters were opened, increasing the number of philatelic bureaux and counters in the country to 34 and 139 respectively.

3.16 The total revenue earned through export/sale of stamps abroad was Rs. 9.87 lakhs.

#### International Postal Relations

3.17 The period 1981-82 has seen India play a vital role in International Postal Relations. India's association and participation in various technical and other postal assistance and study activities and involvement in international and regional postal unions have grown in size and content.

3.18 India continued to be a member of the Universal Postal Union comprising 165 countries and the Asian Pacific Postal Union which has a membership of 18 countries.

3.19 During the year under review, India hosted two important meetings :

- (i) Meeting of the Governing Board of the Asian Pacific Postal Training Centre, and
- (ii) Executive Council meeting of the Asian Pacific Postal Union.

Both these meetings were held in New Delhi in Nov. 1981. Delegates and observers from 20 countries attended the meetings at which the International Bureau of the Universal Postal Union and the United Nations Development Programme were also represented. The specific Indian roles at these meetings were : --

- (i) Chairman of the Standing Committee on the progress of the work on the development of the Asian Pacific Postal Union's policy on technical cooperation and assistance in the region.
- (ii) Chairman of the Standing Committee for reporting on the establishment of a Postal Research and Study Centre for the region.
- (iii) Member of the Working Party on preparatory work on the study of making the APPU convention a permanent Act.
- (iv) Member of the Working Party on the preparatory work on the study in developing Statutory Rules of Procedure for the Congress.
- (v) Member of the Working Party on a study on empty bags.
- (vi) Reporting country on the study on Terminal Dues.

3.20 India was one of the 40 countries represented at the Annual Executive Council meeting of the Universal Postal Union held at Berne between 27th April, 1981 and 15th May, 1981.

3.21 India participated in the Fifth Conference of the Commonwealth Postal Administrations (CCPA) held in Arusha (Tanzania) from 29th June, 1981 and 10th July, 1981. The Indian delegation was led by Shri V. N. Patil, Deputy Minister for Communications.

3.22 India also participated in the annual meeting of the Consultative Council for Postal Studies (CCPS) held in Berne (Switzerland) from 20th October to 29th October, 1981.



3.23 A two member Indian delegation (headed by Shri V. E. Arunachalam, Member (PD) in the P & T Board) visited Saudi Arabia from 28th November, 1981 to 3rd December, 1981 in order to explore the possibility of offering consultancy service to the Saudi Arabian Postal Administration.

3.24 India continued to render technical assistance to developing countries under the UNDP-UPU project.

3.25 Under the UPU Special Fund, India offered six fellowships for the benefit of the middle level postal officers of developing countries. The Indian Postal Administration also lent the services of officers as UPU experts/consultants to developing countries to assist them in various aspects of postal work.

#### Rural Postal Development

3.26 1,601 new rural post offices were opened (including 337 in the tribal areas). The total number of rural post offices stood at 1,26,193 on 31-3-82. During the year under review, additional manpower was sanctioned to 1,600 rural post offices in order to improve mail delivery and collection services. The scheme of rural mobile post offices continued to flourish and was expanded. At the end of the year 1981-82, 72,557 villages were covered under the scheme.

#### Savings Bank

3.27 The Post Office Savings Bank maintained its position as the nation's largest Savings Bank, with over 1,41,000 post offices (1,26,000 in the rural areas) providing the service throughout the country. On 31-3-82, the aggregate investment in all forms of national savings amounted to Rs. 9,333 crores as compared to Rs. 7,859 crores in the 1980-81, registering an increase of Rs. 1,474 crores. These investments, except for Rs. 2,078 crores lying in Savings Certificates, are held by over 607 lakh depositors in Savings, Cumulative Time Deposit, Recurring Deposit, Time Deposit, Fixed Deposit and Public Provident Fund accounts.

3.28 With effect from 1-7-81, Departmental Sub Post Offices were authorised to repay Time Deposits independently, without the prior sanction of the Head Post Office.

3.29 With effect from 1-10-81, four different pay in slips with counterfoil, in four colours, for Savings, Cumulative Time Deposit, Recurring Deposit and Time Deposits accounts were introduced, simultaneously abolishing two forms, viz., the receipt for deposit by cheque and the separate receipt for deposit which was being issued by Branch Post Offices, Extra-Departmental and Single-handed Sub Post Offices. For every deposit, the depositor gets the counterfoil of the pay-in-slip date-stamped and receipted.

3.30 For settlement of claims to balances standing in the names of persons unheard from for more than seven years, the rules previously required production of individual affidavits or declarations from the claimant and all other near relatives of the depositor sworn before a Magistrate. New rules were introduced, limiting the requirement of production of affidavit to the claimant; no other person need submit an affidavit now.

3.31 Statutory Rules of Post Office Savings Bank have been restructured. Two sets of rules, the "Post Office Savings Bank General Rules, 1981" and "Post Office Savings Account Rules, 1981" have been introduced in the place of "POSB Rules, 1965". In turn, statutory rules have been introduced for Cumulative Time Deposits, Recurring Deposits and Time Deposits in replacement of the respective non-statutory rules that were in force. These new rules became effective on 1-4-1982. The revised rules have made for the rationalisation of the structure of the schemes and also simplification of procedures.

3.32 Two series of National Savings Certificates, VI issue and VII issue, were introduced with effect from 1-5-1981. VI issue certificates are in denominations of Rs. 10, 50, 100, 500, 1,000 and 5,000. Their maturity period is six

years. Interest is compounded half-yearly for certificates of VI issue and is payable on encashment. The maturity value of a certificate of VI issue of denomination of Rs. 100/- after six years is Rs. 201.50 and proportionately for other denominations. Interest on certificates of the VII issue is payable half-yearly; the certificates will be encashable at par after expiry of six years. By 31st March 1982, investments in the VI issue certificates amounted to Rs. 563.75 crores and in the VII issue certificates, to Rs. 100.59 crores.

3.33 A maturity bonus at the rate of Rs. 50 for Rs. 10 denomination over the maturity value of a 10-year Cumulative Time Deposit Account opened from 1-5-1981, subject to certain conditions being satisfied, was introduced.

3.34 Similarly, 7-Year National Savings Certificates (II issue) purchased from 1-5-1981, on maturity, were given the benefit of higher maturity value at the rate of Rs. 10 for Rs. 100 denomination.

3.35 Interest on Provident Fund deposits was raised to 8.5% for the year 1981-82. In 1980-81 the rate was 8%.

3.36 Sale of gift coupons was discontinued with effect from 1-4-1981. 7-Year National Savings Certificates (IV issue and V issue) as also 5-Year National Development Bonds were discontinued from 1-5-1981.

3.37 A logogram for the Post Office Savings Bank was chosen through a countrywide competition. The logogram was introduced at the centenary of Post Office Savings Bank on 1-4-1982.

3.38 About 2,700 postal assistants and supervisors were trained under the scheme of training of post office staff in Savings Bank and Savings Certificates work with a view to improving efficiency.

3.39 58.76 lakh accounts participated in the XV half-yearly Savings Bank Prize draw held at

Delhi on 28-7-1981. In the next draw held at Bombay on 30-1-1982, the number of eligible SB accounts was 61.05 lakhs. There were 19,508 prizes in the XV draw and 20,264 in the next one. The total value of prizes was Rs. 28 lakhs and Rs. 29 lakhs respectively.

#### Broadcast Receiver Licence

3.40 The number of Radio and TV licences in force on 31-12-1981 was 1,01,78,552 and 16,72,628 respectively. During the period from 1st of January to 31st December 1982, a sum of Rs. 28.12 crores was collected as licence fee and surcharge on Radio and TV sets.

#### Postal Life Insurance

3.41 The Postal Life Insurance Scheme came into being in 1883 as a Welfare Institution for postal employees at a time when Life Insurance business was in its infancy in the country and foreign companies were reluctant to insure the "natives".

3.42 The Scheme now operates amongst employees of all Central and State Government, Railways, Defence Personnel, Local Funds as defined in FR 9 (14), Extra Departmental Agents of P & T, all temporary/regular servants of Government aided Educational Institutions, CSIR, ISI, Medical Council of India, industrial and work charged employees of P & T Department whose pay is regulated under the Fundamental Rules, employees of Reserve Bank of India, State Bank of India, nationalised banks subsidiaries of State Bank of India and five Central level financing institutions with three years of service. At present, there are two schemes, viz., Whole Life and Endowment Assurance. The maximum limit upto which a life can be insured is Rs. 75,000.

3.43 During the year 1981-82, the total number of new policies issued was 1,12,703 to the value of Rs. 1,06,94,65,500

3.44 The PLI Fund balance has increased to Rs. 129.70 crores at the end of 1980-81 from Rs. 32.51 crores at the end of 1970-71. The



Fund as on 31-3-82 stood at Rs. 157,28,24,435 as per Departmental figures.

#### Postal Complaints

3.45 8,47,184 public complaints were received and inquired into as against 8,19,517 in the previous year. The percentage of complaints continued to be extremely low and stood at .008.

#### Increase in Postal Tariffs

3.46 The postage rates laid down in the Post Office Act of 1854 were changed from time to time for balancing the budget of the Department. The main consideration in fixing the rates was to provide cheap, extensive and adequate communication facilities taking into account comparative rates for other services and the cost of operating the service. The obligations, under the international conventions and agreements, the capacity of the traffic to bear the tariff structure and the limitations prescribed in the Post Office Act had also to be taken into account.

3.47 The Cost Ascertainment Committee 1960 had observed as follows :

Different considerations for determining tariffs must apply to the postal and Telecommunication Services, specially as in the first one rules are based on management on revenue service and in the other on the management of long term investment where larger considerations of interest, depreciation and technological development arise.

3.48 According to a CCPS study, a number of postal administrations, while fixing their rates for various categories of correspondence, do not attach as much importance to costs as they do to social and cultural considerations and to the national economic policy. Lower rates are traditionally prescribed for certain categories of correspondence, such as commercial papers, printed papers and newspapers. The national importance of the postal service to remain within the reach of all by fixing moderate rates is also a factor influencing the tariff policy.

3.49 The Postal Branch has been showing a deficit for a number of years now, with the sole exception of the year 1978-79 when there was a small surplus of Rs. 2.27 crores. Increase in the tariff has been resorted to in rare cases. Still the policy has been not to prescribe a sudden or heavy increase or to touch too many services at the same time. Certain services like transmission of mail for the blind, registered newspapers, printed books, postcards are traditionally losing services in terms of the revenue that they bring in. Other services like money orders, postal orders, regd. letters also do not bring in enough revenue to cover the cost. Foreign mail rates were reviewed in the year 1981-82. A certain increase had already been ordered in the year 1980-81 in the rates of inland letters, embossed envelopes, regd. envelopes, certain kinds of parcels, post box and post bag services. A further increase has been found necessary recently. The services affected by this increase are registration and money order. This increase was enforced on 1-3-82.



## Telecommunication Services

### Telegraph Offices

4.1 The number of telegraph offices rose to 33,616 from 31,457 in the previous year. At the end of the year, there were 426 Departmental Telegraph Offices, 30,873 Combined Departmental Telegraph Offices and 2,317 Licensed Telegraph Offices working under the Railway and Canal administrations. Also, there were 2,675 Licensed Telegraph Offices working exclusively for the use of Railways and Canal administrations. Thus, the total number of all types of telegraph offices on 31-3-82 stood at 36,291.

### Inland Telegrams

4.2 759 lakh inland telegrams were booked during the year under review (previous year's figure: 714 lakhs). Thus there was substantial increase in the number of inland telegrams. 9.6% of the telegrams were booked on state business and 0.9% on press business.

### Phonograms

4.3 125.4 lakh messages were booked and 26.1 lakhs were communicated over the phone.

### Greeting Telegrams

4.4 68.9 lakh greeting telegrams were transmitted during the year; of these 0.28 lakh were deluxe telegrams.

### Devanagari Telegraph Service

4.5 The number of telegraph offices which provided this service was 14,045 on 31-3-82.

### Abbreviated Addresses

4.6 At the close of the year, the total number of abbreviated telegraph addresses was 1,62,958

in Roman script and 5,358 in Devanagari script.

### Photo Telegrams

4.7 1,166 inland, 2,088 outgoing and 1,557 incoming foreign photo telegrams were handled.

### Telexograms

4.8 This service is available in 64 telegraph offices in the country. 22.4 lakh telegrams were booked and 18.4 lakh were delivered over telex.

### Local Telephone System

4.9 Switching equipment capacity to the extent of 1.43 lakh lines was added during the year under review. Thus, the total capacity stood at 26.11 lakhs lines on 31-3-82. Direct Exchange lines to the extent of 1.47 lakhs were added bringing the total to 22.96 lakh lines. The total number of telephone exchanges reached a figure of 8,521, showing an increase of 650 over the previous year.

4.10 The waiting list for the new telephone connections, stood at 5.94 lakhs on 31-3-82. This shows an increase of a little more than 1.50 lakhs over the previous year's figure.

### Long Distance Switching

4.11 A new trunk automatic exchange was commissioned at Jaipur. The Trunk Automatic Exchanges at Jammu, Patna, Nagpur, Hyderabad, Ahmedabad and Bombay were expanded. The total increase in the TAX capacity was of the order of 3,800 lines. In addition, 30 new stations were connected to the TAX network bringing the total of such stations to 180.

4.12 The STD system continued to expand, 19 new routes on point to point basis were commissioned during the year. Thus as on 31-3-82, there were 170 point to point STD routes, three international STD routes and 47 group dialling STD routes in the country. The manual trunk services were also strengthened by the addition of 200 manual trunk boards, bringing the total to 7,510. The trunk circuits were also strengthened by adding 3,825 such circuits recently raising the total to 46,912.

#### Long Distance Transmission Systems

4.13 There was substantial increase in the route length of coaxial cable systems. Against 95 route kms. added in the previous year, 349 route kms. were added during the year under review. The total number of coaxial channels rose to 26,502 by the addition of 2,046 new coaxial channels.

4.14 The expansion of microwave systems was more or less on the same scale as in the previous year; 965 route kms. and 1,320 microwave channels were added (previous year's figures: 1,015 and 1,440).

4.15 TV channels' facility were expanded considerably; 1,795 route kms. were added. Thus the total route kms. of microwave systems stood at 18,525 and the total of microwave channels rose to 15,060.

4.16 As compared to the last year, there was a much greater expansion in the UHF network. VHF systems were provided on 1,046 route kms. (previous year's figure: 165); 456 new UHF channels were added (previous year's figures: 36). Also, 1,398 open wire carrier channels were added to the existing network. Thus, the total route kms. of UHF rose to 3,923 and the total number UHF systems stood at 1,522 at the end of the year.

#### Manual Trunk Services

4.17 There was slight increase in the number of trunk calls booked manually. The figure for the year under review being 23.8 crores against 23.3 crores for the previous year. Against a

total number of 16.9 crores calls being effective in the previous year, the total number of effective calls for the year under review was 17.5 crores.

#### No Delay Services

4.18 The number of Demand Service routes decreased from 935 to 916 due to the commissioning of new STD routes.

#### Services between Delhi and State Capitals

4.19 The position remained same as last year. Out of 21 State Capitals, 19 are connected to Delhi by STD. The State Capitals of Manipur (Imphal) and Tripura (Agartala) have manual exchanges and thus have "No Delay Services" to Delhi instead of STD service.

#### Trunk Circuits

4.20 The addition to the trunk circuits was 3,825 (previous year's figure: 2,733); thus the total number of trunk circuits in the country rose to 46,912.

#### International Telephone Service

4.21 There was an addition of two to the number of 40 countries to which satellite circuits were available. Switched telephone service continued to be available to almost all the countries in the world. Direct Telephone Service was available to 55 countries against 54 in the previous year. The stations from which the operator can dial these countries are New Delhi, Bombay, Calcutta, Madras, Ernakulam, Bangalore, Hyderabad, Pune, Ahmedabad, Chandigarh, Jullundur and Lucknow.

4.22 A microwave link was commissioned between India and Sri Lanka.

4.23 There has been very heavy increase in the fully automatic traffic, resulting in slight decrease in the international manual traffic which stood at 9.45 lakh effective calls (previous year's figures: 10.42 lakh effective calls).

4.24 Gateway switching system has been introduced for international traffic at New Delhi, Bombay and Madras.

### International Telex Service

4.25 Fully automatic telex service was made available to 82 countries from Delhi and Bombay. A similar international telex exchange is being commissioned at Madras.

### Network Upgradation

4.26 During the year 1981-82, 1,115 kms. of junction, primary and secondary cables were pressurised; aluminium wirings in about 1,13,400 subscribers premises were replaced by copper wires; the overhead iron wires in respect of 80,000 connections were replaced by insulated drop wires and 19,394 kms. of duct routes were constructed.

### Monitoring of Performance

4.27 The observation team of the Directorate General of P & T carried out observation/inspection of 33 telephone systems covering a total equipped capacity of 8,92,800 lines. The observation results were analysed in depth, the causes of sub-standard performances were identified and steps were taken to set right the defects.

### Delegation of Powers to Heads of Circles

4.28 Powers have been delegated to Heads of Telephone Districts/Telephone circles to restore telephone connections disconnected for non-payment of dues within two years of disconnection.

### Free Telephone Connections for the Member of Telephone/Telecom. Advisory Committees

4.29 It has been decided that each member of the TAC will be provided with a telephone connection on out-of-turn basis. No rental will be charged for the telephone connection and 1,750 free calls will be allowed per quarter for each such telephone.

### Wireless Links

4.30 The total number of wireless stations rose to 399 from 373 in the previous year. The route kilometres rose from 67,443 to 69,335.

### Telephone Revenue

4.31 The following table gives an abstract of the telephone revenue collection :

	1980-81	1981-82
	(Figures in Lakhs)	
1. Total amount billed for	56194.0	67065.0
2. Total amount collected	56123.0	66585.5
3. Total amount outstanding as on 1st July of the subsequent year in respect of bills issued during the year	754.1	763.1
4. Percentage of item (3) to item (1) above	1.3	1.1

4.31.1 The billing has gone up by 108.7 crores in 1981-82 compared to that in 1980-81. The percentages of outstanding has come down from 1.3 to 1.1.

### Telecommunication Research Centre (TRC)

4.32 The TRC continued to make significant, theoretical and practical contribution to telecommunication technology on the national and international level. It completed 22 projects; and for 37 projects equipment was placed on field trial. The TRC cleared 17 items including maintenance aids for production. Its officers presented 46 papers at different national and international seminars and symposia and issued 37 technical publications.

4.33 Some of the important activities of the TRC are mentioned below :—

#### 4.33.1 Radio Systems

Laboratory evaluation was completed for the upgraded single channel VHF system and orders were placed on ITI for production of 10 terminals for field trial. The 7+5 AIM VHF digital system has been taken up for pilot production. Commercial trial of Radio paging system was completed at Pune. 60 channel analog VHF system of CGEL has undergone factory evaluation and has been released for field trial.



4.33.1.1 Production clearance was issued for 7 GHz 300 channel analog microwave system. 6 GHz 1800 channel equipment has undergone final factory evaluation. Field trial was commenced on the 2 GHz 8 M b/s (120 channel) digital microwave system between Agra and Ferozabad. Development of some of the sub-systems of 7 GHz 34 M b/s digital microwave systems was completed. Tender evaluation of feasibility trial equipment of 7 GHz 34 M b/s system was also completed. Rain attenuation measurements at 13 GHz were continued.

#### 4.33.2 *Transmission :*

Feasibility study was carried out for automated network surveillance equipment and 140 M b/s digital line system on co-axial system between Kanpur and Lucknow. Indigenous design for 34 M b/s was taken up and designs of some of the sub-systems were completed. 8 M b/s Digital multiplexing equipment was cleared for environmental performance and field trial was conducted at Pune for the second time. 4 MHz co-axial cable system was installed on Ambala-Chandigarh route for field trial. 12 channel CP-7 interstice equipment has also undergone field trial. 12 MHz coaxial cable terminal equipment was cleared for production.

4.33.2.1 Performance evaluation of FAX equipment developed by ECIL was carried out. 46 channel TIM-VFT was evaluated and installed for field trial. Testing of acoustic coupled modems, 2400 HPS modem (modified) 300 BPS (modified) was completed.

4.33.2.2 Design of 30 channel repeater for 2 M b/s line system was completed. Two prototype units of 34 M b/s Digital Multiplex equipment were fabricated and tested. Production clearance was issued for 30 channel PCM system using ISI-mono-channel codec. and for 3 test instruments for digital system.

#### Switching

64 lines digital ILT and 50/200 lines ESAX PAM type (8 lines model) have undergone

laboratory evaluation at ITI. Design and development of SPC ESAX (16 lines) was completed.

4.33.3 A small electronic telex exchange (20/200 lines) installed at Gurgaon had undergone successful field trial and proposal for production clearance was taken up. Production clearance for 4 W/O/G trunk boards was under processing after its successful field trial at Bombay.

4.33.3.1 Telectronic Direct System has undergone successful field trial at Calcutta and was made over to Calcutta Telephones for regular use and maintenance. Autrax equipment was also made over to the Telephone District after its field trial. 600 lines US-type MAX-II was installed at Chilakaluripet in Andhra Pradesh for conducting commercial trial. Production clearance was issued for automatic junction routiner and omnibus LDPCOs. Field trial for automatic trunk ticketing equipment for strowger and Pentaconta Crossbar exchanges was also completed.

4.33.3.2 Laboratory evaluation of new jointing technique for jelly filled cable and pressurised cable was completed. A new version of imported gas leak detector has undergone field trial. Production clearance was given for indigenously developed Halide leak detector after conducting its prototype evaluation.

#### 4.33.4 Indian Crossbar Project (ICP)

Bareilly TAX was connected to Delhi TAX, facilitating provision of STD service from Bareilly TAX to all the stations accessible from Delhi TAX. The day-to-day maintenance of these exchanges was handed over to the respective maintenance organisations.

4.33.4.1 The ICP group continued the monitoring of the performance of the trial exchanges at Delhi Janpath V (Local) and Bareilly (TAX) to identify design deficiencies. Modifications to improve the deficiencies were incorporated in the final documentations of the local and TAX systems.

4.33.4.2 Preparation of engineering instructions covering installation practices and explanatories for newly designed circuits for special services and for converting MAX-II exchanges to ICP local exchanges were completed.

4.33.4.3 Investigation work into the adjustment reliability of the relays used in ICP system was further advanced.

4.33.4.4 Feasibility studies for introduction of stored programme controls in conventional electro-mechanical switching systems were completed.

#### **Electronic Switching**

4.33.5 Based on the feedback data of SPC-1 commercial trial conducted during 1-1-81 to 5-4-81, the central processors were repacked and redesigned for faster operation. Work on ISI based processor and emulating SPC-1 processor is underway. The computer facility available at the National Information Centre of DOE was extensively used for development of support software. The CAD system was commissioned and is being used for preparation of PCB art workmasters.

#### **Satellite System**

4.33.6 The APPLE utilisation project was commenced on the 14th August 1982 using P & T experimental station at Chinglepet and TRACT at Madras. Subsequently, TRACT was also deployed at Calcutta for service demonstration and experimentation. Substantial progress was made in the development of DCMA and TVMA Hardware modifications for AUP and HPA and problems investigated for their operation at Leh using INTELSAT Satellite.

### **TELECOMMUNICATION FACTORIES**

#### **4.34 Production Performance**

Telecom. Factories manufactured stores and equipment worth Rs. 2175.05 lakhs during 1981-82. The factorywise production was

Bombay Rs. 470.55 lakhs, Calcutta Rs. 615.61 lakhs, Jabalpur Rs. 1040.13 lakhs and Bhilai Rs. 48.76 lakhs.

4.35 The large programme of modernisation, expansion and diversification of the Telecom. factories, undertaken in the previous year, has been continuing and various schemes are at different stages of completion.

4.36 The cordage shop at the Telecom. Factory, Bombay was modernised and expanded, increasing the capacity of the factory from the modest quantity of 2.5 lakh metres to the substantial quantity of 8 lakh metres per annum.

4.37 The following new items have been developed in the Telecom. factories in the year under review :

- (a) A modular type cable distribution cabinet
- (b) A new design PCO booth
- (c) A modern design coin collecting box designed for local calls.

4.37.1 Workers participation in the management of the Telecom. Factories continued at the factories in Bombay, Calcutta and Jabalpur.

#### **Telecommunication Consultants India Ltd.**

4.38 The TCIL, set up in the year 1978 with its headquarters at New Delhi, continued to flourish and thrive. The TCIL is a public sector undertaking directly controlled by the P & T Board. All the 10,000 equity shares of Rs. 100 each are held by the Government of India. The Company earned a net profit of Rs. 281.72 lakhs as against a profit of Rs. 120.33 lakhs in the previous year.

4.39 The Company submitted 37 offers in foreign countries for various types of consultancy and turnkey projects. Out of these, 9 have been accepted. The Company also submitted 59 offers within the country; out of these, 17 have been accepted. The progressive total value of the contracts secured by the Company stood at



Rs. 40.44 crores. In addition to India, the Company is operating in various countries of Africa and Middle East.

#### Computerization

4.40 In view of the rapid expansion and complexity of its operations, computerization has become a necessity in the P & T with rapid increase in the number of telephones, during early sixties, there was a phenomenal growth of the Telephone Billing and Accounting work in the Metropolitan Telephone Districts, which expanded to such an extent that it was not possible to cope with it using the existing Manual Systems without sacrificing speed and accuracy.

4.41 The P & T Board at its meeting on October 17, 1978 approved the proposal to acquire and install In-house Computer Systems at the four Metropolitan Telephone Districts of Bombay, Calcutta, Delhi and Madras for the following areas of operations :

1. Telephone Billing & Credit Control.
2. Telephone Directory Compilation and Printing.
3. Cable and Commercial Records, and
4. Inventory Control.

4.42 As a result of this decision, a Memorandum to the Public Investment Board was prepared and submitted to the PIB, estimating the cost of the project at Rs. 6.35 crores with an element of foreign exchange amounting to Rs. 3.06 crores (equivalent to \$4 million US). The project was recommended by the PIB in January 1981 at an estimated cost of Rs. 5.37 crores with an element of foreign exchange amount to 2.19 crores (equivalent to 2.740 million US\$). It received the approval of the Cabinet in July, 1981.

#### Development of Software Packages

4.43 The Department has already taken steps towards the development of software Packages with the assistance of outside expertise viz.,

NCSDDCT, CMC, RCC Jadavpore University, Calcutta. These are detailed as follows :—

- (i) Development of Telephone Software Packages and their translation and transfer to ALTTC Ghaziabad Computer—PDP-11/70.
- (ii) Development of Telephone Billing systems and its conversion and testing at PDP-11/70—Computer at ALTTC Ghaziabad.
- (iii) Development of Computerised Commercial System.
- (iv) Development of an Integrated Data Base for merging Telephone Billing, Commercial, Faults Complaints, Directory Enquiry and Cable Records and loading on ALTTC Ghaziabad Computer PDP-11/70.
- (v) Development of Inventory Accounting System as part of Inventory Control System.

#### Selection, Training & Posting of Personnel for Computerization

4.44 For the purpose of efficient execution of development work, a small Nucleus Cell has been opened in each of the four Metropolitan Telephone Districts of Bombay, Delhi, Calcutta and Madras with a Co-ordination Cell at the P & T Headquarters in New Delhi.

4.45 Officers/Staff are undergoing training in different fields of Computer Technology at the ALTTC Ghaziabad.

#### Long Distance Public Telephones

4.46 There was no increase in the number of 2,191 long distance public telephones, in fact, 498 such telephones were closed because of the opening of Telephone Exchanges.

#### PCOs manned by Handicapped Persons

4.47 The scheme to open such PCOs was started in January, 81 and was continued during the year under review. Under the scheme, 1,270 public telephones manned by handicapped persons were opened in the year 1981-82.



### **Streamlining the Procedure for handling Complaints**

4.48 A new procedure was introduced in June, 82 providing for registration, acknowledgement, expeditious processing, monitoring and issue of final replies in all cases of written complaints. Nodal points for handling complaints have been set up at the Divisional and Area Manager levels as the case may require.

### **Restructuring the Cadres**

4.49 A scheme of restructuring the cadres of JEs, AEs and DEs has been implemented w.e.f. 1981. Under the scheme, new posts of 1,396 AEs and 245 DEs have been created by bringing under reduction about 3,010 unfilled posts of JEs and imposing a 20% cut in future recruitment to JEs' posts. The purpose of the scheme is to bring efficiency and streamlining the functioning of Telecom. system in the country by:

- (i) entrusting the control of sophisticated equipment to engineering officers; and
- (ii) strengthening the level of supervision, operation and control by inducting engineering officers at the centre of various maintenance operations and developmental activities pertaining to Telecom. system.

### **Formation of Telephone Districts**

4.50 New Telephone Districts were formed at Calicut and Varanasi, both to be under the control of District Managers.

### **Motor Vehicles**

4.51 The total number of motor vehicles in the Telecom. wing rose to 3,000. Departmental consumer fuel stations were set up at Bangalore, Calcutta, Delhi, Hyderabad and Madras. Workshops are available at Delhi, Calcutta and Hyderabad.

### **Training**

4.52 The Telecom. Branch has 40 Training Centres in the country, including the ALTTC at

Ghaziabad and the Telecom. Training Centre at Jabalpur. These Centres provide induction as well as refresher and specialised training to various levels of personnel including senior officers. The ALTTC is specially concerned with training of senior officers and foreigners. A total number of 17,509 personnel were trained in the initial courses and 5,579 in the refresher courses at these centres. These include 110 foreigners and 105 outsiders at the ALTTC, Ghaziabad.

### **Management Information System**

4.53 MIS was introduced at Calicut and Varanasi. Two reports covering performance summary and Analyses and Telecom. Financial Performance Appreciation, and Telecom. Network-Volume and Growth, were issued.

4.54 Additional parameters in the MIS formats of Telephone Districts, and Circles and Maintenance Regions were prescribed on the basis of the recommendations of the Committee on Telecommunications headed by Shri S. C. Sarin. The MIS formats for the flow of MIS information within the Telephone Districts were also standardised following the recommendations of the Sarin Committee.

4.55 A team of World Bank consultants visited the factories under the ITI, HCL, HTL and P & T factory at Calcutta and submitted its report in August 1981, making specific recommendations for improving quality control procedures and techniques. This report is being followed up.

### **Disruption of Telecommunication Services**

4.56 Telecom. services were affected adversely by the floods that devastated Jaipur and its surroundings in July, 1981. Communication was restored within six days of disruption. The cyclone that hit Saurashtra in November, 1981 affected a large number of open wire lines/ systems in three Districts. Communication was restored within two days although road traffic remained suspended for a much longer period.

## CHAPTER V

# General Administration

### The Civil Engineering Wing

5.1 The Civil Wing has been active in constructing small and large buildings of various types including staff quarters. The capital outlay on buildings has been so far significantly higher in the current Plan than in the previous Plan. The total outlay for the Telecom. buildings is Rs. 338 crores, the total outlay on postal buildings is Rs. 140 crores. The expenditure on building works and maintenance during the year under review was Rs. 64 crores (the previous year's figures being Rs. 42 crores).

5.2 Some of the important works completed by the Civil Wing during the year under review include buildings and tower foundations / Antenna foundations for INSAT, and Antenna foundations at Port Blair and Minicoy islands. Staff quarters were constructed at Leh at an altitude of 3,200 metres above MSL.

5.3 Partially pre-stressed concrete poles are being manufactured by the Civil Wing for use in the Telecom. Branch. These poles save steel and are cheaper by 60%. Three pole casting yards have already been set up at Nellore, Vishakapatnam and Hyderabad each having a capacity to manufacture 10,000 poles per year. Cable ducts also have been constructed at Bombay, Madras, Bangalore, Pune, Hyderabad and work is in progress at Delhi and Calcutta.

5.4 Aid of computers is being taken for advanced structural designing and analyses. A seminar on air-conditioning was held at Hyderabad to discuss the various points of air conditioning technology.

### Materials Management

#### *Postal*

5.5 It has been decided to departmentalise the factory manufacturing stamps and seals for the P & T and other Government Departments. Action was started to complete the formalities of the take over.

5.6 Until recently, uniforms for the staff were being issued by the Department staff after getting them stitched through contractors. It was decided to give up this practice and to supply unstitched cloth to the employees and pay them stitching charges at the rates quoted by the contractor. This is in addition to the already approved proposal to supply unstitched polyester cotton cloth and stitching charges to the eligible employees with effect from 1-4-84. Action to procure the polyester cotton cloth has been finalised.

#### *Telecom.*

5.7 Orders were placed for the import of 1,83,000 lines of crossbar exchange including 58,000 lines for the expansion of the existing exchanges. Out of the total of 1,83,000 lines to be imported, 60,000 lines will be SPC electronic exchange equipment. Equipment was also imported for modernisation of the telecom. factories. Electronic PABXs of various sizes as well as Video Recorders, Picture Transmitters and Testing instruments for the overseas communication services were imported to meet the requirement of the Asian Games.

5.8 Availability of ACSR wires and other line materials like G.I. wires and poles (Hamilton Tubes) rose considerably in the year under

review due to the efforts of the Material Management Wing of the Telecom. Branch. The P & T was brought on the priority sector list of the concerned Ministries like Ministry of Industries, etc. for allotment of raw material including steel.

5.9 During the year under review, the turnover of stores was of the order of Rs. 241.38 crores (receipts) and Rs. 212.94 crores (issues) against the previous year's figures of 162.94 crores and 125.46 crores. The total value of stores procured from private sources was Rs. 98.03 crores. Equipping of the Inspection and Testing Units with more sophisticated testing instruments was also carried out and 458 prototype approvals were issued (previous years figures : 240).

#### **Welfare Activities**

5.10 The Central P & T Welfare Committee met at Bhopal and at Calcutta in July 81 and January 82. A sum of Rs. 12 crores was allotted as grant-in-aid to the P & T Welfare Fund for the year under review. The number of scholarships for technical and non-technical education was raised from 500 to 600. The value of an individual scholarship for technical education was raised from Rs. 75 to Rs. 100 (for degree courses) and from Rs. 40 to Rs. 50 p.m. (for diploma courses).

5.11 A grant of Rs. 4 lakhs was given to the P & T Compassionate Fund and a sum of Rs. 1,62,500 was paid over the dependents of the deceased employees from this fund.

5.12 The total number of cooperative credit societies stood at 252, in addition to 277 societies set up for the Consumer Supply, Housing and other purposes. 133 beds stand reserved in various hospitals, sanatoria for the treatment of P & T employees suffering from TB.

5.13 Holiday Homes functioned at 16 places (previous year's figures : 15) in the country for the use of P & T employees. Powers were delegated to the Heads of Circles for setting up new canteens for serving the staff.

5.14 The pay limit for eligibility of financial assistance for purchase of artificial limbs, etc. was raised from Rs. 1,200 to Rs. 1,600 p.m. The limit of financial assistance to fire victims was raised from Rs. 100 to Rs. 250. The rate of financial assistance for prolonged illness was raised to Rs. 200 p.m. or 3/4th of the salary, whichever was less, in the case of officials on half-pay leave on account of prolonged illness.

5.15 The number of dispensaries went up from 49 to 50. Two new dispensaries have been sanctioned at Bhopal and Patiala. The 50 dispensaries mentioned about are in addition to part-time dispensaries already functioning at seven Postal and Telecom. Training Centres. Six ambulance rooms were also functioning at Telecom. factories.

5.16 P & T pensioners also have been made eligible to get medical aid at P & T dispensaries, under the "P & T Retired Employees Contributory Health Service Scheme"

#### **The Inspection Organisation**

5.17 The Inspection Organisation working in the Directorate General of Posts and Telegraphs carried out inspection of 12 Postal and Telecom. administrative units; it also paid surprise visits to a number of Postal RMS and Telecom. establishments.

5.17.1 Three circulars were issued based on the information collected and observations made during the visits made by DDG (Insp.) to various telephone exchanges. These circulars related to technical maintenance of power plants, exchange apparatus and switching systems.

5.17.2 A new procedure for the monitoring of inspection work at lower formations and the review of inspection reports was introduced in the Telecom. Branch.

5.17.3 A note summing up the deficiencies and irregularities in the functioning of the operative offices observed by the Inspection Organisation was circulated to Heads of Postal



Circles directing them to take remedial or preventive action as the case may require.

5.17.4 The Inspection Organisation also handles the Suggestions Scheme. This scheme has been in existence since 1964 and is directed towards stimulating original thinking among the employees and to give them incentives for making suggestions for improving the procedures or putting forth new ideas for improving operational efficiency. More than 300 suggestions were received during the year under review. These were examined and cash awards totalling Rs. 11,500 were granted to 23 authors of suggestions. 20 authors were issued letters of commendation.

#### Vigilance

5.18 A conference of the Vigilance Officers working in the P & T offices in the country was held to discuss and examine various problems relating to vigilance and control. A number of recommendations for streamlining the vigilance set up were drawn up at that conference and are being pursued.

5.18.1 341 officers of all the wings of the Department were trained as Enquiry Officers and Presenting Officers.

5.18.2 The Vigilance Organisation at the DGP & T handled 3,134 allegations of corruption. The CBI inquired into 11 of the above cases; 1,912 were investigated departmentally. Major penalties were imposed on 239 employees and minor penalties including recordable warnings on 652 employees.

5.18.3 The Postal Wing handled 8.74 lakh complaints as against 8.2 lakh complaints in the previous year. The percentage of complaints against the total traffic continued to be as low as .00871. The Telecom. Wing handled about 64 complaints per hundred telephones per month. The proportion of complaints in regard to telegrams was 0.29 per thousand.

#### Work Study

5.19 The Internal Work Study unit completed 30 studies and trained 83 officers in various aspects of management at different institutions.

#### Efficiency Bureau

5.20 The Bureau brought out 3 reports during the year under review, including one on delegation of financial and administrative powers to the various offices of the Department.

#### The use of Hindi

5.21 Hindi Information Service on phone continued to function at Delhi, Lucknow, Jaipur, Patna, Bhopal and Bombay. All the essential P & T forms except those prescribed by the Universal Postal Union are printed bilingually, i.e., both in Hindi and English. Hindi Week was observed in all the P & T offices located in the Hindi speaking areas, from 14th September 1981.

5.22 The Telephone Directories of Delhi, Bombay, Hyderabad, Jaipur, Kanpur, Nagpur, Indore, Lucknow and Patna Telephone Districts are published in Hindi also. Divisional Telephone Directories in the Telephone Districts at Bihar, Madhya Pradesh, North Western, Rajasthan and U.P. are also brought out in Hindi.

5.23 The number of P & T offices notified under rule 10(4) of the Rules framed under the Official Language Act stood at 554 on 31-3-82. There are 1003 Official Language Implementation Committees functioning in various P & T offices.

5.24 The Dak Tar Hindi Salahkar Samiti has been reconstituted under chairmanship of Minister of Communications. The Samiti held three meetings in the year under review. A Committee of senior officers was formed to study the problems connected with the introduction and use of Hindi as medium of instruction in Postal and Telecommunication Training Centres.

## Publicity

5.25 Publicity to the Pin Code Scheme continued to be given through various media. A tableau on the Satellite Communication was displayed at the Republic Day Parade 1982 and was much appreciated. Some documentaries on P & T subjects were produced and released on the All India Circuit.

## Magazine

5.26 "*Dak Tar*", the house magazine of the Department continued to be brought out in Hindi and English and gained in popularity. The issue of March, 1982 which was devoted to Satellite Communication (INSAT IA), was widely appreciated and figured in the national press.

## Deputations / Delegations abroad

5.27 32 Deputation / Delegation comprising a total of 56 government servants went abroad

during the year. The total expenditure on these deputations was Rs. 12.29 lakhs.

## Charges

5.28 Shri S. K. Ghose continued to be the Director General of Posts and Telegraphs and Chairman of the P & T Board in addition to his duties as Secretary to the Ministry of Communications. Sarvashri M. L. Gaiind, V. E. Arunachalam, M. M. Wagle, M. M. Kini, Neepesh C. Talukdar and R. R. Savoor continued to function as Members of the Board, in-charge of Postal Operations, Postal Development, Telecom. Operations, Telecom. Development, Administration and Finance respectively. Shri H. S. Shah continued as Secretary, P&T Board.

## Staff Strength

5.29 The total staff strength on 31-3-1982 was 9.01 lakhs including 2.93 lakh ED employees and 7,103 industrial workers, 32 officers and 3,869 other ranks (including 241 under training) were on deputation to the Army Postal Service.



## APPENDIX 'A'

**POSTAL PLAN 1981-82**

(Rupees in lakhs)

Scheme	Physical targets laid down	Physical targets achieved	Financial outlay approved	Expenditure actually incurred
<b>1. Expansion of Postal Network</b>				
Opening of Post Office	1,600	1,601	69.12	82.81
Appointment of E. D. Agents	2,000	2,000	56.40	64.59
Installation of Letter Boxes	1,000	1,013	0.05	0.25
Provision of Counter Facilities	2,000	1,999	4.47	4.83
Appointment of PMIs	10	10	1.62	0.54
			131.66	153.02
<b>2. Construction of Postal Buildings and Staff Quarters</b>	1,378	1,148	1,826.00	1,734.00
<b>3. Training</b>	—	—	45.00	33.95
<b>4. MMS Vehicles</b>	92	137	70.00	146.28
<b>5. Mechanisation and Modernisation of Postal Services</b>	—	—	40.00	41.04

## APPENDIX 'B'

**TELECOMMUNICATION PLAN 1981-82****Financial Programme**

(Rs. In crores)

Scheme	1981-82 (Approved)	1981-82 (Actuals)
1.0 Local Telephone Systems	233.56	284.19
2.1 Long Distance Switching	30.86	24.98
2.2 Long Distance Transmission	76.65	52.87
2.3 Insat & Intelsat	30.00	30.21
3.0 Open Wire & Telegraphs	44.93	51.16
4.1 Other Land & Buildings (Staff Qrs. and Admn. Offices)	12.00	14.95
4.2 TRC, Trg., Testing and other Organisations	24.00	6.10
<b>Total</b>	<b>452.00</b>	<b>464.46</b>

## APPENDIX 'C'

**TELECOMMUNICATION PLAN**

Scheme	Target 1981-82	Actual Achievements 1981-82
<b>1 Local Telephone System</b>		
1.1 Switching Capacity (Lakh Lines)	2.25	1.43
1.2 U/G Cables (Lakh pair Kms.)	11.80	7.98
1.3 D.E.Ls-(Lakh Lines)	2.00	1.47
1.4 Subscribers Telephones Stations (Lakh) Nos.	2.60	1.96
1.5 Telephone Exchanges (Nos.)	510	650
<b>2. Long Distance System</b>		
2.1 Long Distance Switching		
2.1.1 TAXs (Primary & Secondary Nos.)	2	1
2.1.2 TAX Capacity (Lines)	5700	3800
2.1.3 STD Routes Point to Point (Nos.)	15	18.5
2.1.4 Manual (Trunk Boards) Nos.	500	200

**ACTIVITIES 1982-83**



### **Medical Facilities**

On 31st December, 1982, 51 P&T Dispensaries were functioning at 44 stations in the country covering about 1.15 lakh employees and their families. Two additional dispensaries at Bhopal and Ahmedabad and one new dispensary at Patiala were sanctioned and are expected to be opened shortly. The dispensaries provide outdoor medical facilities which include domiciliary care, routine laboratory tests, and supply of medicines. Patients requiring hospitalisation, specialist consultations and special investigations etc., are referred by the dispensary doctors to Government/recognised hospitals. P&T dispensaries have helped not only in providing timely and adequate medical facilities to the P&T employees, but have also helped in reducing expenditure on medical reimbursement.

Apart from these dispensaries, part-time dispensaries are also functioning in the seven Postal/Telecom. Training Centres to meet emergent medical requirements of the trainees. Ambulance rooms are available in six Telecommunication Factories/Stores for providing first level medical care to the employees.

The P&T Pensioners continued to be allowed medical facilities from the dispensaries under the "P&T Retired Employees Contributory Health Service Scheme".

Family Promotion Welfare also continued to be one of the functions of the dispensaries. The programme is limited to motivation and education.

### **Welfare Activities**

Welfare institutions and programmes and activities continued to function satisfactorily. Canteens, Rest rooms, Dormitories, Recreation Clubs, Rest Houses, Co-operative Societies for housing and consumer benefits, reserved beds in T.B. hospitals, Welfare Committees, were the main items. Some of the notable events of the period under review are discussed below:

#### **Central P&T Welfare Fund Committee**

The Committee met at Simla on 11.6.1982 and again on 10.1.1983 at Panjim (Goa). A sum of Rs.1.52 crores was allotted as grant-in-aid to the P&T Welfare Fund for the year 1982-83.

### **P&T Welfare Advisory Board Meeting**

The Welfare Advisory Board met in New Delhi on 30.6.1982.

### **P&T Compassionate Fund**

A sum of Rs.5 lakhs was sanctioned as grant-in-aid to the P&T Compassionate Fund for 1982-83.

### **Grant of financial assistance for purchase of artificial limbs/hearing aids/wheel chair**

It has been decided that financial assistance to the extent of 75% of the cost of artificial limb/hearing aid/wheel chair (Indian made) will be met out of the P&T Welfare Fund subject to a maximum of Rs.1000/-.

### **Financial assistance in the case of prolonged illness, injury, etc.**

Financial assistance was so far being granted in case of prolonged illness to compensate loss of pay by the employee if he is on leave without pay or on leave on half-pay. It has now been decided that in case of serious illness/major surgical operation, the employee can avail of this benefit even if he is on half-pay leave/extraordinary leave. It has also been decided to grant financial assistance to ED employees and casual labourers in case of serious injury/or injury leading to surgical operation sustained while in performance of duty. It has also been decided to grant financial assistance to the families of deceased employees in the pay range of above Rs.1200/- p.m. in really hard and deserving cases.

### **Financial assistance of flood victims**

It has been decided that financial assistance should be granted if the loss of immovable property was at the place of duty.

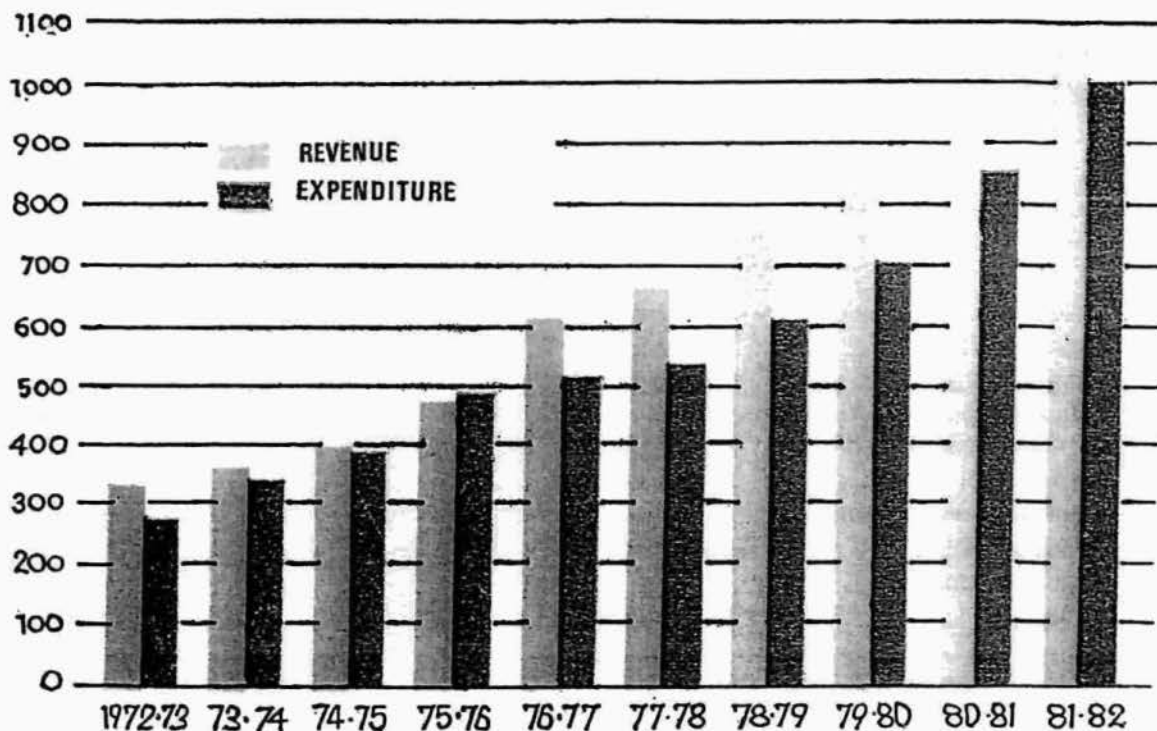
### **Work Study**

The Internal Work Study Unit completed twelve studies, and conducted work measurement (including staff assessment and method studies) of 13 sections of the Directorate General of Posts and Telegraphs. Among the work studies completed, the following are notable:

1. Work Study for fixation of time factor for payment of pension to Railway Pensioners through Post Offices.

# REVENUE AND EXPENDITURE

(Rupees in Crores)



# REVENUE AND EXPENDITURE

(Rupees in Crores)  
1981-82

## REVENUE

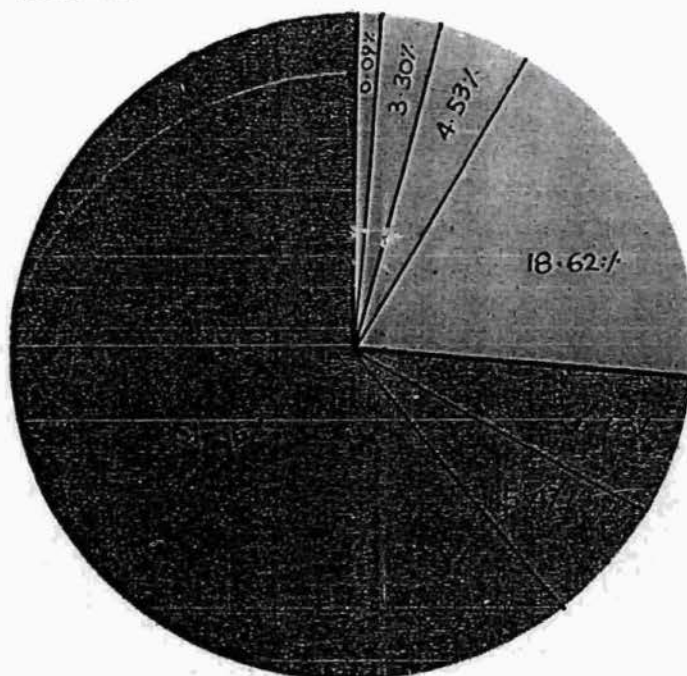


**POSTAL**  
309.4



**TELECOM**  
761.2

Telephone Rental & Call Charges	....	61.36%
Telegrams	....	5.47%
Telex Rental & others	....	6.63%
Sale of stamps	....	18.62%
Postage in cash	....	4.53%
Commission on Money Orders & Indian Postal Orders	....	3.30%
Others	....	0.09%





# REVENUE AND EXPENDITURE

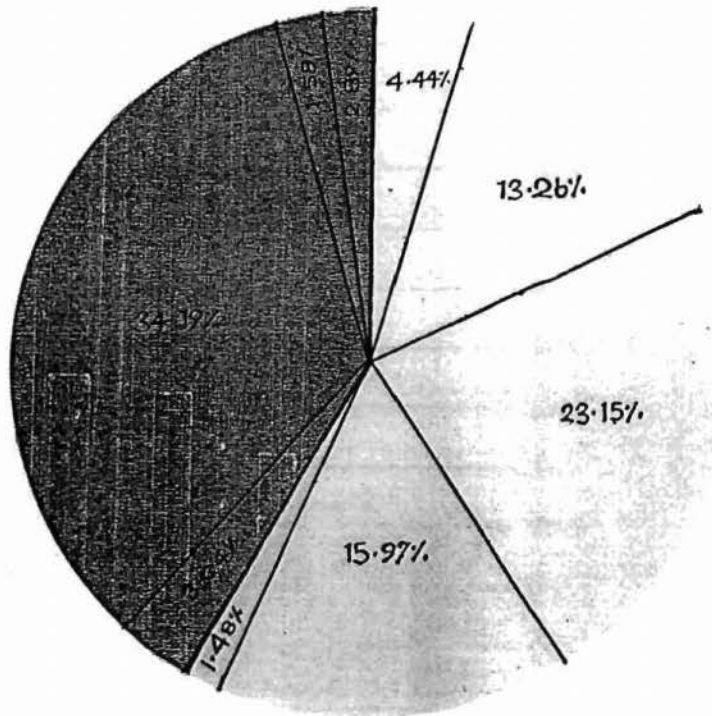
(Rupees in Crores)

1981-82

 **POSTAL** 397.6

 **TELECOM.** 555.7

General Administration (T)	....	4.44%
Operation (T)	....	13.36%
Engineering (T)	....	23.15%
Depreciation & contribution towards Capital (T)	....	15.97%
Others (T)	....	1.48%
General Administration (P)	....	3.04%
Operation (P)	....	34.18%
Agency Service (P)	....	1.58%
Others (P)	....	2.89%



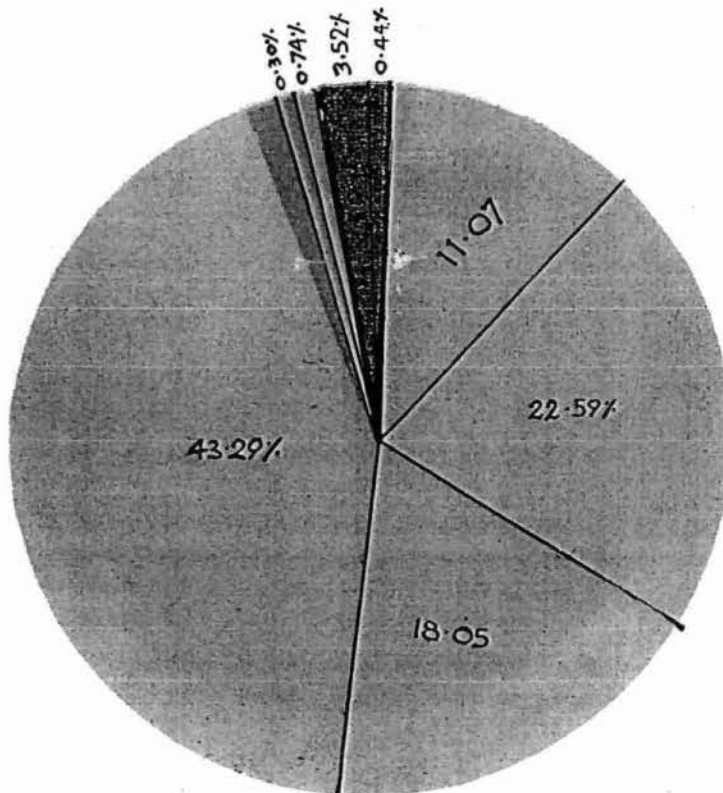
# CAPITAL OUTLAY

(Rupees in Crores)

1981-82

**POSTAL** 18.70

**TELECOM.** 454.25



Land & Buildings (T)	....	11.07%
Cables (T)	....	22.59%
Lines & Wires etc. (T)	....	18.05%
Apparatus & Plants (T)	....	43.29%
Motor Vehicles (T)	....	0.30%
Others (T)	....	0.74%
Land & Buildings (P)	....	3.52%
Apparatus, Plants & Others (F)	....	0.44%



# CAPITAL OUTLAY UPTO 1981-82

(Rupees in Crores)

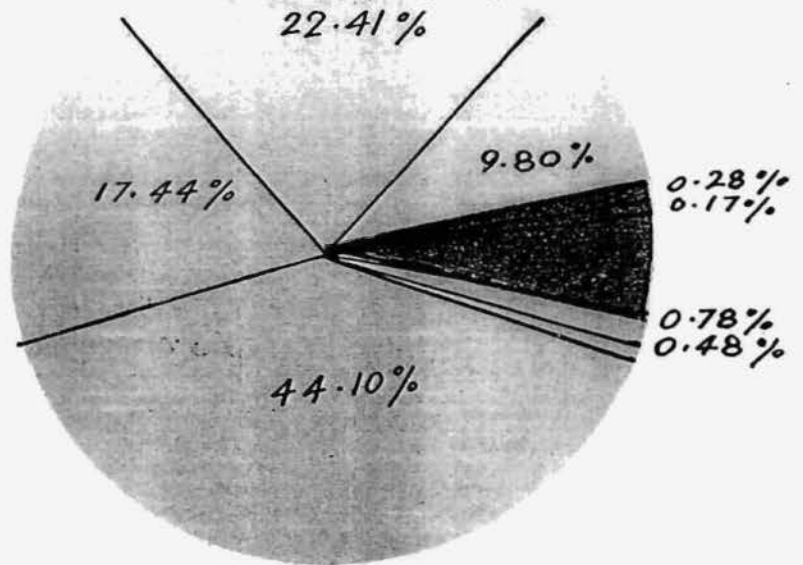


POSTAL 139.23



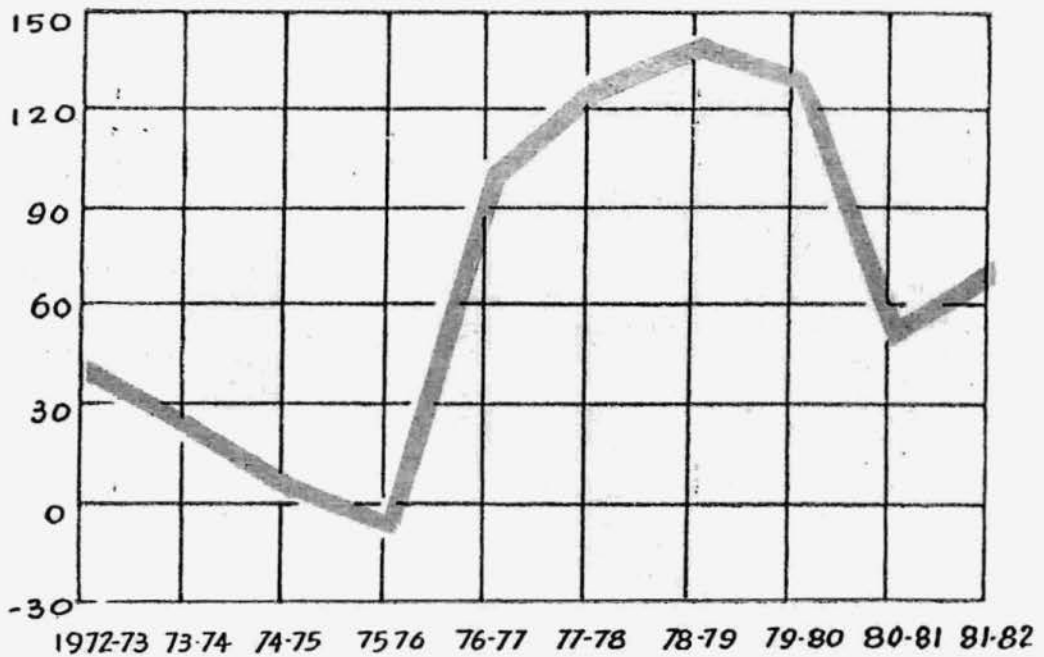
TELECOM 2650.80

Land and Buildings (T)	....	9.80 %
Cables (T)	...	22.41 %
Lines & Wires etc. (T)	....	17.44 %
Apparatus & Plants (T)	....	44.10 %
Motor Vehicles (T)	....	0.48 %
Others (T)	....	0.78 %
Land & Buildings (P)	....	4.54 %
RMS Vans (P)	....	0.17 %
Apparatus, Plants & Others (P)	....	0.28 %

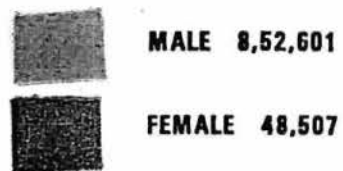
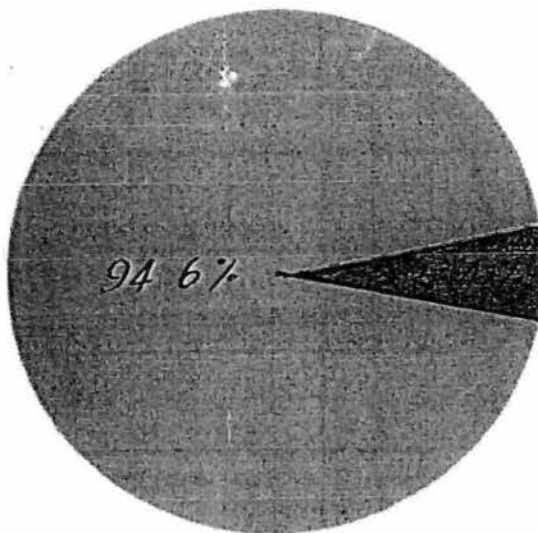
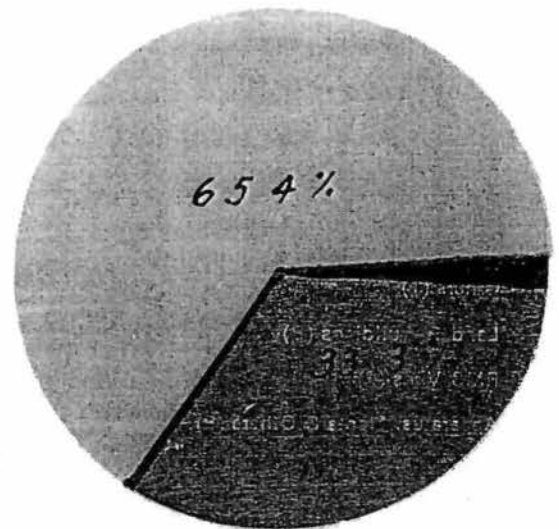
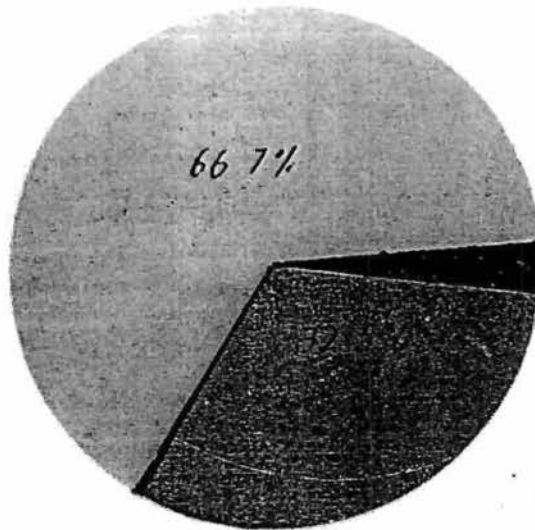


# PROFIT AND LOSS

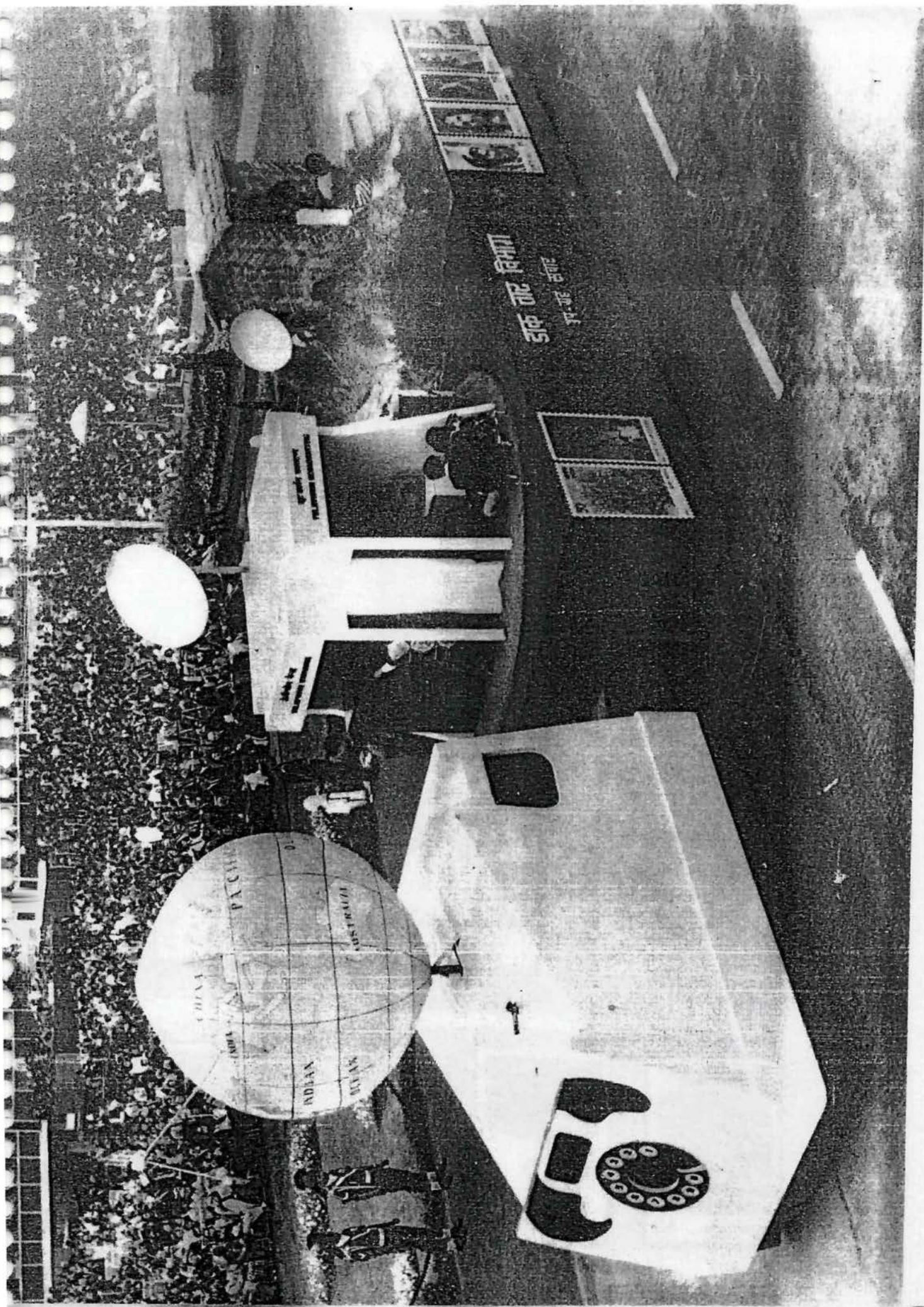
(Rupees in Crores)



# STAFF STRENGTH AS ON 31-3-1982

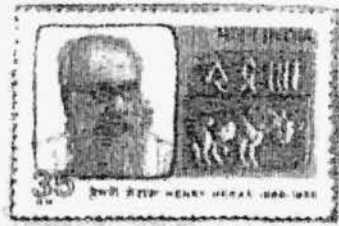
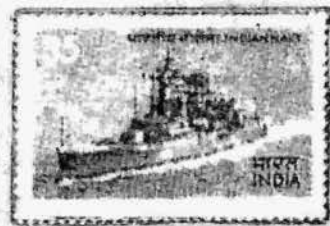




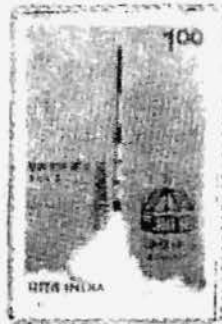
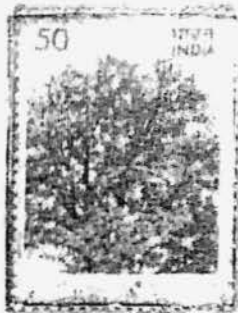


Space Technology for Instant Communication to Rural India—P & T Tableaux on Republic Day 1982



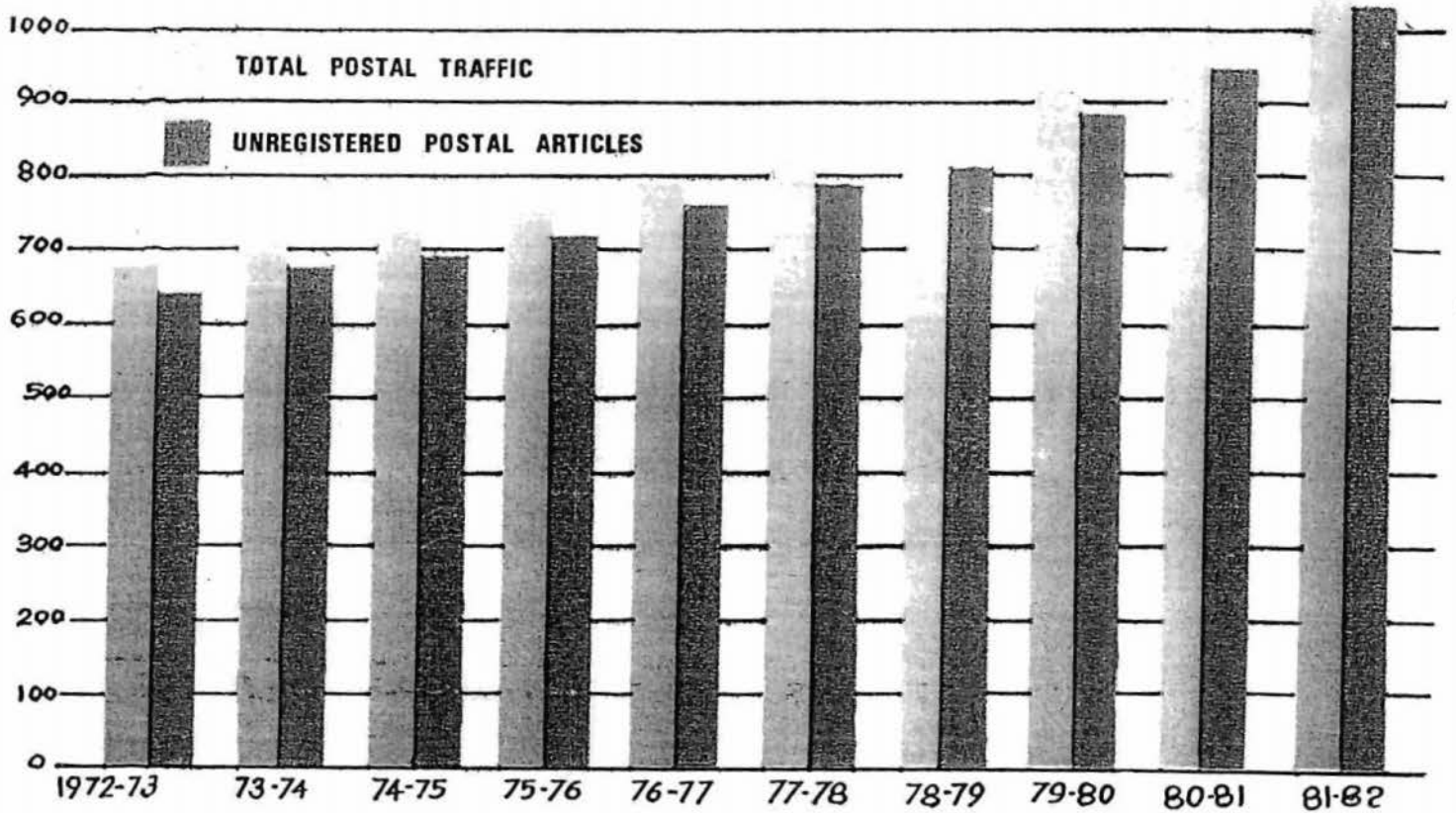






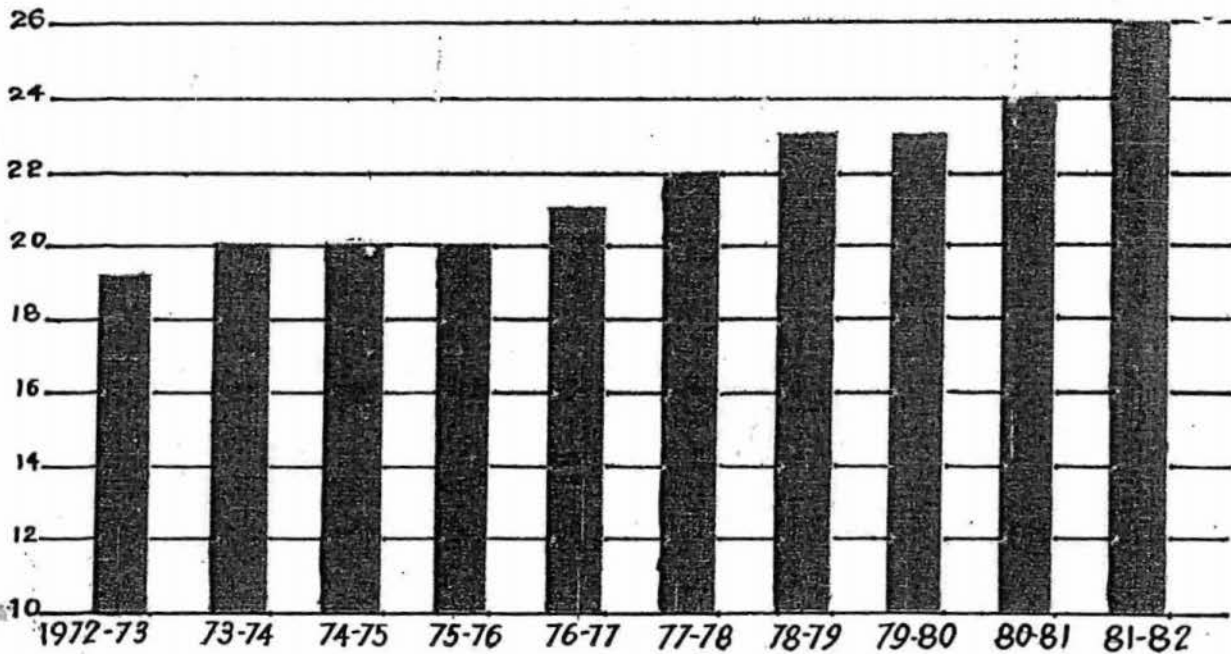
## Total Postal Traffic & Unregistered Postal Articles

(Figures in Crores)



## Number of Registered Articles

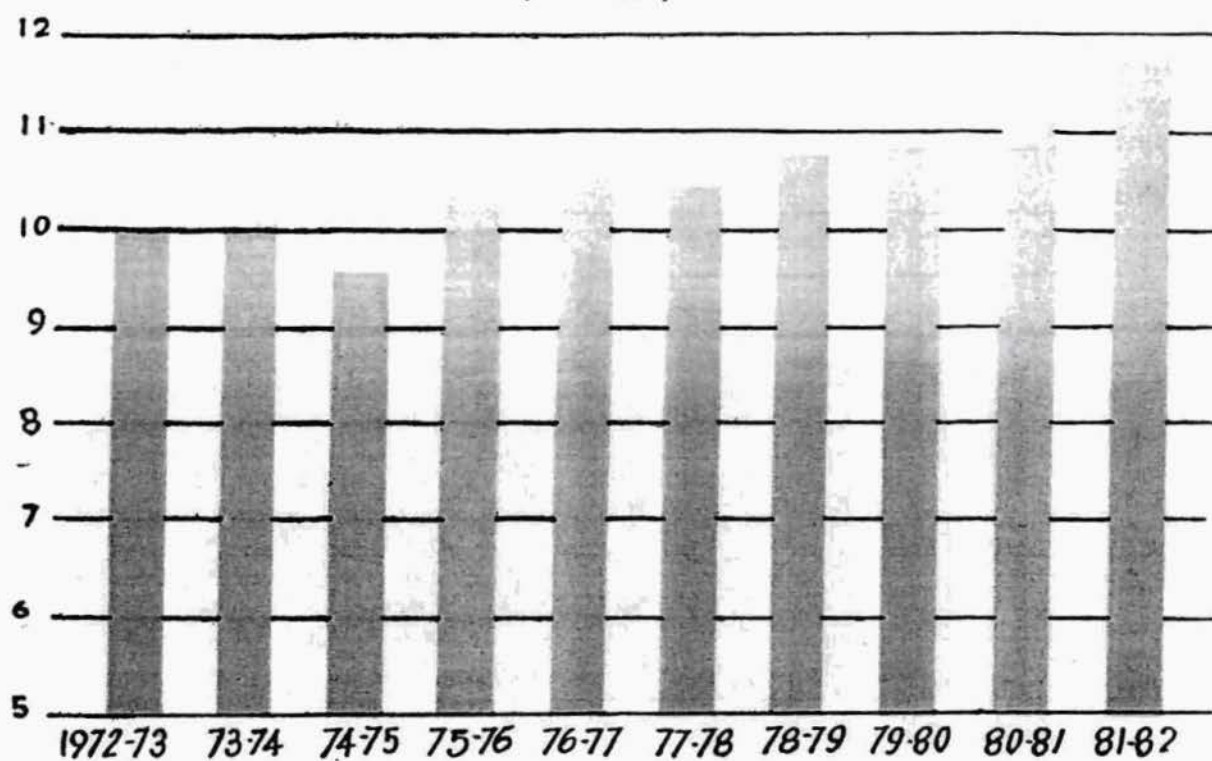
(Figures in Crores)





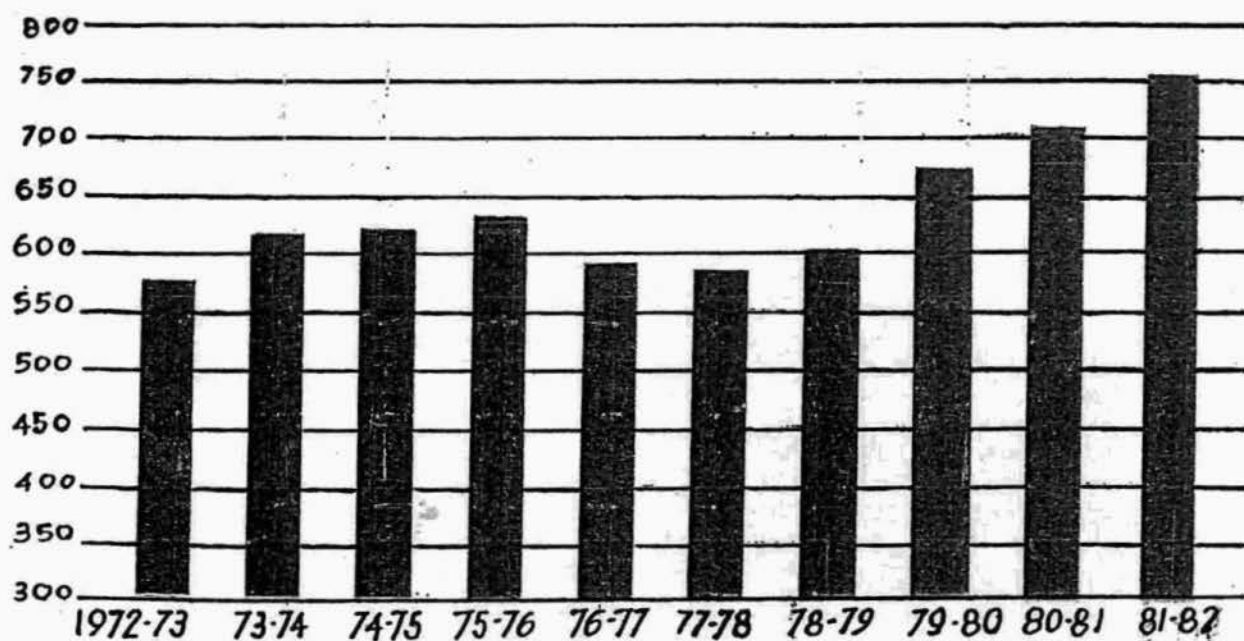
## NUMBER OF MONEY ORDERS

(In Crores)



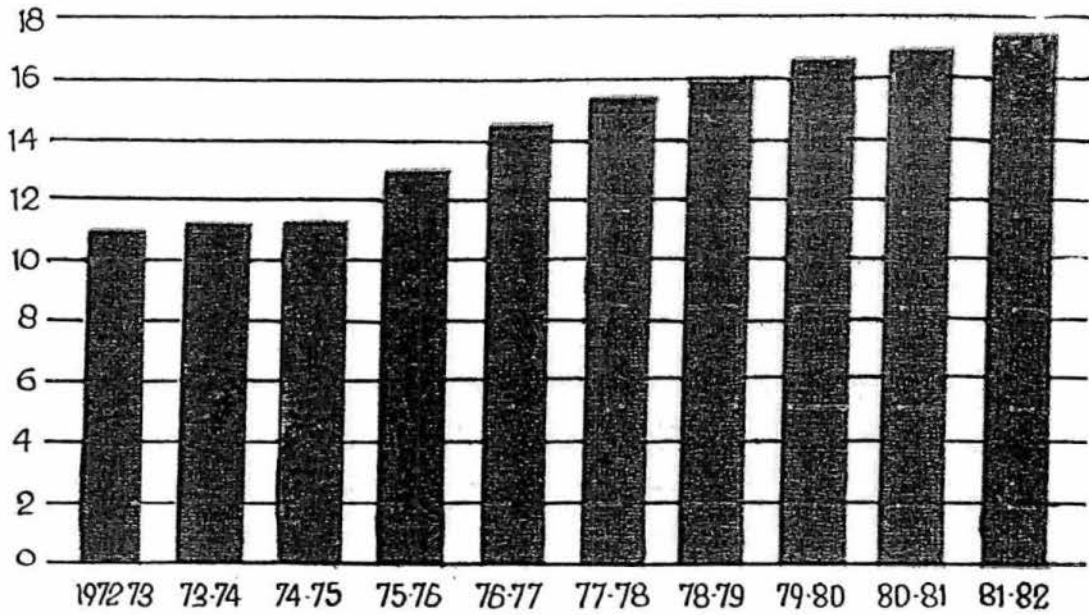
## NUMBER OF INLAND TELEGRAMS BOOKED

(In Lakhs)



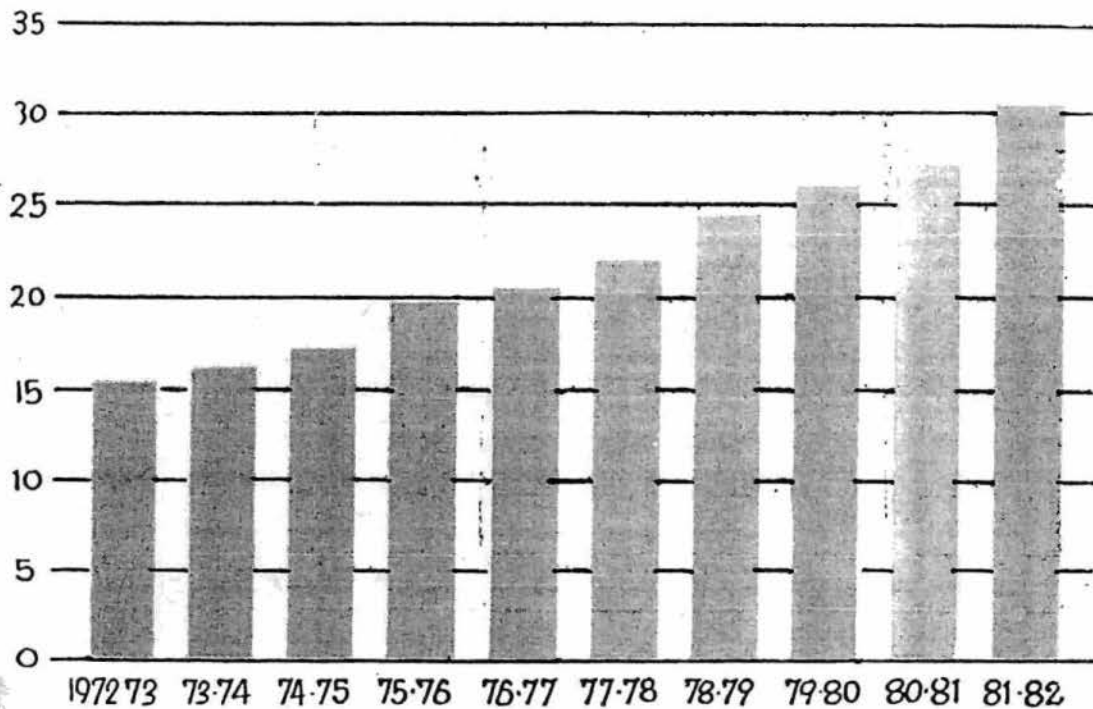
## NUMBER OF EFFECTIVE TRUNK CALLS

( in Crores )



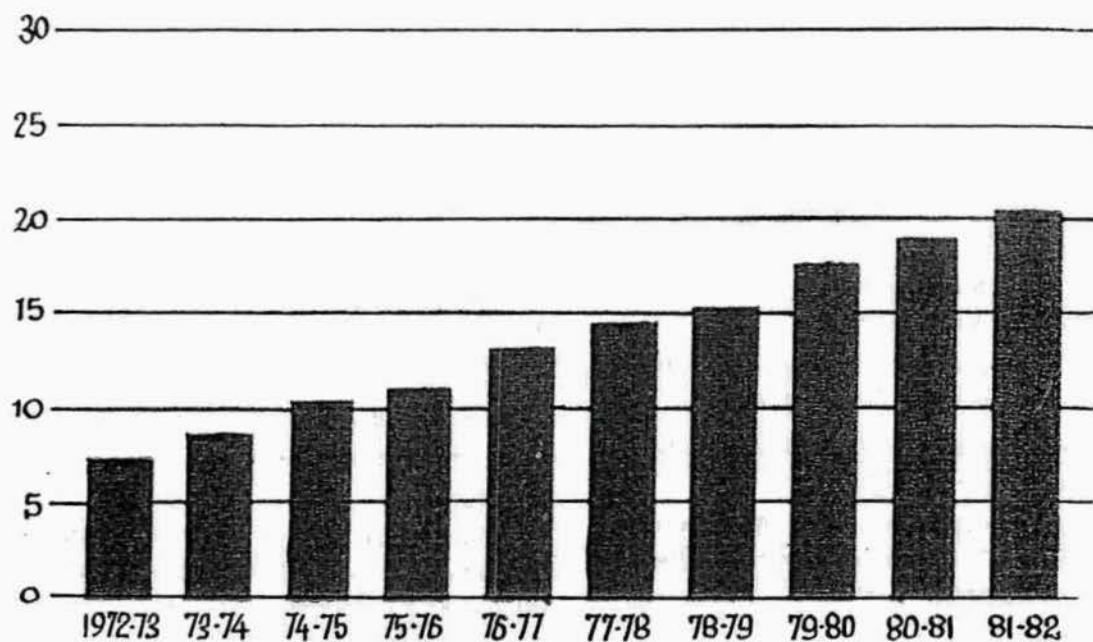
## NUMBER OF TELEPHONE SETS

( in Lakhs )



## NUMBER OF TELEX CONNECTIONS

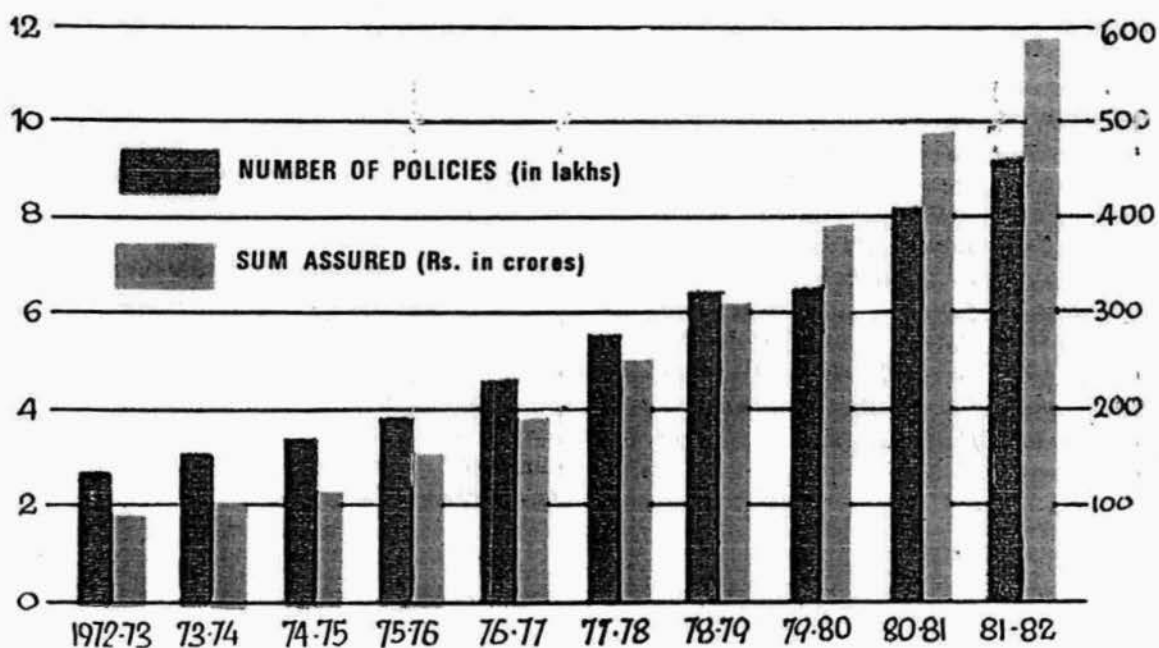
(Rupees in Thousands)



## POSTAL LIFE INSURANCE

No. OF POLICIES  
IN LAKHS

SUM ASSURED  
RS. IN CRORES





2. Evolution of norms for work connected with the issue of social security certificates through Post Offices.
3. Provision of time factor for internal transfer of uninsured articles from one sorter to another in the Registration Branch of RMS Offices.
4. Evolution of supervisory co-efficient for Accounts Branch of Head Record Offices in RMS.
5. Work Study for laying down norms for staff for A/C Plants.
6. Work Study for laying down standards for INTELEX/IATA operations.
7. Work Study for laying down standards for technicians in MAX-I Exchanges.
8. Evolution of standards for sanctioning posts of JAOs in CTOs.

45 Officers from different wings of the Department were sponsored for training in various institutions and at management courses.

#### **Efficiency Bureau**

The Efficiency Bureau brought out four reports and is currently engaged on three new studies. The Bureau also organized the conference of Heads of Circles from 1st June to 5th June 1982 and processed the follow up action on the decisions/recommendations of that conference.

#### **Promotion of Hindi**

The Hindi Information Service on Phone continued to be available at six important stations. The essential P&T forms (except those prescribed by the Universal Postal Union) were continued to be printed bilingually in Hindi and English. The Hindi week was observed in all the Hindi speaking areas from 13th September 1982. Telephone Directories of nine important city telephone systems continued to be printed in Hindi as well. Similarly, Divisional Telephone Directories of the Telecom./Telephone Divisions of Bihar, Madhya Pradesh, North West, Rajasthan and U.P. Circles continued to be printed in Hindi. The total number of employees notified under Rule 10 (4) of the rules framed under Official Language Act stood at 554 on 31.12.1982.

Official Language Implementation Committees are functioning at more than 1000 offices in the country. A meeting of the Dak Tar Hindi Salahkar Samiti was also held during the period under review.

#### **Publicity**

The multi-media publicity afforded to INPEX and to the role played by the P&T for Asiad proved to be effective. Hoardings were designed by the well known artists Sudhir Dar and Ranga. Seven films on different P&T themes were mounted by the Films Division of the Government of India.

#### **Magazine**

The Hindi and English editions of Dak Tar, the house magazine of the Department continued to be popular. The prize money for the winners in the Dak Tar Literary and Photographic Competitions was raised, resulting in substantial increase in the number of participants.

#### **Civil Defence**

Thirty seven officers of the Department had been trained or were undergoing training in Civil Defence under the various courses conducted by the Ministry of Home Affairs.

#### **Buildings**

Out of a total outlay of a little more than Rs. 50 crores, a sum of Rs. 40.20 crores had already been spent up to 31.12.1982.

A mobile air-conditioned workshop was commissioned in June 1982. This workshop, which is fully self-sufficient and works in a 10 tonne diesel vehicle, covers a major portion of the Telecom installations in U.P., Punjab and Haryana, and is proving a great success.

A 7.5/10 TR Aircooled package unit was designed and constructed by the Civil Engineering Wing of the P&T Department. It was installed at the Earth Satellite Station at Secunderabad successfully. Installation of similar units at the Earth Satellite Stations of Bombay, Calcutta and Madras is under consideration. The Planning and Designing Organization of the Civil Engineering Wing is now making use of digital computers for planning and designing complex and buildings of advanced designs. Expertise has also been developed for analysing and designing of microwave towers with the aid of digital computers.

A Design and Planning Organization headed by the Chief Engineer (Elec.) was created for proper planning, co-ordination and standardisation of electrical items.

More than 1000 units of staff quarters, 94 Telecom. buildings and 52 postal buildings were completed during the period under review.

#### **Deputations and Delegations**

A total number of 79 officers represented India in 36 deputations and delegations abroad. The total expenditure on these delegations was Rs. 23.15 lakhs.

#### **Materials Managements**

The Materials Management Branch of the Telecommunication Wing of the Department procured stores of the value of Rs. 78.27 crores and the total turnover for the period under review exceeded Rs. 124 crores. Stores worth more than Rupees one hundred crores were issued during the period under review.

The Materials Management Branch of the Postal Wing of the Department entrusted to the Computers Maintenance Corporation Limited, a systems study of the existing postal stores organization with a view to exploring ways and means for improving the management of materials and inventory control and modernising the connected operations of procurement and supply. This study

is expected to bring the Materials Management Branch on the Postal side to the take off stage from where major modernisation schemes for inventory control and management could be proposed and executed.

A study was undertaken to destock a large number of obsolete or little used items at present borne on the inventory of the 47 Postal Stores Depots in the country.

The work of the compilation of alphabetical list of Post Offices which was so far being done manually has now been computerised.

#### **Vigilance**

More than 2300 allegations of corruptions were dealt with, the CBI enquiring into 26 cases and inquiry into 1250 cases being made departmentally. Major penalties were imposed on 268 persons and minor penalties including recordable warnings were awarded to 513 persons.

The programme for training field officers in the technique and methodology of holding departmental inquiries and presentation of cases was continued. The total number of personnel trained was 514 (Inquiry Officers), 258 (Presenting Officers) and 51 (Vigilance Officers). A new course for training of disciplinary authorities in the technique of handling disciplinary cases was started at Hyderabad and 28 officers were trained.

## CHAPTER II

### POSTAL SERVICES

#### **Rationalisation of sorting in the Railway Mail Service**

A thorough review of the sorting pattern in all the Mail Sorting Offices has been carried out. New patterns have been adopted both for primary and secondary level sorting. This step has resulted in reducing the work in the RMS sorting sections. The overall effect has been to reduce the time taken in transmission. In order to relieve the pressure on RMS sorting offices which have to handle huge volumes of mail within a short time during peak hours, a system of primary sorting has been introduced in the Post Offices. This has resulted in the reduction of number of bags as well as easing the pressure in RMS sorting offices.

The airmail bags being closed by different offices throughout the country were scrutinised and a large number of bags were discontinued, reducing the dead-weight and infructuous expenditure and work pressure.

A review of the working of the sorting sections running on railway trains was continued as an on-going process. This review resulted in the conversion of 70 such sections into transit sections (i.e. sections which handle closed mail bags only and do not do any sorting work). One of the advantages of this process of conversion has been to reduce the bottleneck on second class mail which mainly consists of packets and reading material. It is proposed to gradually convert the sorting sections into transit sections and thus rationalise the system of mail transmission in respect of both first and second class mails. One additional benefit will be the improvement of the working conditions of the employees who have to work in very insalubrious environments in running trains. Another result of the on-going review of the working of the RMS has been the abolition of or reduction in night sorting in stationary mail offices. Night sorting has, now, been abolished in nine mail sorting offices throughout the country.

Vayudoot services are now being utilised for Ludhiana, Dehradun and Arunachal Pradesh with a view to giving quicker transmission to the mails

for these places, utilisation of Vayudoot services in some other sectors is under consideration.

#### **Postal Expansion and Planning**

The target for the opening of new Post Offices during the year 1982-83 was fixed at 1,000 and 767 new offices had been opened upto 31.12.1982. Out of these, the tribal areas accounted for 213 new Post Offices. As on 31.12.1982, the number of Post Offices in the country stood at 1,41,955. Out of these, 1,26,882 were in the rural areas and 15,073 were in urban areas. Categorywise, there were 845 Head Post Offices, 23,646 Departmental Sub Offices, 12,338 Extra Departmental Sub Offices, 9 Departmental Branch Post Offices and 1,05,117 Extra Departmental Branch Post Offices. The target for covering additional villages under the Mobile Post Offices scheme was 2,000 for the year 1982-83. By the end of the calendar year, 1,545 villages had been covered under the scheme; out of these 299 villages were in the tribal areas. The total number of villages which were covered by the Mobile Post Office Scheme stood at 73,540 at the end of the year 1982. The total number of Letter Boxes in the country rose to 4,97,125 (74,594 in urban areas and 4,22,531 in rural areas). 858 Letter Boxes were installed until 31.12.1982 against the annual target of 1,000. The scheme for appointing additional extra departmental agents in rural areas for strengthening the arrangement for delivery of mails and clearance of letter boxes was continued during the year. The target for the year was to appoint 1,000 such persons. A total number of 769 personnel (including 253 from the Scheduled Tribes) had been appointed during the period under review. Out of 5,75,936 villages in the country, daily mail delivery service was available to 5,74,714 villages.

#### **Mail Motor Service**

Departmental mail motor vehicles have been sanctioned at Agartala, Itanagar, Vellore and Ootacamund. There was an addition of 11 vehicles and replacement of 75 vehicles in the existing fleet of 979 mail motor vehicles in the Mail Motor Organization.



### **Modernisation and Mechanisation**

The on-going scheme of introducing machines for booking money orders has proved to be beneficial and successful. 51 such machines (which are basically cash registers modified for booking money orders) were introduced in 31 Head Post Offices. Five machines were also supplied to the Training Centres for training and acclimatising the postal assistants to the use of machines.

A small conveyor system was provided at Madras Airport Sorting Office.

The proposal for setting up a Research and Development Centre for the Postal Branch of the P&T has been finalised. Certain new studies have been undertaken to examine the various possibilities of modernisation and mechanisation in the Postal services. Notable among them is a study carried out by a Inhouse Committee on problems of mail handling in metropolitan towns.

### **Philately**

The total number of commemorative stamps issued during the period under review was 30. This included a set of stamps on Himalayan Flowers (4), a set of stamps on contemporary art (2), a set of stamps on IX Asian Games (8) and a set of stamps (2) on the occasion of the Fourth India National Philatelic Exhibition 1982. All these stamps were greatly appreciated by stamp collectors and the public. Four Philatelic Bureaux were opened bringing the total of the Philatelic Bureaux in the country to 37.

India participated in the International Youth Exhibition "CANADA 82" held at Toronto from 20th to 24th May, 1982. India also exhibited two frames at the Australian Philatelic Exhibition held at Brisbane in October, 1982. Four State-level Exhibitions were held by the North Eastern, Madhya Pradesh and Kerala Postal Circles. The Fourth India National Philatelic Exhibition, called "INPEX 82", was held at New Delhi from 30th December 1982 to 5th January, 1983 and was an outstanding success. Nearly 1,500 frames were exhibited and 237 medals were awarded in different classes.

### **International Postal Relations**

India continued to play a significant role in

the Universal Postal Union and in the Asian Pacific Postal Union. At the Annual Session of the Executive Council of the UPU held at Berne, from 29th April to 13th May, 1982, India was represented by Shri S.K. Ghose, Secretary, Ministry of Communications and Shri P.K. Chatterjee, Assistant Director General. A meeting of the Study Group on Postal Services to promote Regional co-operation among South Asian countries was held at Thimpu (Bhutan) from 26th to 28th May, 1982. India was represented by Shri V.K. Seth, Deputy Director General (IR) and Shri P.K. Chatterjee, Assistant Director General. India also played a significant role in the annual meetings of the Governing Board of the Asian Pacific Postal Training Centre and of the Executive Council of the Asian Pacific Postal Union. Both the meetings were held at Seoul from 4th to 14th October, 1982. India was represented by Shri V.E. Arunachalam, Member (Postal Development) and Shri Uday Balakrishnan, Assistant Director General. India, as Chairman of the Standing Committee on Technical Co-operation, played a leading role in the deliberations at these meetings. Two papers were presented by India on "Postal Research and Study Centre for the Asian Pacific Region" and on "Technical Assistance requirements for the Asian Pacific Postal Union Region", were greatly appreciated. The annual session of the Consultative Council for postal studies which is perhaps the most important organ of the UPU was held at Berne from 8th to 19th November, 1982. India was represented by Shri A.D. Pisharody, Member (Postal Operations) and Shri R.N. Dey, Deputy Director General. One of the most important points made by India at this meeting was the need to proceed carefully with postal mechanisation in less developed countries where the export of obsolete machines and technology by advanced countries could lead to serious operational problems and might even hamper mechanisation. As a member of the various working parties and as Reporting Country of several technical studies, India played a key role at the session. The meeting of the Working Group on Postal Services to promote Regional Co-operation among South Asian countries was held at Thimpu (Bhutan) from 2nd to 4th November, 1982. India was represented by Shri P.K. Chatterjee, Assistant Director General.

Besides figuring prominently in international forums and councils, India continued to play its important role in the field of technical assistance to developing countries. It has, at present, agreed to host three UPU/UNDP projects for imparting training to Postal Specialists from developing countries. The second training course under this project was held from June to August 1982 and 12 trainees from Bhutan, Bangladesh, Inaia, Indonesia, Pakistan, Phillipines, Srilanka and Thailand attended the course. India also renewed its offer for six fellowships for the officers of developing countries. The Indian Postal Administration also lent the services of a number of its officers/consultants to developing countries.

A UPU sponsored Letter Writing Competition was organized in Hindi, English and in all the regional languages and the entries were judged by a panel of experts.

#### **International Postal Services**

With effect from 1.9.1982, Insured Air Parcel Service has been made available to Cyprus. Air Mail Service to the People's Republic of Kampuchea which had been interrupted due to reasons outside this country was resumed with effect from 15.9.1982.

#### **Training**

The Postal Staff College at New Delhi ran two training courses for the probationers of Indian Postal Service Group 'A' (1979 Examination) and those of the Indian P&T Accounts and Finance Service Group 'A' (1979 Examination). Thirteen officers were trained in these two courses. Apart from these, four courses, one training programme and three Seminars were organized, including an Executive Development Programme on behalf of the DOP. The total number of officers exposed to these courses in the Seminar was 83. Twelve foreign trainees sponsored by the Universal Postal Union in a Postal Consultancy Course were also trained in a programme which was run at the Postal Staff College. Three trainee officers from Nepal were trained in Money Order and Savings Bank. Twelve probationers of the Indian Defence and Civil Accounts Services were exposed to a one day training programme. A Symposium was held to mark the Universal Postal Union Day. The Symposium was attended by 15 officers.

A separate plot of land has been acquired for the campus of the College at Ghaziabad.

#### **Savings Bank**

As on 30.9.1982, the outstanding investments in Post Office Savings Bank grew to Rs. 9,967 crores from Rs. 9,333 crores of 1.4.1982.

The rate of interest on 1 year and 2 year Time Deposits was raised from 8.5% and 9.5% to 9% and 9.75% respectively with effect from 1.4.1982. The maturity value of a Recurring Deposit Account of Rs. 10 denomination was raised from Rs. 778.10 to Rs. 786.80 with effect from 1.4.1982.

A new series of Savings Certificates, namely, Social Security Certificates was introduced with effect from 1.6.1982. These Certificates are available in the denominations of Rs. 500/- and Rs. 1,000/-. The maturity value after 10 years will be Rs. 1,500 and Rs. 3,000 respectively. Persons who are not less than 18 years and not more than 45 years of age and are sound in health are eligible to purchase these certificates. If the holder dies within two years of purchase due to some unnatural cause excluding self-injury or suicide, or after 2 years regardless of cause, full maturity amount is payable to the nominee or legal heir of the holder.

The sale of National Savings Certificates (VI & VII Issues) has been extended to non-resident Indians with repatriation benefits with effect from 1.1.1983. A citizen of India or a person of Indian origin who is a non-resident or not resident of India as defined in Indian Income-Tax Act, 1961 is eligible to purchase the certificates by making investments out of foreign originated funds.

The Pass Books for CTD/RD accounts and Time Deposit accounts have been redesigned with a view to effecting economy and bringing about simplification.

2200 officials of the Savings Bank Department of Post Offices have been trained at the Postal Training Centres during the year so far.

In the XVII half yearly Post Office Savings Bank Prize Incentive draw held on 31.7.1982 62.41 lakh accounts participated as compared to 61 lakh accounts in the XVI draw held on 30.1.1982. To mark the celebration of the Post



*Office Savings Bank Centenary, there will be a bumper draw on 31.1.1983 in which prizes of a total value exceeding Rs. 34 lakhs will be awarded as against Rs. 28 lakhs awarded in the earlier draw.*

#### **Broadcast Receiving Licences**

*The total number of Radio and TV licences in force on 30.9.1982 was 85.29 lakhs and 17 lakhs respectively. The target to register an increase of 10% in the overall number of detections of unlicensed sets during the period 1.10.1981 to 31.3.1982 over the corresponding period of last year was achieved fully. The system of inspections for the Licensing Branch of the Post Office and the system of inspections of Radio/TV dealers was reorganized.*

*The sale of Passport Fee stamps through Post Offices was introduced as an agency function on behalf of the External Affairs Ministry with effect from 1.7.1982.*

#### **Postal Life Insurance**

*It is proposed to observe the centenary celebrations of the PLI in 1983 in a befitting manner. Among the expansion and liberalised schemes under examination, are a proposal to liberalise the medical examination rules and a proposal to extend the coverage of the PLI scheme to employees of Financial Institutions, State Electricity Boards, State Roadways Transport Corporations, etc.*



## CHAPTER III

### TELECOMMUNICATION SERVICES

#### **Telegraph Services**

**Modernisation:** The country's first ever computerised Store & Forward Telegraph Systems using micro-processors and designed to speed up transmission of telegrams were commissioned at CTO Madras and CTO Hyderabad. The strowger type Gentex at New Delhi and Bombay was expanded from 25 lines to 50 lines each and the number of terminals connected with it increased from 14 to 44. Store & Forward Gentex system developed by ITI Bangalore is under trial at CTO, Madras.

#### **Implementation of the recommendations of the Committee on Telecommunications**

Some of the important recommendations of this Committee which have been implemented during the period under review are—

- (a) Cash awards to Telegraphmen delivering maximum number of telegrams in first trial.
- (b) Calculation of incentive money on weekly basis.
- (c) Upgradation of syllabus for promotion of Group 'D' to Group 'C'.
- (d) Modification of training syllabus of telegraphists so as to make it more realistic and to equip the telegraphists better to handle new technologies.

A new method for monitoring Priority Class weather telegrams from a controlling station has been introduced during the period under review.

#### **Telecommunication Planning and Expansion**

The Annual Telecommunication Plan for the year 1982-83 provides a financial outlay of Rs. 477 crores. Out of the proposal to add about 2.50 lakh lines to the switching capacity, about one lakh lines had been added by the end of December 1982, resulting in the installation of 88,000 new telephone connections. 196 Telephone Exchanges were opened during the period under review.

The target of providing 10 STD routes during the year 1982-83, has already been achieved. The total addition to TAX trunk lines was 100 and the addition to the manual trunk boards was 140.

So far as long distance transmission systems were concerned, 253 route Kms. of coaxial cable, 410 route Kms. of Microwave systems, 240 route Kms. of VHF systems and 687 open wire carrier channels were commissioned.

87 Telegraph Offices including combined offices and 186 long distance PCOs were opened. Three Telex Exchanges were opened and 1,248 local lines plus 1,200 transit telex lines were commissioned.

#### **National and International Trunk Services**

Nearly 180 million trunk calls were booked and 132.2 million trunk calls were effective during the period under review. A substantial amount of trunk telephone traffic is already being carried out by the Trunk Automatic Exchanges or on point to point STD service. Even so, the total number of trunk calls booked during the year ending 31st March 1983 is likely to cross 240 million. The total number of Trunk Boards in use on 31.12.82 was 7,653. The total number of stations connected to the STD network (point to point STD or TAX) was 261, with 22 Trunk Automatic Exchanges having 190 stations connected to them. The total number of Trunk Circuits in use on 31.12.82 was 48,336.

One of the most important results of the Gateway Switching Systems (GSS) commissioned at Bombay, New Delhi and Madras will be that Direct Subscriber Dialling will become available to a large number of countries in the near future. At present, this system is available only to UK. Remote Operator Dialling Circuits have been provided at Jaipur and Ludhiana in addition to the stations where this facility was already available. Now the trunk operators of 14 stations can dial subscribers directly in 55 countries. The subscriber dialled fully automatic telex service is now available for 82 countries.

### **Customer Service**

In accordance with the recommendation of the Committee on Telecom., the priced application forms for a telephone connection has been modified and revised. The procedure for verification of the bonafides of the subscriber has also been simplified

### **Training**

The forty Telecom. Training Centres including the Advanced Level Telecom. Training Centre at Ghaziabad and the Telecommunication Training Centre at Jabalpur continued to function satisfactorily. Additional Training Centres to cater to the regional requirements of training of operative staff have been decided to be opened at Lucknow, Jaipur and at a suitable station in the North Eastern Circle.

### **Network Upgradation**

The cable pressurisation Plan for the year 1982-83 provides for pressurisation of 1,250 Kms. of cables, replacement of 1,85,000 faulty telephone instruments, replacement of aluminium wire by copper wire at about one lakh subscribers' premises and replacement of 63,000 overhead iron wire connections by drop wire.

### **Disruption of Telecommunication Services**

Telecommunication Services were badly affected due to cyclonic storms in Orissa, Bihar, Andhra Pradesh and Gujarat in November 1982. Services were affected in Simla due to unprecedented snowfall and thunderstorm in March 1982. Services were restored in all the affected areas without any avoidable delay.

### **Wireless**

Two rent and guarantee Wireless Stations were opened for the National Thermal Power Corporation. Coastal communication has been strengthened by the commissioning of a high power MF transmitter at Calcutta in replacement of the old life expired transmitter

### **Management Information System**

The annual report of "Telecom. Network Performance Summary and Analyses and Telecom. Financial Performance Appreciation" for the year 1981-82 was published. Another annual report of "Telecom. Network Volume and Growth" cover-

ing the year 1981-82 was also brought out. Half yearly report entitled "Telecom. Network Performance Summary and Analyses and Telecom. Financial Performance Appreciation" covering the half year April to September 1982 was published in December 1982. The other half-yearly report for the same period on "Telecom. Network Volume and Growth" was also published in December 1982.

With the objective of improving the quality and reliability of the equipment being procured by the Telecom. Branch, certain components and sub assemblies of the equipment were identified as critical. A compendium of such critical components, etc., was issued in August 1982.

In order to improve the efficiency of the Telecom. Services, Status Reports on Telephone Instruments, Strowger Switching Equipment, Cross-bar Switching Equipment and underground cables were produced by the Quality Assurance, Wing. Quarterly report on Quality Assurance Memoranda, based on the information furnished by the Addl. G.M. T&D Circle and other field units, were submitted to the P&T Board.

### **Motor Vehicles**

103 Motor vehicles including seven Ambassador cars were added to the existing fleet of Telecom. vehicles.

### **Telecommunications Research Centre**

A brief summary of the main activities of the Centre during the period under review is given below:

#### **Radio Systems**

**Radio Paging:** A field trial was conducted at Pune. Based on the feedback received from the commercial field trial, proposal for further development is expected to be finalised.

#### **Rural MAS and LDPCO(s)**

Some analogue systems have been imported for field trial including a proposal for indigenous manufacture in collaboration.

#### **Propagation Studies**

Certain routes around Madras have been identified for taking measurements at UHF/VHF frequencies. IIT Madras has been associated with



this work. Propagation measurements at microwave frequencies have been initiated at 2-hops with the objective of determining guidelines for future digital microwave system. Rain attenuation measurements at 13 GHz were conducted and their correlation with CCIR recommendations checked.

#### **Single Channel VHF System**

The updated version developed by ITI Naini is expected to be put on field trial during the last quarter of the year.

#### **VHF ADM 7+5 DX System**

Pilot production has commenced and its upgradation to QPSK in the 90 MHz band is expected to be completed by the middle of next year.

#### **Analogue 60 Channel UHF System**

The equipment manufactured by GCEL Baroda has undergone 2-hop field trial. Certain shortcomings were observed for which corrective action has been initiated. The equipment manufactured by ITI is also due for field trial.

#### **GHz Microwave System**

The factory evaluation of 6-hop equipment was completed and production clearance issued.

#### **7 GHz Channel Analogue Microwave System**

The equipment incorporating GaAs FET power amplifier has been cleared for production after its successful field trial at two different locations.

#### **2 GHz Digital Microwave Equipment**

The field trial commenced in March 1982 is expected to be completed during the year. Production clearance is to be recommended. Development of 1+1 system as well as 2 x 8 MB/s system has also been undertaken.

#### **Radio Compatibility**

Experimental/theoretical studies for estimating EMI potential from-- to multiplex equipment, co-sited television transmitter to UHF and microwave system, 2 GHz frequency band sharing between Department of Science and P&T (continuing), revised 7 GHz frequency plan for P&T, and cases referred by DGP&T, were done. Study of interference from radars to communication system was started.

### **Transmission Systems**

#### **8 MB/s Optical Fibre System**

Tests were carried out on the system to detect any deterioration in the performance of the system elements and the data obtained was analysed for possible design improvements. The proposal for production clearance of equipment has been taken up.

#### **4 MHz Coaxial Cable System (Hire)**

The system has undergone acceptance testing successfully. The proposal for production clearance has been taken up and the system has been recommended for commercial use.

#### **140 MB/s Digital Coaxial System**

The cable route planned between Kanpur - Lucknow has been tested for working of 140 MB/s digital system. The commissioning of the line equipment will be completed.

#### **8 MB/s Digital Multiplex Equipment**

Development has been completed including evaluation of a Lab Model. Production of an engineering model has been initiated at ITI, Bangalore.

#### **34 MB/s Digital Multiplex Equipment**

Two terminals of 34 MB/s multiplexers 6 MUX equipments were satisfactorily tested to prove the design. Engineering of two prototypes for field trials has been taken up with the ITI.

#### **Primary 30 Channel PCM System**

Production clearance was issued to M/s. GCEL-Baroda. Engineering details of the equipment were also made over to ITI Naini and ITI Bangalore. The production of an engineering model has been completed and equipment has been offered for evaluation.

#### **Low Capacity Digital Multiplexing Equipment**

Fabrication and testing of two models of 6 channel PCM Multiplex Equipment were completed. Two engineering models of 10 channel PCM MUX equipment were produced at ITI Naini and offered for evaluation. Design of 10 channel PCM repeaters was completed and the engineering details were made over to ITI for production of a field trial model.



### Facsimile Service

Field trial of Analogue Fax equipment on telephone network was completed. The technique of Fax transmission on satellite circuits under APPLE Utilization Programme (AUP) was studied. Initial evaluation of Facsimile equipment manufactured by ECIL has been completed including its limited field trial on leased telephone circuits.

### VFT Systems

Production clearance was issued for 24 channel FM VFT (March II). Factory evaluation of TDM VFT RI01A has been completed and its field trial commenced between Bombay and Delhi.

### Switching Systems

#### Telegraph Services

A draft National Plan for co-ordination of public telegraph services has been drawn up. Further studies are being made under the guidance of an international expert. Development of a message switching system of large size required by the National Public Telegraph Network will be taken up.

#### Data Switching

A pilot study project for 300 BPS asynchronous Data switching using imported telex EDX equipment has been formulated. Procurement of the necessary equipment for carrying out this project is under way.

#### Manual Systems

Production clearance has been issued to the Telecom factory at Bombay for manufacture of outgoing Trunk Board (New version). Field trial of 3 + 9 PBX Board has been completed and the production clearance will be issued shortly. Sanction has been obtained for computerised Directory enquiry service for Hyderabad Telephone Service. Order has been placed on M/s. ECIL for its development. Draft specification for the computerised Directory enquiry system for Trivandrum Trunk Exchange has been drawn up. The development will be undertaken in collaboration with M/s. Keltron.

### Minor Switching Projects

Production clearance has been issued for the following equipment. —

- Uni-Selector Type MAX-II exchange.
- Subscriber Line Router (Microprocessor based)
- Line Test Case for MAX-II with dialled access for testing subscriber lines
- Channel Flick Counter

A 50 lines MAX-II exchange incorporating recommendations of Strowger Improvement Committee is under field trial in Kerala and is likely to be cleared soon for production. Feasibility studies on Network Quality Tester, Billing terminals, traffic monitoring set are in progress. Development of traffic monitoring terminals is also being carried out. Push button telephone using AMI chips has been developed and tested in the laboratory and engineering details has been sent to ITI. Feasibility study on microprocessors based Key telephone system has been completed and the project sanction has been obtained.

#### External Plant

Laboratory evaluation of modern type of CT Boxes was completed on offers received in response to a Global trade enquiry. Compressor Drier Units (Improved version) offered by M/s. K.G. Khosla and M/s. Uptron have undergone prototype evaluation. Improved samples of Fibre Glass DPIS developed by Calcutta Telecom. Factory were evaluated. Laboratory evaluation was conducted on crimp joints between drop wire and GI wire. Digital cable fault locator, automatic cable insulation meter and new coaxial joint technique. Solar Power supply control and supervision panels with single battery was developed and fabricated in the laboratory. Field trial of automatic cable insulation monitor and solar control supervision unit for SAX are under progress.

An auto paralleling circuit (Microprocessor based) for large exchange power plant is under development.

#### Electronic Switching

Development of updated SPC-I electronic exchange using LSI and Microprocessor technology commenced in close co-ordination with the I.T.I.

A technical agreement has been executed with M/s. C.I.T. Alcatel for the setting up of the first electronic Switching Factory in the country. Under the R&D Assistance Programme, a number of important infrastructure facilities are being set up in the Telecommunication Research Centre to speed up the development of digital switching system namely; SPC-II.

#### **Indian Crossbar System (ICP)**

Various sub-systems of ICP local and ICP TAX system were re-examined for detection of deficiencies in circuit design. Necessary corrections were implemented for the working of the Janpath-V exchange and production documents were suitably amended. The performance of 2000 lines Janpath-V exchange and 1000 Bareilly TAX is being monitored for reducing faulty liability. Design of Pentaconta relays used in the ICP system is being reviewed to suggest possible improvements in their functioning. Prolonged life-tests are being carried out on the relays for this purpose.

Technical Assistance is being provided to the new crossbar factory at Rai Bareilly in regard to problems encountered in the initial production. Engineering details of exchanges of ICP design to be supplied from the new crossbar factory have been worked out.

The following new projects out of the list of shelf of projects approved by the D.C.C. are being taken up:

- The Electronic Analyser for Local Registers.
- MF Concentrator, Tariff Pulse Generator, IC-MF Generator and Receiver, Quintuple Relay, Solid State Distributor, High Speed Relay and Timing Card.

#### **Satellite System**

Experiments were continued under the APPLE Utilization Programme (AUP) using P&T Earth Station at Chinglepet and the Transportable Remote Area Communication Terminal (TRACT). One of the major experiments was digital communication multiple access (DCMA), in which updated hardware developed by the Telecommunication Research Centre was used. Facsimile Service Demonstration experiments using

Single Channel per carrier (SCPC), voice channel for low speed data and employing Analogue Basic group for the 'Hindu' newspaper transmission were conducted. Trunk Tandem and Echo Canceller Experiments will be conducted as soon as the link between Chinglepet and Madras becomes available. Environmental testing of high power Amplifier (HPA) and Echo Suppressor has been completed for INSAT Project. Traffic projections and pay load definition for INSAT-2 and Proto-INSAT has also been carried out.

#### **Telecom. Factories**

The four Telecom. factories at Bombay, Calcutta, Jabalpur and Bhillai have already achieved production worth Rs. 17.79 lakhs during the period under review. Nearly 54% of the industrial staff are covered by the incentive scheme which has helped stepping up the production.

The extensive programme for modernisation, expansion and diversification of the factories has registered considerable progress. Shipment of Plant and Machinery for setting up a modern mechanised foundry at Kharagpur in replacement of the old factory at Calcutta has started. Work is in progress on installation of modern Galvanising Plants at Telecom. factories of Calcutta and Jabalpur. The Telecom. factory at Bombay will take up manufacture of BPO-3000 type telephone relays. The project will be implemented by acquiring the necessary knowhow from ITI Bangalore. About 1.75 lakh relays per annum will be manufactured in the first phase of the project. The project for expanding the capacity in the factory at Jabalpur for the manufacture of microwave towers is nearing completion. Multi-forge machines have been imported for use in the factories at Calcutta and Jabalpur. These machines will increase the production capacity of telephone/telegraph stalks from the existing four lakhs to over ten lakhs per annum.

The expansion and modernisation Plan of Telecom. factories during the Sixth Five-Year Plan has an outlay of Rs. 30 crores with a target of production worth Rs. 138.88 crores. Upto the end of 31.12.1982, production worth Rs. 61.39 crores has been achieved.

The scheme for Workers' Participation in Management continued to function in the factories at Bombay, Calcutta and Jabalpur.

### **Telecommunications Consultants India Limited**

*The authorised and paid up share capital of the company were enhanced to Rs. 1 crore and 30 lakhs respectively. All equity shares are held by the Government of India. During the year under review, the company submitted 30 offers in foreign countries and 28 offers in India. Nine offers in foreign countries and 14 offers in India have been accepted. The total booking at the end of December 1982 exceeded Rs. 53 crores and the profit for the period under review was 2.28 crores.*

### **P&T's contributions to Asian Games**

*P&T Department played an important role in the nationwide media coverage of Asian Games. P&T Microwave links were utilised for transmission of TV programmes to Doordarshan Kendras at Srinagar, Jullundur, Lucknow, Cal-*

*cutta, Jaipur, Bombay, Indore, Panjim, Bangalore and Madras. The Satellite Earth Station at Delhi was utilised for distribution of programmes to 20 Doordarshan Kendras. The P&T Department provided uninterrupted service to Doordarshan Kendras during Asiad.*

### **Long Distance Phone connections and combined Offices**

*Upto 30.9.1982, 102 LDPTs (long distance public telephones) and 33 combined offices were opened.*

*The scheme for opening Public Telephones manned by handicapped persons was initiated in 1981 to mark the International Year for Disabled Persons. The scheme was continued throughout 1982 also. During the period under review, 514 such Public Telephones were opened.*



CHAPTER IV  
FINANCIAL REVIEW

*The Budget Estimates and Revised Estimates for 1982-83 and the Budget Estimates for 1983-84*

are as under:

Details	(Rupees in crores)		
	B.E. 1982-83	R.E. 1982-83	B.E. 1983-84
Revenue	1297.96	1338.00	1581.01
Working Expenses (Net)	995.07	1102.83	1257.67
Net Receipts	302.89	235.17	323.34
Dividend to General Revenues	58.17	66.74	81.01
Surplus	244.72	168.43	242.33
Appropriation to Revenue Reserve Fund	1.72	1.43	1.33
Appropriation to Capital Reserve Fund	243.00	167.00	241.00

The anticipated Capital Outlay on fixed assets and the balances in the Revenue Reserve Fund and the Capital Reserve Fund at the end of the year are Rs. 3,256.42 crores, Rs. 19.91 crores and Rs. 115.98 crores respectively.

**Revision of Tariff**

The rates for various letter mail services between India and Pakistan were raised with effect from 1.6.1982. The amount of commission payable on a Family Allotment Money Order was raised with effect from 1.9.1982.

Teletypewriter call charges were raised with effect from 1.5.1982.

The STD Pulses pertaining to the distance slab of 20 to 50 Kms. and 100 to 200 Kms. were raised with effect from 1.8.1982. The rental charges for Telegraph and Telephone Wires supplied to Canal Administrations were raised in three parts; one part relating to the period 1975-76 to 1977-78; the other part relating to the period 1978-79 to 1980-81 and the last part relating to the period 1981-82 onwards. For this latter period, the rates applicable on 31.3.1981 were prescribed as the provisional rates.

# Statistical Supplement

## T A B L E S

1. Revenue and Expenditure
2. Capital outlay during and upto the end of 1981-82
3. Profit and Loss
4. Summary of Stores Suspense
5. Financial Working
6. Revenue Reserve Fund
7. Capital Reserve Fund
8. Post Offices
9. Postal Life Insurance
10. Telephones, Telex Exchanges and Telegraph Offices
11. Telephones
12. Personnel—Gazetted and Non-Gazetted
13. Number of Employees — Scheduled Castes / Tribes
14. Number of Ex-Servicemen in Employment

**TABLE 1**  
**Revenue and Expenditure**  
(Rupees in crores)

Year	Revenue	Expenditure			Total	Surplus (+) Deficit (-)
		Working Expenses excluding Depreciation	Depreciation	Due Dividend during the year		
1973-74	360.79	282.06	28.31	22.33	332.70	(+) 28.09
1974-75	401.58	346.95	31.11	21.19	399.25	(+) 2.33
1975-76	483.61	427.27	35.36	25.39	488.02	(-) 4.41
1976-77	619.27	450.06	41.02	28.56	519.64	(+) 99.63
1977-78	668.19	463.73	47.48	29.95	541.16	(+) 127.03
1978-79	762.83	531.09	54.54	31.32	616.95	(+) 145.88
1979-80	835.05	606.80	61.89	32.51	701.20	(+) 133.85
1980-81	910.01	751.67	69.45	36.47	857.59	(+) 52.42
1981-82	1070.60	876.45	76.85	49.83	1003.13	(+) 67.47



TABLE 2

## Capital outlay during and upto the end of 1981-82

Fixed Assets

(Rupees in crores)

	Other Assets	Postal	Telecom.	Total
1. Land		0.55 <b>11.43</b>	4.94 <b>25.30</b>	5.49 <b>36.73</b>
2. Buildings		16.10 <b>115.33</b>	47.43 <b>248.10</b>	63.53 <b>363.43</b>
3. Railway Mail Vans owned by Post Offices		0.36 <b>4.57</b>	— —	0.36 <b>4.57</b>
4. Cables		— —	106.85 <b>625.31</b>	106.85 <b>625.31</b>
5. Telegraph and Telephone Lines and Radio Masts and Aerials		— —	85.37 <b>486.64</b>	85.37 <b>486.64</b>
6. Apparatus and Plant		1.68 <b>7.10</b>	204.73 <b>1230.35</b>	206.41 <b>1237.45</b>
7. Motor Vehicles		0.01 <b>0.79</b>	1.43 <b>13.48</b>	1.44 <b>14.27</b>
8. General Administration/Direction and Execution Establishment and other charges etc.		— —	3.49 <b>21.61</b>	3.49 <b>21.61</b>
9. Other Expenditure		—	—	—
(i) Other Expenditure		<b>0.01</b>	—	<b>0.01</b>
(ii) Deduct—Receipts and Recoveries on Capital Account		0.01 <b>0.23</b>	0.58 <b>10.55</b>	0.59 <b>10.78</b>
10. Total Fixed Assets (i.e., total of items 1 to 9)		18.69 <b>139.00</b>	453.66 <b>2640.24</b>	472.35 <b>2779.24</b>
11. Deduct—Amount met from Advance Rentals under OYT and other Schemes		— —	11.65 <b>179.77</b>	11.65 <b>179.77</b>
12. Deduct—Expenditure met from Posts and Telegraphs Capital Reserve Fund		— <b>1.29</b>	73.00 <b>712.46</b>	73.00 <b>713.75</b>
13. Deduct—Amount of contribution form Revenue		4.22 <b>27.86</b>	76.88 <b>460.01</b>	81.10 <b>487.87</b>
14. Deduct—Depreciation on historical cost transferred from Revenue		1.48 <b>12.37</b>	75.68 <b>586.96</b>	77.16 <b>599.33</b>
15. Total Deductions (i.e., total of items 11 to 14)		5.70 <b>41.52</b>	237.21 <b>1939.20</b>	242.91 <b>1980.72</b>
16. Net Fixed Assets (i.e., item 10 minus 15)		12.99 <b>97.48</b>	216.45 <b>701.04</b>	229.44 <b>798.52</b>

(ii)

TABLE 2

(Contd.)

Other Assets	Postal	Telecom.	Total
17. Consumers' Co-operative Society	—	—	—
	—	—	—
18. Stores and Manufacture Suspense	—	33.26	33.26
	—	<b>187.74</b>	<b>187.74</b>
19. Civil Engineering Store Transactions	—	5.72	5.72
	—	(—) 0.43	(—) 0.43
20. Total other Assets (i.e., total of items 17 to 19)	—	38.98	38.98
	—	<b>187.31</b>	<b>187.31</b>
21. Total Dividend bearing Capital outlay (i.e., total of items 16 and 20)	12.99	255.43	268.42
	<b>97.48</b>	<b>888.35</b>	<b>985.83</b>
22. Deduct—Portion of Capital outlay financed from Ordinary Revenue	—	—	—
	1.05	—	1.05
23. Total Capital outlay (Voted) (i.e. total item 21 minus 22)	12.99	255.43	268.42
	<b>96.43</b>	<b>888.35</b>	<b>984.78</b>

*Note:* Figures in bold are for Total Capital outlay.

(iii)

TABLE 3  
**Profit and Loss**  
 (Rupees in crores)

Year	Postal Services	Telecommunication Services	Grand Total
1973-74	(-) 15.50	(+) 43.59	(+) 28.09
1974-75	(-) 35.79	(+) 38.12	(+) 2.33
1975-76	(-) 47.74	(+) 43.33	(-) 4.41
1976-77	(-) 32.04	(+) 131.67	(+) 99.63
1977-78	(-) 1.98	(+) 129.01	(+) 127.03
1978-79	(+) 2.27	(+) 143.61	(+) 145.88
1979-80	(-) 11.53	(+) 145.38	(+) 133.85
1980-81	(-) 72.15	(+) 124.57	(+) 52.42
1981-82	(-) 93.69	(+) 161.16	(+) 67.47



TABLE 4

## Summary of Stores Suspense

(Rupees in crores)

	Opening Balance as on 1-4-1981	Receipt during the year	Issues during the year	Closing Balance as on 31-3-1982
<b>Stores &amp; Manufacture Suspense</b>				
General Stores	124.75	241.38	212.94	153.19
Workshop Stores	19.89	35.70	31.22	24.37
Manufacture Suspense	9.83	41.37	41.01	10.19
Total Stores and Manufacture Suspense	154.47	318.45	285.17	187.75
<b>Civil Engineering Stores</b>				
Civil Engineering Stores	3.97	25.74	19.01	10.70
Purchases	(-) 13.95	12.90	16.36	(-) 17.41
Miscellaneous Civil Engineering Works advances	3.83	18.59	16.15	6.27
Total Civil Engineering Stores	(-) 6.15	57.23	51.52	(-) 0.44
<b>Total Stores Suspense</b>	<b>148.32</b>	<b>375.68</b>	<b>336.69</b>	<b>187.31</b>

TABLE 5

## Financial Working

(Rupees in crores)

	Total	Postal	Telecom.
<b>Receipts</b>			
Postal & Telecom. Revenue	1070.60	309.41	761.19
<b>Expenditure</b>			
General Administration	71.23	28.95	42.28
Operation	452.34	325.91	126.43
Agency Services	15.08	15.08	—
Stores & Factories	14.01	—	14.01
Research & Development	1.11	—	1.11
Accounts & Audit	14.45	9.63	4.82
Engineering Maintenance	227.76	7.02	220.74
Amenities to Staff	8.29	4.22	4.07
Pensionary charges	38.63	19.97	18.66
Stamps, Stationery & Printing	39.59	32.20	7.39
Depreciation	76.85	1.49	75.36
Supplementary Depreciation	—	—	—
Contribution towards Capital Expenditure	81.10	4.22	76.88
International Co-operation	0.30	0.30	—
Social Security & Welfare Programmes	0.17	0.09	0.08
Other items	—	—	—
Credits to Working Expenses	87.61	51.52	36.09
Net Working Expenses	953.30	397.56	555.74
Net Receipts	117.30	(-) 88.15	205.45
Dividend to General Revenues	49.83	5.54	44.29
Surplus (+) / Deficit (-)	(+) 67.47	(-) 93.69	(+) 161.16

TABLE 6  
Revenue Reserve Fund  
(Rupees in crores)

Branch	Balance as on 1-4-1981	Amount Appropriated to the Fund		Interest on the balance at the credit of the Fund	Amount appropriated from the Fund	Closing Balance as on 31-3-1982
		From Surplus	Loan from General Revenue			
Postal	(-) 367.97	(-) 93.69	—	(-) 26.14	—	(-) 487.80
Telecom.	382.81	95.16	—	27.12	—	505.09
Total	14.84	1.47	—	0.98	—	17.29

TABLE 7  
Capital Reserve Fund  
(Rupees in crores)

Branch	Balance as on 1-4-1981	Contributions		Interest	Withdrawals	Closing Balance as on 31-3-1982
		Supplementary Depreciation	From Surplus			
Postal	0.09	—	—	0.01	—	0.10
Telecom.	115.43	—	66.00	7.05	73.00	115.48
Total	115.52	—	66.00	7.06	73.00	115.58



TABLE 8

## Post Offices

Circles	Urban	Rural	Total	Population served by a P.O. (based on 1981 census)	Area served by a Post Office (Sq. Kms.)
1. Andhra Pradesh	1,677	14,490	16,167	3,325	17.12
2. Bihar	597	9,863	10,460	6,675	16.62
3. Delhi	393	167	560	11,065	2.65
4. Gujarat	785	7,647	8,432	4,028	23.19
Diu	2	4	6	5,070	6.66
Daman	2	8	10	4,856	7.20
Dadar & Nagar Haveli	—	29	29	3,575	16.93
5. Jammu & Kashmir	145	1,244	1,389	3,319	72.89
6. Kerala	575	4,059	4,634	5,480	8.37
Lakshadweep	—	10	10	4,024	3.20
Mahe	4	—	4	7,100	2.25
7. Karnataka	1,301	8,164	9,465	3,914	20.26
8. Madhya Pradesh	891	9,229	10,120	5,152	43.76
9. Maharashtra	1,215	10,182	11,397	5,479	26.78
Goa	31	202	233	4,305	15.88
10. North East					
Assam	247	2,931	3,178	4,602	31.34
Arunachal Pradesh	7	189	196	3,204	42.63
Manipur	31	474	505	2,795	44.27
Meghalaya	35	393	428	3,104	52.54
Mizoram	20	235	255	1,913	82.69
Nagaland	18	198	216	3,580	76.51
Tripura	45	560	605	3,384	17.32
11. North West					
Punjab	451	3,263	3,714	4,488	13.56
Haryana	285	2,103	2,388	5,381	18.52
Himachal Pradesh	92	2,283	2,375	1,784	23.44
Chandigarh	33	7	40	11,252	2.85
12. Orissa	479	6,823	7,302	3,598	21.33
13. Rajasthan	826	8,616	9,442	3,612	36.24
14. Tamilnadu	1,866	9,874	11,740	4,114	11.08
Pondicherry	30	64	94	6,427	5.10
15. Uttar Pradesh	1,812	15,816	17,628	6,290	16.70
16. West Bengal	976	6,886	7,862	6,820	12.83
Sikkim	7	115	122	2,582	59.83
Andaman & Nicobar Islands	14	65	79	2,383	104.97
<b>Total</b>	<b>14,892</b>	<b>1,26,193</b>	<b>1,41,085</b>	<b>4,847</b>	<b>22.45</b>

TABLE 9

## Postal Life Insurance

Year	New Business		Total Business in force		Life Insurance Fund (Rs. in crores)
	No. of Policy	Sum assured (Rs. in crores)	No. of Policy	Sum assured (Rs. in crores)	
1972-73	22,672	9.8	2,87,766	91.7	38.1
1973-74	31,296	13.9	3,12,067	103.9	41.4
1974-75	36,440	18.0	3,40,446	119.9	45.5
1975-76	61,337	35.6	3,92,185	153.2	51.6
1976-77	72,780	42.0	4,54,447	192.4	59.3
1977-78	99,829	59.9	5,43,486	249.2	70.4
1978-79	1,01,707	69.6	6,34,444	315.5	85.7
1979-80	1,08,975	83.1	7,31,734	394.9	105.7
1980-81	1,20,170	102.1	8,36,455	491.8	129.7
1981-82	1,12,703	106.9	9,30,007	590.4	157.3

TABLE 10

## Telephones, Telex Exchanges and Telegraph Offices

Circle / District	No. of Telephone Exchange	Telex Exchange	Telegraph Offices	
			Departmental	Combined
<b>Circles</b>				
Andhra Pradesh	1,409	11	42	3,678
Bihar	304	7	22	2,387
Delhi	—	—	21	107
Gujarat	651	13	22	1,603
Jammu & Kashmir	75	2	5	286
Karnataka	729	7	34	2,647
Kerala	482	7	15	1,943
Madhya Pradesh	470	8	22	1,725
Maharashtra	845	17	45	1,862
North Eastern	257	6	17	732
North Western	549	7	30	1,799
Orissa	197	4	12	935
Rajasthan	423	5	19	1,306
Tamil Nadu	852	14	44	4,317
Uttar Pradesh	649	13	51	4,344
West Bengal	318	4	25	1,202
<b>Districts</b>				
Agra	2	1	.....	.....
Ahmedabad	15	1	.....	.....
Amritsar	2	1	.....	.....
Bangalore	10	1	.....	.....
Bombay	44	1	.....	.....
Calcutta	45	1	.....	.....
Calicut	2	1	.....	.....
Chandigarh	7	1	.....	.....
Coimbatore	10	1	.....	.....
Delhi	46	3	.....	.....
Ernakulam	6	1	.....	.....
Gauhati	4	1	.....	.....
Hyderabad	14	1	.....	.....
Indore	5	1	.....	.....
Jaipur	5	1	.....	.....
Jullundur	5	1	.....	.....
Kanpur	8	1	.....	.....
Lucknow	5	1	.....	.....
Ludhiana	2	1	.....	.....
Madras	19	1	.....	.....
Madurai	2	1	.....	.....
Nagpur	4	1	.....	.....
Patna	5	1	.....	.....
Pune	11	1	.....	.....
Rajkot	3	1	.....	.....
Surat	5	1	.....	.....
Trivandrum	3	1	.....	.....
Vijayawada	12	1	.....	.....
Vadodra	6	1	.....	.....
Varanasi	4	1	.....	.....
<b>Total</b>	<b>8,521</b>	<b>157</b>	<b>426</b>	<b>30,873</b>



TABLE II

## Telephones

Circles / Districts	Direct Exchange lines including junction	Extns. from DELs (plan extns.)	PABXs and PBXs			L.D.PCOs connected to trunk exchanges		Total Telephone connected to Departmental net work
			No.	Extns.	Junctions from parent exchanges	No.	Extns.	
	1	2	3	4	5	6	7	8
<b>Circles</b>								
Andhra Pradesh	101214	7262	386	7704	1396	926	357	116067
Bihar	44542	4522	169	4337	475	668	185	53779
Gujarat	106500	5472	472	2674	707	532	118	114589
Jammu & Kashmir	14504	1965	125	5115	356	172	38	21438
Karnataka	80490	8385	317	5290	918	1013	553	94813
Kerala	73660	5794	223	2586	555	76	14	81575
Madhya Pradesh	62123	5800	223	6701	717	1185	531	75623
Maharashtra	115169	9106	908	10885	1959	683	815	134699
North Eastern	28471	3635	90	3973	241	423	70	36331
North Western	92921	5330	148	5513	429	930	36	104301
Orissa	27239	3638	100	3633	360	551	430	35131
Rajasthan	55106	5617	137	3117	600	735	772	64747
Tamil Nadu	111196	9863	535	14723	1321	1574	257	136292
Uttar Pradesh	88091	4724	216	9643	756	1896	450	104048
West Bengal	37099	3216	157	4914	481	655	153	45556
<b>Total for Circles</b>	<b>1038325</b>	<b>84329</b>	<b>4206</b>	<b>90808</b>	<b>11271</b>	<b>12019</b>	<b>4779</b>	<b>1218989</b>

TABLE II

(Contd.)

Circles / Districts	Direct Exchange lines including junction	Extns. from DELs (Plan extns)	PABXs and PBXs			L.D. PCOs connected to trunk exchanges		Total Telephone Sets connected to Departmental net work
			No.	Extns.	Junctions from parent exchanges	No.	Extns.	
	1	2	3	4	5	6	7	8
<b>Districts</b>								
Agra	10353	552	32	1526	120	—	—	12311
Ahmedabad	60696	7943	683	9384	1905	—	—	76118
Amritsar	14114	1616	37	799	114	—	—	16415
Bangalore	55700	11291	712	14437	2839	—	—	78589
Bombay	299110	53527	5836	104896	16868	—	—	440665
Calcutta	179392	34037	3573	48040	9819	—	—	251650
Calicut	9023	2346	64	975	208	3	—	12139
Chandigarh	12414	2090	105	2860	379	3	—	16988
Coimbatore	13378	2265	195	2322	591	—	—	17374
Delhi	204297	51070	2273	45748	8058	—	—	293057
Ernakulam	13950	2767	208	4216	793	2	2	20144
Gauhati	7583	1069	82	1695	220	7	—	10134
Hyderabad	43778	9086	653	12940	2204	—	—	63600
Indore	13863	2601	81	1427	287	—	—	17604
Jaipur	18129	5288	127	3978	574	2	5	26828
Jullundur	10300	1378	69	1559	197	1	—	13041
Kanpur	23303	1568	132	3032	522	—	—	27381
Lucknow	17526	6737	98	3901	462	6	—	27708
Ludhiana	17204	1221	52	916	172	1	—	19170
Madras	82691	18696	1584	26896	5401	—	—	122882
Madurai	10646	1515	119	1636	370	—	—	13427
Nagpur	13992	2074	189	3324	624	—	—	18766
Patna	13458	2375	91	2261	245	2	—	17851
Pune	34043	9683	623	9568	1476	—	—	51818
Rajkot	11255	1550	213	991	991	—	—	12805
Surat	20373	1324	321	1907	517	—	—	23087
Trivandrum	12118	1862	121	4700	614	—	—	18066
Varanasi	9643	297	27	1115	109	23	—	10969
Vijayawada	9319	1424	57	968	200	19	3	11533
Vadodra	16036	1559	242	3708	803	—	—	20500
<b>Total for Dists.</b>	<b>1257687</b>	<b>240811</b>	<b>18599</b>	<b>321725</b>	<b>57682</b>	<b>69</b>	<b>10</b>	<b>1762620</b>
<b>Grand Total</b>	<b>2296012</b>	<b>325140</b>	<b>22805</b>	<b>412533</b>	<b>68953</b>	<b>12088</b>	<b>4789</b>	<b>2981609</b>
<b>Percentage in</b>								
<b>Dist. to Grand Total</b>	<b>54.78</b>	<b>74.06</b>	<b>81.56</b>	<b>77.99</b>	<b>83.65</b>	<b>0.57</b>	<b>0.21</b>	<b>59.12</b>

TABLE 12

Personnel—Actual Strength (including those on deputation and training outside the Department)  
Gazetted

	Group A	Group B	Total
Chairman, P & T Board	1	—	1
Members, P & T Board	6	—	6
Senior Administrative Grade	136	—	136
Chief Engineer (Civil)	1	—	1
Secretary, P & T Board	1	—	1
<b>P &amp; T Accounts &amp; Finance Service—Group A</b>			
Senior Administrative Grade	4	—	4
Junior Administrative Grade	31	—	31
Senior Time Scale	111	—	111
Juior Time Scale	53	—	53
<b>P &amp; T Accounts and Finance Service – Group B</b> (Accounts Officers)			
Postal Wing	—	229	229
Telecom. Wing	—	682	682
<b>Telegraph Engineering Service - Group A</b>			
Junior Administrative Grade	361	—	361
Senior Time Scale	1,352	—	1,352
Junior Time Scale	207	—	207
Telegraph Engineering Service—Group B	—	6,051	6,051
<b>Telegraph Traffic Service – Group A</b>			
Junior Administrative Grade	—	—	—
Grade I and Grade II	46	—	46
Telegraph Traffic Service—Group B	—	196	196
<b>Indian Postal Service</b>			
Junior Administrative Grade	86	—	86
Time Scale	436	—	436
Postal Superintendent Service	—	541	541
Postmasters' Service	14	116	130
<b>Indian P &amp; T Traffic Service</b>			
Presidency Postmaster	2	—	2
<b>Central Secretariat Service</b>			
Grade I	17	—	17
Junior Analysts	—	5	5
Section Officers	—	70	70
Private Secretaries (Grade A)	—	12	12
Senior Personal Assistants (Grade B)	—	42	42
Desk Officers	—	15	15
<b>Other General Central Services</b>	462	639	1,101
<b>Total</b>	<b>3,327</b>	<b>8 598</b>	<b>11,925</b>



TABLE 12  
(Contd.)  
Non-Gazetted

	Group C	Group D	Total
<b>P &amp; T Directorate</b>	1,283	283	1,566
<b>Postal Service</b>			
Postal	1,93,885	37,344	2,31,229
Railway Mail Service	31,189	20,874	52,063
Mail Motor Service	1,903	582	2,485
Returned Letter Office	854	101	955
Postal Life Insurance	211	36	247
<b>Telegraph Service</b>			
Telegraph Traffic	22,320	11,941	34,261
CAO Telegraph Check	247	46	293
Telegraph Engineering	2,20,738	31,107	2,51,845
<b>Telecommunication Factories</b>			
Administrative	1,063	485	1,548
<b>Stores</b>			
Postal	1,184	1,652	2,836
Telecommunication	1,256	862	2,118
Training Centres	Postal	128	286
	Telecom.	940	1,273
Civil Engineering Wing	3,709	2,288	5,997
P & T Dispensaries	282	270	552
<b>Total</b>	<b>4,81,192</b>	<b>1,08,362</b>	<b>5,89,554</b>
<b>Extra Departmental</b>	—	—	2,92,526
<b>Industrial Workers</b>			
Factories	—	—	5,702
Stores	—	—	1,401

	Summary			
	Gazetted	Non-Gazetted	Others	Total
Departmental	11,925	5,89,554	—	6,01,479
Extra Departmental	—	—	2,92,526	2,92,526
Industrial Workers	—	—	7,103	7,103
<b>Total</b>	<b>11,925</b>	<b>5,89,554</b>	<b>2,99,629</b>	<b>9,01,108</b>

Note: The Circle offices staff of the Postal & Telecom. circles are included in their respective services.

TABLE 13

Number of Employees—Scheduled Castes / Tribes as on 31-3-1982

Class	Scheduled Castes	Percentage to Total No. of employees	Scheduled Tribes	Percentage to Total No. of employees
Group 'A'	190	5.7	25	0.8
Group 'B'	815	9.5	104	1.2
Group 'C'	77,729	16.2	19,157	4.0
Group 'D' (excluding sweepers)	20,620	19.5	5,682	5.4
Group 'D' (Sweepers)	2,456	94.1	315	12.1

TABLE 14

Number of Ex-servicemen employed as on 31-3-1982

Class	Ex-servicemen	Percentage to Total No. of Employees	Disabled Ex-servicemen	Percentage to Total No. of Employees
Group 'A'	—	—	—	—
Group 'B'	—	—	—	—
Group 'C'	4,083	0.85	52	0.01
Group 'D'	1,867	1.72	31	0.03



