



सत्यमेव जयते

भारतीय डाक



India Post



# वार्षिक रिपोर्ट ANNUAL REPORT 2022-23

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







**President of India Smt. Droupadi Murmu** released a special cover on the occasion of 250<sup>th</sup> year of the raising of President's Bodyguard on 27<sup>th</sup> October, 2022.





# ANNUAL REPORT 2022-23

**DEPARTMENT OF POSTS  
MINISTRY OF COMMUNICATIONS  
GOVERNMENT OF INDIA**







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**TABLE - 1**  
**POSTAL NETWORK AT A GLANCE AS ON 31.03.2022**

		(In number)
1	Postal Circles	23
2	Postal Regions	54
3	Postal Divisions	457
4	Circle Stamp Depots	1
5	Postal Store Depots	26
6	Railway Mail Service Divisions	69
7	Postal Training Centers	6
8	Post Offices	1,59,251
(A)	(i) Rural Post Offices	1,43,985
	(ii) Urban Post Offices	15,266
(B)	(i) Head Post Offices	808
	(ii) Sub Post Offices	24,302
	(Iii) Branch Post Offices	1,34,141
9	Delivery Post Offices	1,51,313
10	Night Post Offices	113
11	Sorting Hubs	92
12	Countries covered under International Speed Post (Merchandise & documents - both)	100
13	Countries covered under International Speed Post (documents only)	6
14	Average person served per Post Office*	8627
15	Average person served per rural Post Office*	6229
16	Average person served per urban Post Office*	31242
17	Average Area served by a Post Office (in Sq. Km.) *	20.64

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



# AN OVERVIEW

The background features a light blue gradient. A large, dark blue curved shape enters from the bottom right corner, sweeping upwards and to the left. Two parallel, lighter blue diagonal lines run across the lower half of the page, following the curve of the dark blue shape.

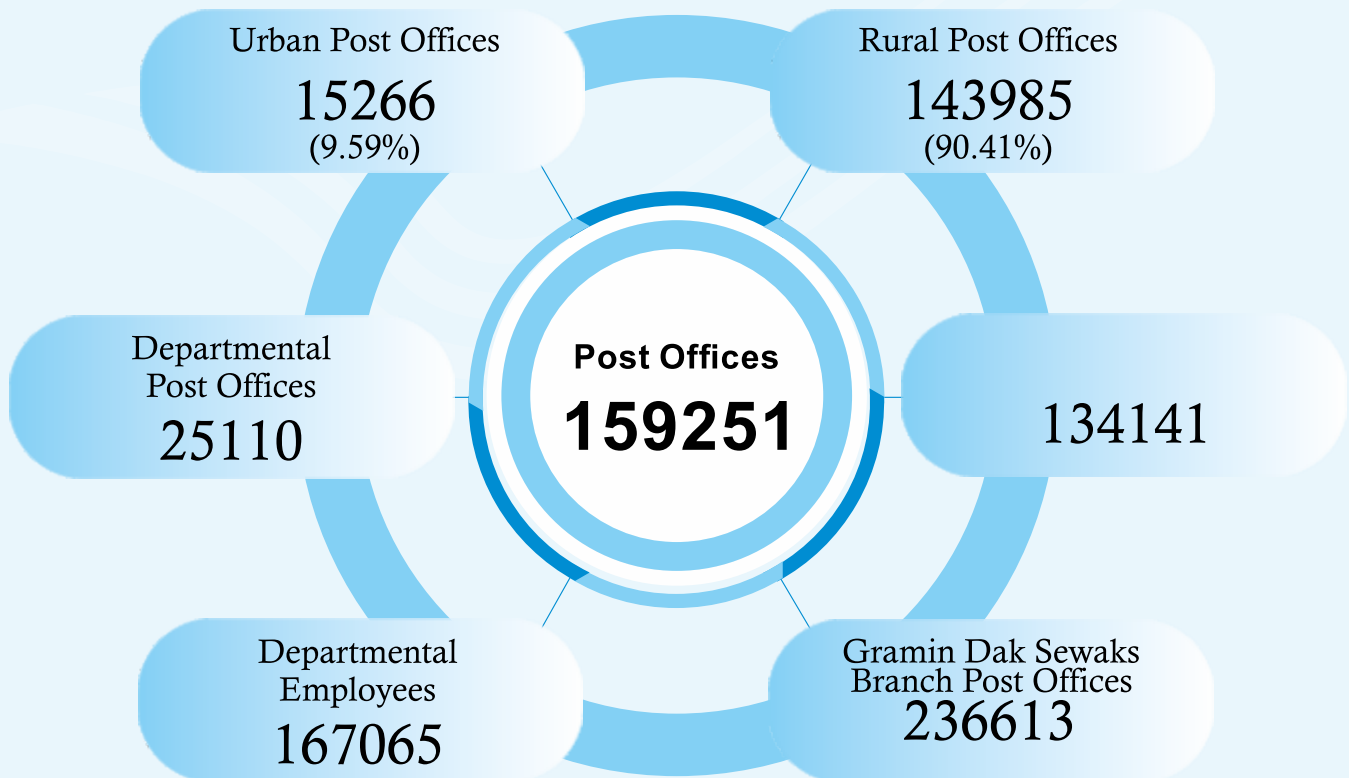




## CHAPTER-I AN OVERVIEW

1. Department of Posts, with its network of 1,59,251 Post Offices, is the largest postal network in the world. The origin of this vast postal network can be traced back to the year 1727, when the first Post Office was set up in Kolkata. Subsequently, General Post Offices (GPOs) were set up in the then three Presidency towns of Kolkata in 1774, Chennai in 1786, and Mumbai in 1793. The Indian Post Office Act of 1837 was enacted to bring about uniformity in postal operations. This Act was followed by the more comprehensive Indian Post Office Act of 1854 which laid the foundation of modern-day postal system in the country. In the same year, Railway Mail Service was introduced and the Sea Mail Service started from India to Great Britain and China. The Indian Post Office Act of 1898 further strengthened the postal system in the country.

### Department of Posts – The Last Mile Reach As on 31.03.2022



On an average, a post office serves 8,627 people in the country; 6,229 people in the rural areas and 31,242 people in the urban areas.

Average area served by a Post Office : 20.64 sq.km.

2. In 1852, the first ever-adhesive postage stamp in Asia was issued in Sindh (Scinde) province. These stamps subsequently became famous as Scinde Dawks. These stamps were in circulation up to June 1866. On 18th February, 1911, the world's first airmail flight took off from Allahabad to Naini. It traversed a distance of 18 kilometers across the river Ganges. The first postage stamp valid across the country was issued on 1st October, 1854 which provided an affordable and uniform rate of postage based on weight. Since then, the Department of Posts has continued to play an important role in the socio-economic development of the nation by connecting the remotest corners of the country.
3. While the core activity of the Department is processing, transmission, delivery of mail and money remittance across the country, there are also a diverse range of other services undertaken by the Department for more than a century, which included banking and insurance services. Ever since the launch of Mahatma Gandhi National Rural Employment Guarantee Scheme on 2nd February 2006, the Department has also undertaken the disbursement of the benefits under various social security schemes of the central and state governments, even in remote rural and inaccessible areas of the country. To meet the challenges of the new digital environment, the Department is continuously upgrading its services and diversifying into new areas. A major IT induction and modernization project is currently being implemented in the Department with focus on business process re-engineering and improving operational efficiency of the department.

#### 4. VISION

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

#### 5. MISSION

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

#### 6. CONSTITUTIONAL AND LEGAL PROVISIONS

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

- 6.2 An amendment in Section 7 of the Indian Post Office Act, 1898 was approved by the Parliament through Financial Bill, 2017 whereby the powers to modify rates & tariff of the basic Postal services contained in the First Schedule of Indian Post Office Act, 1898, which was earlier with the Parliament, has been delegated to the Ministry of Communications.
- 6.3 Further, an amendment in rules 196 and 197 of the Indian Post Office rules, 1933 abolishing 'late fees' chargeable under the said provisions has been made vide India Post Office (Third Amendment) Rules, 2022 issued vide G.S.R. 912 (E) dated 29.12.2022.



**Meghdoot Award 2021 Winners with Shri Ashwini Vaishnav, Minister of Railways, Communications and Electronics & Information Technology along with Shri Devusinh Chauhan, Minister of State for Communications**





# ORGANISATION





## CHAPTER-II

# ORGANISATION

### 1. ORGANISATIONAL STRUCTURE

The Department of Posts is a part of the Ministry of Communications. Shri Ashwini Vaishnaw is the Minister of Communications and Shri Devusinh Chauhan is the Minister of State for Communications. The Department of Posts is headed by the Secretary, Department of Posts, Government of India who is also the Chairman of the Postal Services Board. Director General Postal Services, Department of Posts is the administrator of the Indian Post Office Act, 1898 and the Indian Post Office Rules, 1933 as well as of Postal Life Insurance.

### 2. PLANNING AND POLICY FORMULATION

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

### 3. POSTAL CIRCLES AND REGIONS

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

### 4. OPERATIONAL UNITS

Post Offices in the country are categorized into Head Post Office, Sub Post Office and Branch Post Office. Branch Post Offices are mostly located in rural areas and are manned by Gramin Dak Sevaks (GDS). The Sub-Post Offices are Departmental Offices located in both rural and urban areas. Head Post Offices are located in important towns and cities mostly at district headquarters.

### 5. ARMY POSTAL SERVICE CORPS

Apart from the 23 Circles, there is a separate wing called the Army Postal Services (APS) to take care of postal needs of the Armed Forces. The APS is designated as another Circle called the Base Circle. It is headed by the Additional Director General, Army Postal Service in the rank of Major General. Officers' cadre of Army Postal Service is drawn on deputation from the Indian Postal Service. Nearly 75 percent of the other ranks of the Army Postal Service are also drawn from the Department of Posts and the remaining personnel are drawn from the Army.

## POSTAL SERVICES BOARD

### Name of the Officer & Designation

Shri Vineet Pandey  
Secretary, Department of Posts and Chairman, Postal Services Board

Shri Alok Sharma  
Director General Postal Services - Permanent Invitee

Smt. Smita Kumar  
Additional Director General (Coordination) - Permanent Invitee

Shri Partha Sarthi Das  
Additional Secretary & Financial Advisor - Permanent Invitee

Smt. Alka Jha  
Member (Planning & HRD)

Smt. Aindri Anurag  
Member (Operations)

Shri Sanjay Sharan  
Member (Technology)

Smt. Manju Pandey  
Member (Banking & DBT)

Maj. Gen. Damodar Vasanth Mahesh  
Member (PLI)

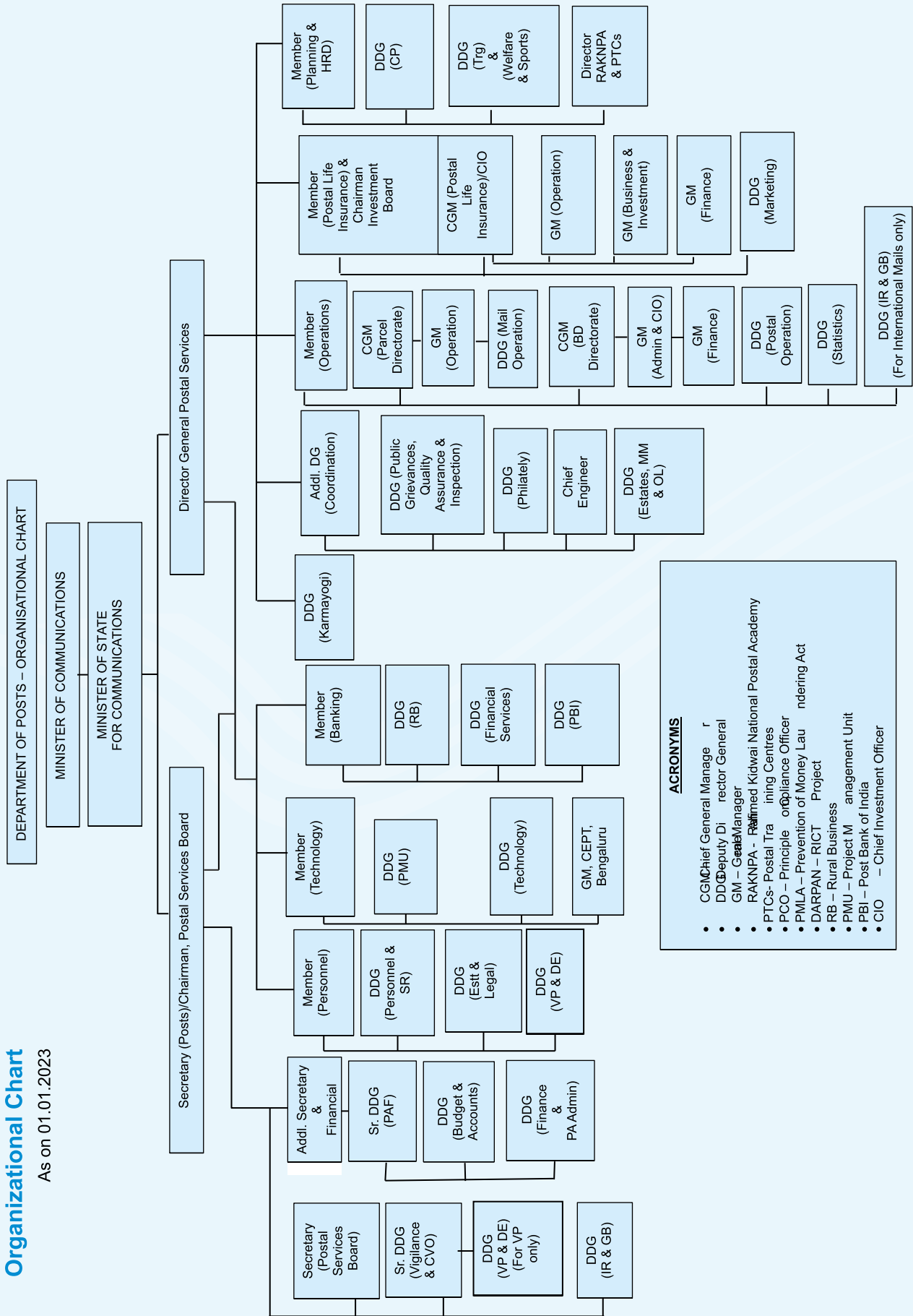
Vacant  
Member (Personnel)

Shri Aman Sharma  
Secretary, Postal Services Board

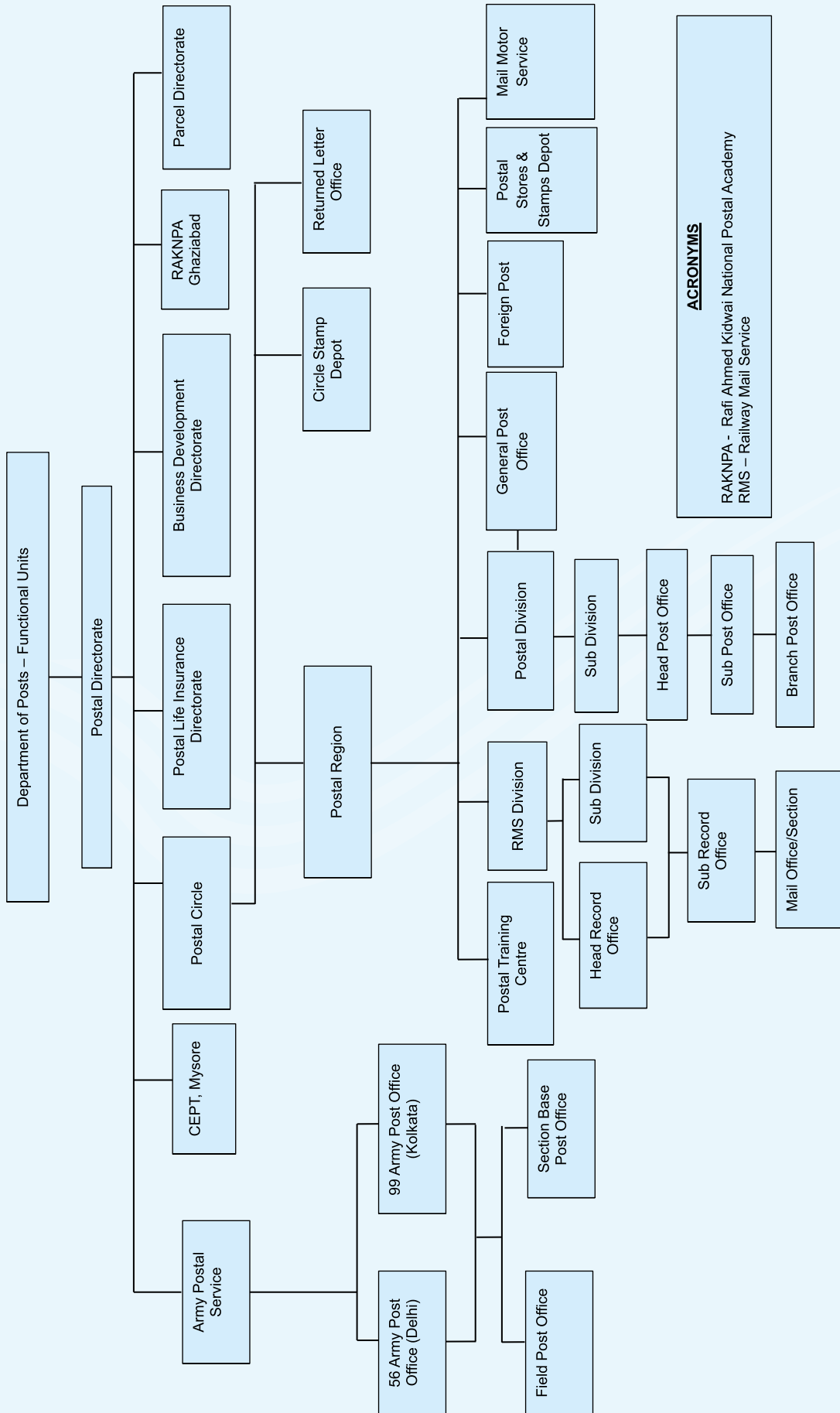


Organizational Chart

As on 01.01.2023



**Chart -Functional Units**  
As on 1.12.2022



# **POSTAL PRODUCTS & SERVICES**





## CHAPTER-III

**POSTAL PRODUCTS & SERVICES****(a) Mail Operations****1. Speed Post**

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

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

**1.3 Salient Features of Speed Post**

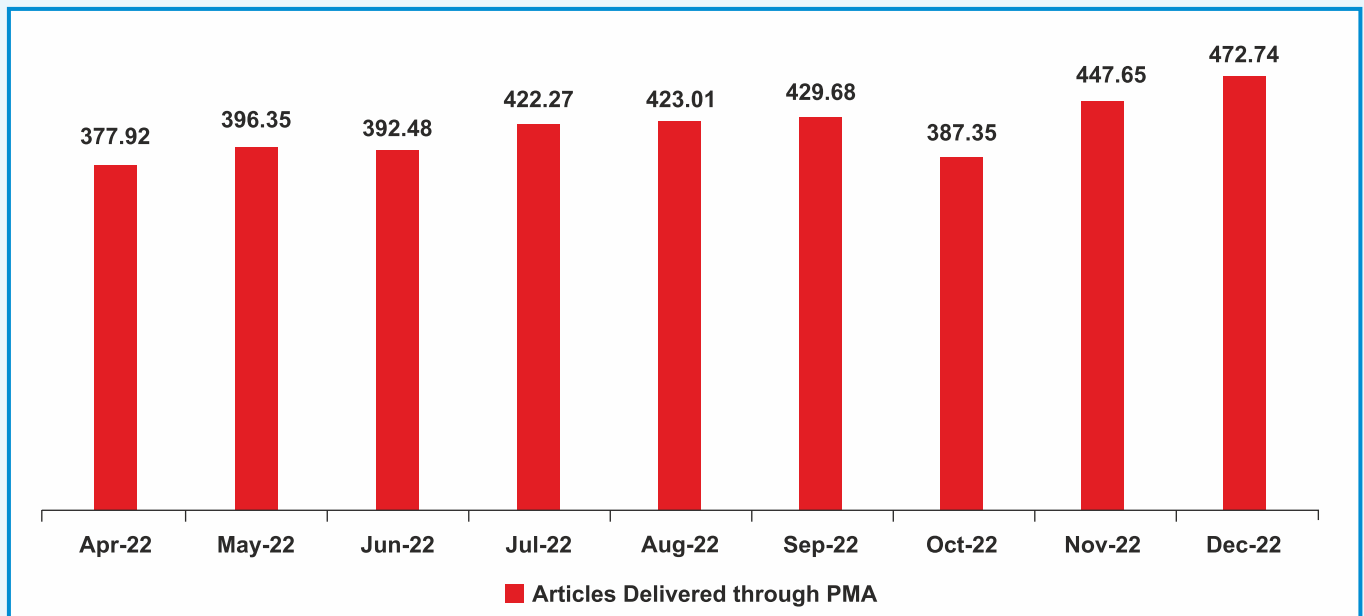
- Round the clock Speed Post booking facility is available in selected Offices in major cities.
- Credit facility under Book Now Pay Later (BNPL) scheme
- Free Pick-up facility for bulk customers
- Volume based discount facility
- Additional discount on advance payment
- National Account Facility for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

**2. REAL TIME DELIVERY UPDATION**

**2.1** In order to provide real delivery status to customers to Department of Posts has started delivery of Speed Post, Registered Letters/Parcels, Money Order and Cash on Delivery (COD) parcels through a mobile based delivery application known as the Postman Mobile Application (PMA). More than 70,000 smart phones have been supplied to postmen in the urban areas and more than 1 Lakh in rural areas for real time delivery updation. Additionally, Department has brought about a scheme of Bring your own device (BYOD) whereby Delivery staff can use their personal smart phones for real time delivery status update.

**2.2** Introduction of PMA has enabled sharing of real-time delivery information with latitude and longitude of the delivery locations with the customers. PMA has been downloaded in more than 1.5 lakh smart phones supplied to Postmen / Gramin Dak Sewaks (GDS) delivery staff across the country covering the urban as well as rural areas. Use of PMA for delivery of accountable mail has shown a quantum jump from 4.33 lakh articles / parcels in May, 2019 to 4.73 Crore in Dec. 2022.

## Articles Delivered through PMA in 2022-23 (in lakh)



### 3. ELECTRONIC CLEARANCE OF LETTER BOXES

In order to have a digital foot print of the clearance of letter boxes, Department of Posts has implemented electronic clearance of letter boxes through in-house developed “Nanyatha” software. e-Clearance of letter boxes has brought about electronic visibility in the clearance of letter boxes and a mechanism to monitor the letter box clearance. As on December, 2022, e-Clearance of Letter Boxes has been implemented for 55,150 letter boxes in the country.

### 4. AUTOMATED MAIL PROCESSING CENTRES

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

### 5. DELIVERY OF AADHAAR LETTERS

Three new products of Unique Identification Authority of India (UIDAI) i.e. ‘Order Aadhaar Reprint Letters’ (OARL), ‘Address Validation Letters’ (AVL) and Order Aadhaar Cards (PVC Aadhaar) are being delivered to the recipients by the Department of Posts through Speed Post across the country. Since December, 2018 a total of 2.83 Crore articles of OARL, AVL and PVC Aadhaar have been delivered to the addressees across the country. Department has so far delivered 180 Crore Aadhaar letter to the citizens.

### 6. ONLINE WORKING OF MAIL PROCESSING HUBS

Core System Integration (CSI) solutions which provides for online functioning, has been implemented in all mail processing hubs of the Department. The implementation of CSI solutions has enabled real time exchange of data generated in hubs with the central server, thereby expediting the entire chain of mail transmission and processing. The initiative has led to improved

delivery of postal articles to the customer. 248 Speed Post processing hubs, 318 Computerized Registration Center (CRCs), 318 Unregistered Mail offices, 152 Business Processing Center (BPCs), 35 BNPL Center and 295 Transit Mail Offices (TMOs) are performing their operations online in CSI solutions.

### **7. RADIO FREQUENCY IDENTIFICATION (RFID)**

- 7.1** Radio frequency identification is being used increasingly in many sectors to increase efficiency and monitor performance. It provides a contactless identification, tracking and tracing of mail and parcels in real time.
- 7.2** Department is in the process of inducting in a phased manner, RFID (Radio frequency Identification) technology to monitor the time taken in transmission of mail and parcels on every leg from booking to delivery. During 2022-23, RFID gates have been installed at 37 major mail exchange hubs across the country.

### **8. SELF LOCKING SEALS**

- 8.1** Department of Posts has decided to phase out sealing wax which was a health hazard with recyclable self-locking seals.
- 8.2** Replacing sealing wax with recyclable plastic seals, a green initiative of the department is a part of ongoing special campaign 2.0 under Swachhata Abhiyan and coordinated by the Department of Administrative Reform and Public Grievances, Government of India.

### **9. CLICK N BOOK**

- 9.1** Department of Posts has introduced “Click n Book” service to enable online booking of Speed Post, Registered Articles and Parcels on India Post Portal.
- 9.2** Articles/Parcels up to 5 Kg. can be booked under this service. The articles booked through “Click n Book” service are picked up from the customer's premises in the time slot chosen by the customer at the time of booking at a nominal cost.





Mail Sorting at Karnal HO, Haryana Circle

## 10. MAIL MOTOR SERVICE (MMS)

- 10.1** Mail Motor Service (MMS) came into existence in the year 1944 with the purpose to meet the requirement of Department of Posts for conveyance of mails. The functions of the MMS include services like conveyance of mail bags between Post Offices, RMS offices, TMOs, Railway Stations, Air Mail Sorting Offices, Sea Ports, conveyance of cash, pickup and delivery of speed /bulk mail etc. In addition to above, MMS schedules are operated for Logistic Posts services in cities like Hyderabad, Bangalore, Delhi, Mumbai and Chennai. MMS workshops attend to the repairs and maintenance of staff cars/inspection vehicles.
- 10.2.** MMS is responsible for operation and maintenance of 1493 mail motor vehicles and 456 inspection vehicles/staff cars which have been provided to all Circles. Out of which 200 are CNG propelled environment friendly mail vans in Agra, Ahmedabad, Delhi and Mumbai. There are 103 MMS units throughout the country to operate the fleet of motor vehicles, out of which 17 MMS units are having full-fledged workshops. 1281 MMS vehicles are provided with GPS and also implements GPS based online tracking system to all the MMS operative vehicles in all the Postal Circles with 24x7 control rooms, using online generated log sheets and manual log sheet has been dispensed.

10.3 During the year 2022-23 (upto Dec 2022), 205 MMS vehicles have been procured from the allotted fund of Rs. 41.90 cr.



Newly inducted Vehicle in MMS fleet of Department of Posts

## (b) Parcel Products

1. Worldwide exponential growth of e-Commerce has opened a new window of opportunity for Department of Posts in the Courier, Express and Parcel (CEP) market. e-Commerce based on online payment and Cash on Delivery (COD) has emerged as the new growth engine for the CEP market all over the world including India.
2. In order to address the changing requirements of the CEP Market, a separate vertical of Parcel Directorate was set up in the year 2018, to focus on infrastructure development and standardization of Parcel operations for expeditious handling of e-Commerce Parcels. Department is also taking steps to increase Parcel handling capacity from existing nearly 3.8 lakh Parcels per day in 2021-22 to approximately 5.3 lakh Parcels per day by 2025-26.
3. Parcel Directorate has taken a number of steps to bring about reliability, visibility, and improvement in Parcel Operations. Initiatives, taken in this regard, include creation of a network of dedicated Parcel Hubs, up-gradation of Parcel Hubs, setting up of Nodal Delivery Centers with mechanized delivery of Parcels by using two and four wheelers. Department has also developed a dedicated Road Transport Network to ensure timely and secure transmission of Parcels in every part of the country. Several technological enhancements have also been made to meet specific requirements of e-commerce customers such as Application Programming Interface (API), Management Information System (MIS) Portal, Customer Relationship Management (CRM) Portal and Payment of postage through UPI at Post Office Counters.

### 4. MAJOR INITIATIVES OF THE DEPARTMENT:

#### 4.1. Parcel Hubs

- 4.1.1 A network consisting of 190 Parcel Hubs, including 71 Level-1 and 119 Level-2 hubs have been operationalized for expedited and safe processing of Parcels. To ensure standardization in operations, layouts of the Parcel Hubs and standard specifications for equipment have been prescribed for the Parcel Hubs.
- 4.1.2 Semi-automated sorting systems with conveyor belts and dynamic weighing system have been made functional at eight cities viz. Delhi, Mumbai, Bengaluru, Vijayawada, Jaipur, Kolkata, Lucknow and Hyderabad. These semi-automated centres have Parcel processing capacity of up to 2500 parcels per hour and are especially designed to handle high volume of e-Commerce Parcels.
- 4.1.3. The Geographical locations of these Parcel Hubs in Tier-I, Tier-II & Tier-III cities/ towns are depicted in the following Map:



**Parcel Hubs in Tier-I, Tier-II and Tier-III Cities**



**Semi - Automated Parcel Processing Centre at Hyderabad**



## 4.2 Nodal Delivery Centres

Nodal Delivery Centres have been established for exclusive and expeditious delivery of Parcel by using two and four-wheeler vehicles. 202 Nodal Delivery Centers covering 1500+ Pin Code areas have been identified across the country for setting up of Nodal Delivery Centres (NDCs). 193 Nodal Delivery Centres have been operationalized as on 31.12.2022. These are located in 146 cities across the country to improve performance of doorstep delivery of Parcels. The geographical distribution of NDCs is as under:

Type of City	No of NDCs
Tier-I	52
Tier-II	82
Tier-III	68



**Mechanized delivery of Parcels using two wheelers**

### 4.3 Standard Equipment

Equipment with standard specifications such as Roller Container, Package Trolley, Bag Opening Table, Bag Stands, Sorting Case, Sequencing Table, Angle Racks and Static Weighing System, have been provided to Parcel hubs (PHs) and Nodal Delivery Centres (NDCs) for faster processing of Parcels.



Standardized handling equipment being used in Parcel Hubs

### 4.4. Postal Road Transport Network

- 4.4.1. All India Postal Road Transport Network has been designed to provide daily connectivity to all States and faster transportation of parcels across the country.
- 4.4.2. Sixty-four (32x2) national routes of Postal Road Transport Network, involving daily run of over 40000 km per day, are operational as on 31.12.2022. These national routes, further connect to more than 220 State level routes to provide connectivity to Tier-II and III towns. On an average 200 tonnes of Mails and Parcels are transmitted through the Postal Road Transport Network every day.



**Plan of Postal Road Transport Network Routes**

#### 4.5 Transshipment Centres:

Six Transshipment Centres at Guwahati (Assam), Sagar (Madhya Pradesh), Chennai (Tamil Nadu), Siliguri (West Bengal) and Bengaluru (Karnataka) and Nabadiganta (West Bengal) have been operationalized along the highways / outside the city limits for faster movement of vehicles and smooth exchange of parcels bags.

#### 4.6. Parcel Packaging Policy:

Quality of packaging is a key element in safe and secure transmission of parcels. It is in this context that a Parcel Packaging Policy has been formulated considering the packaging standards being followed in the Courier, Express and Parcel market.

Parcel Packaging Policy has the following two components:

- A. External packaging (Boxes, Bi-axially Oriented Polypropylene (BOPP) tapes & strapping rolls)



B. Internal packaging (fillers like Bubble wrap, airbags & cardboard)

Department has established 596 Parcel Packaging Units (PPUs) in selected Post Offices, to facilitate the retail customers in packing their Parcels for safe and secured transmission.

**4.7. Application Programming Interface:**

A number of Application Programming Interfaces (APIs) for two-way exchange of data between DoP and its customers have been made available, such as Pick-up API, Tariff Calculation API, Pin code Validation API, Scan event API, Routing API, Label Generation API and Cancellation API.

**4.8 Parcel Insurance Rates:**

Keeping in view the concerns of the e-commerce customers about safe and secure transmission of high value Parcels across the country, Department of Posts has reduced the Insurance charges for contractual customers. Insurance charges have now been reduced from 6% to 2%, in line with the Courier, Express and Parcel market.

**4.9 Cash on Delivery (COD) Charges:**

Cash on Delivery (COD) charges have also been reviewed and reduced for contractual customers to 1.6% of the COD value in line with the Courier, Express and Parcel market.

**5. Parcel Traffic Handled During the Year 2020-21 and 2021-22**

Traffic figures for Speed Post Parcel, Business Parcel and Registered Parcels are as under:

Parcel Traffic	2020-21	2021-22
Speed Post Parcel	1,95,44,250	1,32,57,009
Business Parcel	30,05,042	45,12,448
Registered Parcel	1,18,83,871	1,90,96,304
<b>Total</b>	<b>3,44,33,163</b>	<b>3,68,65,761</b>

TABLE - 2

ARTICLE-WISE MAIL TRAFFIC DURING 2020-2021 and 2021-2022 (Registered, Unregistered and Premium Products)		
(mail pieces in crore)		
Article	2020-21	2021-22
<b>1. Postcard *</b>	<b>75.45</b>	<b>70.3</b>
<b>2. Letters</b>		
i) Speed Post	36.01	44.25
ii) Registered Letter	11.68	17.61
iii) Insured Letter	0.04	0.05
iv) Value Payable Letter	0.12	0.09
v) Unregistered Letter #	243.21	221.77
<b>Total Letter Mail</b>	<b>291.06</b>	<b>283.77</b>
<b>3. Registered Newspaper</b>	<b>38.22</b>	<b>34.14</b>
<b>4. Parcel</b>		
i) Registered Parcel	1.13	1.80
ii) Insured Parcel	0.04	0.05
iii) Value Payable Parcel	0.09	0.10
iv) Unregistered Parcel	10.42	6.93
<b>Total Parcel Mail</b>	<b>11.68</b>	<b>8.88</b>
<b>5. Packet</b>		
i) Registered Packet	0.34	0.41
ii) Value Payable Packet	0.05	0.07
iii) Unregistered Packet	63.32	55.15
<b>Total Packet Mail</b>	<b>63.71</b>	<b>55.63</b>

\* Include acknowledgements.

# Include letter cards and insufficiently paid letters.

## (c) Business Development Products

### 1. BUSINESS POST

- 1.1** Department of Posts had introduced “Business Post” service in the year 1996 to offer a comprehensive mailing solution for Governments/PSUs/Corporate houses, having large volume of mail. Under “Business Post”, Department undertakes all pre-mailing activities i.e. folding, insertion, franking, addressing and pasting on articles etc.
- 1.2** Business Post services are available at Business Post Centres in the selected Post Offices across the country. Business Post is a value addition to other services like Speed Post, Registered Post and Unregistered mail.

### 2. PRINT TO POST

- 2.1** Department of Posts offers end to end Print to Post solution to its corporate customers which include following components:
- (i) Pre-Printing:** Processing data to prepare bills/reports in the format required by customers.
  - (ii) Printing:** Variable data printing of bills/documents: printing of mail inserts: printing of barcodes on the bill or envelope as per requirement of customers.
  - (iii) Pre-mailing activities:** Folding of documents; Insertion of documents in envelopes; Sealing of envelopes; Franking; Sorting of envelopes according to PIN code; Bundling; Bagging/containerisation. These pre-mailing activities are mechanised to the extent possible.
- 2.2** M/s LIC is one of the major customers of the Department for Print to Post service. From Jan 22 to Dec 22, Department has earned revenue more than ₹5 Crore for processing more than ₹1.5 Crore articles (excluding postage).

### 3. MAGAZINE POST

- 3.1** Department of Posts launched, Magazine Post on 01.04.2022 to provide track and trace facility for booking and delivery of Magazines. Booking facility for this service is available at 10 locations i.e. Delhi, Ahmadabad, Mumbai, Bangalore, Chennai, Hyderabad, Kolkata, Guwahati, Bhopal and Lucknow.
- 3.2** 16.72 Lakh Magazines have been booked under Magazine Post till December 2022 earning revenue of Rs. 1.54 Cr. for the Department.

### 4. MEDIA POST

- 4.1** India Post offers a unique service to help the corporate and government organizations to reach potential customers through “Media Post”. No other medium can match the sheer expanse of India Post in terms of volume and reach. Media Post offers advertising space to the client on postal stationery, as well as on postal premises.
- 4.2** Department of Posts undertook some major Media Campaigns that included campaign for Khadi & Village Industries Commission (Prime Minister’s Employment Generation Program), campaign for

a major auto manufacturer and campaign about free legal aid services for National Legal Services Authority.

## **5. RETAIL POST & e-SERVICES**

### **5.1 RETAIL POST:-**

Retail Post service is used to provide third party products through Post Offices. India Post is leveraging the vast network of Post Offices across the country by providing services under “Retail Post” which include collection of electricity bills, telephone bills, taxes and fees etc. Apart from aforementioned products/services, following services are also available under Retail Post.

#### **5.1.1 SALE OF SOVEREIGN GOLD BOND:-**

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

#### **5.1.2 GANGAJAL:-**

Since July 2016, the Department is making available Gangajal to the public at the nearest Post Office and also at the door step. Gangajal is sourced from Gangotri and is available in bottles of 250ml. Gangajal is available in more than four thousand Post Offices across the country and is also available on online portal i.e. “ePostoffice.gov.in”.



**Doorstep Delivery of Gangajal at Sehore, Madhya Pradesh**



### 6.1.3 HOLY BLESSINGS:

Department of Posts has entered into an agreement with a number of Holy shrines for delivery of Prasadam offerings etc. at the doorstep of devotees across the country. At present 67 Holy shrines across the country are covered under this scheme. Devotees can book Prasadam online by visiting the website of India Post.



Holy Blessings Services : Kashi Vishwanath Mandir Prasad

## (d) e-Products and Services

### 1. e-Post

e-Post is an unregistered hybrid mail which provides electronic transmission of the messages which may include text messages, scanned images, pictures etc. and their delivery in hard copies at the destination through postman/ delivery staff. Presently, e-Post booking facility is available in more than 13531 Post Offices and physical delivery through the entire Post Office Network. e-Post service is available for both retail as well as corporate customers.

### 2. e-PAYMENT: -

Post Office offers a simple, convenient and smart solution in the form of e-Payment for various organizations to collect payment against their bills or other payments through the Post Office network. It is a many-to-one solution which allows collection of the amount against telephone bills, electricity bills, examination fee, taxes, university fee, school fee etc. on behalf of any organization. The collection is consolidated electronically and payment is made centrally to the biller.

### 3. Electronic Money Order (eMO)

Electronic Money Order (eMO) is a web-based rapid money transfer service offered by India Post since 2008. The amount sent through Electronic Money Order is paid at the doorstep of the payee. Tracking facility is also available for the eMO customers at [www.indiapost.gov.in](http://www.indiapost.gov.in).

Data of Inland Electronic Money Orders booked and paid for the period 1st April 2022 to 31st December 2022 (as per the BI reports)				
Booked			Paid	
Number of eMOs Booked (in Lakhs)	Customer paid Amount of eMOs booked (in Crores)	Commission earned	Number of eMOs Paid (in Lakhs)	Value of Total eMOs paid (in Crores)
91.72	1168.01	58.57	90.49	1145.59

### 4. Jeevan Pramaan Centre (JPC)

- i. The Jeevan Pramaan is a biometric enabled digital service for pensioners for submitting their Life Certificates digitally using Aadhar authentication. The service was introduced by the Department 30th June, 2015. The Department has set up Jeevan Pramaan Centre in 806 Head Post Offices across the country to facilitate the pensioners to register for Digital Life Certificate (DLC).
- ii. Department has also started the facility of sending SMS to the registered mobile number of pensioners post generation of Digital Life Certificate. The facility of submitting DLCs at the doorstep of any pensioner has also been started by the Department at a nominal fee through India Post Payment Bank (IPPB). The pensioners can place a request on "Post info App" for availing the facility of DLC generation at their door steps.



- iii. A total of 2.77 Lakh Digital Life Certificates (DLCs) have been registered from 1st October, 2022 to 31st December, 2022 in the Head Post Offices (this exercise starts from 1st October every year).



Updation of Digital Life Certificate via IPPB at Telangana

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

### 1. Background

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

### POSTAL LIFE INSURANCE

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

### 1.3 PLI offers following 6 types of policies:

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

### RURAL POSTAL LIFE INSURANCE

1.4 Rural Postal Life Insurance (RPLI) was introduced in 1995 to extend insurance cover to the rural populace.

1.5 RPLI offers following 6 types of policies:

- (i) Whole Life Assurance (Gram Suraksha)
- (ii) Convertible Whole Life Assurance (Gram Suvidha)
- (iii) Endowment Assurance (Gram Santosh)
- (iv) Anticipated Endowment Assurance (Gram Sumangal)
- (v) 10 years RPLI (Gram Priya)
- (vi) Children Policy (Bal Jiwan Bima)

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

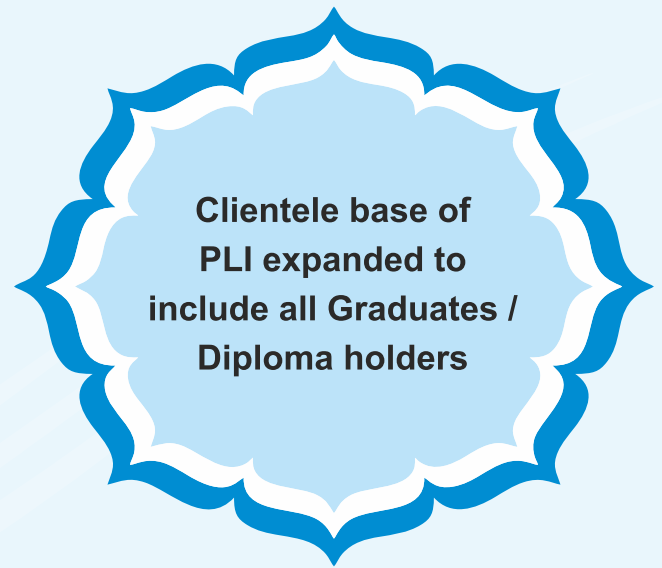
Minimum and Maximum limit of insurance (sum assured) of PLI is ₹ 20 thousand and ₹ 50 lakh and of RPLI is ₹ 10 thousand and ₹ 10 lakh respectively.

### 2. New Initiatives Undertaken

2.1 PLI Directorate has adapted to the changing demands of the industry and training needs of the sales force. In collaboration with Insurance Institute of India Mumbai, PLI Directorate has brought out a 'PLI Mobile Training App'. It was launched on 12.10.2022 by Hon'ble Minister of State for Communications during the National Postal Week 2022 at Gandhinagar, Gujarat. This App provides online training through audio-visual mode and also facilitates conducting of online

licentiate examination, which was till now conducted in a classroom environment. This App has, improved the training process and eased the way licentiate examination for PLI/RPLI sales force was conducted. It is a green initiative, aiming to reduce carbon footprint, besides being a convenient, economical and handy tool in sync with the Government's vision. 7079 candidates have registered themselves on PLI Mobile Training App for training and licentiate examination since the launch of this App on 12th October 2022.

- 2.2** In Postal Life Insurance (PLI), the last expansion of its clientele was done in September 2017, wherein the benefits of PLI were extended to professionals. In November 2022, the client base of PLI was further expanded and made available to all Graduates / Diploma holders from Universities/ Institutions recognized by Central/State Governments. This will help in increasing premium collection business in PLI and will also result in increase in insurance penetration and contribute towards the financial inclusion initiative of Government of India.



**Shri Devusinh Chauhan, Minister of State for Communications launching PLI Mobile Training App on 12.10.2022 at Gandhinagar, Gujarat**

### 3. Statistical Tables and Graphs

#### 3.1 PERFORMANCE OF PLI/RPLI

The business procured during the year 2022-23, Jan'22 to Mar'22 (actual), Apr'22 to Dec'22 (actual) and Jan'23 to Mar'23 (anticipated) in PLI /RPLI is as under:

**TABLE - 3**

PERFORMANCE OF POSTAL LIFE INSURANCE/RURAL POSTAL LIFE INSURANCE																
Name of Plan	No. of new policies procured in year 2022-23 (in lakh) (unaudited)			Sum Assured (in ₹ Cr)			Aggregate No. of Policies (in lakh)			Aggregate Sum Assured in (in ₹Cr) (unaudited)			Premium income (in ₹ Cr)			
				(unaudited)			(unaudited)									
	Jan'22 to Mar'22	Apr'22 to Dec'22	Jan'23 to Mar' 23 (anticipated)	Jan'22 to Mar'22	Apr'22 to Dec'22	Jan'23 to Mar' 23 (anticipated)	Till Mar'22	Till Dec'22	Till Mar'23 (anticipated)	Till Mar'22	Till Dec'22	Till Mar'23 (anticipated)	Jan'22 to Mar'22	Apr'22 to Dec'22	Jan'23 to Mar' 23 (anticipated)	
PLI	1.57896	3.07129	1.58000	10440.41	20483.42	10501.00	65.45	66.97	67.47	220821	243454	245460	2381.35	7468.51	2489.50	
RPLI	3.22458	6.03131	3.23000	5975.78	11407.10	5992.00	256.44	260.68	261.48	154916	168076	169170	935.13	2839.81	946.60	

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

**TABLE - 4**

RATE OF BONUS ON POSTAL LIFE INSURANCE/RURAL POSTAL LIFE INSURANCE			
Plan	Rates of Bonus per Rupees thousand sum assured per annum		
	Whole Life Assurance	Endowment Assurance	Anticipated Endowment Assurance
PLI as on 31.03.2023	₹ 76/-	₹ 52/-	₹ 48/-
RPLI as on 31.03.2023	₹ 60/-	₹ 48/-	₹ 45/-

3.3 The claims in respect of PLI and RPLI policies settled during the year 2022-23 are as under:

**TABLE - 5**

CLAIMS SETTLED IN POSTAL LIFE INSURANCE/ RURAL POSTAL LIFE INSURANCE DURING 2022-23						
Details	PLI			RPLI		
Period	Jan'22 to Mar'22	Apr'22 to Dec'22	Jan'23 to Mar'23 (anticipated)	Jan'22 to Mar'22	Apr'22 to Dec'22	Jan'23 to Mar'23 (anticipated)
Number of Claims	89,143	2,12,222	74,183	97,646	2,96,585	1,01,066
Amount paid (in ₹ Cr)	2111.42	5152.85	1760.93	684.77	2027.16	693.54

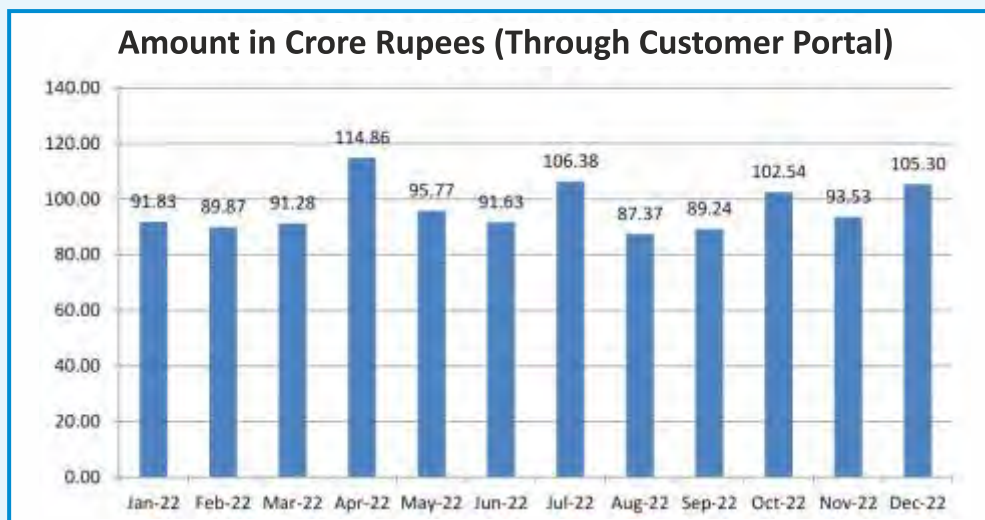
3.4 The death claims in respect of PLI and RPLI policies settled during the year 2022-23 are as under:

**TABLE - 6**

DEATH CLAIM SETTLED IN POSTAL LIFE INSURANCE/ RURAL POSTAL LIFE INSURANCE DURING 2022-23						
Details	PLI			RPLI		
Period	Jan'22 to Mar'22	Apr'22 to Dec'22	Jan'23 to Mar'23 (anticipated)	Jan'22 to Mar'22	Apr'22 to Dec'22	Jan'23 to Mar'23 (anticipated)
Number of Claims	3,378	8,250	2,850	4,633	11,215	3,916
Amount paid (in ₹ Cr)	110.49	287.82	96.91	44.08	111.77	37.92

### 3.5 Performance of Customer Portal:

There has been an increase in the number of policyholders using PLI customer portal for online payment of premium. The number of policyholders using customer portal has increased from 2,09,224 in January 2022 to 2,30,987 in December 2022 and the amount of premium collected online has increased from ₹ 91.83 crore in January 2022 to ₹ 105.30 crore in December 2022.





## (f) International Mail Service

### I

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

**International Tracked Packet Service (ITPS):** ITPS is designed to cater to the needs of e-commerce customers for export of cross-border shipments transactions. However, individuals can also use this service. It is a competitive service offered in the category of up to 2.0 kg weight limit. Tracking is also provided. Currently this service is available for 15 countries in the Asia Pacific region and the USA.

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

**Items containing documents:** Aerogramme, Postcards and Letters, Printed Papers (including Books and Registered Newspapers) up to 2.0 kg; Literature for the Blind (up to 7.0 kg.) and M Bag (Bulk Bag) up to 30.00 kg.

**Items containing goods:** Small Packets (up to 2.0 kg.). These services are available for 213 destination countries and territories across the globe and cover all major destinations.

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

**Postcards:** The Post Office issues Airmail Postcards for transmission to foreign countries. For transmission by surface either inland postcards with additional adhesive stamps or privately manufactured postcards may be used.

**Printed Papers:** The “Printed Paper” Service in the foreign post corresponds to the “Book Packet” Service in the inland post, with some variations in the conditions.

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

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

**Literature for the Blind:** Articles assimilated to literature for the blind (“Blind Literature” or “Cecogrammes”) are those which contain papers of any kind (including letters), periodicals, books and plates impressed in “Braille” or any other special type for the use of the blind. Sound records as literature for the blind are admitted only if these are sent by or addressed to an officially recognized institute for the blind. A list of such institutions in India is published as Director Generals Circulars and Postal Notices.

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

**TABLE - 7**

<b>COUNTRIES COVERED UNDER INTERNATIONAL SPEED POST SERVICE AS on 31.12.2022</b>			
1	Afghanistan	51	Kuwait
2	Argentina	52	Latvia
3	Australia	53	Lithuania
4	Austria	54	Luxembourg
5	Bahrain	55	Macao
6	Bangladesh	56	Malawi
7	Barbados	57	Malaysia
8	Belarus	58	Maldives
9	Belgium	59	Mauritius
10	Bermuda	60	Mexico
11	Bhutan	61	Mongolia
12	Botswana	62	Morocco
13	Bosnia and Herzegovina	63	Namibia
14	Brazil	64	Nauru
15	Brunei Darussalam	65	Nepal
16	Bulgaria	66	Netherlands
17	Cambodia	67	New Zealand
18	Canada	68	Niger
19	Cape Verde	69	North Macedonia
20	Cayman Islands	70	Norway
21	China (People's Republic)	71	Oman
22	Cuba	72	Pakistan
23	Cyprus	73	Panama
24	Denmark	74	Papua New Guinea
25	Ecuador	75	Philippines
26	Egypt	76	Poland
27	El Salvador	77	Portugal
28	Eritrea	78	Qatar



29	Estonia	79	Romania
30	Ethiopia	80	Russian Federation
31	Fiji	81	Saudi Arabia
32	Finland	82	Senegal
33	France	83	Singapore
34	Georgia	84	South Africa
35	Germany	85	Spain
36	Ghana	86	Sri Lanka
37	Greece	87	Sudan
38	Hong Kong	88	Sweden
39	Hungary	89	Switzerland
40	Iceland	90	Taiwan
41	Indonesia	91	Tanzania
42	Iran	92	Thailand
43	Ireland	93	Tunisia
44	Israel	94	Turkey
45	Italy	95	Uganda
46	Japan	96	Ukraine
47	Jordan	97	United Arab Emirates
48	Kazakhstan	98	United Kingdom (United Kingdom of Great Britain and Northern Ireland)
49	Kenya	99	United States of America
50	Korea (Republic)	100	Vietnam

**FOR DOCUMENTS ONLY**

1	Democratic Republic of Congo (Zaire)
2	Guyana
3	Iraq
4	Nigeria
5	Rwanda
6	Yemen

## II

1. Commercial exports were permitted through postal channel by using paper based Postal Bill of Exports (PBE) since 2018. Now the Department of Posts has introduced electronic Postal Bill of Exports (e-PBE) which has digitized the entire process of Customs data filing, documentation and Customs clearance. The exporter can upload documentation and file replies to Customs from their own premises without visiting the Foreign Post Office physically. A pilot has been rolled out at select Post offices. This has not only expedited and eased the exports process but also saving time and costs for small exporters in remote areas making their business more profitable.
2. The ITPS service was available for 15 Countries in the Asia Pacific region till 2021-22. Agreement has now been entered into with United States Postal Service (USPS) to introduce ITPS between India and USA and live pilot started in 2022. The product is tailor made for the e-commerce exporters.
3. A multilateral data sharing agreement for exchange of Electronic Advanced Data (EAD) of postal items with more than 120 postal administrations for faster customs clearance at the destination has been entered into. This shall enable transmission of electronic customs data of International Postal items before their physical arrival at the destination country.
4. In order to expand the presence and reach for booking of commercial export shipments from different parts of the country, to handhold small exporters, artisans, craftsmen, MSMEs and online filing of customs documentation, a scheme to set up Dak Ghar Niryat Kendras at identified post offices at district level in a phased manner has been approved.

## (g) PHILATELY

1. Philately is the hobby of collecting stamps as well as the study of postal history and other philatelic items. It is a mode of commemorating, celebrating and promoting national heritage, culture, events and personalities. Postage Stamps are pictorial ambassadors and a statement of the country's sovereignty.
2. After Independence, the medium of postage stamps was initially used to highlight the country's achievements in science and technology as well as its socio-economic development by depicting themes like Five Year Plans, steel plants, dams etc. Subsequently, the country's rich cultural and natural heritage came to be showcased and many beautiful stamps have been issued in thematic sets on art, architecture, crafts, maritime heritage, science, technology, defence and cinema etc. Great leaders of national and international standing have been honoured with commemorative stamps. Personalities of repute in areas like painting, literature, science, music, social upliftment etc. have also been portrayed on commemorative postage stamps.
3. In keeping with their dual character as 'Tokens of prepayment of Postage' and as 'Cultural Ambassadors', there are two categories of stamps viz. Definitive and Commemorative Postage Stamps. Definitive postage stamps are meant for day-to-day use as a token of pre-payment of postage on mail articles. These incorporate less complicated design inputs, entailing minimum expenditure in their manufacture and are printed in large quantities, over longer periods. On the other hand, Commemorative postage stamps are designed and printed with greater aesthetic inputs. These are manufactured in limited quantities and generate great interest among philatelists and collectors.

### 4. The philatelic activities of the Department include:

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

### 5. Philatelic Advisory Committee (PAC)

A Philatelic Advisory Committee (PAC) chaired by Minister of State for Communications comprising of one Member of Parliament from Lok Sabha, one Member of Parliament from Rajya Sabha and eminent philatelist was held on 25.07.2022. The mandate of PAC is to advise the Government on matters pertaining to Postage Stamps and Philately and such other matters as may be referred to it from time to time. It is a high level forum for citizen- government interface where persons who have achieved eminence in various fields can contribute to the process of identifying and highlighting issues or events, institutions, personalities and themes whose commemoration through postage stamps would help elevate the image of India in the global arena.



Glimpses of Meeting of Philatelic Advisory Committee held on 25.07.2022 at New Delhi



## 6. RELEASE OF STAMPS

A total of 39 stamps on 33 issues (Table-8) were released during the period from 1st January 2022 to 31st December, 2022, commemorating various personalities, events/ occasions. Some of the significant commemorations were – Permanent Commission to Women Officers in Indian Army, Joint celebrations of the year of 50th Anniversary of UAE's formation and the 75th Anniversary of the Independence of India, 36th International Geological Congress, Right to Free Legal Aid, 2nd International Tiger Forum etc.

## 7. Deen Dayal SPARSH (Scholarship for Promotion of Aptitude & Research in Stamps as a Hobby) Yojana

This is a Philately Scholarship Scheme introduced in 2017-18 to promote Philately among children at a young age. Under the Scheme, 920 Scholarships are awarded throughout the country to students from Classes VI, VII, VIII & IX every year. Due to COVID 19 pandemic, the Scheme could not be rolled out during 2020-21 and 2021-22; this year Department of Posts has relaunched this Scholarship Scheme.

## 8. Dhai Akhar Letter Writing Competition

This is a nationwide letter writing competition introduced in 2017-18 to encourage and promote letter writing. This year Department of Posts is organising this Competition on the theme “Vision for India 2047”.

## AZADI KA AMRIT MAHOTSAV (AKAM):

### As part of the AKAM , following initiatives were under taken by Philately Division:

- I. **Philatelic Exhibition on Flagman of India:** As part of AKAM initiative on 2.8.2022 Philatelic Exhibitions were organised on the Birth Anniversary of Flagman of India Sri. Pingali Venkayya at New Delhi and Machilipatnam (Andhra Pradesh).
- II. **AKAM Stamp Design Competition:** Department of Posts is organizing a Stamp Design Competition on “Azadi Ka Amrit Mahotsav” in partnership with Ministry of Culture and Ministry of Education.
- III. **State Philatelic Exhibitions:** For the Promotion of Philately among citizens, during 2022-23 Department of Posts is organizing Six State Philatelic Exhibitions at Madhya Pradesh, Uttar Pradesh, Assam, Odisha, Gujarat and Andhra Pradesh, where special emphasis is being given on Azadi Ka Amrit Mahotsav, Cultural Heritage of India, Flora & Fauna, India’s Freedom Struggle etc.

## PHILATELIC EXHIBITIONS

Philatelic Exhibitions bring together stamp collectors and provide them with a platform to showcase their collections. They provide an opportunity to the philatelic community for meaningful exchange of ideas. They are a means to spread the age-old and evergreen hobby of philately and function as catalyst to introduce the youth into the fold of philately. Department organizes philatelic exhibitions at different levels from time to time. Total 22 Philatelic Exhibitions have been conducted by Circles from 01.01.2022 to 31.12.2022 either physically or virtually.



## My Stamp

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

### (I) Personalised My Stamp

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

### (ii) Customised My Stamp

Customised My Stamp is a personalised sheet of Postage Stamps wherein corporates, organisations and institutions can get customised sheets printed. Alongside these customised themed stamps, the organisation may opt for printing of their logo, image of their organisation/institute. 27 Customised My Stamp have been released during 01.01.2022 to 31.12.2022.

## Special Covers:

As part of Azadi ka Amrit Mahotsav, 2 sets of Special Covers on i) Unsung Heroes and ii) GI tagged products have been issued. Approx. 273 Special Covers on Unsung Heroes and GI tagged products have been released by various Circles during January, 2022 to July, 2022. These special covers have been appreciated widely by philatelists and citizens. These special covers have ensured wide publicity to local craft and products of India and will boost the economic well-being of local artisans and rural economy.

The details of Commemorative Postage Stamps released during the period from 1st January, 2022 to 31st December, 2022 are given below:

**TABLE - 8**

Sl. No.	Stamp name	Date of release	No. of stamps	Denomination	Category
1	Permanent Commission to Women Officers in Indian Army	15.01.2022	4	1000 P (2), 1500 P (2)	Defence
2	Department of Health Research	16.01.2022	1	500 p	Institution
3	50 Years of full Statehood of Meghalaya	21.01.2022	1	500 p	Event
4	50 Years of full Statehood of Tripura	21.01.2022	1	500 p	Event
5	50 Years of full Statehood of Manipur	21.01.2022	1	500 p	Event
6	50th Anniversary of ICRISAT	05.02.2022	1	500 p	Institution
7	Delhi Police - Platinum Jubilee	16.02.2022	1	500 p	Institution

8	Joint celebrations of the year of 50th Anniversary of UAE's formation and the 75th Anniversary of the Independence of India	18.02.2022	2	2500 p, 2500 p	Joint issue
9	50 Years of Arunachal Pradesh	20.02.2022	1	500 p	Event
10	President's Fleet Review 2022 Visakhapatnam	21.02.2022	1	500 p	Defence
11	Rashtriya Indian Military College, Dehradun	13.03.2022	1	500 p	Defence
12	36th International Geological Congress	20.03.2022	2	500 p, 10000 p	Event
13	India and Turkmenistan - 30 Years of Partnership (Sankirtana, Kushtdepi)	03.04.2022	2	2500 p, 2500 p	Joint Issue
14	Pandurang Vaman Kane	18.04.2022	1	500 p	Personality
15	Prakash GuruParab Sri Guru Tegh Bahadur Sahib Ji	21.04.2022	1	2500 p	Personality
16	University of Delhi Centenary Year	01.05.2022	1	1000 p	Institution
17	Mumbai Samachar	14.06.2022	1	500 p	Institution
18	Karpatri Maharaj	29.06.2022	1	500 p	Personality
19	44th FIDE Chess Olympiad Chennai 2022	20.07.2022	1	500 p	Event
20	Right to Free Legal Aid	30.07.2022	1	500 p	Theme
21	Journey of The National Flag	02.08.2022	1	7500 p	Theme
22	Ondiveeran	20.08.2022	1	500 p	Personality
23	2nd International Tiger Forum	01.09.2022	1	500 p	Event
24	Sawai Gandharva	11.10.2022	1	500 p	Personality
25	Golden Jubilee of Pincode	12.10.2022	1	500 p	Event
26	90th General Assembly of INTERPOL	18.10.2022	1	500 p	Event
27	Vijay Vallabh Surishwer	26.10.2022	1	500 p	Personality
28	Assam Medical College	03.11.2022	1	500 p	Institution
29	IIT Roorkee	24.11.2022	1	500 p	Institution
30	Pa Togan Nengminza Sangma	12.12.2022	1	500 p	Personality
31	Sardar School Jodhpur	13.12.2022	1	500 p	Institution
32	150th Birth Anniversary of Sri Aurobindo	13.12.2022	1	15000 p	Personality
33	Visamanbapu	31.12.2022	1	500 p	Personality
	<b>Total</b>		<b>39</b>		



Dhai Akhar Letter writing competition in Tamil Nadu



Dhai Akhar Letter writing competition "Vision for India 2047" in TVIS Velammal Vidyalaya, Ponneri





**Release of Customised My Stamp by  
Hon. Prime Minister Shri Narendra Modi at India School of Business**



**Release of Special Cover on NSDL (National Securities Depository Limited)**



Journey of the National Flag CPS



Visit of Kolkata GPO Philatelic Museum & Philatelic Bureau by Class IV students of Modern High School, Kolkata in preparation for AMRITPEX - 2023





Right to free Legal Aid



Visit of Port Blair Philatelic Bureau by school students in preparation for AMRITPEX – 2023



India and Turkmenistan-30 Years of Partnership



A large, abstract graphic on the right side of the page, consisting of several overlapping, curved bands of blue in various shades, extending from the bottom right towards the top right.

# **POST OFFICES SAVINGS SCHEMES**



## CHAPTER-IV

## POST OFFICES SAVINGS SCHEMES

## I Introduction:

Post Office Savings Scheme facility is available since 1882 to the remotest corner of the country. Department of Posts operates small savings schemes on behalf of Ministry of Finance, Government of India. The facility is provided through a network of 1.59 lakh post offices across the country. The operation has moved away from completely manual mode to fully inter-connected mode through which Any Time Any Where Banking is possible.

## II National Savings Schemes :

1. **Post Office Savings Account (SB):** Post Office Savings Bank account can be opened by Single or Joint holders (two adults) with a minimum balance of ₹ 500/-. This account has the facility of regular deposits and withdrawals. ATM, e-banking and Mobile Banking facilities are also available with this account. It offers an attractive rate of interest @ 4% per annum as on 01.01.2023. Interest earned up to ₹ 10,000/- earned in a particular Financial Year is exempted from taxable Income u/s 80TTA of the Income Tax Act.
2. **National Savings Recurring Deposit Account (RD):** Post Office Recurring Deposit Account can be opened by single or joint (up to 3 adults) with a minimum deposit of ₹ 100/- per month or any amount in a multiple of ₹ 10/- for a period of five years. It can be further extended for up-to 5 years. It can be closed prematurely after completion of three years from the date of opening of account and Loan facility is also available after one year of account opening. The current rate of interest is 5.8 % per annum as on 01.01.2023.
3. **National Savings Time Deposit Account (TD):** Post Office Time Deposit Account can be opened by single person or as a joint account (up to 3 adults) holders by depositing a fixed amount initially for a period of one, two, three or five years with a minimum of ₹1000/- without any maximum investment limit. The current rate of interest for one, two, three and five year is 6.6%, 6.8%, 6.9% and 7.0% respectively as on 01.01.2023. TD accounts can be closed prematurely after completion of six months from the date of opening of accounts.
4. **National Savings Monthly Income Account (MIS) Scheme:** Post Office Monthly Income Scheme Account can be opened by single person or as a joint (up to 3 adults) holders by depositing a fixed amount for a period of five years with a minimum deposit of ₹ 1000/- and maximum of ₹ 4.50 Lakh in single account and ₹ 9.00 Lakh in joint account. The current rate of interest is 7.1 % per annum as on 01.01.2023 payable monthly with a facility of automatic transfer of the monthly interest to his/her Post Office Savings Bank Account. These accounts can be closed prematurely after completion of one year from the date of opening of account.
5. **Senior Citizens Savings Scheme Account (SCSS):** Post Office Senior Citizens Savings Scheme Account can be opened by an individual attaining the age of 60 years or on Voluntarily Retirement above the age of 55 years but below 60 or retired Defence Service person attaining the age of 50 as a single or joint (with spouse only) for a fixed sum of five years with minimum deposit of ₹ 1000/- and maximum of ₹ 15 Lakh. The current rate of interest is 8.0 % per annum as on



01.01.2023 is paid quarterly with a facility of automatic transfer of the quarterly interest to his/her Post Office Savings Bank Account. It also has premature closure facility.

6. **Public Provident Fund Account (PPF):** Post Office Public Provident Fund Account can be opened as a single account for a period of 15 years with a minimum of ₹ 500/. It is a long-term deposit scheme which provides for exemption under section 80C of Income Tax Act on a minimum deposit of ₹ 500/- to a total maximum deposit of ₹ 1,50,000/- in a financial year. Only one individual PPF Account can be opened either in post office or bank. Interest earned in PPF Account is exempted from income tax. Loan can be availed on PPF Account from third financial year to sixth financial year. Partial withdrawal is permissible from the seventh financial year from the date of opening of account. The current rate of interest is 7.1% per annum as on 01.01.2023.
7. **Sukanya Samridhi Account (SSA):** Post Office Sukanya Samridhi Account can be opened by guardian of a girl child from the birth till she attains the age of ten years with a minimum deposit of ₹ 250/- to a maximum deposit of ₹ 1,50,000/- in a financial year for a period maximum up to 15 years from the date of opening of account. The current rate of interest is 7.6 percent per annum as on 01.01.2023. Interest earned in SSA Account is exempted from income tax. Up to 50 % withdrawal is permissible after attaining age of 18 years by the girl child or after having passed 10th standard. Maturity period is 21 years from the date of opening. However, account can be closed at the time of marriage of girl child after attaining age of 18 years.



**Opening of Sukanya Samridhi Accounts at Sarvai B.O., Telangana**

8. **National Savings Certificates (VIIIth Issue) (NSC):** National Savings Certificates (VIIIth Issue) can be purchased individually or on behalf of a minor/person with unsound mind or with another adult as joint account with a minimum investment of ₹100/- and without any maximum investment of ₹ 1000 and without any maximum investment limit. The yearly deposit of ₹ 1,50,000 is exempted under section 80 C of the Income Tax Act. The current rate of interest is 7.0% (compounded annually) as on 01.01.2023.

9. **Kisan Vikas Patra (KVP):** Kisan Vikas Patra can be purchased by single person or by Joint (up to 3 adults) holders with a minimum of ₹ 1000/- without any maximum limit. The current rate of interest is 7.2 % (compounded annually) as on 01.01.2023. The deposit amount gets doubled in 120 months i.e. 10 years. KVPs can be encashed prematurely after 2 years and 6 months from the date of purchase.

### III New Initiatives Undertaken:

1. **Core Banking Solution:** The Core Banking Solution (CBS) is part of India Post IT, Modernization Project and was aimed at bringing in various IT solutions with required IT infrastructure in post offices. Department has implemented Core Banking in all Departmental Post Offices. Core Banking Solution through Hand-Held Devices are provided in the Rural Post Offices. All 25085 departmental Post Offices are working on CBS Platform as on 31.12.2022. MIS, SCSS and TD interests are now directly credited into Post Office Savings Account / Bank Account of the account holders. Maturity proceeds of all POSB schemes are directly credited into Post Office Savings Account / Bank Account of the depositor.

- (a) **ATM:** The first ATM service of the Department was inaugurated at Thyagaraya Nagar Head Post Office in Chennai on 25.02.2014. Presently 1000 ATMs are functioning all over the country. These ATMs became interoperable with banks from 31.12.2016. Management of DOP ATM has been handed over to India Post Payments Bank (IPPB) with effect from 30.08.2022.

- (b) **e-Banking:** The Department has provided Internet Banking facility to its customers from 14.12.2018 and the same has been extended to the Branch Post Office Savings Account holders and at present more than 5.76 lakh customers are using this facility.

Internet Banking users can avail the following POSB services:

- ☛ Opening and closing of Recurring Deposit (RD), Time Deposit (TD), Public Provident Fund (PPF), Kisan Vikas Patras (KVP and National Savings Certificate (NSC) Accounts & withdrawal from PPF Account.
- ☛ Fund transfers between Post Office Savings Accounts (POSA) and Bank Accounts through NEFT / RTGS
- ☛ Fund transfer from linked PO Savings Accounts to linked RD Account(s), PPF Account(s), Sukanya Samridhi Yojana (SSY) Account(s), RD Loan Account(s) and PPF Loan account(s).
- ☛ Stopping of cheque payment
- ☛ Payment of PLI & RPLI renewal premium
- ☛ Inquire the account balance, accounts details and view transaction history of TD/MIS/SSA/SCSS/NSC/KVP Schemes
- ☛ View mini-statement of Savings Account, PPF Account and RD Accounts
- ☛ View nominee details, Tax Deduction details, Lien marked in the account, View Stop/Issued cheques, checking of status of used/un-used cheques

- (c) **Mobile Banking:** Customers of Department of Posts are also offered with Mobile Banking facility

from 15.10.2019 & the same has also been extended to the Branch Post Office Savings Account Holders. At present more than 3.67 lakh customers are using this facility.

**Mobile Banking users can avail the following POSB services.**

- ☛ Opening and closing of Recurring Deposit (RD) and Time Deposit (TD) Accounts
  - ☛ Fund transfers between Post Office Savings Accounts (POSA) and Bank Accounts through NEFT / RTGS
  - ☛ Fund transfer from linked PO Savings Accounts to linked RD Account(s), PPF Account(s), RD Loan Account(s) and PPF Loan account(s).
  - ☛ Request for stop payment and revoke payment of cheques
  - ☛ Request for new ATM Card and ATM PIN
  - ☛ Payment of PLI & RPLI renewal premium
  - ☛ View the account balance, details and Transaction history of Savings Account, RD, TD PPF and NSC Accounts
  - ☛ View mini-statement of Savings Account and PPF Account
- (d) **PAN validation:** PAN validation through NSDL was implemented w.e.f 25.01.2022 in Finacle. This facilitate verification of PAN Number given by the customers at the time of opening of new account in Post Office Savings Bank
- (e) **ECS Facility:** Electronic Clearing Service facility has been extended for the Post Office Savings Bank account holders to get the maturity and interest payments directly in their bank accounts.
- (f) **e-Passbook facility:** This facility has been launched on 12.10.2022 for the customers to inquire accounts balance enquiry and get mini statement through an online webpage link - <https://www.indiapost.gov.in/Financial/Pages/Content/Post-Office-Saving-Schemes.aspx>
- (g) System based issuance of consolidated interest certificate across all the accounts of a customer.
- (h) Restriction to link one mobile number with maximum of 5 customer information files (CIF) has been implemented.
2. **Jan Suraksha Schemes:** Jan Suraksha Schemes viz. Pradhan Mantri Suraksha Bima Yojna (PMSBY) and Pradhan Mantri Jeevan Jyoti Bima Yojna (PMJJBY) were launched w.e.f. 07.09.2015 in all CBS Post Offices. The schemes are available to all Post Office Savings Account holders. Atal Pension Yojna (APY) was launched in 808 CBS Head Post Offices from 1st December, 2015 which is further extended to more than 20.6 thousand CBS sub post offices (with NPS Lite Collection Centre registration).
3. **National Pension System (All Citizens Model):** India Post is a point of presence for National Pension System (NPS) (All citizens Model). Any citizen of India between 18 to 65 years of age can join NPS. The pension contributions are invested in various schemes by different Pension Fund Managers appointed by Pension Fund Regulatory and Development Authority (PFRDA) as per the preference of the Subscriber. The facility to open a pension account under this Scheme is available



at all Head Post Offices in the country. The NPS online facility has also been made available to customers w.e.f. 26.04.2022.

#### 4. Other Activities

- (i) **Introduction of PM CARES Scheme for Children, 2021:** PM CARES Scheme for Children, 2021 has been introduced by the GoI, vide Ministry of Finance Gazette Notification no. GSR 723 (E) dated 06.10.2021. Through this Scheme an account of those children (Beneficiary) will be opened who had not attained the age of eighteen years between the period 11.03.2020 to 31.12.2021 and had lost both parents or last surviving parent or both adopted parents or sole legal guardian to COVID-19 pandemic. Under the scheme, a calculated amount is credited in the account of each identified child in such a manner that the corpus for each child becomes ₹ 10 lakhs at the time of attaining 18 years of age. Children are entitled to receive monthly stipend between the age of 18 and 23 years, by investing the corpus of ₹10 lakhs into Monthly Income Scheme of Post Office. They will receive the amount of ₹10 lakh on attaining the age of 23 years. This scheme is being operated by Post Offices only in the country for eligible children, in coordination with District administrations. 4346 such accounts have been opened.
- (ii) **Rollout of NPS Online Services:** Department of Posts, Ministry of Communications (DoP) has been providing the National Pension Scheme (NPS-All Citizen Model Scheme), a voluntary Pension Scheme of Government of India managed by Pension Fund Regulatory and Development Authority (PFRDA) through its designated Post Offices since 2010 through physical process system. Department of Posts has started providing NPS (All Citizen Model) through online mode w.e.f. 26.04.2022. Any Citizen of India in the age group of 18-70 years can avail this online facility by visiting the official website of the Department of Posts ([www.indiapost.gov.in](http://www.indiapost.gov.in)) under the menu head "National Pension System -Online Services"

**The specific link is as below: <https://www.indiapost.gov.in/Financial/Pages/Content/NPS.aspx>**

Facilities like new registration, initial/ subsequent contribution and SIP options under NPS Online are available to the customers at minimum charges for all services. NPS service charge of the Department is amongst the lowest. The subscriber is also eligible for tax deduction in NPS as per declaration made by Ministry of Finance time to time under section 80CCD 1(B). This online facility may be availed by all eligible persons for NPS without physically visiting any post office and to enjoy the hassle-free experience at minimum fee structure. NPS Online facility will go a long way in promoting National Pension Scheme (All Citizen Model) and will ensure a secured and dignified life of people in the country in their old age.

- (iii) **Inter-operability:** Inter-operability solution through **NEFT** was deployed w.e.f. 18.05.2022. **RTGS** was also deployed w.e.f. 31.05.2022, with **IFSC-IPOS0000DOP**
- (iv) The following new initiatives were also undertaken during the financial year 2022-23:
- Improvement in Internet Banking for online opening and closing of Public Provident Fund (PPF), National Savings Certificate (NSC) and Kisan Vikas Patra (KVP)
  - Introduction of e-Passbook facility w.e.f. 12.10.2022

## 5. Milestones reached as on 31.12.2022:

Sl.No.	Name of the Scheme	Number
1.	Post Offices Migrated in CBS Platform (excluding PAOs)	25,085
2.	No. of Post Office ATMs functioning	1,000
3.	Sukanya Samriddhi Accounts (Live Accounts)	2.72 Crore
4.	PMSBY (New /Auto Renewal) Enrolments	21.22 lakh
5.	PMJJBY (New/Auto Renewal) Enrolments	1.43 lakh
6.	APY Enrolments	3.79 lakh
7.	National Pension System (NPS) (All Citizen Model) including NPS Online Services	31,000



Launch of “Fincluvation”, Start-up Innovation for Financial Inclusion by Shri Ashwini Vaishnaw, Minister of Railways, Communications and Electronics & Information Technology



## 6. Statistical Tables

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

TABLE - 9

POST OFFICE SAVINGS SCHEME : PROFILE (AS ON 31.3.2022)		
Name of the Schemes	Number of Accounts	Outstanding Balance Up to March Supp-III (₹ In Crores)
Savings Accounts (including MGNREGA with balance)	8,23,40,469	1,53,786.04
RD Accounts	10,69,97,745	1,56,870.95
TD Accounts	2,10,50,058	2,51,283.53
MIS Accounts	96,52,052	2,35,822.10
PPF Accounts	35,76,964	1,18,347.16
Sr. Citizens Savings Scheme (SCSS)	28,69,127	1,19,328.53
Sukanya Samridhi Account	2,46,63,716	93,431.81
<b>Total</b>	<b>25,11,50,131</b>	<b>11,28,870.12</b>
Savings Certificate		
NSC VIII		1,56,250.80
KVP		1,74,559.98
<b>TOTAL</b>		<b>3,30,810.78</b>
<b>GRAND TOTAL</b>	<b>25,11,50,131</b>	<b>14,59,680.90</b>

\*The outstanding balance does not include the balance under discontinued savings schemes which is ₹1619.62 Cr.

TABLE - 10

ACCOUNTS OF SAVINGS SCHEMES AS ON 31.03.2022								
(in number)								
Circle	Savings Scheme	Recurring Deposit	Time Deposit	Monthly Income Scheme	Senior Citizen	Sukanya Samridhhi Accounts	Public Provident Fund	Total
Andhra Pradesh	4237153	9292800	665980	255403	91449	1126228	81248	15750261
Assam	2259701	1461664	185316	130342	14189	480949	44434	4576595
Bihar	4910112	4344217	1660416	265698	22323	1261002	62194	12525962
Chhattisgarh	1530219	933232	176017	76523	23771	730989	59465	3530216
Delhi	834260	818927	350983	326681	100592	354560	199031	2985034
Gujarat	4340900	4840178	1904358	868177	298872	875476	223770	13351731
Haryana	1610777	1889966	723555	197043	59530	652931	93475	5227277
Himachal Pradesh	2138504	1933634	534421	159371	21027	326699	41577	5155233
Jammu & Kashmir	609952	238104	199233	37739	6345	167897	13382	1272652
Jharkhand	2230699	1870359	367616	175817	29356	379323	34771	5087941
Karnataka	7612536	4451930	623086	378966	272580	2160232	205236	15704566
Kerala	3160541	4211278	453611	197300	119179	871783	119978	9133670
Madhya Pradesh	2508339	7392715	657422	279273	85681	2187619	68102	13179151
Maharashtra	5814122	12103144	1772432	957291	463570	2089364	555007	23754930
North East	849869	665502	92186	58494	10290	138255	9140	1823736
Odisha	3759421	4927844	989034	238711	69310	1022675	50827	11057822
Punjab	1789533	2214752	1060171	334694	101585	578527	178431	6257693
Rajasthan	2617011	4762350	824934	312494	117286	1522331	331057	10487463
Tamil Nadu	7426917	14521575	2263343	497121	383618	2708587	653207	28454368
Telangana	4175228	3204338	185155	151973	85057	772780	57071	8631602
Uttar Pradesh	7012865	14801202	1941013	747873	109717	2746516	241084	27600270
Uttarakhand	1562070	1653700	433638	147419	23489	445037	44634	4309987
West Bengal	9346555	4445396	2986132	2857619	360311	1063950	209842	21269805
Base P.O.	3185	18938	6	30	0	6	1	22166
<b>Total</b>	<b>82340469</b>	<b>106997745</b>	<b>21050058</b>	<b>9652052</b>	<b>2869127</b>	<b>24663716</b>	<b>3576964</b>	<b>251150131</b>

TABLE – 11

## OUTSTANDING BALANCE OF SAVINGS SCHEMES AS ON 31.03.2022

(₹ in corers)

Circle	Savings Scheme	Recurring Deposit	Time Deposit	Monthly Income Scheme	Senior Citizen	Sukanya Samridhhi Accounts	Public Provident Fund	Total
Andhra Pradesh	3994.82	7598.76	7857.38	10641.11	4742.63	6611.62	2608.11	44054.41
Assam	5436.45	3545.41	2910.68	4313.00	847.13	997.00	1390.53	19440.19
Bihar	9143.56	8153.81	14087.05	8598.61	880.63	3254.71	1690.62	45808.98
Chhattisgarh	2692.80	3595.89	2813.25	2678.15	1437.64	1193.22	1040.98	15451.94
Delhi	5181.01	4614.10	11578.49	6968.78	5441.96	2933.38	17178.27	53895.97
Gujarat	8817.30	5512.37	24689.78	15818.29	11444.10	2570.33	10851.65	79703.83
Haryana	4878.89	6507.62	8434.82	4758.77	3035.38	4270.23	5388.91	37274.62
Himachal Pradesh	5099.45	6087.31	3977.18	5032.01	1275.81	1669.77	2193.75	25335.30
Jammu & Kashmir	1667.88	1059.23	3301.27	1523.33	515.06	900.68	490.76	9458.21
Jharkhand	1332.09	2127.44	4676.11	6540.52	1673.75	1646.40	731.45	18727.75
Karnataka	-2343.77	7116.47	10150.00	8683.75	12367.18	10821.64	7302.80	54098.07
Kerala	5221.29	11469.79	3320.13	3692.91	4142.69	3751.99	1483.72	33082.52
Madhya Pradesh	8621.47	8468.86	6632.29	5749.74	3721.12	3106.95	2575.21	38875.64
Maharashtra	15976.59	8546.62	22051.76	33734.72	20469.10	8307.83	14883.10	123969.72
North East	2119.12	1533.51	1502.35	1438.51	514.23	325.92	188.04	7621.68
Odisha	6830.41	6568.88	7713.97	5174.69	2911.98	3067.29	1014.53	33281.74
Punjab	6307.61	6967.22	15484.06	7793.78	4968.83	2922.20	11947.73	56391.43
Rajasthan	7281.21	11656.18	9913.26	8447.87	5456.70	4584.43	8788.82	56128.48
Tamil Nadu	18380.77	9155.65	11752.62	13542.56	12523.71	11791.57	7947.48	85094.35
Telangana	-6054.05	824.18	3832.99	571.64	2478.39	3654.73	898.66	6206.54
Uttar Pradesh	16320.30	20158.19	25803.78	20803.42	5164.57	9513.91	8842.73	106606.89
Uttarakhand	4449.49	4852.71	4345.12	4616.02	1345.71	2244.86	1853.00	23706.90
West Bengal	22295.26	10461.49	44226.21	54415.51	11925.57	3222.78	6958.96	153505.78
Base P.O.	136.10	289.29	229.00	284.41	44.64	68.37	97.36	1149.17
<b>Total</b>	<b>153786.04</b>	<b>156870.95</b>	<b>251283.53</b>	<b>235822.10</b>	<b>119328.53</b>	<b>93431.81</b>	<b>118347.16</b>	<b>1128870.12</b>



# **COLLABORATIONS AND TIE-UPS**







## CHAPTER-V

## COLLABORATIONS AND TIE-UPS

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

In order to provide passport services to citizens on a larger scale and to ensure wider area coverage for the benefits of the citizens, Department of Posts (DoP) and Ministry of External Affairs (MEA) have mutually agreed for leveraging the network of Post Office as Passport Seva Kendras. Pilot project for this joint venture commenced on 25th January, 2017 at Metagali Post Office Mysuru, Karnataka and at Dahod Head Post Office, Gujarat. It has been mutually decided to set up 491 POPSKs in a phased manner. Out of these a total of 430 POPSKs have been made operational which include 65 POPSKs operating in the Aspirational Districts.

Period	No. of Passport applications processed
01.01.2022 to 31.12.2022	27,55,645



Felicitation of Sukanya Samridhi Account beneficiary at Lucknow GPO, by Minister of Railways, Communications and Electronics & Information Technology Shri Ashwini Vaishnaw

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

- 1 In the year 2017, Department of Posts was mandated by the Government of India to set up Aadhaar Enrolment cum Updation Centres in Post Offices. First Aadhaar Enrolment cum Updation Centre was opened at Lucknow on 30.06.2017. As on date, 13,352 Aadhaar Enrolment cum Updation

Centres are functioning in Post Offices across the country with an aim to provide Aadhaar services in the vicinity of the citizen residential localities/workplace. Out of 13,352 Aadhaar Centres, 1166 Aadhaar Centres are operational in Aspirational Districts. Facility of Aadhaar Centres has brought convenience to the residents in generating new Aadhaar and also updating their Aadhaar cards in case of any change/mismatch in addresses etc.

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

### (a) Aadhaar Enrolment:

The Enrolment process involves electronic capture of demographic and biometric information of the residents.

### (b) Aadhaar Updation:

(i) Demographic Updation such as Name, Email ID, Mobile Number, Address, Date of Birth etc.

(ii) Biometric Updations, facial image, finger prints and Iris are updated through Post Offices.

3 In order to reach out to masses even in the remote areas of the country, India Post has provided Mobile/Laptop Aadhaar kits to the Post Offices. As a result of these Aadhaar Mobile/laptop kits, now Aadhaar updation/enrolments can be done even in Camp mode, thus helping the masses residing in remote areas especially DBT beneficiaries in receiving the benefits of different Government Schemes.

Period	No. of Aadhaar Enrolments	No. of Aadhaar Updation
01.01.2022 to 31.12.2022	47,38,057	1,58,70,612



Department of Posts providing Aadhaar services at North East Summit in Guwahati, Assam





**Mobile number updation in Aadhar at Suryapet H.O., Telangana**

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

A MoU was signed between Department of Posts and Ministry of Railways on 31.07.2007 to extend the facility of railway ticket reservation through the network of Post Offices across the country. 307 IP-PRS centres are functional across the country.

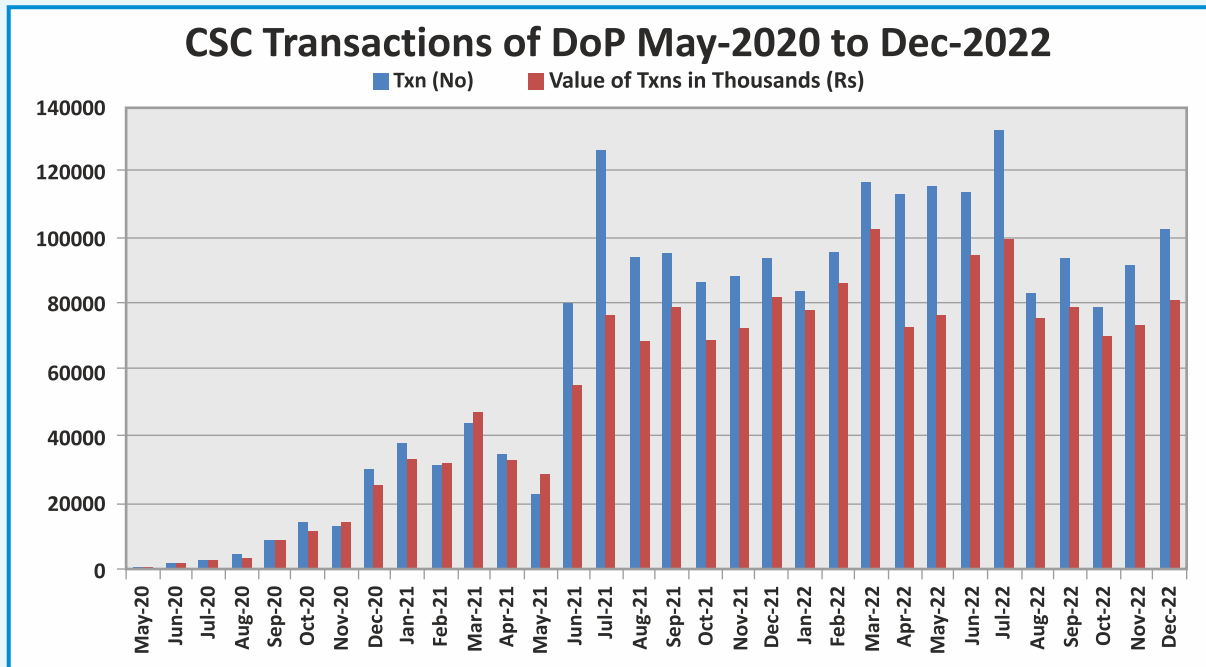
**(d) International Money Transfer - Western Union**

The Service enables instant international money remittance to customers in India sent from around 195 countries on a real time basis. India Post is operating this Service in association with Western Union from more than 16,000 post office locations all across the country.

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

The CSC Services through Post Offices commenced as pilot in May, 2020 with 22 Post Offices from 11 Circles. 1,21,133 Post Offices as Post Office Common Service Centres (PO CSC) and 1,37,873 Operators have been on-boarded as on 31.12.2022. Since inception, 21.50 lakhs CSC transactions with a value of ₹175.36 crore have been rendered as on 31.12.2022. CSC Services offered from Post Office counters may be divided into two categories:

- G2C Services such as Pradhan Mantri Street Vendors' Atmanirbhar Nidhi Yojana (PM SVANidhi), Pradhan Mantri Jan Arogya Yojana (Ayushman Bharat), Pradhan Mantri Shram Yogi Maan-dhan Yojana (PM-SYM), Pradhan Mantri Laghu Vyapari Maan-dhan Yojana (PM-LVM), e-District Services and Fasal Bima Yojana etc.
- B2C Services such as, Utility bill payments for electricity, gas, water bills, premium collection for Life and General Insurance, third party EMI collection and travel services for flights, trains and buses etc.



Month	Txn (No)	Value of Txns in Thousands (₹)
May-20	693	810.38
Jun-20	2074	2390.92
Jul-20	2642	2705.13
Aug-20	5032	4154.13
Sep-20	8961	9217.26
Oct-20	14564	12049.22
Nov-20	14259	14937.64
Dec-20	30760	26210.79
Jan-21	38785	33167.99
Feb-21	31624	32024.76
Mar-21	44890	47575.71
Apr-21	35090	33319.20
May-21	22927	29605.26
Jun-21	81084	56231.66
Jul-21	126761	76821.71
Aug-21	94487	69394.69
Sep-21	95828	79208.11
Oct-21	86701	69938.99
Nov-21	89213	73331.31



Dec-21	94928	82752.65
Jan-22	84481	78779.12
Feb-22	96619	86883.82
Mar-22	117233	103429.69
Apr-22	113690	73052.49
May-22	116101	77079.88
Jun-22	114352	95153.20
Jul-22	132651	100121.93
Aug-22	83832	76334.95
Sep-22	94470	80001.15
Oct-22	79732	71065.15
Nov-22	92428	74355.03
Dec-22	103066	81540.87



# **FINANCIAL MANAGEMENT**

The background features a light blue gradient. On the right side, there are several overlapping, curved shapes in various shades of blue, ranging from a deep cerulean to a very light sky blue, creating a dynamic, modern aesthetic.



## CHAPTER-VI

# FINANCIAL MANAGEMENT

The total revenue, including remuneration for Saving Bank & Saving Certificate work earned from January 2022 to December 2022 was ₹ 11009.13 crore and the amount received from other Ministries/ Departments as Agency Charges (recoveries) were ₹ 1506.38 crore. Gross working expenditure was ₹ 31702.79 crore. Deficit of the department was ₹ 19187.28 crore.

TABLE-12

REVENUE & EXPENDITURE					
(₹ in Crore)					
Particulars	Actual			Anticipated	
	2021-22	Jan 2022 to Mar 2022	April 2022 to Dec. 2022	Total (Jan 2022 to Dec 2022)	Jan 2023 to March, 2023
<b>Revenue</b>					
Sale of Stamps	158.61	48.03	114.73	162.76	49.54
Postage Realised in Cash	3497.8	835.01	2755.16	3590.17	1185.64
Commission on Money Orders and Indian Postal Orders etc	118.02	34.86	59.16	94.02	26.46
Remuneration for Saving Bank /Saving Certificates Work \$	6114.48	1528.62	4680.54	6209.16	2090.78
* Other Receipts	971.89	614.22	338.80	953.02	155.07
<b>Total</b>	<b>10860.80</b>	<b>3060.74</b>	<b>7948.39</b>	<b>11009.13</b>	<b>3507.49</b>
<b>Expenditure</b>					
General Administration	1669.98	370.68	1396.61	1767.29	546.54
Operation	17476.61	2536.29	14972.96	17509.25	5874.47
Agency Services	408.67	103.66	324.09	427.75	125.6
**Others	11368.8	2479.31	9519.19	11998.5	3759.8
Total Gross Expenditure	30924.06	5489.94	26212.85	31702.79	10306.41
Less Recoveries	1202.63	1170.85	840.77	1506.38	312.84
Net Expenditure	29721.43	4319.09	25372.08	30196.41	9993.57
Deficit (Net Exp - Revenue)	18860.63	1258.35	17423.69	19187.28	6486.08



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

\*\* This includes Audit & Accounts, Civil Engineering, Amenities to staff, Stationary & Printing etc.

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

TABLE-13

Recovery of Working Expenses on Account of Agency Services						
(₹ in Crore)						
Sl. No.	Head of Account	Actual			TOTAL (Jan 2022 to Dec. 2022)	Anticipated Jan, 23 to March, 23
		2021-22	Jan 2022 to March (Final) 2022	April 2022 to Dec. 2022		
1	Payment of Coal Mines and EPF/Family pension and misc services (DOT/BSNL/MTNL)	21.17	11.23	3.37	14.60	1.50
2	Payment of Railway Pension	2.92	1.56	1.39	2.95	0.50
3	Postal Life Insurance	851.56	561.71	775.10	1336.81	285.12
4	Custom Duty Realisation	6.57	6.52	0.003	6.52	0.00
5	*Others	320.41	84.59	60.91	145.50	25.7
	<b>Total</b>	<b>1202.63</b>	<b>665.61</b>	<b>840.77</b>	<b>1506.38</b>	<b>312.84</b>

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

The earnings of the Department are in the form of 'Recoveries' and 'Revenue Receipts'. The item 'Recoveries' mentioned in Table represents the amount of commission earned by the Department for Agency Functions done on behalf of other Departments and organizations and Revenue Receipts are on account of sale of Postal articles, commission on money orders and Indian.

### Capital Outlay:

The expenditure on fixed assets for the year 2021-22 was 685.55 Crore, out of which 9.32% was on Land and Buildings, 88.01% on Mechanization and Modernization of Postal Services and 2.67% on Mail Motor Vehicles and others.



# **ACTIVITIES UNDER OTHER FUNCTIONAL DIVISIONS**



## CHAPTER-VII

# ACTIVITIES UNDER OTHER FUNCTIONAL DIVISIONS

### (a) Postal Network

1. The Department of Posts, with its network of **159251 Post Offices as on 31.03.2022**, is the largest postal network in the world.
2. Opening of new post offices is an ongoing process. New post offices are generally opened through redeployment of posts and relocation of post offices to increase access to postal network in needy and justified areas based on norms. In addition, new post offices have been opened in Left Wing Extremism affected areas by creation of new posts. 3007 new Post offices were opened during FY 2021-22 (including 2849 BOs in Left Wing Extremism areas) and infrastructure provided to 815 Post Offices during the same period.
3. Even though India has the largest postal network in the world, there continues to be a demand for opening of post offices. When laid down norms do not justify opening of a new post office, demand of postal services in such area is effectively met through the Franchisee Scheme and Panchayat Sanchar Sewa Yojana (PSSY) Scheme of the Department. As on 31.03.2022, 1614 Franchisee Outlets and 820 Panchayat Sanchar Sewa Kendras (PSSKs) were functional in the country to provide basic counter facilities in uncovered areas.
4. The information in respect of the number of post offices, the number of Panchayat Sanchar Sewa Kendras (PSSK), Franchise Outlets (FO) and the number of urban and rural letter boxes are presented in the following Table:

TABLE - 14

Circle	DISTRIBUTION OF RURAL AND URBAN POST OFFICES AS ON 31.03.2022														
	Departmental Post Office						Gramin Dak Sewak Post Office						Total Post Office		
	Head Post Office			Sub Post Office			Total			Branch Post Office			Total		
	Rural	Urban	Total	Rural	Urban	Total	Rural	Urban	Total	Rural	Urban	Total	Rural	Urban	Total
Andhra Pradesh	5	52	57	964	548	1512	969	600	1569	8906	134	9040	9875	734	10609
Assam	0	19	19	369	208	604	396	227	623	3298	84	3382	3694	311	4005
Bihar	0	33	33	669	373	1042	669	406	1075	8181	46	8227	8850	452	9302
Chhattisgarh	0	10	10	101	242	343	101	252	353	3901	45	3946	4002	297	4299
Delhi	0	12	12	6	361	367	6	373	379	74	56	130	80	429	509
Gujarat	0	32	32	616	558	1174	616	590	1206	7485	147	7632	8101	737	8838
Haryana	0	16	16	186	306	492	186	322	508	2142	47	2189	2328	369	2697
Himachal Pradesh	3	15	18	356	97	453	359	112	471	2312	12	2324	2671	124	2795
Jammu & Kashmir	0	9	9	86	168	254	86	177	263	1403	29	1432	1489	206	1695
Jharkhand	0	13	13	269	185	454	269	198	467	3527	37	3564	3796	235	4031
Karnataka	0	58	58	841	799	1640	841	857	1698	7765	158	7923	8606	1015	9621
Kerala	3	49	52	957	500	1457	960	549	1509	3202	352	3554	4162	901	5063
Madhya Pradesh	0	43	43	319	653	972	319	696	1015	7665	111	7776	7984	807	8791
Maharashtra	1	60	61	1024	1132	2156	1025	1192	2214	11369	102	11471	12394	1294	13688
North East	0	9	9	191	142	333	191	151	342	2485	86	2571	2676	237	2913
Odisha	0	35	35	675	502	1177	675	537	1212	7217	61	7278	7892	598	8490
Punjab	0	22	22	332	399	731	332	421	753	3082	18	3100	3414	439	3853
Rajasthan	1	46	47	729	538	1267	730	584	1314	8947	26	8973	9677	610	10287
Tamil Nadu	1	93	94	1328	1176	2504	1329	1269	2598	8934	333	9267	10263	1602	11865
Telangana	1	35	36	401	388	789	402	423	825	5270	113	5383	5672	536	6208
Uttar Pradesh	0	72	72	905	1571	2476	905	1643	2548	15086	256	15342	15991	1899	17890
Uttarakhand	0	13	13	179	203	382	179	216	395	2247	80	2327	2426	296	2722
West Bengal	0	47	47	784	939	1723	784	986	1770	7158	152	7310	7942	1138	9080
Total	15	793	808	12314	11988	24302	12329	12781	25110	131656	2485	134141	143985	15266	159251

Source : Planning Section



TABLE - 15

CLASSIFIED FUNCTION-WISE DISTRIBUTION OF POST OFFICES AS ON 31.3.2022 (in number)					
Circle	Total Post Office	Night Post Offices	Post Office with full range of services	Post Office without delivery	Delivery Post Offices
Andhra Pradesh	10609	11	10190	419	10190
Assam	4005	1	623	104	3901
Bihar	9302	6	1075	235	9067
Chhattisgarh	4299	2	353	86	4213
Delhi	509	16	379	284	225
Gujarat	8838	6	4862	222	8616
Haryana	2697	1	314	202	2495
Himachal Pradesh	2795	0	2795	39	2756
Jammu & Kashmir	1695	0	263	73	1622
Jharkhand	4031	1	467	97	3934
Karnataka	9621	3	9026	486	9135
Kerala	5063	6	4806	255	4808
Madhya Pradesh	8791	5	8791	293	8498
Maharashtra	13688	7	61	1108	12580
North East	2913	1	2873	40	2873
Odisha	8490	0	1212	304	8186
Punjab	3853	5	524	235	3618
Rajasthan	10287	5	9978	325	9962
Tamil Nadu	11865	14	11865	1043	10822
Telangana	6208	8	6208	207	6001
Uttar Pradesh	17890	9	2669	1043	16847
Uttarakhand	2722	0	395	108	2616
West Bengal	9080	6	1161	732	8348
Total	159251	113	80890	7940	151313

TABLE - 16

PANCHAYAT SANCHAR SEWA KENDRAS AND FRANCHISE OUTLET AS ON 31.03.2022		
(in number)		
Circle	Panchayat Sanchar Sewa Kendra	Franchise Outlet
Andhra Pradesh	2	67
Assam	3	10
Bihar	434	151
Chhattisgarh	1	25
Delhi	0	191
Gujarat	1	26
Haryana	16	57
Himachal Pradesh	9	4
Jammu & Kashmir	18	21
Jharkhand	34	203
Karnataka	1	31
Kerala	0	0
Madhya Pradesh	25	56
Maharashtra	13	87
North East	4	34
Odisha	18	83
Punjab	0	61
Rajasthan	1	24
Tamil Nadu	5	72
Telangana	0	41
Uttar Pradesh	224	269
Uttarakhand	11	50
West Bengal	0	51
Total	820	1614

TABLE - 17

LETTER BOX, POST BOX AND POST BAG AS ON 31.03.2022						
Circle	Letter Box			Post Box rented to public	Post Bag rented to public	Post Box cum Bags rented to public
	Urban	Rular	Total			
Andhra Pradesh	4355	24423	28778	415	19	1
Assam	795	5005	5800	246	0	0
Bihar	1828	14036	15864	27	8	2
Chhattisgarh	2952	12560	15512	60	2	0
Delhi	716	7	723	268	16	9
Gujarat	4445	18655	23100	2654	32	5
Haryana	924	4805	5729	185	2	1
Himachal Pradesh	678	5794	6472	57	2	0
Jammu & Kashmir	580	3661	4241	1717	96	0
Jharkhand	1028	9378	10406	303	0	0
Karnataka	5543	19596	25139	3790	86	49
Kerala	2695	6785	9480	3296	308	250
Madhya Pradesh	3193	26202	29395	362	101	25
Maharashtra	6428	32352	38780	5133	160	5
North East	720	2917	3637	3028	0	0
Orissa	1522	12411	13933	305	4	6
Punjab	2414	11267	13681	478	4	2
Rajasthan	3349	23446	26795	1134	32	0
Tamil Nadu	7399	20672	28071	2857	133	104
Telangana	2660	11152	13812	219	18	51
Uttar Pradesh	5889	40805	46694	371	17	18
Uttarakhand	1806	5369	7175	150	6	3
West Bengal	3001	17766	20767	385	93	0
Total	64920	329064	393984	27440	1139	531

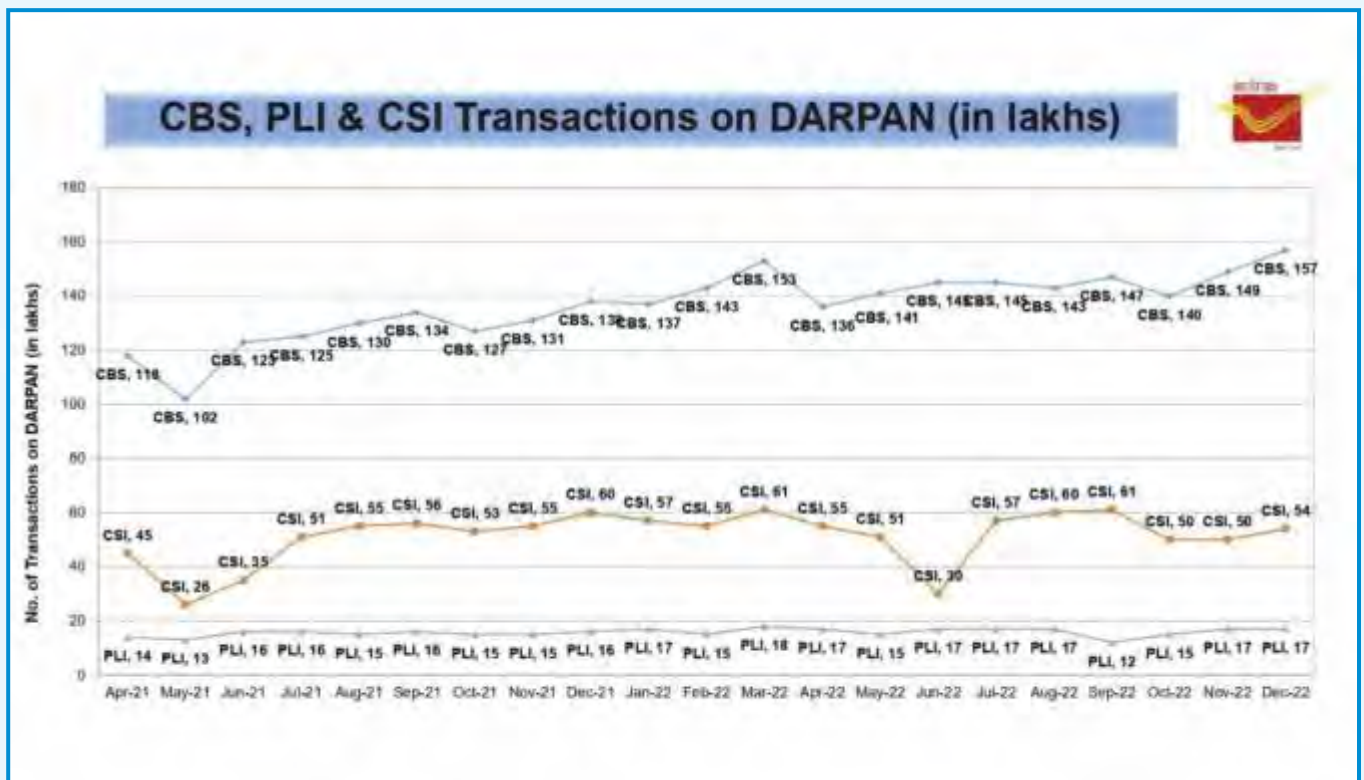
Source : Planning Section and Postal Circles

TABLE - 18

POSTAL AND RAILWAY MAIL SERVICE FUNCTIONAL UNITS AS ON 31.03.2022						
(in number)						
Circle	Postal Divisions	Railway Mail Service Divisions	Postal Store Depots	Circle Stamp Depots	Railway Mail Service Sorting Offices	Railway Mail Service Record Offices
Andhra Pradesh	28	4	1	0	14	15
Assam	9	2	1	0	11	11
Bihar	24	4	1	0	18	17
Chhattisgarh	6	1	1	0	4	4
Delhi	6	3	1	0	6	3
Gujarat	25	3	1	0	19	19
Haryana	9	2	1	0	12	12
Himachal Pradesh	9	1	1	0	6	6
Jammu & Kashmir	6	1	1	0	2	2
Jharkhand	9	2	1	0	10	10
Karnataka	33	3	1	0	27	24
Kerala	24	3	1	0	24	21
Madhya Pradesh	22	3	1	0	10	10
Maharashtra	41	7	2	1	47	33
North East	7	0	1	0	0	0
Odisha	22	3	1	0	18	19
Punjab	13	2	1	0	9	10
Rajasthan	25	3	1	0	15	15
Tamil Nadu	43	6	2	0	38	33
Telangana	16	2	1	0	13	9
Uttar Pradesh	45	7	2	0	40	37
Uttarakhand	7	1	1	0	3	3
West Bengal	28	6	1	0	26	26
Total	457	69	26	1	372	339

**(b) Rural Business**

- Under the Digital Advancement of Rural Post Office for A New India (DARPAN) project, Department of Posts has provided SIM-based Point of Sale (POS) handheld devices to 1,29,854 Branch Post Offices all over the country for carrying out online postal, financial and insurance transactions. Online deposit and withdrawal of money on Core Banking System (CBS), disbursement of Direct Benefit Transfer (DBT) and other social sector schemes, booking of registered & speed post articles and money orders, premium collection of Postal Life Insurance (PLI) / Rural Postal Life Insurance (RPLI) are being done through these handheld Point of Sale(POS) devices, thereby giving a boost to digital transactions in rural areas of the country. As on 31.12.2022, a total of 92.88 crore online transactions involving an amount of ₹ 1,32,798.85 crores have taken place through these handheld POS devices.





### (c) Estates Management

1. There are 25,110 Departmental Post Offices in 23 Postal Circles spanning across the length and breadth of the country, out of which 4,580 post offices are functioning in departmental buildings, 19,451 in rented buildings and the rest are functioning in rent free accommodations.
2. Construction of 44 new postal buildings, renovation of 60 postal offices, maintenance/renovation of 10 heritage buildings and construction of 8 rainwater harvesting systems, were completed during the financial year 2021-22. In addition to these, construction of 4 ramps and rails under Sugamya Bharat Abhiyan were also completed during the FY 2021-22. Under Swachhta Action Plan activities related to Portable Water Management, Solid Waste Management, Sanitization and disinfection of office premises with special attention to the prevailing COVID-19 pandemic are being regularly carried out.
3. During the FY 2022-23 (from 1st April, 2022 to 31st December, 2022), construction of 36 new post office buildings and renovation of 15 postal offices have been completed. It is anticipated that construction of 26 more buildings will be completed by the end of FY 2022-23.
4. The Department has been actively engaged in developing infrastructure by constructing new buildings for postal operations, maintenance of the existing buildings and restoration of the heritage buildings. As a part of the sustainable development programme, the Department is giving due attention to installation of Solar Power and Rain Water Harvesting system in both the new and existing buildings. Ramp & rails for differently-abled persons and senior citizens, under Sugamya Bharat Abhiyan and separate toilets, crèches and retiring rooms for ladies are being constructed.
5. Further, to improve the post office infrastructure, the Department has initiated construction of Post Offices, on available vacant plots of land of the Department, with basic facilities of toilets, ramps, counters, etc. The construction cost of these Post Offices will be lesser, as it will use locally available material as per the CPWD norms, standard designs etc. To make postal buildings environment friendly energy efficient, activities like Installation of Solar Power Packs, installation of LEDs are being carried out under the scheme of Estates Management. Keeping in view the green initiative and to ensure sustainability of ground water level, rain water harvesting structures are being constructed in the existing departmental buildings wherever feasible

TABLE - 19

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

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

TABLE - 20

DEPARTMENTAL AND RENTAL BUILDINGS AS ON 31.03.2022												
Circle	Departmental buildings			Rented buildings			Rent-Free buildings			TOTAL		
	Postal	Railway Mail Service	Other units	Postal	Railway Mail Service	Other units	Postal	Railway Mail Service	Other units	Deptt.	Rented building	Rent-free buildings
Andhra Pradesh	169	1	4	1321	30	6	81	0	0	174	1357	81
Telangana	155	7	3	610	9	0	67	6	0	165	619	73
Assam	164	11	4	438	13	4	23	8	0	179	455	31
Bihar	176	2	15	783	37	3	109	5	1	193	823	115
Chhattisgarh	43	0	2	285	4	1	25	0	0	45	290	25
Delhi	121	2	6	204	7	0	36	2	0	129	211	38
Gujarat	311	3	4	863	14	8	32	1	0	318	885	33
Daman & Dadra Nagarhaveli (UT)	3	0	0	3	0	0	0	0	0	3	3	0
Diu (UT)	0	0	0	1	0	0	0	0	0	0	1	0
Haryana	83	0	0	361	12	0	64	0	0	83	373	64
Himachal Pradesh	77	1	5	376	6	3	21	0	0	83	385	21
Jharkhand	67	4	0	340	13	2	62	0	0	71	355	62
Jammu & Kashmir	34	1	0	203	0	0	23	0	0	35	203	23
Karnataka	409	11	39	1219	15	0	86	0	0	459	1234	86
Kerala including Lakshwadeep	251	4	3	1210	21	15	47	0	0	258	1246	47
Madhya Pradesh	198	3	0	716	8	3	102	0	1	201	727	103
Maharashtra	363	25	10	1642	45	0	118	1	0	398	1687	119
Goa	16	3	0	79	3	0	9	0	0	19	82	9
Meghalaya	19	0	5	36	0	0	12	0	0	24	36	12
Mizoram	12	0	0	25	0	0	3	0	0	12	25	3
Manipur	8	0	0	44	0	0	3	0	0	8	44	3
Nagaland	11	0	0	25	0	0	6	0	0	11	25	6
Arunachal Pradesh	23	0	0	14	0	0	14	0	0	23	14	14
Tripura	21	0	0	48	0	0	14	0	0	21	48	14
Orissa	166	3	0	925	24	0	126	6	0	169	949	132
Punjab	108	1	5	467	5	1	81	0	0	114	473	81
Chandigarh	30	0	1	45	0	0	18	0	0	31	45	18
Rajasthan	371	13	1	798	23	0	145	5	0	385	821	150
Tamil Nadu	283	6	9	2149	28	6	81	0	0	298	2183	81
Pondicherry	9	0	0	68	0	0	5	0	0	9	68	5
Uttar Pradesh	315	8	6	2009	54	6	220	0	0	329	2069	220
Uttarakhand	53	0	2	301	2	6	40	0	0	55	309	40
West Bengal	213	10	38	1355	9	21	110	9	1	261	1385	120
Sikkim	6	0	0	12	0	0	5	0	0	6	12	5
A&N Islands	11	0	0	6	3	0	5	2	0	11	9	7
TOTAL	4299	119	162	18981	385	85	1793	45	3	4580	19451	1841

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

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



**Virtual inauguration of Raiganj Head Post Office  
and Uttar Dinajpur Postal Division Office  
by Shri Devusinh Chauhan, Minister of State for Communications**



**World's Highest Post Office at Hikkim, Himachal Pradesh**



## (d) IT Modernization

### I. Background

The Union Cabinet has given its approval for Department of Posts' IT Modernization Project 2.0 with an outlay of Rs 5,785 Crores. Department of Posts through the IT Modernization Project 2.0 wishes to achieve the following:

- (a) Consolidate on the technological gains made by the implementation of IT Modernization Project 2012. IT Modernization Project 2012 enabled Department to connect with its customers on real time basis for most business services and digitized most of its internal functions.
- (b) Undertake opportunities for technology transition and technology refresh because of the ever growing expectations especially the need for faster information exchange.
- (c) Create a platform to meet futuristic business and technological requirements through enhanced integration between the internal business units and external entities.
- (d) IT 2.0 envisages use of technology as a means to achieve the ultimate goal of efficient service delivery.

#### **The current status of the IT Modernization 1.0 is furnished below:-**

- (a) The Department has moved from stand-alone local server-based operations to a uniform central server-based operation. The primary Data centre is operational from 03.04.2013 at Navi Mumbai. The Disaster Recovery Centre was powered on at Mysore on 15.05.2015.
- (b) The network connectivity through a Wide Area Network (WAN) has been established at 26,643 Departmental locations, thereby enabling these offices to serve the public through centralized applications that exchange data with the central Data Centre.
- (c) 25110 Departmental Post Offices are providing Core Banking Services (CBS) to the Post Office Savings Bank (POSB) customers. 1000 ATMs have been installed, with at least one in each District Headquarters. These ATMs are inter-operable with other banks. Internet banking services, (e-banking) have been made available for POSB customers from 14.12.2018. Through the e-banking facility, POSB account holders can make deposits into Sukanya Samridhi Yojana (SSY) and the Post Office Public Provident Fund (PPF) accounts online from their POSB savings account. The POSB customers have also been provided with the facility of Mobile Banking from 15.10.2019.
- (d) Postal life insurance (PLI) services are being provided through Core Insurance Solution (CIS) in 25406 Departmental Post Offices.
- (e) Under the Core System Integrator project, the Department has digitalized all the postal, mails and counter operations of the offices on a single, central server-based platform. Further, it has also digitalized the finance & accounts and human resource management functions of the Department on the online, SAP based platform.
- (f) As part of the Digital Advancement of Rural Post Offices for a new India (DARPAN) project, solar-powered, micro ATM compliant, SIM-based hand-held devices have been supplied to 129847 Branch Post Offices.
- (g) As part of the Project, all the Departmental Post Offices have been computerized.
- (h) The Department has supplied computers, hardware and peripherals to Mail Offices and smart-phones to Postmen staff under Mail Operation Hardware Project.

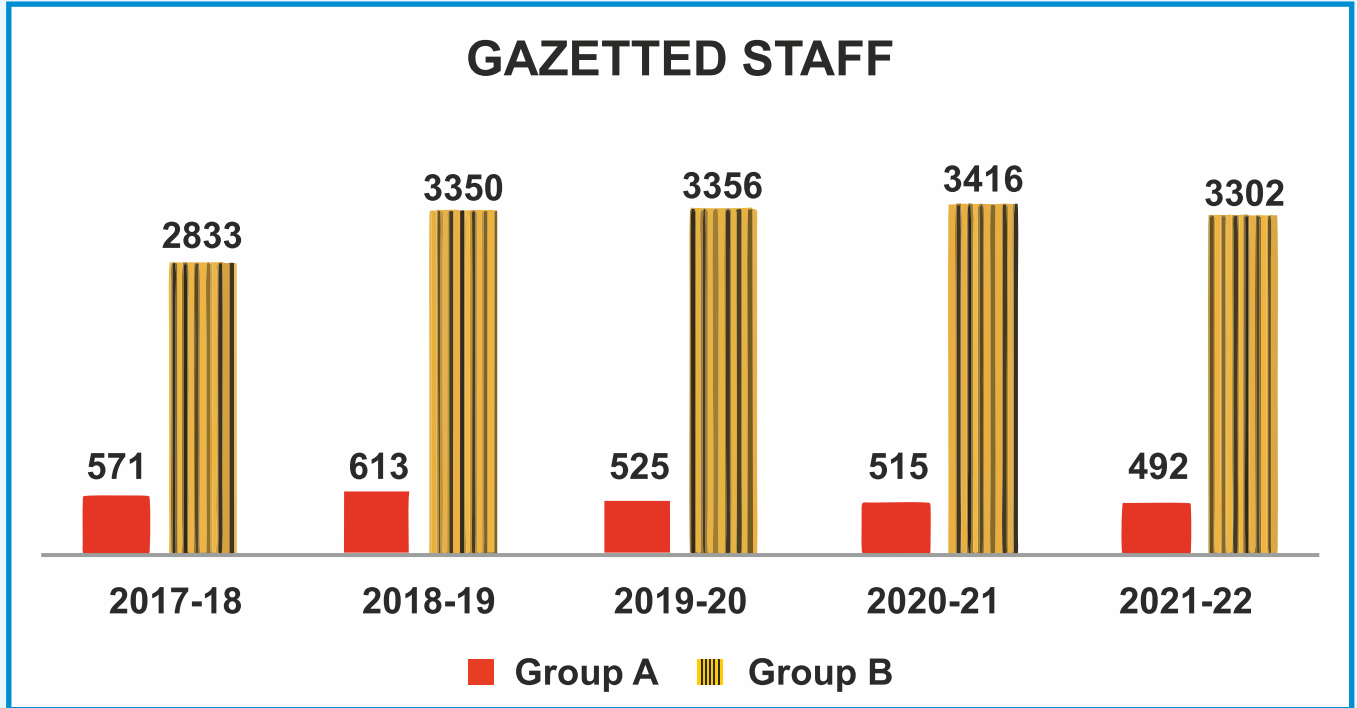
## (e) Personnel Management

- 1.1 As on 31st March, 2022, there is a total of 4,03,678 employees in the Department of Posts, of which, 1,67,065 are Departmental Employees and 2,36,613 are Gramin Dak Sewaks (GDSs). The category-wise details are as under:

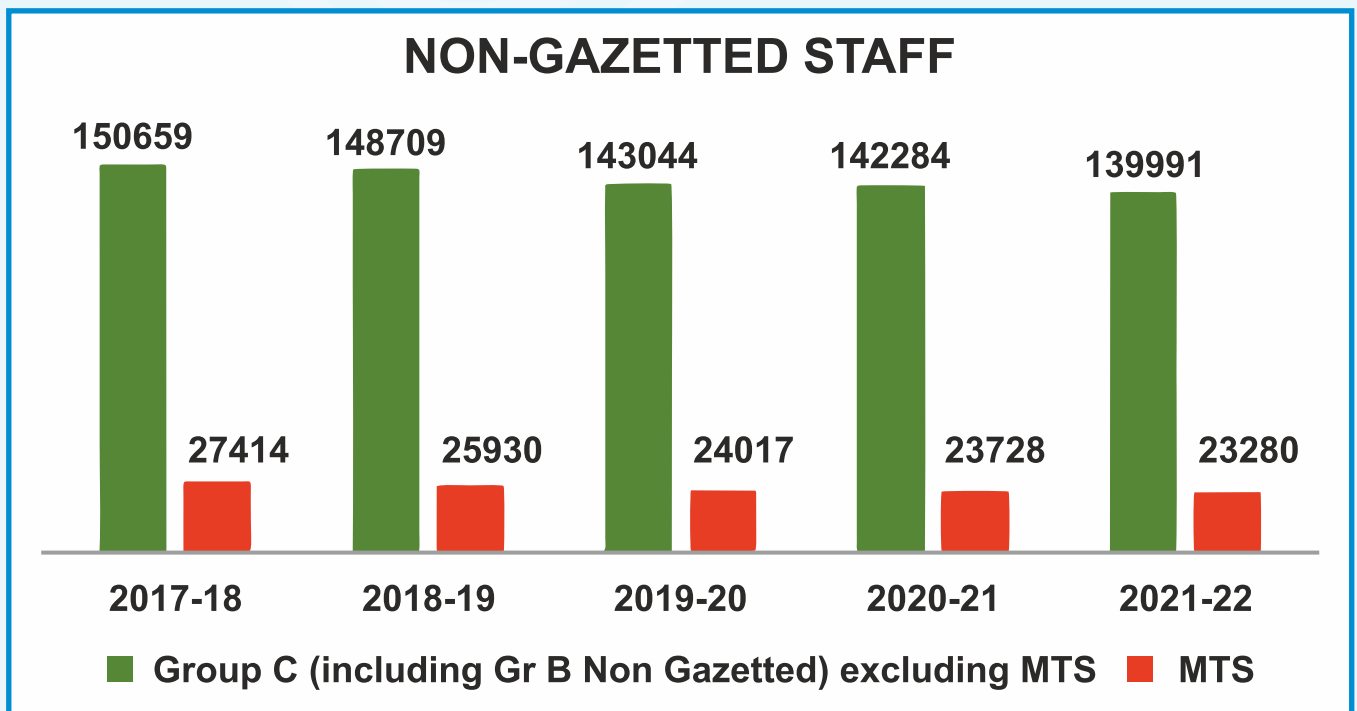
### TABLE - 21

PERSONNEL: STRENGTH AS ON 31.03.2022			
<b>I. DEPARTMENTAL</b>			
<b>A. GAZETTED</b>	<b>GROUP "A"</b>	<b>GROUP "B"</b>	<b>TOTAL</b>
INDIAN POSTAL SERVICE GROUP 'A'			
Secretary (Posts)	1		1
Director General Postal Services	1		1
Member, Postal Services Board	7		7
Sr.DDG/Chief PMG	24		24
Senior Administrative Grade	69		69
Junior Administrative Grade	52		52
Senior Time Scale	96		96
Junior Time Scale including probationers	75		75
POSTAL SERVICE GROUP 'B'		540	540
Assistant Superintendent		1853	1853
INDIAN P & T ACCOUNTS AND FINANCE SERVICES			
Higher Administrative Grade	1		1
Senior Administrative Grade	12		12
Junior Administrative Grade	10		10
Senior Time Scale	18		18
Junior Time Scale	13		13
Senior Accounts Officer/Accounts Officer		51	51
Assistant. Accounts Officer		621	621
CENTRAL SECRETARIANT SERVICE		47	114
Civil Wing			
Chief Engineer	31		31
Others		176	176
OTHER GENERAL CENTRAL SERVICES		14	29
<b>TOTAL (GAZETTED)</b>	<b>492</b>	<b>3302</b>	<b>3794</b>
<b>B. Group 'B' NON GAZETTED</b>		<b>5726</b>	<b>5726</b>
<b>C. NON GAZETTED</b>	<b>GROUP "C" Excluding MTS</b>	<b>GROUP C "MTS"</b>	<b>TOTAL</b>
Directorate	104	107	211
Post Offices including (Circle office, Accounts, Stamp Depots, Canteen Staff)	118636	15534	134170
Railway Mail Service	13701	7094	20795
Mail Motor Service	1145	184	1329
Others (RLO, Store, Trg, Civil, Printing Press)	679	361	1040
<b>TOTAL (NON GAZETTED) Group C</b>	<b>134265</b>	<b>23280</b>	<b>157545</b>
<b>I. TOTAL DEPARTMENTAL (A+B+C)</b>			<b>167065</b>
<b>II. Gramin Dak Sewak (GDS)</b>			<b>236613</b>
<b>GRAND TOTAL (I + II)</b>			<b>403678</b>

1.2 The Gazetted staff categorized into “Group A” and “Group “B” since 2017-2018 has been shown in the following graph:



1.3 The Non-Gazetted Departmental staff categorized into “Group C (including Group B Non Gazetted) excluding Multi-Tasking Staff (MTS)” and “MTS” since 2017-2018 has been shown in the following graph:



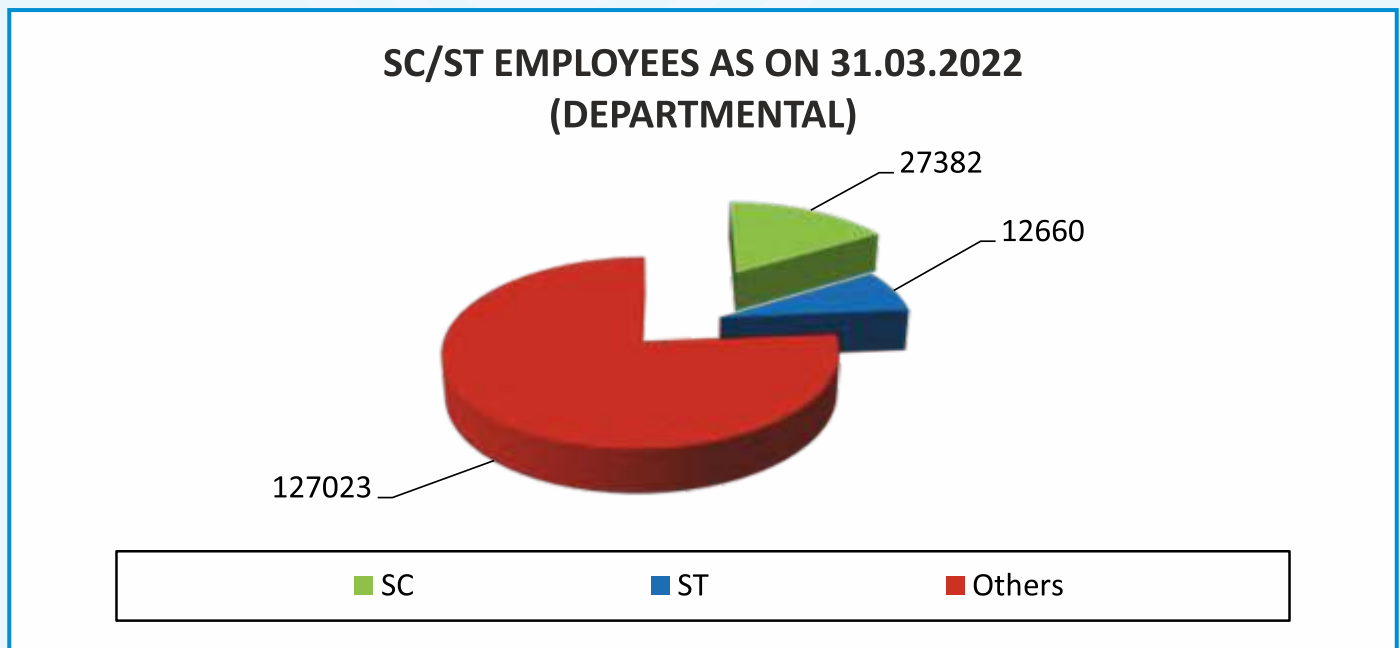
## 2. SCHEDULED CASTE AND SCHEDULED TRIBE EMPLOYEES

2.1 As on 31st March, 2022, there are 27382 Scheduled Caste and 12660 Scheduled Tribe employees in various grades in the Department. Group-wise details of Scheduled Caste and Scheduled Tribe employees and their percentage to total employees in the respective Group are as under:

**TABLE - 22**

NUMBER OF EMPLOYEES SCHEDULED CASTES / SCHEDULED TRIBES AS ON 31.03.2022				
Group	Scheduled Castes	Percentage to Total Number of Employees	Scheduled Tribes	Percentage to Total Number of Employees
Group 'A'	53	10.77	31	6.3
Group 'B' (Gazetted)	635	19.23	251	7.6
Group 'B' (Non Gazetted)	865	15.11	313	5.47
Group 'C' excluding MTS	21623	16.1	10270	7.65
Group 'C' Multi-Tasking Staff	4206	18.07	1795	7.71
<b>Total</b>	<b>27382</b>	<b>16.39</b>	<b>12660</b>	<b>7.58</b>

2.2 The Departmental staff as on 31st March, 2022, categorized into "Scheduled Caste", "Scheduled Tribes" and "Other", has been shown in the following graph:



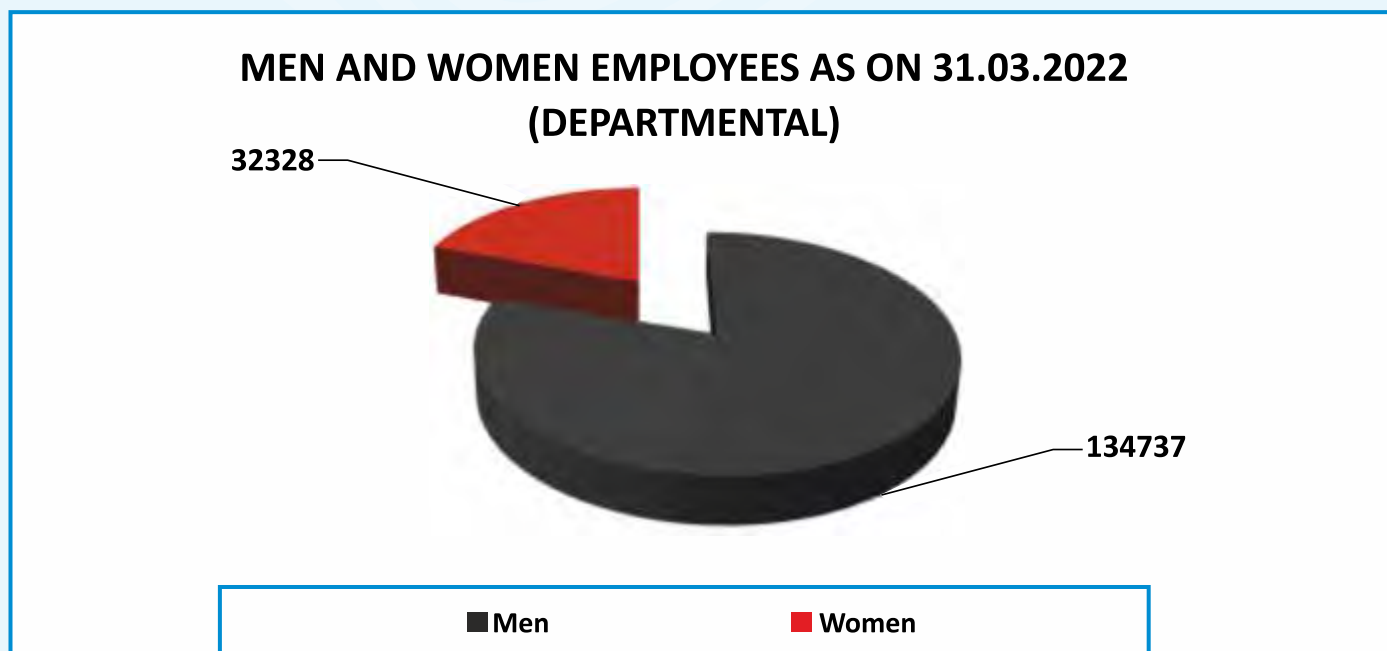
**3. DIFFERENTLY-ABLED, EX-SERVICEMEN, WOMEN AND OBC EMPLOYEES**

3.1 As on 31st March, 2022, there were 2708 differently-abled employees, 1978 Ex-servicemen, 13 Ex-servicemen (differently-abled), 32328 women and 36904 OBC employees in various grades in the Department. The details are as under:

**TABLE - 23**

<b>NUMBER OF EMPLOYEES: DIFFERENTLY –ABLED, EX-SERVICEMEN, EX-SERVICEMEN (DIFFERENTLY ABLED), WOMEN and OBC AS ON 31.03.2022</b>					
<b>Group</b>	<b>Differently-Abled</b>	<b>Ex-Servicemen</b>	<b>Ex-Servicemen (Differently-Abled)</b>	<b>Women</b>	<b>OBC</b>
Group 'A'	6	0	0	88	110
Group 'B'(Gazetted)	23	6	0	580	384
Group 'B'( NonGazetted)	82	25	0	716	747
Group 'C' excluding MTS	2283	1834	13	27530	30053
Group 'C' Multi-Tasking Staff	314	113	0	3414	5610
<b>Total</b>	<b>2708</b>	<b>1978</b>	<b>13</b>	<b>32328</b>	<b>36904</b>

3.2 The Departmental staff as on 31st March, 2022, categorized into "Men" and "Women", has been shown in the following graph:





## (f) Human Resource Development

### 1. Human Resource Management

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

- i. **Rafi Ahmed Kidwai National Postal Academy (RAKNPA) at Ghaziabad** is the apex training institute of the Department recognized by the Department of Personnel and Training as a Central Training Institute for higher managerial cadres. It imparts induction and in-service training programme to the Group 'A' officers of Indian Postal Service and Group 'B' officers of the Department of Posts. Besides training to Managers of Foreign Postal Administrations and officers of other Central Government Departments and PSUs are also organised by the Academy.
- ii. **Postal Training Centre (PTC).** There are six Postal Training Centres at Darbhanga, Guwahati, Madurai, Mysuru, Saharanpur and Vadodara which have been set up for imparting training to inspectorial cadres and operative staff. These training centres have necessary infrastructure such as computer labs, class rooms and hostel facilities for the trainees.
- iii. **Regional Training Center (RTC).** There are four RTCs at Bhubaneswar (Odisha), Delhi, Nashik (Maharashtra) and Hubballi (Karnataka) which have been set up for providing training to the Postal operative staff.

In addition, there are 476 Workplace Training Centres (WTCs) located in field units for ensuring training delivery with minimum dislocation of trainees from their work place. Other training, including mid-career/in- service for delivering training to Multitasking Staff (MTS), Gramin Dak Sevaks (GDS) and Postal Assistant/Sorting Assistant is also imparted through Workplace Training Centre (WTC).

### 2. Mission Karmayogi

Mission Karmayogi has been conceptualized with a view to bring efficiency in actions of all the employees of Government of India and transforming them into 'Karmayogi' from 'Karmachari'. This is a flagship initiative for transformation of the public servants and the underlying thought of the Mission emphasizes that efficiency of bureaucracy is the key for 'Minimum Government' and 'Maximum Governance'.

In order to realize the objective of Mission Karmayogi, India Post has developed an e-learning portal for enhancing the competence of about 4.5 lakh Gramin Dak Sevaks & Departmental employees. This Portal has been christened as "Dak Karmayogi."



The portal enables the trainees to access the uniform standardized training content online or in blended campus mode. Any postal employee or GDS can log onto this user-friendly portal with his Employee ID, date of birth, mobile no. and email ID and can access training contents developed as per W.T.D.E.T. (Watch, Think, Do, Explore, Test) model of iGOT Karmayogi framework. In addition, trainees can enhance their competencies with the help of Digital Library equipped with over 7600 departmental orders, circulars, SOPs. To evaluate the knowledge gained, provision of tests/quizzes has been made after each module. The trainees can also view and assess their progress with learning graphs available in this portal.

The portal has been specially curated in such a way that no trainee can get through next content/module without completing the test of the previous module with atleast 60% marks. Provision has been made in Dak Karmayogi portal to provide an option to the trainees to give their feedback, ratings and suggestions for every video and other learning content so that necessary enrichment can be ensured. For ease of trainees, videos have been made available in 12 Indian languages on this portal to enable them to access training content in vernacular languages from any part of the country.

As a celebration of “Azadi ka Amrit Mahotsav” under Mission Karmayogi, Department of Posts has also planned to transform 2.5 lakhs Gramin Dak Sevaks to Gramin Dak Karmayogi by imparting them Right Attitude, Skills and Knowledge (ASKs). An online Capacity Building Program for Gramin Dak Sevaks has been prepared, which will enable them to be self-confident and self-reliant. This program is called as “Gramin Dak Karmayogi”.

Similarly, for catering to the training needs related to various parcel services, a special course has been curated with right combination of soft skills and parcel operational skills, which is christened as “PARCELS DEeP”. Both these courses have been made available on DAK KARMAYOGI portal, which has been developed by in-house resources and was launched by Hon'ble MoC and MoSC on 28th June, 2022.



**Launch of e-learning portal - Dak Karmayogi by Minister of Railways, Communications and Electronics & Information Technology & Minister of State for Communications at New Delhi on 28th June, 2022**

“Dak Karmayogi” web-portal facilitates online as well as Onsite training in blended learning mode at all PTCs / RTCs / WTCs/ DTCs and helps these training units in paperless training administration. All functionalities of training administration as per SAP – ERP software of the Department are made available in this portal for the benefit of training centres and circles. All 484 training units have been rolled on Dak Karmayogi Portal. Dak Karmayogi application is compatible with JAWS and other software being used for imparting trainings to the Persons with Benchmark Disabilities (PBDs). PTC, Vadodara has already imparted induction training to PBDs of DoP from 22.08.2022 to 07.10.2022 through Dak Karmayogi portal wherein even visually handicapped PAs/SAs have got trained through our portal and passed the online assessment with more than 60% marks as prescribed by the Department.

As on 31-12-2022, 3,96,687 i.e., 96.20% of total strength of Department of Posts have signed up on the portal, which is highest in any government training website. A Total of 71,830 employees/GDS have enrolled in courses available through online and blended mode, out of which 36,779 employees/GDS have got certification after completion of training on WTDET model with excellent feedback.





**Atul Jaiswal, Sorting Assistant from Odisha Postal Circle receiving the National Award for the empowerment of Persons with Disabilities for the year 2021 from Hon'ble President of India.**

## (g) Establishment

- (i) Surguja Postal Division was created on 03.02.2022 by bifurcation of existing Raigarh Postal Division of Chhattisgarh Circle.
- (ii) Yadgiri Postal Division was created on 21.02.2022 by bifurcation of existing Kalaburagi Postal Division of Karnataka Circle.
- (iii) Davangere Postal Division was created on 24.02.2022 by bifurcation of existing Chitradurga Postal Division of Karnataka Circle.
- (iv) Baghat Postal Division was created on 24.02.2022 by rationalization/ bifurcation of existing Meerut and Muzaffarnagar Postal Divisions of Uttar Pradesh Circle.
- (v) Markapur Postal Division was created on 25.04.2022 by bifurcation of existing Prakasam Postal Division of Andhra Pradesh Circle.
- (vi) Jhalawar Postal Division was created on 25.04.2022 by bifurcation of existing Kota Postal Division of Rajasthan Circle.
- (vii) Baramati Postal Division was created on 26.04.2022 by bifurcation of existing Pune Mfl. Postal Division of Maharashtra Circle.
- (viii) Karad Postal Division was created on 26.04.2022 by bifurcation of existing Satara Postal Division of Maharashtra Circle.
- (ix) Uttar Dinajpur Postal Division (Hq. Raiganj) was created by bifurcation of Dinajpur Postal Division (Hq. Balurghat) and Raiganj MDG was upgraded to Head Post Office on 26.04.2022 in West Bengal Circle
- (x) Robertsganj MDG has been upgraded to Head Post Office at District Headquarters of Sonbhadra District of Uttar Pradesh on 10.11.2022.



## (h) STAFF WELFARE

**1.1** The Postal Services Staff Welfare Board has been set up at the Central level to oversee all welfare related activities including promotion of sports and cultural activities for the employees of the Department. Minister of Communications is the Chairperson of the Board. There are Circle Welfare Boards at the Circle level as well.

**1.2** The Board receives grants-in-aid for welfare from the Consolidated Fund of India. Funds are allotted to the Circles under various schemes for implementing the Welfare measures of the Department. The Welfare Fund covers all departmental employees and Gramin Dak Sevaks.

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

### **1.3.1 Financial assistance in case of death-**

- (i) Financial assistance in case of death of a Postal Employee.
- (ii) Financial assistance in case of death of a Postal Employee on duty due to terrorist activity/dacoity/robbery etc.
- (iii) Financial assistance in case of death of a Postal Employee on duty due to accident.
- (iv) Financial assistance in case of death of a Postal Employee by terrorist activity/dacoity/robbery while not on duty.

### **1.3.2 Financial assistance to Employees due to illness/disability:**

- (i) Financial assistance in cases of prolonged and serious illness/major surgery to Departmental Employees or their dependents.
- (ii) Financial assistance to regular Employees suffering from T.B. or their dependents.
- (iii) Financial assistance during Extra Ordinary leave and half pay leave due to prolonged illness.
- (iv) Financial assistance for purchase of mechanical/motorized tricycle for orthopedically handicapped Employees.

### **1.3.3 Financial assistance to Wards of Employees for Educational purposes**

- (i) Grant of educational assistance to the children of Postal Employees.
- (ii) Financial assistance for the wards of Postal Employees in Non-Tech Degree for Girl child undergoing Graduation in any field with a minimum of 60% aggregate in Class 12th @ Rs. 250/- p.m. has been introduced w.e.f. 2018-19.
- (iii) Incentive for excellence in academic achievement for 10th and 12th Class.

### **Grants of Scholarships**

- (i) Scholarships for children of employees appearing for UPSC Examination.
- (ii) Scholarships for SC/ST Employees for departmental examination and higher education.

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

### **1.3.4 Financial assistance to Employees- Recreation Activities**

- (i) Subsidy on transport charges for Excursion Trips.
- (ii) Expenditure on Holiday Homes.
- (iii) Grant-in-aid to the Recreation Clubs.

### **1.3.5 Other miscellaneous Grants**

- (i) Grant-in-aid to Central Postal Ladies Organization (CPLO) and its subordinate organizations in Circles.
- (ii) Grant-in-aid for establishment and running of Crèches.
- (iii) Grant-in-aid for establishment and running Tailoring Centers.
- (iv) Grant-in-aid to Residents Welfare Associations.
- (v) Financial assistance in cases of natural calamities.

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

## **1.5 WELFARE MEASURES FOR GRAMIN DAK SEVAKS**

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

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

**1.5.2 The Circle Welfare Fund for Gramin Dak Sevaks has three main components as under: -**

- (i) Financial Grants under various categories.
- (ii) Financial assistance by way of low interest loan.
- (iii) Onetime payment at the time retirement- The amount is granted to those Gramin Dak Sevaks who have not availed any assistance under these Schemes.

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

- (1) Financial Assistance to families of deceased Gramin Dak Sevaks to meet immediate expenses following death, irrespective of whether death occurs during duty/outside duty hours.
- (2) Death due to terrorist activity /dacoity, while on duty.
- (3) Financial Assistance in case of death of Gramin Dak Sevaks due to riots, attack by robbers and terrorists while not on duty.

- (4) Financial Assistance in case of death of Gramin Dak Sevaks while being on duty due to accident.
- (5) Funeral Expenses on death of Gramin Dak Sevaks (payable in cases in which last rites of deceased Gramin Dak Sevaks are performed by brothers or sisters or near relatives in the absence of any other next of kin).
- (6) Financial Assistance in case of major surgical operation in ailments, like Cancer, brain haemorrhage, kidney failure/transplant, heart surgery etc.
- (7) Financial Assistance in case of accident of Gramin Dak Sevaks while being on duty, requiring hospitalization for more than three days.
- (8) Financial Assistance for nutritional diet to Gramin Dak Sevaks suffering from TB.
- (9) Grant of Scholarship under educational Scheme to the children of Gramin Dak Sevaks (as per existing terms and conditions).
- (9.1) Grant of Scholarship under educational Schemes for PG in Technical Course to the children of Gramin Dak Sevaks
- (10) Incentive for excellence in academic achievement for 10th and 12th Class.
- (11) Scholarship for physically handicapped children of Gramin Dak Sevaks.
- (12) Financial Assistance in cases of natural calamities, like fire, floods etc.

**1.5.4 Apart from above financial, assistance there is also the facility of repayable loans low interest within a specified ceiling for:**

- (i) Construction of one room with toilet facility for housing the Branch Post Office.
- (ii) Purchase of Computer/Laptop to encourage computer literacy amongst Gramin Dak Sevaks.
- (iii) Purchase of moped/scooter/Motor cycle which will also facilitate travel for discharging duty like exchange of Account Bag, visit to Accounts Office.

**1.6 WELFARE MEASURE AND FACILITIES FOR EMPLOYEES WITH DISABILITIES AND FOR DIFFERENTLY ABLED CHILDREN OF EMPLOYEES**

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

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

**1.6.2 SCHOLARSHIP FOR CHILDREN:**

Out of the available funds under scholarships and other educational schemes of the Department of Posts, 3% of the scholarships are earmarked for differently abled children of Postal employees, apart from the grant of scholarships available to the regular students. Under this scheme, children with disabilities (including orthopedic, visual, hearing, speech and mental), of identified Postal Employees are eligible to get annual scholarship.

**1.6.3 TRANSPORT CHARGES FOR CHILDREN:**

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

**Para1.7 Amount Disbursed under Departmental Employees Welfare Schemes (January to September 2022)**

S. No.	Name of Scheme	Total Departmental Employees who availed benefit (total of 23 Circle)	Total Financial assistance provided (total of 23 Circle) (in ₹.)
1	Immediate death relief	425	42,14,000
2	Death due to accident while on duty	1	15,000
3	Financial Assistance in case of major surgical operations in ailments, like Cancer, brain haemorrhage, kidney failure/transplant, heart surgery etc.	12	1,20,000
4	Financial assistance to regular Employees suffering from T.B. and also for their family members.	1	10,000
5	Financial assistance during Extra Ordinary leave and half pay leave due to prolonged illness	2	21,600
6	Financial assistance for purchase of mechanical/ motorized tricycle for orthopedically handicapped Employees	15	74,400
7	Incentive in 10th, 12th (in each stream Science, Humanities, Commerce)	118	5,71,800
8	Scholarship IIT, AIIMS and IIM Technical Education (I) Degree (ii) Diploma Non-Technical Degree BA/BSc/B.Com/ Degree in fine Arts ITI Certificate Courses	383	31,64,590
9	Scholarship for SC/ST Employees for Deptt. Exam and higher education for Deptt. Examination (one time grant) IPO/IRM/Insp (MMS)/ JAO Jr. Accountants in Postal Accounts Postal/Sorting Assistants Higher study 10th to 12th Degree/ Diploma/ P.G. Degree	5	6600
10	Financial Assistance to victims of Natural Calamities	16	72000
<b>TOTAL</b>		<b>978</b>	<b>82,69,990</b>

## Para 1.8 Amount Disbursed under Gramin Dak Sevak Welfare Schemes (January to September 2022)

S. No	Name of the Scheme	Total Gramin Dak Sevaks who availed benefit	Total Financial assistance provided (in ₹)
A.	Financial Grant		
1.	Financial Assistance to families of deceased Gramin Dak Sevaks to meet immediate expenses following death, irrespective of whether death occurs during duty/outside duty hours.	975	97,33,000
2.	Financial Assistance in case of death of Gramin Dak Sevaks while being on duty due to accident.	5	65,000
3.	Funeral Expenses on death of Gramin Dak Sevaks (payable in cases in which last rites of deceased Gramin Dak Sevaks are performed by brothers or sisters or near relatives in the absence of any other next of kin)	12	1,39,000
4.	Financial Assistance in case of major surgical operations in ailments, like Cancer, brain haemorrhage, kidney failure/transplant, heart surgery etc.	223	43,21,355
5.	Financial Assistance in case of accident of Gramin Dak Sevaks while being on duty, requiring hospitalization for more than three days.	12	75,000
6.	Grant of Scholarship under educational Schemes to the children of Gramin Dak Sevaks (as per existing terms & conditions).	45	1,12,800
	IIT, AIIMS and IIM		
	<b>Technical Education</b>		
	(I) Degree		
	(ii) Diploma		
	Non-Technical Degree		
	BA/BSc/B.Com/ Degree in fine Arts		
	ITI Certificate Courses		
7.	Incentives for excellence in academic achievement for 10th and 12th Class	25	19,900
8.	Scholarship for physically handicapped children of Gramin Dak Sevaks (for maximum 8 years & as per the existing terms & conditions)	1	2,400
9.	Financial Assistance in cases of natural calamities, like fire, floods etc.	35	1,75,000
10.	Financial Assistance in cases of Covid-19	67	12,43,899
<b>11</b>	<b>TOTAL</b>	<b>1400</b>	<b>1,58,87,354</b>
B.	Repayable Loan		
(I)	For construction of one room with flush toilet facilities for housing the Branch Post Office.	6	3,00,000
(ii)	For purchase of Computer/Laptop to encourage computer literacy amongst Gramin Dak Sevaks.	24	4,80,000
(iii)	For purchase of moped/scooter/Motor cycle which will also facilitate travel while discharging duty like exchange of BO Bag, visit to Account Office etc.	17	3,40,000
	<b>TOTAL</b>	<b>47</b>	<b>11,20,000</b>
C.	One Time Payment at the time of retirement		
(i)	Payment as per Para 16.1 (amount varying from ₹1000/- to ₹11000/-) No. of Gramin Dak Sevaks Employees who availed	1318	17,30,000
	<b>GRAND TOTAL</b>	<b>2765</b>	<b>1,87,37,354</b>



## MEGHDOOT AWARDS

The Annual “**Meghdoot Awards**” was established in Department of Posts to recognize the outstanding services rendered by the employees. Meghdoot Awards Function for the year 2021 was held on 28.06.2022 at New Delhi and the awardees were felicitated by the Hon'ble MoSC and Hon'ble MoC. As a part of felicitation eight employees were given away a Certificate, Cash awards of Rs.21,000/- and a medallion each.

### Recipient of Meghdoot Awards, 2021

Category of award	Name & Designation of awardee
Category I	Sh. Ashok Kumar Sahoo, Gramin Dak Sevak Branch Postmaster, Cuttack South Division, Odisha Circle
Category II	Sh. Prem Lal, Multi Tasking Staff, Mandi Division, Himachal Pradesh Circle
Category III	Sh. Dhananjay T, Postal Assistant, O/o- Chief PMG, Karnataka Circle
Category IV	Sh. Vijender Singh Rana, Technical Supervisor, Mail Motor Service, Delhi Circle
Category V	Sh. Sandeep Gundu Kadgaonkar, Assistant Superintendent Posts, O/o- PMG, Goa Region, Maharashtra Circle
Category VI	Sh. Randhir Kumar, Assistant Director, O/o-Chief PMG, Bihar Circle
Category VII	Sh. Challa Sri Nagesh, Deputy Manager, Centre for Excellence in Postal Technology (CEPT), Hyderabad
Category VIII	Smt. K. Kalaivani, Assistant Director, O/o- PMG, Southern Region, Madurai, Tamil Nadu Circle



Meghdoot Awards 2021

## (i) GENDER EMPOWERMENT

### 1. GENDER & CHILD BUDGET ISSUES

The Government of India is proactively working towards women's empowerment and gender equality through its various commitments at the National and International levels. The Ministry of Women and Child Development as the Nodal Ministry has adopted Gender Budgeting as a powerful tool for gender mainstreaming so as to ensure that the benefits of development reach women as much as men. The purpose of gender budgeting is to monitor planning and policies from a gender perspective and as a means to mainstreaming women's concerns. Similarly, child budgeting aims at ensuring budgets for children are prioritized according to their needs. As children constitute a group whose voice is often unheard, prioritizing their needs and earmarking budgets accordingly, is critical. As per instruction of The Department of Economic Affairs, Ministry of Finance, through its D.O. No. 1(29)-B(AC)/2004 dated 24th December, 2004 every Ministry/Department has to establish a Gender Budget Cell (GBC) which has been re-constituted as Gender and Child Budget Cell as per guidelines contained in Ministry of Women & Child Development letter No. GB-15/4/2018- Gender Budgeting dated 23rd August, 2018.

Department has made a provision of Rs. 1.00 Crore in BE 2022-23 for Gender concern. Department has planned for opening of Creches/Tiffin rooms and providing Toilet facility in the offices/POs in the circles to serve the purpose of "Swachh Bharat" Mission.

### 2. WELFARE MEASURES FOR WOMEN EMPLOYEES-

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

- (i) Grant-in -aid is admissible to Central Postal Ladies organization (CPLO) and its subordinate organization in the Circles at the rate of ₹60,000/- for starting a crèche. Non-recurring financial assistance @ ₹20,000/- is permitted at the end of every 3 years after the establishment of a crèche and recurring grant @ ₹ 1500/- per child p.m. subject to a maximum grant of ₹38000/- per month for each crèche provided from the Circle Welfare Fund. The recurring grant is increased every financial year by 10% rounded off to the nearest tenth.
- (ii) Non-recurring grant @ ₹5000/- is admissible for opening to Tailoring Centers and financial assistance @ 750/- per month is admissible as salary of the part-time tailoring instructor of the Tailoring Centers.

### 3. PREVENTION AND ADDRESSING OF SEXUAL HARASSMENT

To prevent and address sexual harassment of women employees at the workplace, a Committee under the chairmanship of a SAG level officer with three other members has been set up in the Postal Directorate. Cases of Sexual Harassment as on 30th June, 2022 is as under:

## Cases of Sexual Harassment As on 30th June, 2022

### Table - 24

S. No.	Subject	Number of Cases
1	Number of complaints of sexual harassment received in the year	62
2	Number of complaints disposed of during the year	32
3	Number of cases pending for more than 90 days	47
4	Number of workshops on awareness programs against sexual harassment conducted during the year	154
5	Nature of action	In the cases, where the charge of Sexual Harassment is proved, the nature of action taken/the penalty imposed depends on the recommendations of the Internal Complaints Committee (ICC) in accordance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and the Rules framed under the Act.

## (j) Sports & Cultural Activities

- 1 There is a Postal Sports Board at Central level headed by Secretary, Department of Posts, which controls all the Sports related activities of the Department. Below this, each of the 23 Postal Circles also have a Circle Level Sports Board, headed by respective CPMGs.
- 2 The objective of the Postal Sports Board is to promote Sports activities in the Department. The Postal Sports Board receives allocation budgetary from the Central Welfare Fund. During the year 2021-22, COVID-19 pandemic hampered the conduct of sports tournaments in India. However, Department of Posts was one of the few Departments who were able to organize All India Level Tournaments.



**Shri Vineet Pandey, Secretary (Posts) with winners of  
All India Postal Table Tournament held in Uttarakhand from 21 to 25th November, 2022**





**Winners of All Indian Postal Badminton Tournament with Shri Vineet Pandey, Secretary Posts held in Odisha from 10th to 14th January, 2023.**

3 Current financial year i.e. F/Y 2022-23, the following All India Postal Tournaments are organised:

Sl.No.	Event	Name of the Host Circle
(i)	WL/PL/BP	Rajasthan
(ii)	Football	Tamil Nadu
(iii)	Volleyball	Karnataka
(iv)	Kabaddi	Himachal Pradesh
(v)	Table Tennis	Uttarakhand
(vi)	Carrom	Bihar
(vii)	Chess	Assam
(viii)	Athletic & Cycling	Kerala
(ix)	Badminton	Odisha



4. Postal Sports Control Board undertakes sports promotion in Department of Posts. For this purpose, in addition to Postal tournaments, DoP has taken affiliation of multiple Sports Federation viz. Badminton Association of India, Table Tennis Federation of India. The Department nominates national Teams in the tournaments organized by federations on regular basis. Further, DOP also takes part in Inter Ministry Tournaments and All India Civil Service Tournaments. Department also nominates players for participating in International tournaments.



**Himachal Pradesh Kabaddi Tournament**

## (k) STAFF RELATIONS

The Department always endeavours maintenance of harmonious and meaningful relations with the Federations and Service Associations of its employees including Association of Gramin Dak Sevaks. During the period, high-level meeting under the Chairmanship of Director General Postal Services with the representatives of Postal Joint Council of Action (PJCA) comprising National Federation of Postal Employees (NFPE) and Federation of National Postal Organizations (FNPO) was held on 05/08/2022 and two Unions agreed to defer the proposed strike. Conciliation officer of Ministry of Labour and Employment also appreciated the stand of the Department on the demands of the Federation and the steps taken by the Department to defer the proposed strike.

## (I) LEGAL MATTERS

The number of Department cases pending in various courts as on 31.12.2022 is 19559.

(a) Total Number of Court cases pending as on 31.12.2022 is 19559. Details are as under:

- (i) Supreme Court : 107
- (ii) High Courts : 3748
- (iii) District & Session Courts : 1385
- (iv) Tribunals : 9991
- (v) Others : 4328

1. Instructions regarding proper handling of court cases by filing counter-affidavit in time mentioning the provisions/ instructions of Department regarding monitoring the cases in various courts, implementing the judgement by taking approval of the competent authority have been issued from time to time. The Circles have also been advised not to go for appeal in such cases where expenditure on implementation is much less than the cost of appeal except the cases where the judgement is not in favour of rules/ regulation of the Government.
2. The Circles have been advised to implement the decision of court as far as possible in a time bound manner to avoid contempt of the Court. Emphasis has been made on ensuring close monitoring of the court cases and pursuing of the concerned authorities for early hearing of the case.
3. Uploading accurate court case data in the Legal Information Management & Briefing System (LIMBS) Portal and ensuring its updation on regular basis. The Exception cases in the LIMBS portal is 1221 as on 31.12.2022.

## (m) Vigilance Administration

The Department of Posts has a full-fledged vigilance set-up headed by Senior Deputy Director General (Vigilance), who also acts as Chief Vigilance Officer (CVO) of the Department. The CVO acts as advisor to the Secretary (Posts) in all matters pertaining to vigilance and acts as a link between the Department of Posts and the Central Vigilance Commission (CVC).

At the Circle / Regional and Divisional levels, vigilance related functions are discharged by the Heads of the Circles/Regions/Divisions i.e. Chief Postmaster General, Postmaster General and Divisional Heads respectively.

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

- ☛ Scrutiny of vigilance complaints and investigation/inquiry of the complaints having vigilance angle.
- ☛ Examination of the investigation reports and follow up thereon.
- ☛ Coordination with CVC, UPSC, DoP&T and other agencies on vigilance matters.
- ☛ Extending assistance / liaison with CBI /Lokpal/ Police & other agencies in inquiry/ investigation of cases.
- ☛ Seeking advice from CVC on the cases having vigilance angle.
- ☛ Processing of prosecution sanction in corruption cases in respect of Group 'A' and PS Group 'B' officers.
- ☛ Issues concerning suspension and other departmental actions against the employees involved in vigilance matters.
- ☛ Disciplinary proceedings in respect of Group 'A' and PS Group 'B' officers.
- ☛ Processing the appeal, review and revision petitions in the disciplinary cases in respect of Group 'A' and PS Group 'B' officers.
- ☛ Issue of Vigilance clearances for officials for different purposes.
- ☛ Preparation and maintenance of Agreed List, Officers of Doubtful Integrity (ODI) List and follow up action thereon.
- ☛ Conduct of periodic/surprise inspections/reviews and scrutiny of Audit reports.
- ☛ Suggesting systemic/procedural improvements for ensuring transparency and mitigating scope for corruption and malpractices.
- ☛ Identification of sensitive/ non-sensitive posts.
- ☛ Scrutiny of 'Annual Immovable Property Returns' & 'Intimation of acquisition/disposal of property' in respect of Group A officers.
- ☛ Updating relevant data on Probity Portal.
- ☛ Organizing trainings/ workshops on vigilance matters.
- ☛ Observance of 'Vigilance Awareness Week'.

### 3. Consultation with Statutory/Constitutional Bodies

- Consultation with the Central Vigilance Commission (CVC): CVC is the apex vigilance institution having jurisdiction over all Ministries/Departments/ PSUs etc. for vigilance related matters. Action against Group 'A' officers in cases having vigilance angle is initiated in consultation with the CVC. The Vigilance Wing of DoP coordinates with the CVC in such matters.
- Consultation with the Union Public Service Commission (UPSC): Consultation is required with the UPSC in cases where the Disciplinary Authority is the Hon'ble President of India or disciplinary proceedings are initiated under Rule 9 of CCS (Pension) Rules, 1972. In addition, UPSC is also required to be consulted where the Appellate Authority is the Hon'ble President of India and in Review cases where modification in penalty is proposed. During the period, 10 cases were referred to UPSC for advice.
- Consultation with the Department of Personnel & Training (DoP&T): Consultation with the DoPT is required in such disciplinary cases where there is a disagreement between Disciplinary Authority (DA) and the UPSC/CVC. DoP&T is also consulted in cases where UPSC/CVC advise the DA to consult the DoPT.

### 4. Complaints

Vigilance Wing of DoP receives vigilance complaints from various sources like President's Secretariat / Prime Minister's Office / CVC / CBI / Members of Parliament/ General Public etc. These complaints are scrutinized and taken up for investigation to identify the delinquent officers/ officials and fix responsibility along with the suggestions for systemic improvements, if any, required. During the period, 716 complaints were handled by the Vigilance Wing of the Postal Directorate.

### 5. Disciplinary Cases

Summary of the disciplinary cases disposed off and pending from 01.01.2022 to 31.12.2022 is as under:-

**TABLE - 25**

Group	Rule 14 CCS(CCA) Rules, 1965		Rule 16 CCS(CCA) Rules, 1965		Rule 9 CCS(Pension) Rules, 1972		Rule 10 GDS (Conduct & Engagement) Rules, 2020	
	Disposed off	Pending	Disposed off	Pending	Disposed off	Pending	Disposed off	Pending
Group 'A'	0	11	0	1	2	6	Not Applicable	
P.S								
Group 'B'	3	13	20	5	21	49		
Group 'B'	40	68	164	76	2	29		
Group 'C'	726	1257	4157	813	81	413		
MTS	46	41	86	12	1	15		
GDS	0	0	0	0	0	0	2336	1743



## 6. Vigilance Clearance (VC)

This is an important activity of the Vigilance Wing as Vigilance Clearance is required at the time of promotion, retirement, review, absorption, obtaining passports, visit abroad and deputation to other organizations and Departments etc. During the period, Vigilance Clearance was issued in respect of 1576 officers/officials for various purposes.

## 7. Independent External Monitors (IEMs)

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

## 8. Observance of Vigilance Awareness Week, 2022

Vigilance Awareness Week (VAW), 2022 was observed from 31.10.2022 to 06.11.2022 as per the CVC guidelines.

- 8.1 A 3 months long campaign on Vigilance Measures cum Housekeeping Activities from 16.08.2022 to 15.11.2022 was run as a precursor to Vigilance Awareness Week 2022 focussing on 06 parameters namely: Property Management; Management of Assets; Record Management; Technological Initiatives; Up-dation of Guidelines/ Circulars; Disposal of Complaints.
- 8.2 The theme for the week was “Corruption free India for a developed Nation”, “**विकसित राष्ट्र के लिए भ्रष्टाचार मुक्त भारत - विकसित भारत**” which commenced with the Integrity Pledge taking ceremony on 31.10.2022. The pledge was administered by Ms. Anula Kumar, Chief Vigilance Officer, DoP in the presence of Sh. Vineet Pandey, Secretary (Posts), Sh. Alok Sharma, Director General (Postal Services) and Employees of the Department. Various competitions viz Quiz, Essay Writing and Debate were held to instill vigilance awareness amongst the employees of the Department. The prize distribution function was held at Dak Bhawan. Chief Vigilance Officer awarded certificates, mementos and cash prizes to the winners of the competitions held during the week.
- 8.3 Likewise, Vigilance Awareness Week-2022 was also observed across 23 Postal Circles with holding of various seminars and workshops with the endeavor to undertake a large number of outreach activities through the field units so as to disseminate vigilance awareness in every nook and corner of the country. On the spot complaint redressal and vigilance awareness counter was set up, Quiz competition: ‘Kon Banega Satark’ was held, Guest Lecture by CBI Officers, Grievance redressal camps, Walkathons etc were also conducted by the Postal Circles.



**Integrity Pledge Taking Ceremony at Aangan, Dak Bhawan, New Delhi**

## (n) ANTI MONEY LAUNDERING (AML)/COMBATING FINANCING OF TERRORISM (CFT) COMPLIANCE STRUCTURE

### I. Background:

The Prevention of Money Laundering Act (PMLA), 2002 came into force w.e.f. 1st July, 2005. The Act defines money laundering as “any process or activity connected with proceeds of crimes including its concealment, possession, acquisition or use and projecting or claiming it as untainted property.” The Act was amended by the prevention of Money Laundering Amendment Act, 2009 w.e.f. 1st June, 2009. Department of Posts was brought into the ambit of this Act with this amendment wherein Section 2(1) (1) listed Department of Posts in the Government of India as a “financial institution.”

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

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

Compliance Officers at the Circle level are responsible for verifying the data generated for Cash Transaction Report (CTR), Suspicious Transaction Report (STR) and Counterfeit Currency Report (CCR) to the next higher level and also for looking after the training of Anti Money Laundering (AML), Know your Customer (KYC) and AML inspections for the circle.

### II. Initiatives currently underway :

- 1) Submission of compliance reports to FIU-IND.
- 2) Monitoring and closure of SAS-AML Alerts by respective Circle Compliance Officers,
- 3) Western Union Transactions monitoring: As per the provisions of PMLA the Western Union transactions are being monitored for any suspicious activity with the help of a software.
- 4) Strengthen Implementation of AML/CFT guidelines through Training and Workshops: To strengthen the PMLA system regular training and workshops are organized at RAKNPA and at WCTC's of respective circles also.
- 5) Measuring compliance through inspection: To measure compliance of each circle, Inspection of Post Office locations is done to identify Fully Compliant Post Office, Partially Compliant Office and Non-Compliant Post Offices.

### III. New Initiatives undertaken:

Process of implementing new reporting formats (FINnet 2.0)

### IV. Milestones reached:

Successful upgradation of SAS-AML from 5.1 version to 7.1 version.

### V. Training / Inspection carried out:

- 1) For effective AML/CFT monitoring by staff, 41,393 officials have been imparted training on AML/CFT for the year 2022-23 (January 2022-November, 2022).
- 2) In 2022-23, 16,369 Post Offices have been inspected with reference to AML Compliance across the country (January 2022- November, 2022)

## (o) Public Grievances & Right to Information

### i) Background:

The Department has a well laid out system for handling public grievances for its services. A monitoring mechanism to ensure the quality of services and prompt redressal of public grievances is in place. Department's Grievance Redressal Mechanism (GRM) is a citizen-centric initiative which enables the Government to deliver quality public services to the citizens in a hassle-free manner. It helps in identifying complaint-prone areas that enables action with regard to promote transparency in Government working.

### ii) Initiatives Currently Underway:

- (a) **Centralized Public Grievance Redress and Monitoring System (CPGRAMS):** Revamping of Centralized Public Grievance Redress and Monitoring System (CPGRAMS) was done by mapping over 1.5 lakh Post Offices till the level of Branch Post Offices by intuitive navigation of complaints to the line-end offices for faster resolution of grievances. Department of Posts was the first Department to revamp CPGRAMS in collaboration with Department of Administrative Reforms & Public Grievances. This version not only saves time of resolution but also reduces human intervention by bypassing infructuous levels. The option of remedy of Appeals against resolution was provided to the complainants on CPGRAMS in January 2021.
- (b) **SAP Based Customer Relationship Management (CRM) Platform:** Department has rolled out SAP based platform on 30.12.2019 and moved on from Computerized Customer Care Centers to advanced SAP based platform. This platform is also integrated with India Post Call Centre (IPCC). The data is auto populated for the purpose of lodging of grievances. Monitoring and processing of public grievances is now carried out in 30709 offices.
- (c) **India Post Call Centre (IPCC):** The Department rolled out India Post Call Centre (IPCC) on 01.06.2018 at Varanasi and one more branch started operations at Hyderabad on 14.06.2021. The facility of Interactive Voice Response System (IVRS) in IPCC is available for customers 24\*7\*365. Presently, IPCC is working in eleven languages mapped with geographical locations of the customers. 2.30 crore calls have been serviced in IPCC since its inception. Postal Life Insurance/Rural Postal Life Insurance and Financial Services functionalities have been integrated in IPCC which enables IPCC to disseminate citizens' centric information to the citizens.
- (d) **Social Media Cell:** Social Media Cell deals with the Twitter, Facebook & Instagram accounts of the Department of Posts. Social media team was strengthened and its working hours extended from 8 hours a day to 16 hours a day. Consequently, the overall average first response time was brought down to 2 hours from over 4 hours.
- (e) **Implementation of Right To Information Act 2005:** RTI on-line web portal was developed by the



Department of Personnel & Training (DOP&T) for disposal of online RTI applications/appeals. Department of Posts is the first Central Public Authority to take this portal to field offices level. Till 31st December 2022, on-line accounts of 1272 CPIOs and 181 FAAs have been created all over the country who are disposing RTI applications and appeals.

### (iii) Initiatives Undertaken:

Special Campaign to reduce pendency from 2nd October to 31st October 2022: Department of Posts participated in the Special Campaign from 2nd October to 31st October 2022, to reduce pendency. During the Special Campaign, the Department focused on disposal of Public Grievances, references from Members of Parliament, Parliament Assurances, improving record management, weeding out of files and overall cleanliness of Post Offices. As part of the cleanliness drive, cleaning up of indoor and outdoor spaces was carried out in the right earnest to make a perceptible difference from the routine cleanliness. More than 24000 sites were covered in this cleanliness drive. Scrap was identified for disposal in the headquarters i.e. Dak Bhawan as well as in Postal Circles. Continuous monitoring and enthusiasm of Officials resulted in disposal of scrap to the tune of ₹. 1.83 Cr.

Hon'ble Shri Devusinh Chauhan, Minister of State for Communications, reviewed the implementation of the Campaign vis a vis cleanliness, efficient space utilization and record management at Mahudha Mukhya Dak Ghar in Gujarat. Secretary (Posts), Director General (Postal Services) and Addl. DG (Coordination) monitored the disposal of pending matters by holding review meetings, visiting field offices etc.

### Best practices emerging during Special Campaign 2.0 :

- a. **Solar Power Plant in Dak Bhawan:** Rooftop of Dak Bhawan was cleared of unserviceable VSAT dishes and a solar power plant generating 524 KWH (units) per day was operationalised in March 2022, which together with motion sensor based lighting is saving roughly ₹ 4 lakh per month in electricity bill of Dak Bhawan.
- b. **Discontinuation of Sealing Wax:** Department of Posts has issued orders on 12.10.2022 to discontinue the use of sealing wax for unregistered first class and second class mail bags. In place of sealing wax, a pull tight recyclable self-locking seal has been introduced.
- c. **Dissemination of Swachhta message through Wall-Art:** To disseminate the message of Swachhta, Department of Posts went in for 'Wall-Art'. A creative featuring Swachhta message was designed centrally and provided by Postal Directorate to field formations. 888 walls have been done during Special Campaign 2.0.
- d. **Creation of Parcel Café in Kolkata General Post Office (GPO):** - During ongoing Special Campaign, space was freed up in Kolkata GPO and old furniture (such as sorting tables, sorting chairs, Sorting Assistants' stools etc.) which was about to be thrown away, was refurbished and



utilised for seating in the café. The Café incorporates a Parcel Packaging Unit for customers.

**iv) MILESTONES REACHED:**

- a). The revamping of CPGRAMS was done by mapping all the Post Offices (1.55 lakh) upto the level of Branch Post Offices for better navigation of complaint to the line-end office.
- b). The option of remedy of Appeals against resolution has been provided to the complainants on CPGRAMS.
- c). A special category of "COVID-19" was formed on CPGRAMS during COVID-19 and all the grievances received in this category have been resolved within prescribed time limit.
- d). Monitoring and processing of public grievances is now carried out in 30709 offices on SAP based Customer Relationship Management (CRM) platform.
- e). Postal Life Insurance/Rural Postal Life Insurance and Financial Services functionalities have been integrated in IPCC which enables IPCC to disseminate the citizen centric information to the citizens.
- f). Department of Posts successfully participated in the special campaign from 2nd October to 31st October, 2022 run by Department of Administrative Reforms & Public Grievances (DARPG) for disposal of public grievances, references from Members of Parliament, Parliament Assurances, cleanliness, space utilization and record management.
- v). Statistical Tables & Graphs for the period 01.04.2022 to 31.12.2022 are as follows:

**TABLE - 26**

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

S. No.	Year	Grievances Received during the period (including brought forward)	Grievances resolved during the period	% of Settlement	Average Disposal Time (Days)
1.	01.04.2022 to 31.12.2022	45,594	43,661	96	13

**(b) India Post Call Center (IPCC):**

S. No.	Year	Calls received	Grievances Received during the period	Grievances Settled during the period	% of Settlement
1.	01.04.2022 to 31.12.2022	52,65,603	1,06,811	1,03,788	97

**(c) Customer Relationship Management (CRM) (other than IPCC)**

S. No.	Year	Grievances Received during the period (including brought forward)	Grievances resolved during the period	% of Settlement
1.	01.04.2022 to 31.12.2022	6,17,691	5,90,730	96

**(d) Social Media:**

S. No.	Year	Complaints Received	Complaints Settled	% of Settlement
1.	01.04.2022 to 31.12.2022	2,12,119	2,09,299	99

**(e) Right to Information:**

(i) RTI Requests received and disposed of under RTI Act, 2005 (01.04.2022 to 31.12.2022):-

Description	RTI requests received	Total Requests received (Online+ physical)	Total RTI request disposed (Online+ Physical)
Physical Requests received	78,021	118476	111993
Requests received online	40,455		

(ii) RTI Requests received and disposed of under RTI Act, 2005 (01.04.2022 to 31.12.2022):-

Description	Applications received directly + Opening balance	Total First Appeals received (Online + Physical)	Total First Appeals disposed (Online + Physical)
Physical Requests received	5138	8352	7345
Requests received online	3214		

Table - 27

PUBLIC GRIEVANCES RECEIVED, SETTLED AND PENDING DURING 2021-22					
(in number)					
Name of Circle	Opening Balance	Received	Total	Settled	Pending
Andhra Pradesh	823	14480	15303	14779	524
Assam	355	22474	22829	22317	512
Bihar	1172	47795	48967	47454	1513
Chhattisgarh	202	10531	10733	10495	238
Delhi	29416	129351	158767	132549	26218
Gujarat	2292	44566	46858	44630	2228
Haryana	2387	63133	65520	61976	3544
Himachal Pradesh	218	5997	6215	6073	142
Jammu & Kashmir	467	12402	12869	12493	376
Jharkhand	797	15270	16067	15695	372
Karnataka	1875	143017	144892	135900	8992
Kerala	1449	39887	41336	39869	1467
Madhya Pradesh	1097	37897	38994	37922	1072
Maharashtra	3812	186197	190009	185642	4367
North East	173	10691	10864	10704	160
Odisha	567	20114	20681	20351	330
Punjab	1141	31504	32645	31088	1557
Rajasthan	1002	69791	70793	69122	1671
Tamil Nadu	1236	60895	62131	59367	2764
Telangana	1019	230411	231430	202266	29164
Uttar Pradesh	5748	122304	128052	123036	5016
Uttarakhand	689	14245	14934	14681	253
West Bengal	697	77220	77917	76485	1432
Army Postal Service	83	2594	2677	2596	81
<b>Total</b>	<b>58717</b>	<b>1412766</b>	<b>1471483</b>	<b>1377490</b>	<b>93993</b>

## (p) International Relations and Cooperation

### I. Background:

#### International Relations and Cooperation

1. International Relations and Global Business (IR & GB) Division coordinates the matters relating to International Cooperation and Business of the Department of Posts. These include multilateral interactions and engagement among countries, territories and Designated postal Operators (DOs) of different countries under the ambit of the Universal Postal Union (UPU) as well as Asian Pacific Postal Union (APPU) and other such organizations. IR & GB Division also deals with bilateral relations and agreements with other countries and designated operators including business proposals and activities focused on growth of revenue from international business and cooperation.
2. The Post Office has emerged as an important channel for international trade in India, enabling individuals and organizations to transfer goods and information across the borders for commercial purposes. Post office has made the doors wide open for exporters located in the far-flung villages to export their products worldwide. At the same time, it continues to facilitate people-to-people contact around the world.

### II India at the Universal Postal Union (UPU)

1. India is one of the earliest members (either/and) of the UPU, a specialized agency of the United Nations, having its headquarters at Berne, Switzerland. The Union is responsible for ensuring efficient operation of international postal services throughout the world. It helps to ensure a universal network of up-to-date products and services. In this way, the organization fulfils an advisory, mediating and liaison role, and provides technical assistance where needed. The UPU also aims to promote international cooperation in the postal sphere and regulates the entire gamut of international postal affairs through its various bodies and multilateral agreements.
2. The organs of the UPU are: (i) the Congress; (ii) the Council of Administration (CA); (iii) the Postal Operations Council (POC); and (iv) the International Bureau. The Congress is the supreme body of the UPU and is composed of the representatives of all member countries and meets every four years to define and adopt the road map for UPU activities for each work cycle. The work of the Congress is carried out through different Committees consisting of member countries. The Committees consider various proposals and submit their reports to the plenary meeting where these are put to vote by member countries.
3. India is an elected member of the Council of Administration (CA) and the Postal Operations Council (POC). These two Councils provide continuity to the work of the Union through its Committees between the Congresses to implement the UPU strategy adopted by the Congress for the next four years. In the current cycle, India along with Vietnam are the Co-chairs of the Committee 4 (Postal

Financial Service) of the Postal Operations Council (POC).

### Asian Pacific Postal Union (APPU)

4. APPU is a Restricted Union which is affiliated to the Universal Postal Union with a membership of 32 countries. It aims to facilitate the postal exchanges in the region and to promote cooperation in postal services of member countries. India plays a leading role in the affairs of the APPU and had fielded its candidate for the position of Secretary General of APPU, co-chairs of Supply Chain Integration Group, Chairs of Postal Financing Services Working Group and is also a member of the Governing Board of the Asia Pacific Postal College (APPC).

### 5. Participation of Indian delegation in important International Meetings

- A five-member delegation from India participated in the QSF Board meeting, EMS General Assembly, POC and CA sessions held during 4th – 20th May 2022.
- A seven-member delegation participated in the 13th Asian Pacific Postal Union (APPU) Congress and APPU Postal Business Forum held in Bangkok Thailand from 29th August – 6th September 2022.
- A two-member delegation participated in the 5th annual international operational expert meeting to address trafficking in dangerous synthetic drugs and related chemicals through postal, express mail, courier and air cargo services organized by the International Narcotics Control Board (INCB) at Vienna from 6th to 9th September, 2022
- A two-member delegation participated in the UPU World Leaders Forum held in Frankfurt Germany from 17th – 20th October 2022.
- A two-member delegation participated in the CA and POC meetings of the UPU from 17th – 28th October 2022.
- A three member delegation attended the IPS/.IPS workshop held in Bangkok, Thailand from 21st – 25th May 2022. A five-member delegation attended the UPU regional project 'Operational efficiency and e-Commerce development (ORE 3)': Start-up project workshop for Asia in Bangkok Thailand, 6th – 8th December 2022.

### 6. Elections of the Secretary General of the Asian Pacific Postal Union

Dr. Vinaya Prakash Singh, Member (Personnel) Postal Services Board from India has been elected as first ever Indian Secretary General of the Asian Pacific Postal Union (APPU) situated at Bangkok, Thailand. He will serve in this capacity for a term of four years commencing from 1st of January 2023 to 31st December 2026.





**Glimpses: Election of Secretary General of the Asian Pacific Postal Union (APPU)  
at 13th APPU Congress held at Bangkok, Thailand on 02nd September, 2022**





Reception hosted by Shri Vineet Pandey, Secretary to Government of India, Department of Posts for the delegates attending the 13th Asian Pacific Postal Congress at Bangkok, Thailand on 31st August 2022 in the gracious presence of Mr Masahiko Metoki, Director General Universal Postal Union, Mr. Marjan Osvald, Dy. Director General UPU, Mrs. Suchitra Durai, Indian Ambassador to Thailand, Dr. Vinaya Prakash Singh India's candidate and present Secretary General of Asian Pacific Postal Union and other dignitaries.

**(q) Marketing and Out-reach**

1. Marketing Division in its changing role is also taking a number of steps to increase the visibility and awareness about postal products and services. The Department undertakes several activities/ campaigns for the marketing of its products and services. Social Media handles are being utilized for marketing of its products and services on a regular basis.
2. Apart from this, the Department of Posts is among the first few Departments of Government of India to set up a social media team. This enabled the Department in engaging with its customer base directly. So far, the Department of Posts has over 354943 followers on Facebook, 396977 on Twitter, 23189 on Instagram and 644584 on KOO (as of 9th January, 2023). Videos related to the Department of Posts and various schemes of the Department are being uploaded on YouTube. Through social media accounts of the Department of Posts, updates to the citizens about the Government initiatives, services being provided by the Department, and activities undertaken are being done. There is constant update on the activities undertaken by the Department and promotion of Departmental products is being done on daily basis.
3. Department of Posts also has its own web portal (<https://www.indiapost.gov.in>) wherein information is regularly uploaded and updated for generating broader awareness and visibility about the activities, products and services of the Department.
4. Between January and October 2022, the Department of Posts has participated in various campaigns of the Government of India such as Unsung Heroes of Freedom Struggle, Budget 2022, Women Day 2022, International Day of Yoga 2022, 8 Years of Seva, Har Ghar Tiranga, and Special Campaign 2.0 were some of the major campaigns where India Post's participation was notable.
5. During the year, India Post ran special campaigns on its various services such as, Post Office Saving Schemes, UPI, NPS online services through India Post, Mail services, Post Info App, Postal Life Insurance and Rural Postal Life Insurance, Banking services, Aadhar, Philately releases, Mothers' Day – interactive campaign, Meghdoot Awards ceremony, Dhai Akhar Letter Writing campaign, Postal Week 2022, Vigilance Awareness Week, etc.
6. Department of Posts celebrated "Har Ghar Tiranga" campaign with great fervor. The "Har Ghar Tiranga" campaign was visible in post offices across the country. A total of 1.46 lakh post offices participated in the campaign. 4.2 lakh postal employees gave momentum to the "Har Ghar Tiranga" campaign in every corner of the country. Across the nation, 5162 Prabhat Pheries, Bike Rallies & Local workshop was organized. More than 20 lakh people connected digitally with the campaign through Twitter, Facebook & website banners. The outreach undertaken by over 4.2 lakh Postal employees has ensured that the message of Har Ghar Tiranga has percolated to cities, towns and villages. Special focus was made on increasing awareness about the campaign in border areas, LWE Districts, mountains & tribal areas.
7. As India celebrates Azadi ka Amrit Mahotsav, Department of Posts in collaboration with MyGov held an online quiz competition on the occasion of Golden Jubilee of Postal Index Number (PIN), which was an outreach effort to build awareness in citizens of the product and services of Department of Posts especially to encourage the use of PIN code. Its aim was to sensitise the participants about the various schemes and initiatives of Department of Posts. There was a total of



9619 participants. 75 winners from each of the 23 Postal Circles were declared on MyGov website.

8. Department of Posts tied up with MyGov for hosting a Contest for Designing a Mascot that will convey the basic objectives and how it encapsulates the essence of the program/mission of PLI/RPLI. The contest ended on 10.10.2022.
9. The participation of the Department of Posts in the Special Campaign 2.0 was highlighted through the Social Media Handles of the Department of Posts. Before and after pictures were shared by PG Division which was uploaded on the Social Media Handles. Videos of two best practices of Special Campaign 2.0, namely discontinuation of sealing of bag with sealing wax and replacing it with recyclable pull tight plastic seal and cleaning of rooftop and operationalization of Solar Panel at Dak Bhawan along with Secretary (Posts) message were recorded and uploaded on Social Media Handles of the Department.
10. 9th Oct to 13th Oct 2022 was celebrated as National Postal Week 2022 (NPW 2022) during which various activities, programs, webinars were conducted and also promoted on social media in collaboration with PIB and MyGov. The NPW 2022 had a total reach of 953183 on Twitter, 70528 on Instagram and 295962 on Facebook. There was a total engagement of 28094 on Twitter, 12168 on Instagram and 16219 on Facebook. Testimonials of customers and employees received from Circles were uploaded on Social Media Handles during the National Postal Week. In line with the Special Campaign 2.0, cleaning of post offices with before and after pictures were also shared throughout the week. The NPW is briefly described as below:
  - a) 09.10.2022 (World Post Day) - World Post Day marks the establishment of the Universal Postal Union in 1874 in the Swiss Capital Bern. It was declared World Post Day by UPU Congress held in Tokyo, Japan in 1969. This year World Post Day was celebrated on the theme "Post for Planet".
  - b) 10.10.2022 (Vittiya Sashaktikaran Diwas) – Campaigns were organised by the Circles for opening of POSB/IPPB accounts and procurement of PLI/ RPLI policies culminating on "Vittiya Sashaktikaran Diwas". These campaigns were shared on the Social Media Handles of the Department. Press Conferences were organised at Circle and Regional Office levels across India.
  - c) 11.10.2022 (Philately Day) – On Philately Day, Shri Alok Sharma, Director General, Postal Services inaugurated Philately Gallery at Meghdoot Bhawan displaying the journey of India Post through exciting exhibits and display. Philately Exhibition, release of special covers, workshops, seminars and quizzes were organised pan India on Philately Day. "Share your favourite stamp from your philately collection" – special campaign on National Postal Week 2022 was done on Social Media Handles with instructions to upload the image on Instagram, write reason/story behind it in caption with #MyFavStamp and tagging @indiapost\_dop.
  - d) 12.10.2022 (Mails and Parcels Day) – On the occasion of Golden Jubilee of PIN Code, Hon'ble Minister of State for Communications, Shri Devusinh Chauhan released a Commemorative Postage Stamp on Golden Jubilee of PIN Code. Dignitaries of the Department of Posts also graced the occasion. An ePassbook functionality for Post Office Savings Bank (POSB) account holders was launched on this day. India Post in collaboration with the Insurance Institute of India launched the PLI App to train and educate the PLI and RPLI workforce. Customer meets for bulk customers, workshops with Postmaster and delivery staff in field units, quiz for sorting assistant were also conducted pan India.

- e) 13.10.2022 (Antoyada Diwas) – Awareness cum Aadhaar enrolment and updation camp were organised by the Circles. Awareness was created to the general public on the availability of Direct Benefit Transfer (DBT), Social Security Pensions (SSP), Jan Suraksha Scheme (PMJJBY, PMSBY, APY), Sukanya Samridhi Accounts (SSA), Aadhaar enabled Payment System (AePS) and other products and services of the Department of Posts. Special highlight of Antoyada Diwas was the visit of Divyangjan children to Post Offices in Thalassery Division, Kerala. Their participation added more colour to the celebration of National Postal Week 2022.

The graphic features the India Post logo (भारतीय डाक) and the Azadi Ka Amrit Mahotsav logo (75 Azadi Ka Amrit Mahotsav). The text 'Like and follow' is prominently displayed. Below it, six social media handles are listed, each with its respective icon and a QR code:

- India Post Twitter Account @IndiaPostOffice
- India Post Facebook Account @PostOffice.IN
- India Post Instagram Account @indiapost\_dop
- India Post Koo Account @indiapost
- India Post YouTube Account @IndiaPost\_DoP
- India Post Public App Account @IndiaPostOffice

Various Social Media Handles of Department of Posts



## (r) Official Language

1. The Official Language Section of the Department of Posts deals with translation, typing and vetting work of all the documents received from various sections of the Department of Posts. These documents includes Parliament Questions, Office Memorandums, Orders, Notifications, Audit Para, Annual Report of the Department, Cabinet Notes, replies of RTI applications, Philately related work, Recruitment Rules, Speeches of the Hon'ble Minister, different types of letters and other documents etc. Apart from this, it also ensures full compliance of Section 3(3) of the Official Languages Act, 1963, Rule-5, Rule-6, Rule-10(4), Rule-12 of the Official Language Rules 1976 (as amended 1987) etc along with other rules of the Department of Official Language.
2. Official language inspections of various sections and subordinate offices of the Department of Posts are being carried out by the Official language section as per the targets set in the Annual Program 2022-23 released by the Department of Official Language, Ministry of Home Affairs. Till 31 December, 2022, 08 offices have been inspected in official language. During these inspections, the sections/subordinate offices of the Department of Posts are being apprised of various rules etc.
3. The constitution and meeting of the Hindi Advisory Committee is required for the smooth implementation of Official Language Policy and to give advice regarding the progressive use of Official Language Hindi in Central Government Ministries/Departments. The Advisory Committee of the Department of Posts was reconstituted on 13th October, 2021 and its first meeting was held under the Chairmanship of Hon'ble Minister of Communications on 15th October, 2022 in New Delhi.
4. During the financial year 2022-23 (upto 31 December, 2022), 10 subordinate offices of the Department of Posts were inspected by the Second Sub-Committee of the Parliamentary Committee on Official Language. The questionnaires used in these inspections were reviewed by the Department of Posts. For successful completion of these inspections, Deputy Director General (EMM/Official Language) represented Department of Posts in the said inspection meetings.
5. This year Hindi fortnight was organized in the Department of Posts from September 16, 2022 to September 30, 2022. A total number of 07 competitions were held during this fortnight in which officers and employees of the office enthusiastically participated. Apart from this, to promote the progressive use of Official Language Hindi in the financial year 2022-23, books on various subjects of Hindi were also purchased.
6. During the year Hindi workshop is organized in each quarter. In the last quarter a Hindi workshop was held on 6th September, 2022. A total of 21 officers/employees participated in the said workshop. To monitor the progressive use of Hindi, Official Language Implementation Committees are functioning in Headquarter as well as in subordinate offices. From time to time Department of

Posts and its subordinate offices are carrying out official language inspections of their secondary offices.

7. Official Language Implementation Committee meetings are held on regular basis in Department of Posts, New Delhi. In the last quarter, a meeting of the Official Language Implementation Committee was held on 16th December, 2022. The Department of Posts also regularly reviews the quarterly reports of official language of its offices located in different parts of the country. Department of Posts is thus committed to the implementation of the Official Language Policy of the Government of India.



**Hindi Pakwada-2022 prize distribution ceremony  
at Dak Bhawan By Addl DG Coord and DDG (E&MM)**

**(s) Audit Observations and Audit Report**

**Table 28**  
**AUDIT OBSERVATIONS OF C&AG**  
**(Ministry of Communications)**  
**Department of Posts**

There are seven (7) paras of C&AG of India pending (02 C&AG Paras in Report No. 3 of the year 2021 and 05 C&AG Paras in Report No. 15 of the year 2022) in the Department of Posts as on date.

**1. Loss of ₹ 12.22 crore and liabilities of ₹15.33 crore due to non-execution of MoU**

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

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

**2. Non-recovery of Building and Other Construction Workers Welfare Cess**

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

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

**3. Performance Audit of IT modernisation projects in Department of Posts**

Based on the Audit observations reported, the following recommendations are proposed.

- DoP may ensure integration of Core System with other systems such as Financial Services System Integrator and Rural System Integrator to avoid discrepancies of data in different systems
- DoP may ensure Customisation of Core Banking Solution with reference to Post Office rules and regulations and avoid irregularities in maintenance of accounts and KYC updation be completed in Customer Information Files (CIFs) to ensure proper application of POSB rules and prevent cases of misappropriations
- Network connectivity from two separate network service providers be ensured in all Post Offices for fall-back arrangements and for ensuring continuity of services to customers.

- In case of no network areas (TNF), DoP may explore alternate connectivity measures like satellite links (VSAT) to bring the Post Offices in TNF locations to the main stream of modernisation.
- DoP needs to address all the lacunae in the system in a time bound manner to update the system with an error free data base to enable better Banking experience to the customers.

**(Para No.3.1 of Report No.15 of 2022)**

#### **4. Functioning of Railway Mail Service and Road Transport Network in Department of Posts**

##### **Audit recommends that DoP may:**

- Strengthen the Internal Control mechanism for verification of claims raised by Railways to avoid the excess payment of haulage charges, rentals etc.
- In consultation with RBI, change payment system by introducing the pre-validation system by DoP of claims raised by Railways, before their account is debited
- Reconciliation meetings with Railway authorities to adjust the excess payments made, may be conducted on regular basis
- Review space in RMS properties occupied by DoP and vacate excess / vacant space in interest of economic operations
- Establish an effective monitoring mechanism by way of special cells for timely review of RTN routes to make them fruitful. They need to design the daily connectivity to the potential cities / towns to be an enabler for better quality of services to customers and increased revenue generation for the Department through RTN.
- Ensure accountability of the service providers by providing GPS Services for live monitoring of movement of vehicles.
- Pursue the optimum utilisation of Mail Hardware procured under IT Modernisation Project through integration with the Core System of the Department in a time bound manner.

**(Para No.3.2 of Report No.15 of 2022)**

#### **5. Idling of Aadhaar enrolment kits in Post Office Aadhaar Centres**

Department of Posts (DoP) agreed to set up Aadhaar Enrolment Centres on request of UIDAI. They procured 13,353 Aadhaar enrolment kits during 2018-19 incurring an expenditure of ₹178.08 crore. Out of these, 1,976 kits were not in operation due to hardware, network and staff shortage issues. This resulted in blockade of funds amounting to ₹25.75 crore. Further, due to poor quality of service, UIDAI imposed a dis-incentive of ₹3.84 crore on DoP.

##### **Recommendation:**

- Department of Post may monitor/ review the status of idle kits/ nil business Centres for timely action



to transfer them to needy circles. Department may pursue with UIDAI for cancellation and refund of the dis-incentives/ penalty imposed on them.

**(Para No.3.3 of Report No.15 of 2022)**

## **6. Irregular pension payments by Post Offices**

Five Head Post Offices (HPOs) under West Bengal Postal Circle continued irregular crediting of pension amounting to ₹6.02 crore in respect of 122 cases, without obtaining mandatory life certificates from the pensioners. At the instance of Audit, in 14 cases, DoP credited back the irregularly drawn pension amounting to ₹64.51 lakh to Government account, while recoveries were pending in remaining cases.

### **Recommendation:**

- DOP may introduce requisite control in the Finacle Software to stop automatic crediting of pension in cases where life certificates are not produced by the pensioner in the stipulated time frame.
- Postal Accounts Offices may introduce sufficient checks in their softwares and systems to restrict credit of pensions to pensioners accounts without submission of Life Certificates etc.
- DoP may undertake a review of similar cases in all the Circles and carry out rectification process in all such cases, including fixing of responsibility on Postal Circles for the irregular pension credited.

**(Para No.3.4 of Report No.15 of 2022)**

## **7. Misappropriation of public money in Department of Posts**

There was mis-appropriation of public money amounting to ₹95.62 crore in Post Offices spread over fourteen Postal Circles, due to failure of the Head Post Offices under DoP in implementing internal checks codified for prevention of Fraudulent Activities in operation of Post Office Saving Bank (POSB) Schemes.

### **Recommendation:**

- To safeguard the public money invested with Government from fraudulent activities, DoP may ensure that the prescribed internal checks and internal audit is implemented and monitored effectively in letter and spirit at various hierarchical levels.
- DoP may ensure that matured accounts/ deposits/ schemes etc. are monitored electronically through the existing softwares if necessary by suitable changes, so that DoP may ensure that the money has been disbursed to the rightful claimants.
- DoP may ensure that all the POSB transactions are intimated electronically (SMS/ e-Mail etc.) to alert the account holders on irregular/ un-authorized transactions, if any.
- Department should prevent any type of manual entries in POSB Transactions and ensure only system generated computerised entries are made. A display board should be placed at the



prominent visible place in the local language guiding the customers to this effect that their passbook entries should be in electronic mode.

- DoP may ensure effective Password Policy in practice, as a part of IT Security Policy to prevent any un-authorized usage/login by staff.
- DoP may ensure data validation to the new systems coupled with, KYC verification of account holders/beneficiaries to prevent misappropriations in postal savings accounts.
- DoP may initiate stringent action under the Rules to fix responsibility and accountability on its officers and staff responsible for the irregularities that have taken place.

(Para No.3.5 of Report No.15 of 2022)

## Table 29 Pending Audit Report Paras

Details of Audit Report Paras pending with the Department of Posts and their disposal status as on 31.12.2022

SI. No.	Number and year of the Report	Number of paras/ report on which ATNs have been submitted to PAC after vetting by Audit (to Monitoring Cell)	Details of paras/ PA Report on Which ATNs are pending		
			Number of ATNs not sent by the Ministry to the Audit even for the first time	Number of ATNs sent but returned with observations and audit is awaiting their re-submission by the Ministry	No. of ATNs which have been finally vetted by audit, but have not been submitted by the Ministry
1	3 of 2021	4	Nil	1	1
2	15 of 2022	Nil	1	2	Nil
	Total	4	1	3	1

Details of Audit Report Paras pending with the Department of Posts and their disposal status as on 31.12.2022.

Total C&AG Audit Paras pending as on 31.12.2022 = 07

Total C&AG Audit Paras pending with DG Audit (F&C) for vetting = 02

A large, abstract graphic consisting of several overlapping, curved bands of different shades of blue, starting from the bottom left and extending towards the top right, creating a sense of upward movement and growth.

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



## CHAPTER-VIII

## DEVELOPMENT ACTIVITIES IN NORTH EAST AND SIKKIM

India Post has taken up several special initiatives for the development of North East and Sikkim.

Department of Posts, which has a Universal Service Obligation to serve the entire Country irrespective of whether the service delivery is economically viable or not, also earmarks allocations for central schemes for the exclusive development of North East Region, in accordance with the policy guidelines of the Government.

1. **Rural Business and Access to Postal Network** - The administrative structure of the Postal network in the North East Region is as under:
  - a) Assam Circle with its Headquarters at Guwahati, comprises of the State of Assam and has 4005 Post Offices. On an average each Post office in Assam Circle serves an area of 19.59 Sq. Kms and a population of 7792 persons.
  - b) North East Circle with its headquarters at Shillong, comprising of States of Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland and Tripura. It has 2913 Post Offices and on an average each Post Office serves an area of 79 Sq. Kms and a population of 4721 persons.
  - c) Sikkim state is a part of West Bengal Postal Circle. It also forms part of North East Region. It has 209 Post Offices. On an average each Post Office in Sikkim serves an area of 33.97 Sq. Kms and a population of 2923 persons respectively.
2. **Postal Operations Scheme:** Details of major developmental activities initiated during the period in the North East Region, State –wise are given below:

TABLE - 30

Sr. No	Name of State	Setting up of National sorting hubs & e-Clearance of letter boxes (01.04.2022 to 31.10.2022)
1.	Assam	a) Infrastructural upgradation has been done in 6 Computerized Registration Centers (CRC), 5 Unregistered Mail Hubs and 01 Business Processing Centers (BPC) b) Infrastructural upgradation has been done in 01 National Sorting Hubs (Speed Post), 02 Intra Circle Hubs (Speed Post) and 01 Book Now Pay Later (BNPL) Offices. c) 825 Letter Boxes have been covered under e- Clearance* of Letter Boxes.
2.	Arunachal Pradesh	a) Infrastructural upgradation has been done in 01 National Sorting Hub (Speed Post) b) 29 Letter Boxes have been covered under e- Clearance of Letter Boxes.
3.	Manipur	a) Infrastructural upgradation has been done in 01 National Sorting Hub (Speed Post) b) 54 Letter Boxes have been covered under e- Clearance of Letter Boxes.
4.	Meghalaya	a) Infrastructural upgradation has been done in 01 National Sorting Hub (Speed Post). b) 30 Letter Boxes has been covered under e- Clearance of Letter Boxes.
5.	Mizoram	a) Infrastructural upgradation has been done in 01 National Sorting Hub (Speed Post) b) 21 Letter Boxes has been covered under e- Clearance of Letter Boxes.
6.	Nagaland	a) Infrastructural upgradation has been done in 01 National Sorting Hub (Speed Post) b) 26 Letter Boxes have been covered under e- Clearance of Letter Boxes.
7.	Tripura	a) Infrastructural upgradation has been done in 01 National Sorting Hub (Speed Post) b) 204 Letter Boxes have been covered under e- Clearance of Letter Boxes.

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

- a) **Parcel Hubs:** 7 (Level-1) and 4 (Level-2) Parcel Hubs have been established in the states falling under North-Eastern Region. Major initiatives of the Department during period 2022-23 in North-Eastern Regions are as under:

Sl. No.	Name of State	Details of Major Development Activities
1.	Mizoram	A dedicated Level 1 Parcel Hub at Aizawl has been established to process all types of Parcels including Speed Post Parcels.
2.	Arunachal Pradesh	A dedicated Level 1 Parcel Hub at Itanagar has been established to process all types of Parcels including Speed Post Parcels.
3.	Meghalaya	A level 2 Parcel Hub at Shillong has been upgraded to a Level-1 Parcel Hub to enable direct bagging facility for other hubs in the country, which will ensure faster transmission and delivery of Parcels.

- b) **Nodal Delivery Centres:**

Nine Nodal Delivery Centres in North-East Region (Agartala, Kohima, Imphal, Shillong Aizawl, Silchar, Nagaon, Guwahati, and Dibrugarh) and one Nodal Delivery Centre in Sikkim (Gangtok) have been established for expedited and mechanized delivery of Parcels using two-wheeler and four-wheeler vehicles.

- c) **Revenue achievement (01-01-2022 to 30-09-2022) is detailed as under:**

Name of Circle	Period	Total Revenue earned (Rs. in Cr)
North-East Circle	01.01.2022 to 31.03.2022	1.73
North-East Circle	01.04.2022 to 30.09.2022	4.53
Assam Circle	01.01.2022 to 31.03.2022	2.60
Assam Circle	01.04.2022 to 30.09.2022	3.30

- d) **Marketing Initiatives of Parcel Products:**

Department has entered into a Tie-up with the Tribes India, the online portal of Tribal Co-Operative Marketing Development Federation of India Limited (TRIFED) for providing logistics support for booking transmission and delivery of the products and artifacts from North-Eastern region to the rest of the country and abroad.

- e) **Postal Road Transport Network (RTN):**

Department has set up a network of 16 (8x2) national level routes in North-Eastern Region covering a total distance of 9,506 Kms per day which connects North-Eastern Region with other parts of the country.



**3. International Mails:** In order to further strengthen the commercial integration of the people of the North-East region to the mainstream, Sub-Foreign Post office (SFPO) in Guwahati and International Business Centre (IBC) in Shillong are under implementation in the North Eastern region. Further 9 Dak Ghar Niryat Kendras (DNK) are also planned to be opened in the North East during 2022-23 at selected locations. This will benefit the International mail originating from North eastern states, boost exports and facilitate socio-economic development in the region.

**4. Marketing:** Publicity of India Post Products through Radio (Red FM) till end of March 2022, Participation in Vibrant North East 2022 event was covered on all days through all social media handles.

a) Social Media Activities:

- ☛ Celebration of International Yoga Day and highlighting participation of all Postal Employees at various iconic sites.
- ☛ Har Ghar Tiranga Campaign.
- ☛ Swachhta Pakhwada & Special Campaign 2.0 on swachhta. Special initiatives like the use of scrap bottles for developing Hydroponics at a small scale were highlighted.
- ☛ On the occasion of World Post Day in connection with National Postal Week 2022, various activities are specified for each day with wide publicity.
- ☛ Celebration of Vigilance awareness and National Integrity Day 2022.

b) Marketing Through Meta Ad (Facebook, Instagram, and Messenger):

- ☛ Meta Ads have been posted since the beginning of Sept 2022. (PLI/RPLI, SSA, Speed post, Speed Parcel).

c) Marketing and Social Media – Assam Circle

- ☛ Installation of Outdoor LED Display at Guwahati GPO Premises for Promotion of Departmental Products.
- ☛ Promotion of Departmental Products through sponsorship in various events such as Alcheringa - a cultural fest of IIT Guwahati, Pyrokinesis - an annual cultural fest of Assam Engineering College, Guwahati, and organization of Melas, camps, etc.
- ☛ Installation of Fixed Structure for the display of Hoardings at HOs under Assam Circle for promotion of Departmental Products and display of Banner under Media Post.
- ☛ Printing and display of Banner in connection with Har Ghar Tiranga Campaign in Post Offices under Assam Circle.
- ☛ Celebration of National Postal Week 2022.
- ☛ Following social media campaigns were also undertaken:
  - International Yoga Day celebration.
  - Azadi Ka Amrit Mahotsav

- Special Campaign 2.0
- Vigilance Awareness Week 2022
- International Millet Year 2022
- Advertisement of Departmental Products on MMS vehicles will be completed within this month.

5. **Philately Operations:** For Philately Promotion & Marketing during 2022-23, NE Circle, Assam Circle and Sikkim (under West Bengal Circle) have been allotted funds under Promotion & Marketing of Philately and for Philatelic Operations NE Circle. The details of the proposed release of Commemorative Postage Stamps are as under:

S. No.	Name of CPS	Date of Release
1	50 Years of Manipur	21.01.2022
2	50 Years of Meghalaya	21.01.2022
3	50 Years of Tripura	21.01.2022
4	50 Years of Arunachal Pradesh	20.02.2022

Following is the list of stamps proposed to be released

S. No.	Name of CPS	Date
1	Platinum Jubilee Assam Medical College	03.11.2022
2	Pa Togan Nengminza Sangma	12.12.2022

6. **Handling Public Grievances:** In the NER, following platforms are available for the users of Postal Services to voice their grievances and get resolution:-

1st January, 2022- 30th September, 2022

S. No.	Platform	Grievance Received (01.01.2022 –30.09.2022)	Grievance Resolved (01.01.2022 –30.09.2022)	Resolution Rate
1.	Centralized Public Grievance Redress and Monitoring System (CPGRAMS)	3332	3278	98.4 %
2.	India Post Call Centre (IPCC)	2517	2445	97.2%
3.	Customer Relationship Management (CRM) (other than IPCC)	5100	4876	95.6%
4.	Social Media (Twitter, Facebook & Instagram)	6174	6174	100 %

7. Estates Management: The development in the North East Region are as follows:

Sr. No.	State	Achievement during 01.01.2022 to 30.09.2022
1.	Assam	(i) Three new post office buildings constructed viz: Jalahghat SO, Dhanbali SO and Sidli SO (ii) Construction of four new post office buildings is going on viz: Badulipar SO, Puranigudam SO, Moirabari SO and Soalkuchi SO (iii) Five old post office building renovated viz: Chabua So, North Lakhimpur HO, Bokakhat MDG, Kalain SO and Dwarbond SO (iv) Two ladies' toilets have been constructed at Haflong MDG and Barpeta Road MDG
2.	Arunachal Pradesh	(i) Construction of PO at Mechuka is going on.
3.	Manipur	(i) Construction of PO & SPM quarter at Kakching is going on. (ii) Ladies toilet constructed at Churachandpur SO
4.	Mizoram	(i) Construction of PO at Mamit is going on.



Jalaghat SO, Barpeta district, Assam

8. **Training imparted:** Training imparted in North Eastern Region during the period from 01.04.2022 to 30.11.2022.

**Table - 31**

TRAINING IN NORTH EAST AND SIKKIM						
Name of State	Training of supervisory cadre	Training to frontline staff (PAs)	Training to Operative staff (SAs)	Training of Postmen/Mail overseers/MTS	Training to Gramin Dak Sewak (GDS)	Total
Assam	165	996	211	156	2122	3650
Arunachal Pradesh	13	180	0	22	34	249
Manipur	31	124	0	25	124	304
Meghalaya	83	151	13	72	290	609
Mizoram	28	136	0	25	311	500
Nagaland	19	214	11	25	35	304
Tripura	22	201	45	60	545	873
Sikkim	9	12	1	7	22	51
<b>Total</b>	<b>370</b>	<b>2014</b>	<b>281</b>	<b>392</b>	<b>3483</b>	<b>6540</b>

# **INDIA POST PAYMENTS BANK**

The background of the image features a light blue gradient. On the right side, there are three curved, overlapping bands in shades of blue, ranging from a medium blue to a darker blue, creating a dynamic, upward-sloping visual effect.





## CHAPTER-IX

# INDIA POST PAYMENTS BANK

### About IPPB

India Post Payments Bank (IPPB) has been setup under Department of Posts, with the vision to build the most accessible, affordable and trusted bank for the common man in India. The fundamental mandate of IPPB is to remove barriers for the unbanked & underbanked and reach the last mile leveraging a network comprising of 1.59 lakh Post Offices and more than 4 lakh postal employees.

IPPB's target market segments, being some of the most financially excluded & vulnerable sections of the society, the Bank has enabled assisted banking at the last mile through frugal innovation and simple & intuitive user interfaces. Whether it is offering account opening and transaction initiation enabled through biometric authentication, obviating the need to remember PIN/password or offering banking services at the doorstep of customers through the Postmen and Grameen DakSevaks (GDS) equipped with a smartphone & a biometric device connected real-time online to a Core Banking Platform, IPPB has transformed the banking & financial inclusion landscape in India.

IPPB is leveraging the vast Postal network of nearly 1.59 lakh Post Offices and over 4 lakh postal employees in every district, town and village of the country to increase the size of rural banking infrastructure by almost 2.5 times.

This combination of Digital technology and Physical Infrastructure is a strong force to reckon in today's emerging digital economy creating a Phygital Platform for Rural India. IPPB -DoP combine has harnessed this infrastructure, with a trustworthy brand & technology-led innovation through the collaboration of Fintechs, Government and institutions in banking ecosystem to deliver a variety of services under one roof establishing a robust service infrastructure.

IPPB's reach and its operating model is built on the key pillars of India Stack - enabling Paperless, Cashless & Presence-less banking in a simple & secure manner at the customers' doorstep, through a CBS-integrated smartphone and biometric device. Leveraging frugal innovation and with a high focus on ease of banking for the masses, IPPB delivers simple & affordable banking solutions through intuitive interfaces available in 13 languages.

IPPB is committed to provide a fillip to a less cash economy and contribute to the vision of Digital India. India will prosper when every citizen will have equal opportunity to become financially secure and empowered. IPPB motto stands true - Every customer is important; every transaction is significant, and every deposit is valuable.

### **New Product Rollouts**

#### **Cash Withdrawal services enabled through Individual BCs**

Bank has enabled Cash withdrawal services using AePS and Card+PIN through Individual BCs. This will help bank to extended its reach beyond postal network also. 17000+ agents got on-boarded till 31st December, 2022.

#### **Mini statement & Balance Check in Postal Accounts**

Bringing convenience at customer's doorstep, customer can view the account balance and mini statement of POSB accounts using IPPB services <https://posbseva.ippbonline.com/indiapost/signin>.

### Setting up of Auto Bill Payment facility for IPPB Account Holders

In its continued efforts to make the product better; IPPB upgraded the bill payment services with auto bill payment facility, where customer's bills will be fetched and paid before due date by the bank.

### Life Insurance Products

Guaranteed pension Goal (GPG) - This is non-linked, non-participating deferred & immediate annuity plan.

Smart Protect Goal (SPG) - This is a non-linked, non-participating, pure life term insurance plan.

### Group Accident Guard (GAG of TAGIC)

Accident is an unfortunate incident that happens unexpectedly and unintentionally, typically resulting in damage or injury. Group Personal Accident Insurance protects its members against accident leading to disability or death.

### Bharat Bill Payment Services in Mobile Banking and Dak Pay (UPI PSP)

Recently IPPB launched upgraded version of BBPS in the IPPB Mobile Banking application and the Dak Pay- UPI PSP Application to offer many value added services in bill payments segment. The value-added functionalities include enabling standing instructions for recurring bill payments, pending bill reminders, biller management and improved mail alerts. Also, with an enhanced user experience driven by better interface.

### Postal Life Insurance (PLI)/ Rural Postal Life Insurance (RPLI) premium payments through IPPB

This service was a major requirement of customers pan India and by launching it IPPB has catered to & fulfilled the desires of a lot of customers. Now PLI/ RPLI premium payments could be made conveniently through IPPB channels. Along with ad-hoc premium payments, IPPB has also introduced the facility to set up auto-payments (Standing instructions) for PLI/ RPLI premium payments. With this any IPPB Account Holder can pay premium/ set up standing instructions for PLI / RPLI Payments through IPPB Mobile Banking or by visiting IPPB access Points (CBS/MATM) or by utilizing doorstep services (MATM).

### Premium Account

Different customers have different banking requirement & to cater the same, it is important to launch a differentiating product which can provide value added services, so that each customer has the freedom to choose a product which suits him/her best. 'Premium Khata' launched by IPPB is a step in that direction where it offers free doorstep services, free cash deposit and withdrawal services. A small annual service charged upfront annually bring hosts of discounts and waivers. Currently offered as SBPRM in CBS, this scheme shall become available on M-ATM soon.

### UPI payment mode enabled at BO

The Department of Posts (DoP) has been using RICT Handheld Device application for postal operations at Branch Offices. IPPB has introduced UPI modes of Payments in the Branch Offices in line with the Digital India campaign. Currently the total number of IPPB access points in Branch Post Offices is approx. 1,25,000. These Branch Offices are using UPI based Digital mode of payment, developed by India Post Payments Bank (IPPB) for providing the Postal & Retail services to the citizens.

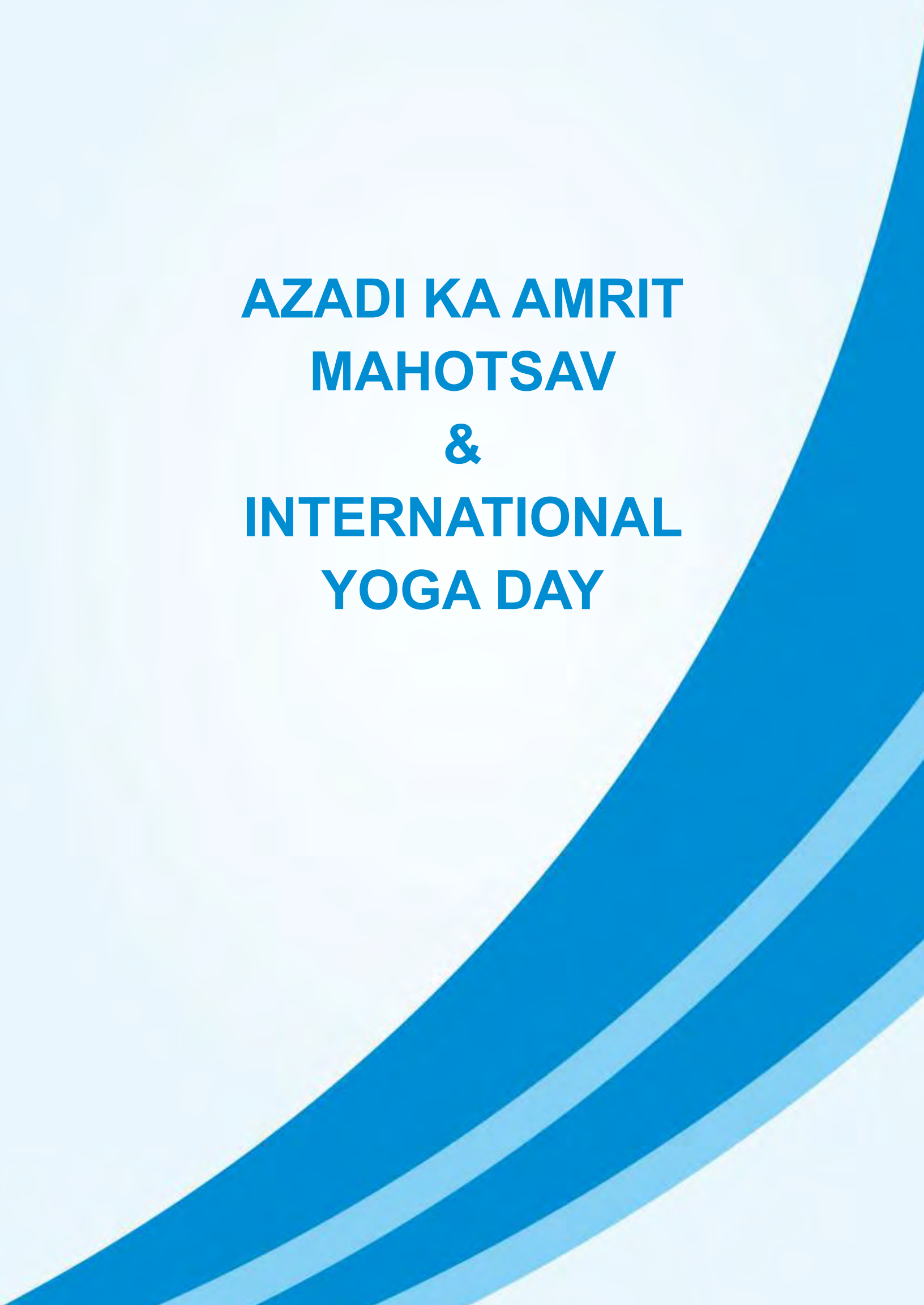
### Key Highlights

- 1.37 lakh IPPB Access Points in post offices - 1.20 lakh in rural areas.
- 6.10 Crore IPPB bank accounts opened in Digital and Paperless mode - 90% of the customers are from rural India.
- More than ₹5000 crore deposit balance
- Every second bank account in IPPB is held by women and 95% of these accounts are active.
- Accounts of 98% women have been opened at their Doorstep.
- More than 68% of Women account received DBT benefit.
- Customer deposits balance of more than ₹ 4937 crore.
- More than 165.11 crores financial transactions involving ₹ 2,63,748 crores.
- 90% of IPPB customers are transacting on assisted mode through Postmen and Gramin Dak Sevaks who are equipped with smartphones and biometric devices and are providing simplified banking services to remote areas.
- More than 8.87 crore DBT Disbursement transactions worth ₹ 10,431 crore.
- More than 4.45 crore Child Enrolment Lite Client (CELC) Transactions have done.
- More than ₹ 25,265 crore disbursed to “customers of other banks” through over 8,84 crore Aadhaar Enabled Payment Service (AEPS) transactions.
- More than ₹ 24,430 crore delivered at door steps of customers in hotspots and migrant camps during the COVID-19 lockdown, reducing their need to step out of their homes thus containing the spread of the COVID-19.





**AZADI KA AMRIT  
MAHOTSAV  
&  
INTERNATIONAL  
YOGA DAY**





CHAPTER-X

**AZADI KA AMRIT MAHOTSAV & INTERNATIONAL YOGA DAY**

**Azadi Ka Amrit Mahotsav (AKAM) related Activities**

- 1. Launch of NEFT / RTGS services for Post Office Savings Bank under the Theme 'Ideas, Achievements and Resolve':** Interoperability solutions through NEFT and RTGS deployed w.e.f. 18.05.2022 and 31.05.2022 respectively.
- 2. COVID Vaccination Amrit Mahotsava:** To implement the announcement made by the Hon'ble Prime Minister regarding '75 days – COVID Vaccination Amrit Mahotsava' from 15th July – 30th September, 2022, Special COVID Vaccination camps were organized in Postal Directorate in Delhi as well as in field offices wherein free Booster / Precautionary doses were administered to Postal employees. A total of 33,492 free Booster doses were administered during this campaign.



**Dak Bhawan**

- 3. Partition Horrors Remembrance Day:** 780 Exhibitions were displayed on 'Partition Horrors Remembrance Day' in the Post Offices across the country during 10th – 14th August, 2022, which attracted the footfall of around 3 lakh visitors.
- 4. "HarGharTiranga" Campaign:** Government of India launched "HarGharTiranga" Campaign to encourage the citizens to hoist the National Flag of India at their homes during the period from 13th – 15th August, 2022. The idea behind the Campaign was to instill the feeling of patriotism in the hearts of people and reminisce the journey of India and those who have contributed towards creating this great Nation.

Department of Posts released a Commemorative Postage Stamp on "Journey of the National Flag" on 2nd August, 2022 in the august presence of Hon'ble Home Minister.





Department distributed more than 1.33 crore National Flags to the Public through offline and online modes across the country.



Punjab Circle



Review of progress made during Special Campaign 2.0 & Social Media Coverage

**Devusinh Chauhan** @devusinh

माननीय प्रधानमंत्री श्री @narendramodi जी के विशेष स्वच्छता अभियान 2.0 से डाक विभाग के 24,000 डाकघर जुड़े हैं। उनमें से एक, महुधा मुख्य डाकघर, खेड़ा का आज निरीक्षण किया।

माननीय प्रधानमंत्री जी के इस अभियान को सफल बनाने के लिए संचार मंत्रालय दृढ़ संकल्पित है।

#IndiaPost4Swachhata

**India Post** @IndiaPostOffice

सचिव (डाक विभाग) #SpecialCampaign2.0 के तहत डाक भवन के रिकॉर्ड रूम में तेजी से चल रहे फाइलों को हटाने के कार्य की समीक्षा करते हुए।

#IndiaPost4Swachhata

PMO India and 8 others

**India Post** @IndiaPostOffice

श्री आलोक शर्मा, महानिदेशक डाक सेवा ने लखनऊ में निराला नगर उप डाकघर का दौरा किया। उत्तर प्रदेश सर्कल टीम ने उन्हें #SpecialCampaign2.0 के दौरान हुई प्रगति के बारे में जानकारी दी।

#IndiaPost4Swachhata

**India Post** @IndiaPostOffice

सुश्री स्मिता कुमार, अपर महानिदेशक (समन्वय) ने गांधीनगर में सेक्टर-16 और सेक्टर-9 के डाकघरों का दौरा किया। गुजरात सर्कल टीम ने उन्हें #SpecialCampaign2.0 के दौरान हुई गतिविधियों के बारे में जानकारी दी।

#IndiaPost4Swachhata



## INTERNATIONAL YOGA DAY

### International Day of Yoga (IDY) 2022:

A Countdown Programme of IDY 2022 was organized by Department of Posts on 25th April, 2022. The main event led by Hon'ble Minister of Communications, was held at Talkatora Stadium. 2.50 Lakh Postal Staff and Members of public joined the main event online from about 53,000 sites including 100 iconic locations.



**Yoga Session by postal employees on the occasion of International Yoga Day at Ellora caves, Aurangabad, Maharashtra**

This year, 75 iconic sites across the country were identified to celebrate IDY 2022. Hon'ble Minister of Communications and Hon'ble Minister of State for Communications attended celebration at iconic sites at Sun Temple, Konark, Odisha and Dholavira, Kutch, Gujarat respectively. Live webcasting of the events was made and address by Hon'ble Prime Minister on IDY 2022 was also live telecasted in all Postal Circles (Hqrs.). More than 75,000 DoP employees participated across the country in grand celebration of IDY 2022. 10,232 Yoga Sessions and 2703 Workshops were also organized by the Department across the country.



**Shri Ashwini Vaishnaw, Minister of Railways, Communications and Electronics & Information Technology gracing the occasion of Yoga Day at Konark Sun temple, Odisha**



**Yoga Day celebration at Dholavira, Gujarat**





**India Post spreads the Swachhta message among citizens of the country through wall art Under Special Campaign 2.0**

स्वच्छ भारत  
एक कदम स्वच्छता की ओर








**Prime Minister Shri Narendra Modi** releasing a Postal Stamp  
“Surkakshit Jaayen, Prashikshit Jaayen” meaning “go safely, go trained”  
released at the inauguration of Pravasi Bharatiya Divas in Indore, Madhya Pradesh





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

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