



सत्यमेव जयते

Annual Report 2016-17



Department of Posts

भारतीय डाक



India Post



Prime Minister of India, Shri Narendra Modi, handing over 'Sukanya Samridhi' passbook at Varanasi

ANNUAL REPORT 2016-17



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



Release of Commemorative Postage Stamp on Induction of C130 in Indian Air force by Shri Pranab Mukherjee, President of India.



Release of Special Cover during 2nd meeting of BRICS Communications Ministers by Shri Manoj Sinha, Union Minister of State for Communications (I/C) and Railways



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Indian Postal Service Probationers, with Shri Pranab Mukherjee, President of India



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An Overview

भारतीय डाक

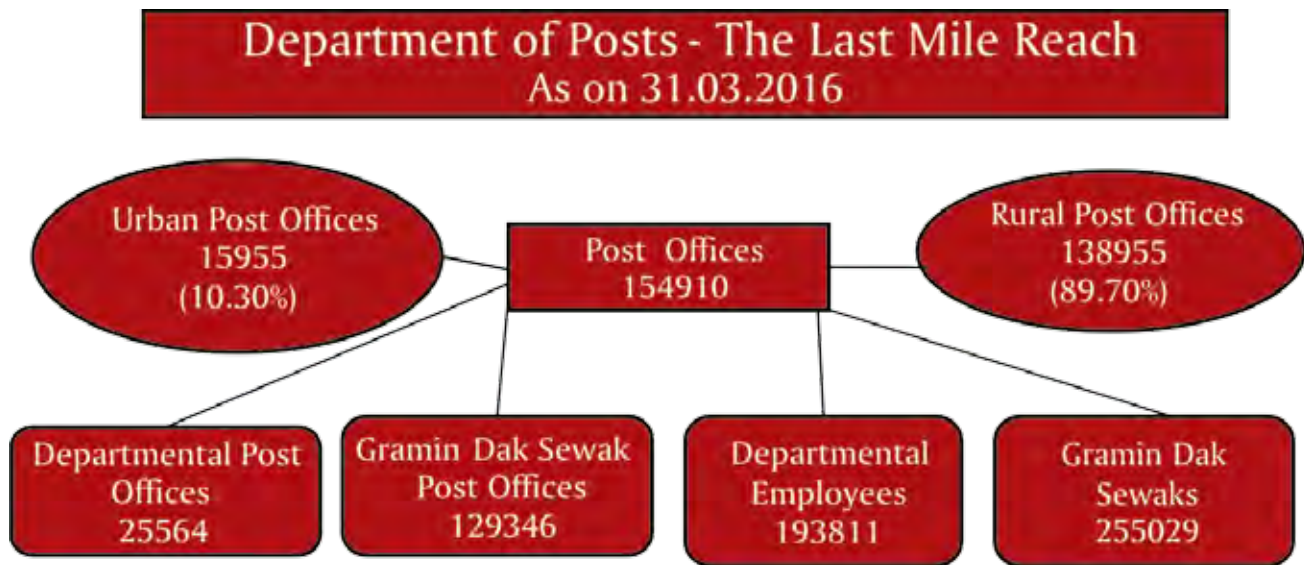


India Post

AN OVERVIEW

1.1 The Department of Posts, with its network of 1,54,910 Post Offices, is the largest postal network in the world. The beginnings of this vast postal network can be traced back to the year 1727 when the first Post Office was set up in Kolkata. Subsequently, General Post Offices (GPOs) were also set up in the then three Presidencies of Kolkata (1774), Chennai (1786) and Mumbai (1793). To bring some uniformity amongst the then Post Offices, the Indian Post Office Act of 1837 was enacted. This Act was followed by the more comprehensive Indian Post Office Act of

1854. This Act reformed the entire fabric of the postal system and its provisions granted the monopoly of carrying mail in the British territories in India to the Indian Post Office. The present postal system in India thus came into existence with the Indian Post Office Act of 1854. In the same year, Railway Mail Service was introduced as also the sea mail service from India to Great Britain and China. Thereafter, the Indian Post Office Act of 1898 was passed which regulated postal services in the country.



On an average, 8364 people are served by a Post Office in the country; in rural areas, a Post Office serves 6275 people, and in urban areas, a Post Office serves 26553 people.

Average area served by a Post Office is 21.22 sq. km.

VISION

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

MISSION

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

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

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

socio-economic developments of the nation and touching the remotest corners of the country.

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

CONSTITUTIONAL AND LEGAL PROVISIONS

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

IT MODERNIZATION PROJECT

1.7 The IT Modernization Project aims at transforming the Department into a 'Technology enabled, self-reliant market leader'. It will result in increased market share and revenues, launch of new products

and services, improved service delivery system, motivated workforce and customer satisfaction. The primary focus of this Project is to improve and automate postal services through business process re-engineering and creation of efficient operations and systems. Under the IT Modernization Project, integrated modules will cover various functions of Post Offices, Administrative Offices, Account Offices and Mail Offices, etc.

1.8 Digital India Programme is a flagship programme of Government of India launched in 2014 with a vision to transform India into a digitally empowered society and knowledge economy. The thrust of the Digital India Programme is digital empowerment of the citizens of India. Department of Posts has been entrusted to transform the Post Offices into multi service centres. The Department is digitizing all the 1,54,910 Post Offices including 1,29,346 Gramin Dak Sewak Post Offices in rural areas. The digitized Post Office shall work as multi service centre and become the nodal centre for the dissemination of information vis-à-vis government policies; disbursement of social security benefits; and financial inclusion. These Post Offices will offer a digital means of communication, carrying physical goods and money transfers.

RURAL INFORMATION COMMUNICATION TECHNOLOGY

1.9 Rural Information Communication Technology (RICT) project has been launched in Six pilot Circles viz., Assam, Bihar, Karnataka, Maharashtra, Rajasthan, Uttar Pradesh. As on 18th January 2017, RICT Solution has been rolled out in 4425 Branch Post Offices (BOs). It is planned to rollout RICT Solution in 40000 BOs throughout India during current year.

CORE BANKING SOLUTION (CBS) PROJECT

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

PRODUCTION AND FULFILLMENT CENTER

1.11 A Production and Fulfillment Center has been set up at Dak Bhawan, New Delhi to bring India Post philatelic business to a higher level.

INDIA POST PAYMENTS BANK

1.12 In the Budget 2015-16 speech in Parliament, the Union Finance Minister announced the Government's intention to set up the Payments Bank by Department of Posts to promote financial inclusion and ease the access of the people to the formal financial system. The Department of Posts received an 'In Principle' approval from the Reserve Bank of India (RBI) on 7th September, 2015 for setting up of a Payments Bank, with a validity of 18 months from the date of issue.

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

- Demand Deposits-Savings account of upto ₹ 1 lakh and Current Accounts with special focus on Micro Small and Medium Enterprises (MSMEs), small entrepreneurs / merchants, village panchayats, Self Help Groups (SHGs) etc;

- Direct Benefits Transfer (DBT) of social security payments of various Ministeries to beneficiaries;
- Utility bill payments for electricity, water, telephone, gas etc;
- Payments of various Central and State Government and Municipal dues and fees of various Universities / educational institutions;
- Person to Person remittances both domestic and cross-border with special focus on migrant labourers, low income households; and
- Distribution of third party financial products such as insurance, mutual funds, pension and credit products.

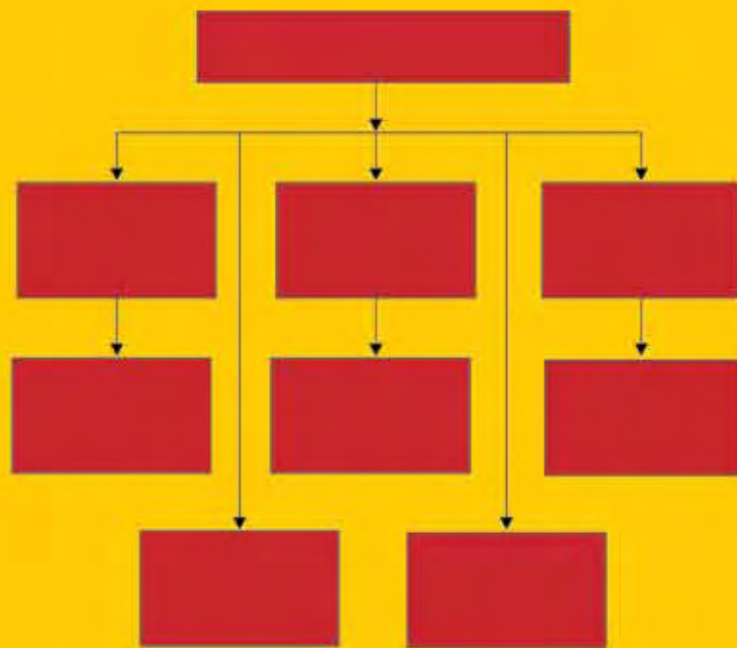
1.14 The Public Investment Board (PIB) has recommended the proposal of setting up of India Post Payments Bank (IPPB) in its meeting held on 19th January, 2016 and approved by the Cabinet on 1st June, 2016 with a direction to roll out all 650 branches of IPPB and their linkages with post offices across the country by September 2017. IPPB has been incorporated as a Public limited Company on 17th August, 2016 by Registrar of Companies, Ministry of Corporate Affairs under the Companies Act 2013.

1.15 DoP received the final license for setting up the India Post Payments Bank (IPPB) from RBI on 20th January 2017. Two pilot branches of IPPB were launched on 30th January 2017 at Raipur (Chattisgarh) and Ranchi (Jharkhand).



Commemorative Postage Stamp & First Day Cover released by Shri Manoj Sinha, Union Minister of State for Communications (I/C) and Railways and Shri Arun Jaitley, Union Minister of Finance and Corporate Affairs on the occasion of pilot launch of India Post Payments Bank

Organisation



ORGANISATION

ORGANISATIONAL STRUCTURE

2.1 The Department of Posts under the Ministry of Communications has Minister of State with independent charge who is assisted by Secretary, Department of Posts, and Director General Postal Services. Secretary, Department of Posts is also the Chairperson, Postal Services Board.

Planning and Policy Formulation at Headquarters

2.2 The Postal Services Board (PSB) is the apex management body of the Department of Posts. It comprises the Chairperson and six Members. The Director General Postal Services, Additional Director General (Co-ordination) and the Joint Secretary and Financial Advisor (JS&FA) are permanent invitees to the Board. The six members of the Board look after areas of Personnel Management, Postal Operations, Technology Induction and Implementation, Postal Life Insurance & Investment of Postal Life Insurance Funds, Human Resources Development, Banking and Planning. Additional Director General (Co-ordination) assists Director General Postal Services. The Joint Secretary and Financial Advisor to the Department renders finance advice to the Postal Services Board. The Secretary, Postal Services Board assists the Board and is in charge of administration at the headquarters. The two Chief General Managers viz, CGM, (Business Development & Marketing) and

CGM, (Postal Life Insurance) and Deputy Directors General, Directors and Assistant Directors General of the Department provide necessary support to the Board.

Operational Units

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

Army Postal Service Corps

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

POSTAL CIRCLES

2.5 The Department of Posts has a vast network of Post Offices across the country.

The Department has created one more milestone by creating a new Postal Circle named “Telangana Postal Circle” which is co-terminus with the State of Telangana. The newly created Circle will be headed by a Chief Postmaster General with headquarters located at Hyderabad. With the creation of Telangana Circle, the tally of the Postal Circles will now be 23.

Postal Region

2.6 The Department of Posts has been consistently improving the quality of services with new parameters to reach out to serve the Nation. Continuing with the qualitative improvement of services aided by constant monitoring, the Department of Posts has created two new Postal Regions, one in Bihar Circle at Bhagalpur with headquarters at Patna and another in Uttar Pradesh Circle at Varanasi with headquarters at Varanasi. The number of Postal Regions has now increased from 47 to 49.

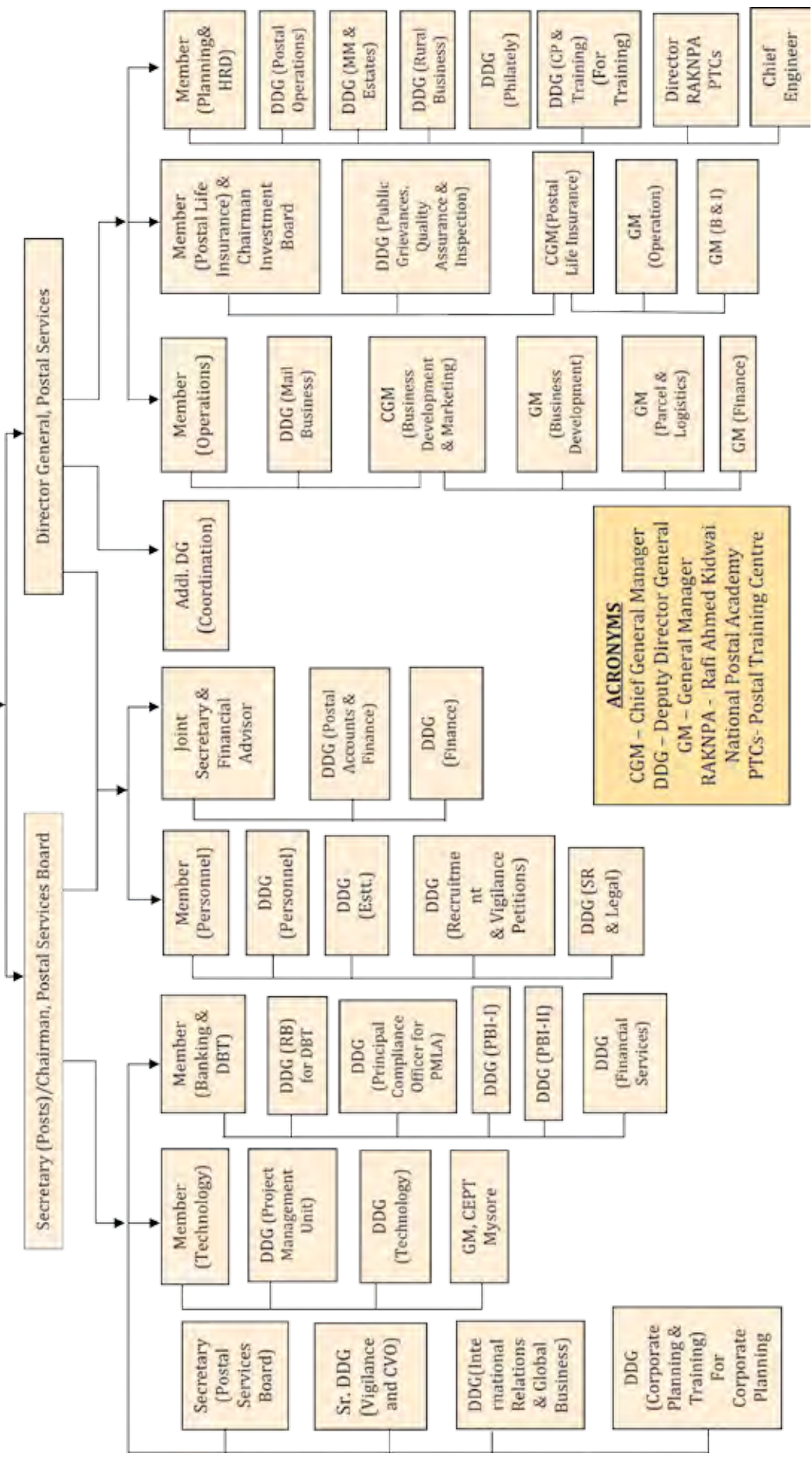
Cadre Review of Indian Postal Services

2.7 The Department of Posts has finalized the Cadre Review of Indian Postal Services (IPoS). To meet the functional requirements and to strengthen the cadre structure, the Department of Posts has created a new post of **Director General, Postal Services, in the Apex scale**, one post of Addl. Director General (Coordination) in HAG+ scale, one post in HAG level to head the newly created Telangana Postal Circle, 5 posts in SAG level, and 4 posts at JAG level have been created.

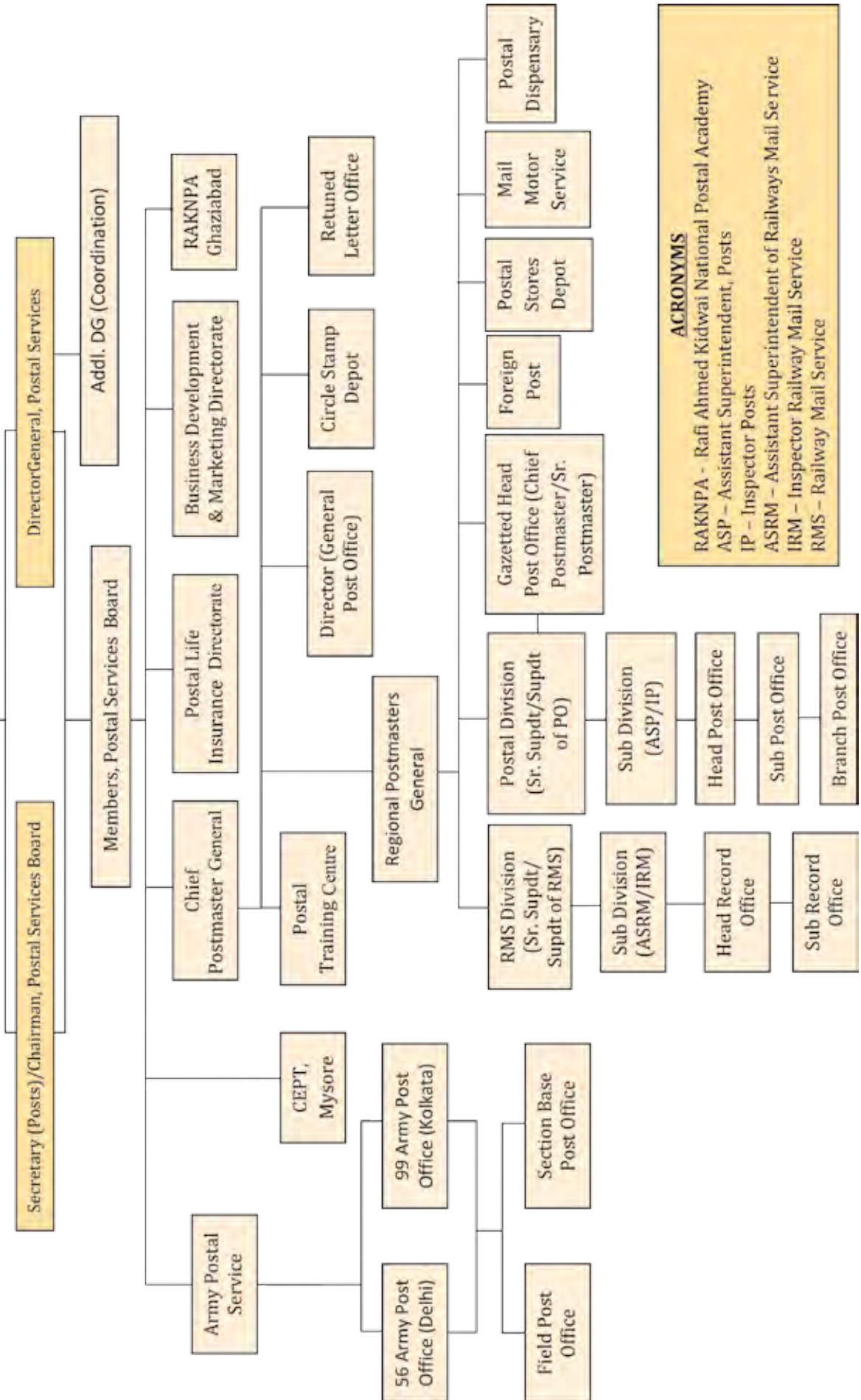
2.8 This strengthening of the cadre structure based on functional requirement both at headquarters and also at the field level will facilitate effective responses to customer needs and provide more avenues to earn revenue. This will also reduce the existing stagnation and improve career prospects of Indian Postal Service officers and also ensure better promotional prospects for feeder grades.

POSTAL DIRECTORATE – ORGANISATIONAL CHART

**MINISTER OF STATE
For
Communications (Independent charge)**



Department of Posts – Functional Units



ACRONYMS
 RAKNPA - Rafi Ahmed Kidwai National Postal Academy
 ASP - Assistant Superintendent, Posts
 IP - Inspector Posts
 ASRM - Assistant Superintendent of Railways Mail Service
 IRM - Inspector Railway Mail Service
 RMS - Railway Mail Service

IT Modernization Project



IT MODERNIZATION PROJECT

3.1 The IT Modernization Project of Department of Posts is a Mission Mode e-governance Project with an outlay of ₹ 4909 crores. The Project aims at transforming the Department into a technology driven organization ensuring improved service delivery for customers. The project covers the whole of India.

3.2 The key components of the IT Modernization Project are as under:-

- i) Modernization and computerization of all Post Offices in the country; Deployment of Rural Information & Communication Technology (Rural ICT) solution in 1,29,346 rural Branch Post Offices in the country by supplying hand held computing devices and solar charging devices, and providing network connectivity to them;
 - ii) Establishment of IT Infrastructure, viz., Data Centre, Disaster Recovery Centre and Wide Area Network (WAN) based networking of all the departmental post offices, mail offices, accounts offices and administrative offices;
 - iii) Development of software applications covering all operations of the Department viz., counter operations, mail processing, online track and trace of the mail articles, Banking, Insurance, Finance & Accounts and Human Resources management functions;
 - iv) Provision of multiple channels of user interaction apart from the conventional post office counters. These include web portals, ATMs, call centers, employee help desks, SMS gateway etc; and
 - v) Preparing Postal employees and Gramin Dak Sewaks for the changes at their workplace on account of induction of technology and training them for the same.
- 3.3 The entire Project is in implementation phase. Achievements made so far are as under:
- a) All departmental post offices in the country have been computerized;
 - b) Data Centre has been established and started functioning at Navi Mumbai since 3rd April, 2013; and Disaster Recovery Centre has been made operational at Mysuru on 15-05-2015.
 - c) 28248 Departmental Post offices including mail offices and administrative offices have been networked at single Wide Area Network (WAN). It includes 717 offices in Assam Circle, 304 offices of North East Circle, and 21 offices in Sikkim State. All technically feasible locations have been networked. It is the largest single WAN in the country.
 - d) Core Banking Solution (CBS) has been rolled out in 23054 post offices, which includes 507 Offices of Assam Circle, 127 Offices of North East Circle and 7 Offices in Sikkim State.
 - e) ATMs have been installed in 968 post office premises which includes 26 of Assam Circle, 10 in North East Circle and 1 in Sikkim State.
 - f) Core Insurance solution (CIS-PLI) has been rolled out in 25406 Post Offices

which includes 627 offices in Assam Circle, 333 offices in North East Circle and 23 offices in Sikkim State.

- g) The Rural Information and Communication Technology (RICT) segment of the IT Modernization Project is aiming at digitizing all the 1,29,346 Gramin Dak Sewak Post Offices in rural areas through a handheld computing device, connecting them with the help of SIM Card based network and ensuring proper power supply backup with the help of solar energy. The project shall increase the rural reach of the Department of Posts, the traffic of all financial remittances, savings accounts, Rural Postal Life Insurance, disbursement of Social Security Schemes

and improve mail operation processes. The Pilot Rollout of RICT Project started with rollout at 07 Gramin Dak Sewak Post Offices under Mandya Division, Karnataka Circle on 17th July 2016. The first GDS Post Office gone live is Hankere PO in account with Acetate Town SO. Further roll out of the RICT solution in Rural Gramin Dak Sewak Post is in progress. So far 4374 Rural GDS post offices have been rolled out.

ATMs have been installed in 968 post office premises which includes 26 in Assam Circle, 10 in North East Circle and 1 in Sikkim state and became interoperable with Banks on 31-12-2016.



Inauguration of Postman Mobile App at Park Street Head Post Office, Kolkata

Postal & Mail Operations



POSTAL & MAIL OPERATIONS

4.1 India has the largest Postal Network in the world with 1,54,910 Post Offices of which 1,38,955 (89.70%) are in the rural areas. At the time of independence, there were 23,344 Post Offices, which were primarily in urban areas. The network has registered a seven-fold growth since independence, with the focus of the expansion primarily in the rural areas. On an average, a Post Office serves an area of 21.22 Sq. Km. and a population of 8,364 people.

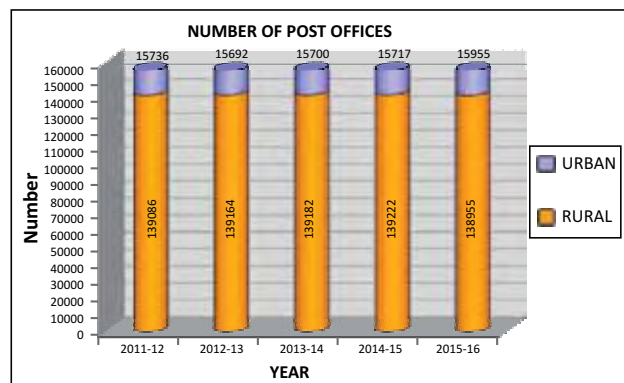
4.2 Post Offices are opened subject to distance, population and income norms fixed for the purpose. However, in order to fulfill Universal Service Obligation, Post Offices in rural, hilly, tribal, desert and inaccessible areas are opened by relaxing population and income norms.

4.3 During the current Financial Year 2016-17, opening of 90 Sub-Post Offices (SOs) and 97 Branch Post Offices (BOs) (by relocation / redeployment), 200 Franchise Outlets and provision for basic infrastructural equipments to 6,319 rural BOs, installation of 22,480 Letter Boxes in rural areas, installation of 11,880 signages and embedding 6250 cash chests at Rural BOs has been planned.

4.4 In addition to the above, Department is opening 1,789 new BOs at Gram Panchayat Headquarter Villages having no post offices within a distance of 3 Kms in seven States of the country to ensure easy availability of postal counter service facilities as well as deliver the benefits of Integrated Action Plans/ Schemes of the Central & State Governments.

4.5 Even though India has the largest postal network in the world, there continues to be a demand for new Post Offices. In addition to opening of new Post Offices (by relocation/ redeployment), demand of postal services in such areas is also effectively met through Franchise Scheme and Panchayat Sanchar Sewa Yojana (PSSY) of the Department. 2307 Franchise Outlets and 3828 Postal Agents under Franchise Scheme and 2186 Panchayat Sanchar Sewa Kendras (PSSKs) under PSSY are functional in the country, to provide basic postal counter facilities in uncovered areas.

4.6. The total number of Post Offices (rural-urban) since 2011-2012, year-wise, is shown in the following graph:



Department of Posts opened 1 Head Post Office, 139 Sub Post Offices, 92 Branch Post Offices, 195 Franchise outlets and installed 5789 improved letter boxes, 67939 signages & embedded 22878 cash chests in the Rural Branch Offices during 2015-16.

MAIL VOLUME

4.7 Comparative statistics of mail traffic handled during 2015-2016 as compared to the previous year is given in Table-1.

TABLE 1			
Mail Traffic during			
2014-2015 and 2015-2016			
<i>(in crore)</i>			
Category	2014-2015	2015-2016	Increase/decrease (in percentage)
Registered	20.48	19.83	(-)3.17
Unregistered	540.71	561.49	3.84
Premium Products *	41.26	42.72	3.54
Total	602.45	624.04	3.58

*Speed Post and Express/Business Parcel

PARCEL NETWORK OPTIMISATION PROJECT

4.8 The proportion of parcels in average mail volumes has been increasing in recent years. The Department of Posts has formulated a plan to restructure its parcel network in order to provide a reliable distribution channel for e-commerce shipments and other parcels. Accordingly, the Parcel Network Optimization Project (PNOP) has been conceptualized to define a new network structure, redesign operational processes, develop an effective performance management system and optimal delivery mechanism for parcels. Department has engaged a consultant to help it through various aspects of the Parcel Network Optimisation Project (PNOP).

DEVELOPMENT OF ROAD TRANSPORT NETWORK

4.9 In order to ensure safe and secure transmission of Speed Post articles and parcels, particularly e-commerce articles, a Plan Scheme 'Development of Road

Transport Network' has been approved for the Department. Under the Plan Scheme, 33 routes have been made functional which will ensure secure transmission of Speed Post articles and e-commerce shipments across the country. Alternate/ additional routes which can be operationally advantageous for transmission of mail are also being identified continuously.

AUTOMATED MAIL PROCESSING CENTRES

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

UPGRADATION OF SPEED POST HUBS

4.11 Five Intra Circle Speed Post hubs of North-East Circle-namely, Shillong, Itanagar, Aizawl, Dimapur and Agartala have been upgraded to National Sorting Hubs, apart from the creation of a new NSH at Dibrugarh in Assam Circle. Due to direct closing of Speed Post bags from across the country to these centres through available flights, timely and secure delivery of Speed Post articles will be ensured contributing to the well-being of the people and overall development of the region.

MECHANIZED DELIVERY OF PARCELS

4.12 The Department has undertaken mechanized delivery of Parcels from the identified Nodal Delivery Centers instead of the present practice of sending the parcels to their respective delivery POs. Under the

system, centralized delivery of parcels is being made from the nodal delivery centres through mechanized means. So far, nodal mechanized parcel deliveries have been introduced in Bengaluru, Hyderabad, Jaipur, and in select parts of Chennai, Kolkata, Thiruvananthapuram, Gurgaon and Noida.

ELECTRONIC CLEARANCE OF LETTER BOXES

4.13 Electronic clearance of letter boxes and their prompt monitoring through Nanyatha software has been implemented in Hyderabad, Vijayawada, Kurnool, Tirupati, Visakhapatnam, Karimnagar, Warangal, and parts of Faridabad, Gurgaon, Bengaluru, Bhopal, Jaipur and Noida.

AIR TRANSMISSION OF SURFACE PARCELS

4.14 In order to overcome the problems due to poor road connectivity and difficult terrain in NE Region, transmission of surface parcels have been permitted through Air during exceptional circumstances in Assam and North East Circle leading to speedy and safe transmission to remote locations of North East region.

PROJECT ARROW

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

By the end of 2015-16, 3243 Post Offices were covered under ‘Look & Feel’. Under Upkeep activity of Project Arrow, 671 Post Offices were covered by the end of the financial year 2015-16 and 423 Post Offices are proposed to be covered under the scheme in the financial year 2016-2017.

The Components:

4.16 This Project has two components:

- Get the Core Right with focus areas on Mail Delivery, Remittances, Savings Bank and Office Service Levels.
- Modernize ‘Look & Feel’ – with focus on Branding, Information Technology, Human Resource and Infrastructure.

“Core Activities”: This project monitors core activities of POs under four Silos:

Mail Delivery	Delivery of mail on the day of receipt, to provide intimation of delivery, track and trace, monitoring mechanism and progress at every stage, dispatch of mails on the day of booking.
Savings Bank	Reduction in transaction time at counters, adequate availability of forms and other stationery, monitoring mechanism to assess the key performance indicators.
Remittances	Delivery of Money Orders on the day of receipt, availability of cash in the Sub-Post Offices and Branch Post Offices; provide the services of Instant Money Order, electronic Money Order, electronic International Money Order.
Office Service Level	Improvement in customer satisfaction – cleanliness, forms for public use, Customer Care Centre, Citizens’ Charter, conducive and friendly environment in the public hall.

“Look and Feel” :

Branding	Ensure uniform brand hierarchy.
Technology	To provide IT enabled services, leased line / broadband connectivity in all the identified Post Offices, adequate provision of power back-up in the identified Post Offices.
Human Resource	Enhancement of operational and soft skills of the staff and training to all staff members.
Infrastructure	Standardization of interiors and exteriors of identified Post Offices to ensure uniform branding for easier visibility.

Monitoring Mechanism

4.17 A Web-based monitoring mechanism has been devised to collect the data from the field units directly from the server without any manual intervention. Data on all Key Performance Indicators (KPIs) is minutely scrutinized and gaps in implementation with remedial measures are worked out. Dedicated Programme Offices have been set up at the Headquarter level and at all 23 Circle Headquarters.

Advantages from Project Arrow

- ✓ Upgrade appearance of Post Offices under “Look & Feel” to establish a branded identity
- ✓ Simple and fast money transmission through web-based remittance services
- ✓ Reduce waiting time at the counters by improving efficiency through induction of IT and soft skills training to the staff
- ✓ Improve percentage of mail sent out for delivery on the day of receipt

- ✓ Improve percentage of mail dispatched to other offices
- ✓ Improve digitization of Savings Bank account.
- ✓ Reduce transaction time at counters
- ✓ Timely settlement of deceased claims, and account transfer & account closure requests received in the Post Offices
- ✓ Formation of “Local Citizens’ Forums” for evaluation of the performance of Post Offices
- ✓ Online public grievances handling for fast settlement of complaints
- ✓ Development of customer friendly environment in the public halls through proper signages, writing ledges, Citizens’ Charter and adequate availability of forms in the Post Offices
- ✓ Improve delivery by reducing missent and ‘returned-to-sender’ articles
- ✓ Ensure sustainability and high performance of the Post Offices through regular video conferences.

INSTANT MONEY ORDER (iMO)

4.18 Instant Money Order (iMO) is an online domestic money transmission service which is instant, convenient, reliable and affordable. This service is intended for people requiring instant money remittance. This service enables the customer to quickly transmit money from any of the post offices providing iMO service. Under this service, a person can send an amount from ₹ 1,000 up to ₹ 50,000 in one transaction. Money will be disbursed to the payee at any of the designated iMO Post Offices in India on presentation of a 16 digit iMO number and a photo identity proof.

At present iMO service is available in 16,977 Post Offices across the country.

ELECTRONIC MONEY ORDER (eMO)

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

Mail Motor Service

4.20 Mail Motor Service (MMS) came into existence in the year 1944 with a purpose to meet the requirement of Department of Posts for conveyance of mails. The functions of the MMS include services like conveyance of mail bags between Post Offices, RMS offices, TMOs, Railway Stations, Air Mail Sorting Offices, Sea Ports, conveyance of cash, pickup and delivery of speed /bulk mail. In addition to above, the MMS schedules are operated for Logistic Posts services in cities like Hyderabad, Bangalore, Delhi, Mumbai and Chennai. MMS workshops are attending to the repairs and maintenance of Staff cars/Inspection Vehicles and mail vans.

The MMS is responsible for operation and maintenance of 1230 mail motor vehicles out of which 264 are CNG propelled environment friendly vans in Maharashtra (Mumbai), Delhi, UP and Gujarat. There are 96 MMS units throughout the country to operate the fleet of motor vehicles, out of which 16 MMS units are having full-fledged workshops.

4.21 53 MMS vehicles/40 Inspection vehicles/4 Staff cars were condemned during the year and 108 MMS vehicles, 1 Inspection vehicle and 5 staff cars were provided to the Circles.

4.22 With the approval of Ministry of Finance, purchase of 24 vehicles for Model Tata Sumo Gold CX PS BSIV Diesel (Non A/c) were sanctioned at DGS&D rates to various Circles under plan scheme “providing vehicles for bulk and speed post mail delivery and collection” during the period. An order was placed for 990 GPS devices to be installed in MMS vehicles. Out of 990 GPS devices, 952 GPS devices have already been installed in MMS units of various Circles under the 12th Plan Scheme.

4.23 Procurement of 204 new operational MMS vehicles (Maruti Eeco and Maruti Omni) under Quality Service Fund (QSF) Project for “Expediting International Mail Delivery” to all the Circles has been done during the year 2016-17.



Union Minister of State for Communications (I/C) and Railways, Government of India Shri Manoj Sinha at the Foundation stone laying ceremony of Parcel Centre at Lucknow



Inauguration of Renovated Parcel Hub at Tiruchirappalli, Tamil Nadu Circle

Premium Services



PREMIUM SERVICES

5.1 Department of Posts, with its vast network of post offices, continuously strives to be a customer service-centric organization. The post office as a one stop shop provides a range of utility services to the customers and offers convenience and affordability at the door steps of the common man. In addition to meeting its social obligations, Department of Posts, with the aim to generate revenue, has introduced a number of business products and services like Speed Post, Express Parcel, Business Parcel, Retail Post, e-post, e-payment, e-post office, Logistics Post, Business Post, etc. To provide a greater impetus to these business activities, the Department of Posts set up a Business Development Directorate in 1996. It was reorganized as the Business Development and Marketing Directorate in the year 2004-05, to provide a better focus on marketing. The Business Development and Marketing Directorate is headed by a Chief General Manager and dedicated Business Development and Marketing Divisions have also been created in the Circles, Regions and Divisions.

SPEED POST

5.2 Speed Post was introduced in August 1986 and provides time-bound and express delivery of letters and parcels weighing upto 35 kg between specified stations with in the country. It is the flagship product of the Department of Posts and is the market leader in the domestic express industry with monthly volumes of more than 3 crore articles. Speed Post is booked in all the departmental post

offices in the country. Speed Post is delivered all across the country.

5.3 Speed Post offers time bound and assured delivery of letters, documents and parcels weighing up to 35 Kg across the country. Delivery norms are fixed based on the fastest available mode of transport between stations.

5.4 Speed Post is a value for money product. Speed Post articles can be booked upto 50 grams @ ₹ 35/- across the country and local Speed Post upto 50 grams @ ₹ 15/- (excluding applicable Service Tax). Speed Post articles can be tracked online by using the 13 digit Speed Post article number through India Post web site (www.indiapost.gov.in). In addition to this, Speed Post article can also be tracked through an Android based mobile app, "Post info".

5.5 Insurance is also provided as an add-on service for Speed Post articles. Articles can be insured for value of up to ₹ 1 lakh. Round the clock Speed Post booking facility is available in selected post offices in some major cities.

5.6 In the unlikely event of delay in delivery of domestic Speed Post articles beyond the norms determined by the Department of Posts from time to time, the Speed Post fee paid by the customer is refunded as compensation.

5.7 In the event of loss of domestic Speed Post articles or loss of its contents or damage to the contents, double the amount of Speed Post charges paid by the customer or ₹ 1,000/-, whichever is less, is refunded as compensation.

5.8 Speed Post has generated a revenue of ₹ 1183 Crores during April to December 2016.

VALUE ADDITIONS UNDER SPEED POST

To meet the needs of the customer the following value added services are provided under Speed Post:

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

BUSINESS POST

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

5.10 A number of pre-mailing activities like folding, inserting, franking, addressing and pasting etc are required to be completed before an article is posted. Large organizations were finding it difficult to carry out these pre-mailing activities. These services including home/office collection, insertion, sealing, addressing, franking, special handling etc. are provided under Business Post. Business Post is not a service by itself. It is only a value

addition for other services like Speed Post, Registered Post, and ordinary mail.

5.11 Business Post services are available in Business Post Centres at major post offices across the country.

PARCEL & LOGISTICS

5.12 **Express Parcel and Business Parcel:** The increasing e-Commerce market in India has given a boost to the parcel segment where B 2 C parcels are on the rise. At the same time there is a requirement to cater to the needs of the C2C category parcels also. Considering the market requirements, customer demands and operational feasibility, the Department of Posts rationalized the parcel services and introduced Express Parcel / Business Parcel services w.e.f. 02.12.2013. Through these initiatives, the Department has achieved a growth of 33% in parcel segment last year and is growing at a steady rate of more than 23% in the present fiscal.

5.13 **Express Parcel** is a premium parcel service available for retail as well as bulk customers, which offers time bound, safe and secure delivery of parcels. To have minimal transit time, these parcels are given airlift wherever needed. Minimum chargeable weight of Express Parcel is 0.5 Kg whereas the maximum chargeable weight for retail customers is 20 Kg and it is 35 Kg for contractual customers.

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

The Department of Posts has generated a revenue of ₹ 149.00 crores in the year 2015-16 from Express and Business Parcel services, witnessing a growth of 33.32% over the previous year. In the year 2016-17, in Express and Business Parcel, the revenue generated is ₹ 92.59 crores upto October 2016, witnessing a growth of 23% over the same period of the previous year.

VALUE ADDITIONS UNDER EXPRESS/ BUSINESS PARCEL

5.15 In order to meet the needs of the customer, the following value added services are provided: -

- i) Multiple payment options -- Credit facility, Advance Deposit, Payment at the time of booking
- ii) National Account Facility
- iii) Free pick-up facility
- iv) Volume based discount facility
- v) Cash on Delivery facility (COD)

CASH ON DELIVERY

5.16 The increasing trend for online shopping among the Indian customers has tremendous business opportunities for payment services, order processing and fulfillment services etc. In order to cater to these business opportunities and to provide a fast, safe and economical solution of collection of amount of goods at the time of its delivery and its remittance to sender, the Department of Posts has introduced Cash on Delivery facility as value addition to the parcel services w.e.f. 02.12.2013 which is available to the

contractual customers of Express Parcel, Business Parcel and Speed Post. Till October, 2016, Department has collected more than ₹ 1800 Crores under Cash on Delivery since its introduction.

LOGISTICS POST

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

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

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

5.20 Logistics Post has been showing generally stable trend of revenue generation in the last five years. Introduction of air as a mode of transmission is expected to boost the business and compete with other private service providers.

RETAIL POST

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

5.22 For the convenience of customers, railway reservation tickets for all classes are being sold at selected Post Offices in association with the Ministry of Railways (MOR). The service is presently available at 346 Post Offices and the network is being further extended.

5.23 Many more tie ups have been done with various players for sale of third party products viz. mobile phones, sale of agricultural products etc. Additionally, as part of Government of India initiative of sale of "Sovereign Gold Bond", the Department of Posts accepted a total of 92092 applications for Gold Bonds worth ₹ 74.66 Cr. during the three tranches issued in 2016-17.

5.24 Arrangements for supply and distribution of 'Gangajal' sourced from Rishikesh and Gangotri, through Post Offices across the country and ePost office portal have been made since 10.07.2016. Arrangements have also been made for door step delivery of Gangajal across the country through Speed Post.

5.25 In order to extend passport services to citizens on a larger scale and to ensure wider area coverage, the Ministry of External Affairs (MEA) and the Department of Posts (DOP) have agreed to leverage select Head Post

Offices (HPO) in various States as Post Office Passport Seva Kendra (POPSK) for delivering passport related services to the citizens of our country. A pilot project for this joint venture between MEA and DOP has commenced at Mysuru HPO (Karnataka) and Dahod HPO (Gujarat) on 25th January, 2017.

DIRECT POST

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

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

MEDIA POST

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

e-PRODUCTS

ePost

5.29 ePost is 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, ePost booking facility is available in more than 13000 post offices and physical delivery through a network of more than 1.54 lakh Post Offices across India. ePost service is provided for both retail as well as corporate customers.

5.30 ePost is mainly used by individual customers for sending a limited number of e-Post messages. This service can be availed by the customer by visiting ePost enabled Post Offices or it can be sent from customer's own premises by registering himself as pre paid user of ePost retail.

5.31 For availing the pre-paid facility, the customer has to get himself registered online by accessing the ePost URL **www.indiapost.nic.in**. After completion of the registration process, a unique customer ID is generated. The customer can activate/recharge the e-Post pre-paid account either by making online payment through his/her credit/debit card at the time of registration or by walking into any e-post enable post office and depositing the recharge amount against the unique customer ID.

5.32 ePost corporate service enables corporate customers including Government Departments, PSUs (Public Sector Units), SMEs (Small and Medium Enterprises), Companies etc to draft, design and send the messages as per their business requirements from their office premises by using internet.

The message is electronically transmitted as a soft copy and is delivered to the addressee at the destination, in the form of a hard copy.

ePayment

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

ePost Office

5.34 ePost Office is an eCommerce portal of Department of Posts which provides select postal services to the common man through the internet. This portal is aimed at providing convenience to the public for availing select postal services from their home/office using their own computer and internet. They need not walk into the post office to avail these services. Customers can buy Philatelic products and pay PLI / RPLI premia online using Credit/Debit card through this portal. The customer needs to register on the website for the first time.

eIPO (Electronic Indian Postal Order)

5.35 The Department of Posts has launched the electronic Indian Postal Order (eIPO) on 22nd March 2013 to enable Indian Citizens living abroad to pay the RTI fee

online through the ePost Office portal i.e. <https://www.epostoffice.gov.in>. The facility of eIPO has been extended to Indian Citizens living in India w.e.f. 13th February, 2014.

5.36 The applicant needs to register on the website to create his/her profile for the first time and to select the Ministry/Department from whom he desires to seek information under the RTI Act. The eIPO so generated can be used to seek information from that

Ministry/Department only. A printout of the eIPO is to be attached with the RTI application sent in hard copy and in case the RTI application is filed electronically, eIPO is required to be sent as an attachment.

5.37 BD&M Directorate has earned a revenue of ₹ 3098.56 crore during 2015-16 & ₹ 2318 crore upto December 2016 in financial year 2016-17.



Inauguration of Post Office Passport Seva Kendra at Mysuru by Shri Ananth Kumar, Union Minister for Chemicals & Fertilizers and Parliamentary Affairs



India Post pavilion at the India International Trade Fair, New Delhi



India Post stall at the 103rd Indian Science Congress, Mysuru, which was awarded the "Most Informative Stall"



India Post pavilion at 'Vibrant Gujarat Global Trade Show 2017'

Rural Business



RURAL BUSINESS

6.1 The Department of Posts has a predominantly rural network of 1,38,955 Post Offices. The Rural Business (RB) Division of the Department of Posts (DoP) has been given the mandate of leveraging the rural network spread across the length and breadth of the country to provide accessible and affordable services to the people in rural areas.

6.2 Over the years, financial inclusion has emerged as the main focus of the activities of the Department of Posts. In this regard, the RB Division has been entrusted with the implementation of various Government sponsored social security schemes like the Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS), Indira Gandhi National Old Age Pension Scheme (IGNOAPS) & other pension schemes for social welfare.

6.3 One of the most important contributions of the RB Division is to bring people living in the rural areas into the ambit of formal financial services, through opening of Post Office Savings Bank accounts and disbursement of social security scheme payments. Some of the schemes being implemented and monitored by the RB division are detailed below:

DISBURSEMENT OF MGNREGA WAGES THROUGH POST OFFICES

6.4 The Government of India enacted the Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA) in September 2005. The Act seeks to provide at least 100

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

6.5 The Department of Posts has been actively involved in the disbursement of wages through Post Office Savings Bank accounts for MGNREGA beneficiaries. Starting with Andhra Pradesh Postal Circle in 2005, the scheme of disbursement of MGNREGA wages through Post Office accounts has been made operational in the entire country, with the exception of Delhi and J&K Postal Circles. The scheme is presently operational in more than 96,000 post offices. The number of accounts and amount of wages disbursed through post offices under MGNREGA has steadily grown over the years as shown below:

Year	No. of MGNREGA accounts upto the Year (in Crore)	Amount disbursed during the Year (₹ in Crore)
2008-09	2.92	3,863
2009-10	4.25	7,900
2010-11	4.90	9,179
2011-12	5.38	7,865
2012-13	5.74	12,014
2013-14	6.42	11,403
2014 -15	6.82	7,688
2015-16	6.97	6,943

PAYMENT OF VARIOUS SOCIAL SECURITY PENSION SCHEMES

6.6 The Department also undertakes payment of pensions under the National Social Assistance Programme (NSAP) of the Ministry of Rural Development (MoRD). These schemes are of immense social importance as they provide the much needed financial support to disadvantaged sections. These include:

- a) Indira Gandhi National Old Age Pension Scheme (IGNOAPS)
- b) Indira Gandhi National Widow Pension Scheme (IGNWPS)
- c) Indira Gandhi National Disability Pension Scheme (IGNDPS)
- d) Indira Gandhi Matritva Sahyog Yojana (IGMSY)

These payments for pension schemes are being effected either through Money Orders or Post Office Savings Bank (POSB) accounts.

Data Collection for computing Rural Consumer Price Index on behalf of Ministry of Statistics and Programme Implementation

6.7 Price Indices have been designed and are calculated at regular intervals by the Ministry of Statistics and Programme Implementation to estimate inflation and trends in the price movements, so that appropriate and adequate policy instruments may be designed and implemented. The Department has taken the responsibility of collection, verification and uploading

of consumer price index in 1181 selected villages through Post Offices in the country.

Rural Information and Communication Technology (RICT) solution for the Post Offices

6.8 The implementation of Rural ICT Solution and Core Banking Solution (CBS) will enable Department of Posts to rollout various social sector schemes on behalf of the central and state governments through a network of 1.54 Lakhs Post Offices in rural and urban Post Offices. Rural post offices will be enabled with a hand held device with biometric identification and Micro ATM enablement. These devices would be networked and provided with printers to generate receipts to customer and solar powered battery to charge and operate Micro ATM.

6.9 The Rural Information Communication & Technology (RICT) involves computerization and networking of all Branch Post Offices of the Department including those in rural areas. The objective is to provide a technology solution (ICT device) to each Branch Postmaster (BPM) which will enable each of the approximately 130,000 Branch Post Offices (BOs) to improve the level of services being offered to rural customers. It will increase the rural reach of the Department and enable Branch Post Offices to increase transactions of all financial remittances, savings accounts, cash certificates and Rural Postal Life Insurance (RPLI). As on 31-12-2016, 4382 Rural ICT hand held devices have been deployed in 14 pilot Divisions in 6 pilot Circles viz. Assam, Rajasthan, Karnataka, U.P., Maharashtra & Bihar.

Tie-ups by Rural Business Division

6.10 RB Division has tied with other Ministries etc to leverage postal network for various social, economic and meteorological purposes:

Ser	Ministry Concerned	Details of Proposal
1	Ministry of Consumer Affairs, Food & Public Distribution	Sale of Pulses through Post Offices
2	Ministry of Earth Sciences	Collection of data on details of Farmers / Fishermen households in the country for dissemination of Weather & Climate information, Ocean and Seismological information among the villagers
3	Ministry of Labour and Employment (MoLE)	Enabling of post offices as employment registration centres
4	Ministry of Power	Conduct of survey of un electrified households in the country
5	Ministry of Agriculture	Soil testing and issue of Soil Health Cards
6	Energy Efficiency Services Ltd	Sale of LED bulbs in tie up with EESL



International Business and Cooperation



INTERNATIONAL BUSINESS AND COOPERATION

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

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

India at the Universal Postal Union (UPU)

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

7.4 The main bodies of the UPU are: (i) the Congress; (ii) the Council of Administration (CA); (iii) the Postal Operations Council (POC); (iv) the International Bureau and (v) the Consultative Committee. 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 nine different committees consisting of elected member countries. The committees consider various proposals and submit their reports to the plenary meeting where these are put to vote by member countries.

26th UPU Congress

7.5 The 26th UPU Congress was held in Istanbul, Turkey from 19th September to 7th October, 2016. Plenipotentiaries from the Universal Postal Union's 192 member states gathered at the Congress, to set the course for 2017-2020.

7.6 The elections to the Council of Administration (CA) and the Postal Operations Council (POC), the two elected bodies of the UPU, were held during the Congress. As India has completed two consecutive terms to the CA, it was not eligible to re-contest. However, India contested elections to the POC and secured 117 votes. India secured 5th position worldwide and 3rd position in the Asia-Pacific region after Japan and Australia.



Union Minister of State for Communications (I/C) and Railways, Shri Manoj Sinha addressing the 26th UPU Congress at Istanbul, Turkey

7.7 India was the Vice Chair of the Credentials Committee (Committee 1) of the 26th UPU Congress where it was represented by Assistant Director General (International Relations). As the Vice Chair of the Credentials Committee, India attended the initial contact sessions of the Congress. India was also a part of the Congress Bureau and took active part in the day to day functioning of the Congress.

7.8 Union Minister of State for Communications, (I/C) and Railways Mr. Manoj Sinha was a special invitee to the Ministerial Conference held during the Congress and delivered a speech on the topic *"Fostering Development through Social and Financial Inclusion"*.

7.9 On the sidelines of the 26th Universal Postal Congress in Istanbul, Turkey bilateral meetings were held between Hon'ble Minister of State (I/C) for Communications, Government of India and Ministers from Bangladesh, Bhutan, Russia, South Africa and Turkey.

7.10 Due to the excellent past performance of Department of Posts in UPU Committees, Working Groups, User Bodies and Cooperatives during the previous cycle, India was elected as the member of the POC during the 26th UPU Congress. India was also nominated as vice-chair of Committee 1 of the POC which deals with supply chain integration. India also became a member of the Management Committee of POC.

ASIAN PACIFIC POSTAL UNION (APPU)

7.11 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. The Department of Posts plays a leading role in the affairs of the APPU as a member of Finance Committee and Governing Board of the Asia Pacific Postal College.

7.12 India is the Chair of the Executive Council (EC) of the APPU in the current cycle. As the Chair of the APPU EC, India participated in the APPU EC meeting held in Langkawi, Malaysia from 16th to 21st May 2016, where DDG (IR&GB) chaired the meeting. India played a prominent role in raising various important UPU Congress proposals during the APPU EC and was supported unanimously by the APPU members.

PARTICIPATION IN INTERNATIONAL MEETINGS

7.13 The Department of Posts has been actively participating in international meetings during the year 2016 as under:

- The Department of Posts was represented at the Board of Trustees (BoT) of Quality of Service Fund (QSF) and Finance and Investment Committee (FIC) meeting from 25th to 28th May in Baku, Azerbaijan.
- A two member delegation attended the meeting of Asian Pacific Postal Union – Executive Council (APPU-EC) from 16th to 21st May, 2016 at Langkawi, Malaysia.
- The Department of Posts was represented in World Postal Business Forum and Post-Expo conference at POST-EXPO 2016 from 24th to 26th May 2016 in Hong Kong.
- The Department of Posts was represented at the 1st initial contact session for the meetings of 26th UPU Congress in Berne, Switzerland from 13th to 14th June, 2016.
- A two member delegation represented India at the 9th Plenipotentiary conference



Participants of the International Executive Development Programme at RAKNPA, Ghaziabad

of Pan African Postal Union (PAPU) from 22nd to 23rd July, 2016 at Yaounde, Cameroon.

- The Department of Posts was represented at the extraordinary meeting of Council of Administration (CA) of the Universal Postal Union (UPU) and 2nd initial contact session for the meetings of 26th UPU Congress in Berne, Switzerland from 29th August to 01st September, 2016.
- The Department of Posts was represented at the Postal CEO's Forum in Paris, France on 6th September, 2016.
- A seven member delegation headed by Shri Manoj Sinha, Union Minister of State for Communications (I/C) and Railways represented India at the 26th Universal Postal Union (UPU) Congress from 19th September to 7th October, 2016 in Istanbul, Turkey on staggered dates.

INTERNATIONAL WORKSHOPS/ BILATERAL MEETINGS HOSTED IN INDIA

7.14 A four member delegation from Mozambique visited India from 25th to 29th April, 2016 to interact with India Post in order to modernize their postal system.

7.15 Experts from Universal Postal Union (UPU) visited India from 20th to 24th June, 2016 in connection with organizing workshop for India's participation in the Global Monitoring System (GMS) for 2016-17.

7.16 The Department of Posts organized workshops with Ministry of Internal Affairs and Communications, Government of Japan on 29th August and 9th November, 2016 in New Delhi which discussed among other issues, the contribution of Japan Post in furthering financial inclusion in Japan.

7.17 A bilateral meeting between Shri Boyapati Venkat Sudhakar, Secretary, Department of Posts, and President and CEO, Canada Post along other senior officers of Department of Posts and Canada Post was held on 28th November 2016 at Dak Bhawan, New Delhi.

INTERNATIONAL MAILS

Revision of delivery norms for international EMS

7.18 The Department of Posts provides international EMS Service to 99 countries. It is a premium product of the Department and caters to the needs of public and business community by providing international conveyance of letters and merchandise upto 30 kg in a fast, reliable and economic manner.

7.19 Delivery norms for outbound international EMS service were revised in July 2016 in order to further enhance quality

of this service. Revised delivery norms for outbound international EMS service have been incorporated in the Citizen's Charter of India Post in July 2016.

45TH LETTER WRITING COMPETITION, 2016

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

7.21 Ms. Hridima Tyagi from Shishukunj International School, Indore, Madhya Pradesh won first prize in UPU Letter writing Competition in India.



APPU EC meeting, Langkawi, Malaysia, May 2016

Financial Services



FINANCIAL SERVICES

8.1 The Department of Posts operates small savings schemes on behalf of the Ministry of Finance, Government of India. Post Office Savings Bank (POSB) has more than 400.05 million account holders as on 31.03.2016. Savings Bank facility is provided through a network of 154910 lakh Post Offices across the country.

8.2 The outstanding balance under all National Savings Schemes and Savings Certificates in Post Office is over ₹ 639254.06

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

crore as on 31.03.2016. The profile of the Savings Bank Schemes and Savings Certificate is as under:

TABLE -3
PROFILE OF SAVINGS BANK SCHEMES DURING 2014-2015 AND 2015-2016

Name of Schemes	Number of Accounts		Outstanding Balance (Rs. In crore)	
	2014-2015	2015-2016	2014-2015	2015-2016
1. Savings Accounts*	165968186	163030431	46847.59	55082.35
2. RD Accounts	122938104	122189563	74515.26	76181.88
3. TD Accounts	16238903	16749513	51755.12	70632.28
4. MIS Accounts	21073808	19543130	200555.35	193805.89
5. NSS Accounts (87 & 92)	320174	305001	3924.30	3621.37
6. PPF Accounts	2424984	2456944	52747.56	57603.50
7. Sr. Citizens Saving Scheme (SCSS)	954177	1036568	17974.64	22876.07
8. Cumulative Time Deposit	181634	177867	6.69	8.27
9. Fixed Deposit	516	681	24.20	24.19
10. MGNREGA**	64884602	64785984	0.00	0.00
11. MSY Accounts	1847916	1810521	2.98	2.92
12. Sukanya Samridhhi Account	2486005	7968318	521.69	6425.94
13. Total (1 to 12)	399319009	400054521	448875.38	486264.66
14. NSC VIII			85597.59	88128.35
15. KVP			84844.47	64861.05
16. Total (14+15)			170442.06	152989.40
17. Grand Total (13+16)			619317.44	639254.06

*Outstanding balance of MGNREGA accounts is included in Savings Accounts.

**Figures of MGNREGA Accounts include both MGNREGA accounts with balance and zero balance.

KISAN VIKAS PATRAS

8.3 Kisan Vikas Patra (KVP) which was discontinued with effect from 1st December 2011, was relaunched on 18th November 2014. The quarterly interest rate of KVP is 7.7 percent for the quarter 1.10.2016 to 31.12.2016. Minimum investment in Kisan Vikas Patra is ₹ 1000.

A total of 25363578 KVPs were sold during 2015-16 with a deposit of ₹ 29825 crores and 3772195 KVPs were sold during 2016-17 upto Nov. 2016 with an investment of ₹ 9488.48 crores.

Physical certificates have been discontinued by introducing e-mode certificates w.e.f. 1st July 2016.

CORE BANKING SOLUTION

8.4 The Core Banking Solution is part of the India Post IT Modernization project and aims to bring in various IT solutions with required IT infrastructure in Post Offices. India Post plans to implement core banking in all Departmental Post Offices. Banking solution through mobile application and hand-held devices will be provided to the Rural Post Offices. The project will bring in facilities of ATM, internet and mobile banking to the Post Offices.

8.5 The Department of Posts has signed a contract with M/s Infosys Ltd, the Financial Services Integrator (FSI), vendor, for implementing Core Banking Solutions and for installing ATMs. The project started on 28.9.12. As on 27.12.2016, 23091 post offices have been migrated to CBS environment and 968 ATMs are operational. *On 31.12.2016, these ATMs have become interoperable with banks. India Post customers having Debit cards*

can do transactions on other bank ATMs and similarly other bank customers can transact on India Post ATMs.

INTERNATIONAL MONEY TRANSFER SERVICE

8.6 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 9942 post office locations. The revenue generated from the service in 2016-17 upto December 2016 is ₹ 15.59 crore.

NATIONAL PENSION SYSTEM (ALL CITIZENS MODEL)

8.7 India Post is a point of presence for National Pension System (NPS) (All citizens Model). Any citizen of India whether resident or non resident between 18 to 60 years of age as on the date of submission of his/her application can join NPS. The pension contributions are invested in various schemes of 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. 26609 accounts have been opened by Department since inception and ₹ 1.05 crore has been earned as commission till Nov. 2016.

RETAILING OF MUTUAL FUNDS

8.8 The post office is playing an important role in extending the reach of the capital market of the country and also provides the common man an easy access to market based investment options. Presently, Mutual Funds of UTI are being retailed through Select Post Offices.

SUKANYA SAMRIDDHI ACCOUNT

8.9 Sukanya Samriddhi Account, a new Small Savings Scheme for the welfare of girl child, was launched on 22nd January 2015. Under the scheme, a legal/natural guardian can open only one account in the name of one girl child and maximum two accounts in the name of two different girl children up to 10 years from date of birth of the girl child.

Total 57.43 lakh accounts were opened during F.Y.2015-16 with total deposit of ₹ 4553.09 Crores and 999610 accounts were opened during 2016-17 with total deposit of ₹ 3756.42 Crores upto Dec. 2016.

JAN SURAKSHA SCHEMES

8.10 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 has been further extended to 17764 CBS sub post offices. By Dec. 2016, 1111592 PMSBY, 71918 PMJJBY and 151417 APY enrollments have been made in Post offices.

POSTAL LIFE INSURANCE

8.11 Postal Life Insurance (PLI), introduced in 1884, is the oldest life insurance scheme for benefit of the Government and semi Government employees. Initially meant only for the Post Office employees, today it caters to employees of the Civil and Military personnel

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

RURAL POSTAL LIFE INSURANCE

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

MAXIMUM SUM ASSURED LIMIT OF PLI/RPLI

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

PERFORMANCE OF PLI/RPLI

8.14 The business procured during the year 2015-16 and the total sum assured in PLI / RPLI as on 31.03.2016 is as under:

Table-4
Performance of Postal Life Insurance/Rural Postal Life Insurance

Name of Plan	No. of new policies procured (in lakh)	Sum Assured (₹ in cr)	Aggregate No. of active Policies (in lakh)	Aggregate Sum Assured (₹ in cr)	Premium income (₹ in cr)
PLI	1.98	9644.98	49.30	109982.09	6657.03
RPLI	2.58	2668.90	149.15	81733.73	2012.17

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

POLICIES UNDER PLI

8.16 PLI offers the following types of Policies:

- i) Whole Life Assurance (Suraksha)
- ii) Convertible Whole Life Assurance (Suvidha).
- iii) Endowment Assurance (Santosh)
- iv) Anticipated Endowment Assurance for 15 and 20 years (Sumangal).
- v) Joint Life Endowment Assurance (Yugal Suraksha).
- vi) Children Policy (Bal Jiwan Bima).

POLICIES UNDER RPLI

8.17 RPLI offers the following 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 for 15 and 20 years (Gram Sumangal)
- v) 10 years RPLI (Gram Priya)
- vi) Children Policy (Bal Jiwan Bima)

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

Table - 5 Rate of Bonus on Postal Life Insurance/ Rural Postal Life Insurance			
Plan	Rates of Bonus per Rupees thousand sum assured per annum		
	Whole Life Assurance	Endowment Assurance	Anticipated Assurance
PLI as on 31.03.2015	₹ 85	₹ 58	₹ 53
RPLI as on 31.03.2015	₹ 65	₹ 50	₹ 47

8.19 The claims in respect of PLI and RPLI policies settled during the year 2015-16 are as under :

Table - 6 Claim Settled in Postal Life Insurance/Rural Postal Life Insurance During 2015-16		
Details	PLI	RPLI
Number of Claims (in lakh)	1.89	1.06
Amount paid (₹ in crore)	1467.03	398.63

ROLL OUT OF CORE INSURANCE SOLUTION (CIS) PROJECT

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

IMPLEMENTATION OF CORE INSURANCE SOLUTION (CIS) PROJECT

- **Facility of web portal and mobile portal** allows customers to view and carry out transactions relating to their postal life insurance policies on real time basis.
- **Convenient Premium Payment Options:** The premium is possible to be paid through various methods i.e. cash, cheque, pay deduction, credit/debit card. Payment through ECS, ATMs, Net Banking will also be provided as a part of the 'Core Insurance Solution' (CIS).
- **Customer Care:** The Solution will bring about a state of art Customer Call Centre to handle customer requests. There will be faster turn-around time for claims settlement.
- **Anytime anywhere policy procurement:** All insurance policies will be stored electronically for easy retrieval and quicker customer service fulfilment from anywhere in the country.

THE PREVENTION OF MONEY LAUNDERING

8.21 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. The Department of Posts was brought into the ambit of this Act with this amendment wherein Section 2(1)(1) listed the Department of Posts in the Government of India as a "financial institution".

Organisational setup under PMLA

8.22 At the Directorate level, the 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. Member (Banking & RB) has been appointed "Designated Director" for the Department of Posts.

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

Implementation strategies under PMLA

8.24 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. A list of documents to be accepted as identity proof and residence proof has also been provided.

Monitoring Mechanism under PMLA

8.25 During 2016, inspections were carried out in 14,237 post offices across the country from AML/CFT points of view for monitoring the implementation of AML/CFT norms in Small Saving Schemes.

8.26 Efforts are on to make all offices fully compliant. Workshops are also organized for familiarizing the staff on AML/CFT guidelines. During 2016-17, 59,166 officials have been imparted training on AML/CFT upto November 2016.



Sukanya Samridhi Yojna Mela conducted at Karaiyur village, Sivaganga, Tamil Nadu



Distribution of passbooks to Konur Govt higher secondary school students, Dindigul Division, Tamil Nadu

Financial Management



FINANCIAL MANAGEMENT

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

9.2 The total revenue earned including remuneration for Savings Bank & Savings Certificates work during the year 2015-16 was ₹ 12939.79 crore and the amount

received from other Ministries/ Departments as agency charges (recoveries) was ₹ 707.70 crore. Gross working expenditure for the year 2015-16 was ₹ 19654.67 Crore against the previous year's expenditure of ₹ 18556.56 crore (i.e. an increase of about 5.92 %). The increase was mainly due to payment of Dearness Allowance/Annual increment, Modified Assured Career Progression (MACP), leave encashment during LTC, cost of materials, oil, diesel etc. Deficit of the Department has been reduced to ₹ 6007.18 Crore against the previous year's (2014-15) deficit of ₹ 6258.60 Crore.

TABLE - 7
REVENUE AND EXPENDITURE DURING 2014-2015 AND 2015-2016

(₹ in crore)

Particulars	Actuals 2014-2015	Actuals 2015-2016	% age Inc(+)/ Dec(-) over previous year
Revenue			
Sale of Stamps	576.18	441.75	-23.33
Postage Realised in Cash	3240.10	3468.41	7.05
Commission on Money Orders and Indian Postal Orders etc.	641.98	464.84	-27.59
Remuneration for Savings bank/ Saving Certificates work	6670.03	7783.88	16.70
*Other Receipts	507.69	780.91	53.82
Total Revenue	11635.98	12939.79	11.20
Expenditure			
General Administration	1043.54	1077.04	3.21
Operations	11191.01	11895.89	6.30
Agency Services	536.82	745.31	38.84
Others **	5785.19	5936.43	2.61
Total Gross Expenditure	18556.56	19654.67	5.92
Less Recoveries	661.98	707.70	6.91
Net Expenditure	17894.58	18946.97	5.88
Deficit (Net Exp - Revenue)	6258.60	6007.18	-4.02

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

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

TABLE - 8
RECOVERY OF WORKING EXPENSES ON
ACCOUNT OF AGENCY SERVICES DURING
2014-15 AND 2015-16
(₹ in crore)

Sl. No.	Head of Account	Actuals 2014-15	Actuals 2015-16
1	Payment of Coal Mines and EPF pension/Family pension and misc. services (DOT/BSNL/MTNL)	6.43	68.15
2	Payment of Railway Pension	6.02	5.33
3	Postal Life Insurance	604.42	619.66
4	Custom Duty Realisation	2.48	2.99
5	Commission on account of International money transfer Western Union Scheme**	32.98	0
6	*Others	9.65	11.57
	Total	661.98	707.70

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

**Amount of commission on accounts of Western Union Money Transfer Scheme has been included in Postal Receipts w.e.f. the year 2015-16. Hence no recovery has been shown for the year 2015-16.

9.3 The earnings of the Department are in the form of 'Recoveries' and 'Revenue Receipts'. The item 'Recoveries' mentioned in Table 7 represents the amount of commission earned by the Department for agency functions done on behalf of other Departments and organizations and 'Revenue Receipts' are on account of sale of Postal articles, commission on money orders and Indian Postal Orders, receipts from other premium services, remuneration for Savings Bank and Savings Certificates work etc.

9.4 During the financial year 2015-16, the deficit of the Department was ₹ 6007.18 Crore against the previous year's deficit of ₹ 6258.60 Crore which has decreased by 4.02%. The funds made available by the Ministry of Finance for 'Working Expenses' and 'Capital Outlay' during the year were appropriately utilized during the year. Surplus funds were surrendered in time to the Ministry of Finance. This appreciable achievement was made possible by effective budgetary control and monitoring the progress of expenditure on monthly basis.

TABLE - 9
FUNDS SURRENDERED AND SAVINGS DURING 2015-2016
(₹ in crore)

Nature of Expenditure	Budget Estimate	Suppl. Grant	Total	Actual Expenditure	Excess(+)/ Saving (-)	Amount Surrendered
3201 Working Exp.	19483.61	687.80	20171.41	19654.67	-516.74	61.98
2552 Prov. for the Development of North Eastern Region	10.65	2.55	13.20	0.00	-13.20	0.00
Total Working Exp.	19494.26	690.35	20184.61	19654.67	-529.94	61.98
5201 Capital Exp.	300.43	8.82	309.25	335.16	25.91	13.11
4552 Prov. for Development of North Eastern Region	36.22	2.58	38.80	0.00	-38.80	0.00
Total Capital	336.65	11.40	348.05	335.16	-12.89	13.11
Total Working Exp. + Capital Exp.	19830.91	701.75	20532.66	19989.83	-542.83	75.09

CAPITAL OUTLAY

9.5 The expenditure on fixed assets in the year 2015-16 was ₹ 335.16 Crore, of which 7.87 % was on Land and Buildings, 87.79 % on Mechanization and Modernization of Postal Services and 4.34 % on Mail Motor Vehicles and others. The value of gross Capital on fixed

assets rose by ₹ 335.16 Crore at the end of the year. The net progressive fixed asset value upto the end of the year was ₹ 3639.77 Crore.

COST OF SERVICES

9.6 The average cost & average revenue of various postal services are as under :-

TABLE - 10 AVERAGE COST AND AVERAGE REVENUE IN VARIOUS POSTAL SERVICES DURING 2014-15 AND 2015-16 (Figures in Paise)					
Sl. No.	Name of Services	2014-2015		2015-2016	
		Cost	Revenue	Cost	Revenue
1	Postcard	905.04	50.00	994.21	50.00
2	Printed Postcard	845.07	600.00	927.70	600.00
3	Competition Postcard	846.67	1000.00	928.91	1000.00
4	Lettercard(Inland Letter)	885.39	250.00	968.84	250.00
5	Letter	1005.31	1396.98	1079.39	1059.01
6	Registered Newspaper-Single	1045.92	44.00	1222.59	47.00
7	Registered Newspaper-Bundle	1705.59	90.00	1463.85	24.90
8	Book Post, Book Pattern & Sample Packets	1096.95	739.46	1218.77	802.25
9	Book Post-Printed Books	1352.12	206.04	1510.55	230.63
10	Book Post-Other Periodicals	1471.22	1235.86	1933.01	1601.77
11	Acknowledgement	778.04	300.00	856.54	300.00
12	Parcel	7137.00	4845.53	6764.62	4416.80
13	Registration	4838.93	1700.00	5426.26	1700.00
14	Speed Post	5884.67	3688.31	6735.27	3871.62
15	Value Payable Post	3033.45	364.44	3729.07	356.58
16	Insurance	6201.24	5215.43	7264.44	5393.40
17	Money Order	10457.08	4677.65	8577.04	4012.12
18	Indian Postal Order	3998.67	364.92	2632.70	375.85



Circle Internal Financial Advisors Conference at Bengaluru in January, 2017

Philately



PHILATELY

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

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

10.3 In keeping with their dual character as a 'Token of Postage' and as 'Cultural Ambassador', there are two categories of stamps viz. definitive and commemorative postage stamps. The definitive postage stamps are meant for day-to-day use as a token of payment of postage on mail articles.

These incorporate less complicated design inputs, entailing minimum expenditure in their manufacture, and are printed in large quantities, over longer periods of time. On the other hand the commemorative postage stamps are designed and printed with greater aesthetic inputs. These are manufactured in limited quantities and generate great interest among philatelists and collectors.

10.4 The philatelic activities of the Department include:

- Designing, printing, distribution and sale of special/commemorative postage stamps through philatelic bureaus and counters, e-post office, e-commerce companies;
- Designing, printing and distribution of definitive postage stamps and items of postal stationery like Envelope, Inland Letter Card, Postcard, Aerogram, Registered Cover, etc.
- Promotion of Philately and conduct of Philatelic Exhibitions at the National Level, and participation in International and World exhibitions as well as monitoring of exhibitions at State/Regional and district levels;
- Maintenance of the National Philatelic Museum, Dak Bhawan

Philatelic Advisory Committee (PAC)

10.5 A Philatelic Advisory Committee (PAC) advises the Government on the annual programme for issue of commemorative stamps. It is an important forum for citizen government interface where persons who

have achieved eminence in various fields can contribute to the process of identifying and highlighting issues or events, institutions, personalities, and themes of human interest whose commemoration through postage stamps would help elevate the image of India in the global arena.

10.6 The committee chaired by the Minister of Communications, comprises official members from the Department of Posts and other Departments/Ministries concerned, as well as non-official members who are nominated. The non-official members are drawn from among the Members of Parliament, as well as eminent personalities from various fields i.e. culture, archaeology, design, art, history etc.

10.7 Every year, the Department of Posts receives a large number of proposals for issue of commemorative stamps from various sources including Members of Parliament and State Legislative Assemblies, State Governments and other Public and Private Organisations/ Institutions as well as individuals. The Philatelic Advisory Committee examines these proposals on the

basis of certain parameters meant to ensure the philatelic value of the stamps when issued, and, recommends the annual stamp issue programme also taking into account the capacity to print and sell.

10.8 A meeting of the Philatelic Advisory Committee (PAC), chaired by Union Minister of State for Communications (I/C) and Railways, Sh. Manoj Sinha was held on 28th Nov, 2016.

RELEASE OF STAMPS

10.9 A total of 33 issues comprising 86 commemorative postage stamps were released during the period 1st April, 2016 to 31st December, 2016 commemorating various personalities, events/ occasions. Some of the significant commemorations were-Surya Namaskar, Tadoba Andhari National Park, Olympic Games Rio, Orchids, Tourism in India, Swachh Bharat, Induction of C-130, Series 1: Near Threatened Birds, Varanasi City, National Unity Day Salute to the Unifier of India, 50th Anniversary of Haryana, Picnic, Third Battalion- The Garhwal Rifles, Exotic Birds etc.

Table - 11
Stamps released in 2015-16 during the period 1st April 2016 to 31st Dec 2016

Sl. No.	Stamps	Date of release	Category	No. of Stamps
1	Fire Services of India	14.04.2016	Institution	1
2	Govardhanram Tripathi	27.04.2016	Personality	1
3	Swami Chidananda	21.05.2016	Personality	1
4	Tata Power	10.06.2016	Institution	1
5	Surya Namaskar	20.06.2016	Thematic	12
6	Bombay Stock Exchange	09.07.2016	Institution	1
7	Tadoba Andhari National Park	29.07.2016	Institution	2
8	Olympic Games Rio	05.08.2016	Event	4
9	Orchids	08.08.2016	Thematic	6
10	Tourism in India	15.08.2016	Thematic	1
11	Metal Crafts	26.08.2016	Thematic	6

Sl. No.	Stamps	Date of release	Category	No. of Stamps
12	Jagadguru Sri Shivarathri Rajendra Swamy	27.08.2016	Personality	1
13	Saint Teresa	04.09.2016	Personality	1
14	Lady Hardinge Medical College	23.09.2016	Institution	1
15	Swachh Bharat	02.10.2016	Thematic	2
16	Central Water and Power Research Station	04.10.2016	Institution	1
17	Induction of C-130	06.10.2016	Event	1
18	Series 1: Near Threatened Birds	17.10.2016	Thematic	4
19	Varanasi City	24.10.2016	Thematic	1
20	National Unity Day - Salute to The Unifier of India	31.10.2016	Thematic	1
21	50 th Anniversary of Haryana	01.11.2016	Event	1
22	Picnic	14.11.2016	Thematic	2
23	Third Battalion - The Garhwal Rifles	19.11.2016	Institution	1
24	All India Institute of Medical Sciences	03.12.2016	Institution	1
25	Exotic Birds	05.12.2016	Thematic	6
26	Akshardham Temple, New Delhi and Pramukh Swami Maharaj	07.12.2016	Institution	2
27	Acharya Vimal Sagar	14.12.2016	Personality	1
28	Samrat Vikramaditya	22.12.2016	Personality	1
29	Season's Greetings	23.12.2016	Thematic	2
30	Personality Series: Bihar	26.12.2016	Personality	8
31	Hardayal Municipal Heritage Public Library	26.12.2016	Institution	1
32	Deendayal Updhyaya	29.12.2016	Personality	1
33	Legendary Singers of India	30.12.2016	Personality	10
Total				86

NEW INITIATIVES

Celebration of National Postal Week

10.10 During the National Postal Week which was celebrated across the country from 09th October, 2016 to 15th October, 2016, various activities like postal workshops, letter writing and stamp design competitions were organized to promote Philately. School children were keen visitors to the National Philatelic Museum in Delhi during the National Postal Week.

Crowd-sourcing of stamp designs

10.11 The Department has been organizing Stamp Design Competitions occasionally for designing postage stamps on “people-centric themes”. A commemorative postage stamp on ‘Tourism in India’ based on the design of prize winning entries in Stamp Design Competition was released by Department on 15th August, 2016. Another commemorative postage stamp on the theme ‘PICNIC’ based on the designs of prize winning entries in

Stamp Design Competition, was released by Department on 14th November 2016.

My Stamp

10.12 My Stamp is personalized sheets of Postage Stamps of India Post. Personalization is achieved by printing a thumb nail photograph of the customer image, logos of institutions, or images of artwork, heritage buildings, famous tourist places, historical cities, wildlife, other animals and birds etc. alongside selected commemorative postage stamp.

Customized My Stamp

10.13 Customized (Corporate) My Stamp, in addition to personalized My Stamp, was introduced for corporate customers where corporates, organizations, institutions could

get their customized My Stamp sheets printed for themselves.

Table - 12	
S. No.	Theme – Customized My Stamps Printed from 1 st April, 2016 to 31 st December, 2016
1	Montfort Brother’s St Gabriel
2	Amazon India
3	SNDT Women’s University
4	Mphasis
5	Karur Vysya Bank
6	Life Insurance Corporation
7	Export Credit Guarantee Corporation of India Ltd. (ECGC)
8	State Bank of Mysore
9	Indian School of Business, Hyderabad
10	National Insurance Company Limited
11	National Aids Control Organization
12	The KCP Limited



Release of Commemorative postage stamps on the Olympic Games, Rio by Union Minister of State for Communications (I/C) and Railways, Shri Manoj Sinha in presence of Union Minister of State for Youth Affairs and Sports (I/C) Shri Vijay Goel

PRODUCTION AND FULFILLMENT CENTER

10.14 A Production and Fulfillment Center has been set up at Dak Bhawan, New Delhi to increase India Post's revenue from Philately as a business stream. Some of the major function performed by Production and Fulfillment Center are as below:

- Online sale of philatelic products. Various new products/ customized products are designed and produced at the Production Centre.
- Production of customized products for online sale at -
 - i) e-postoffice,
 - ii) ShopClues
 - iii) Snapdeal.

These products are also available for sale at the National Philatelic Museum.

- Round the clock monitoring of e-postoffice.
- Customer grievances related to philatelic products sold are handled by the Center.

REVENUE

10.15 Creation of Revenue Heads in Philately: For proper financial management Philately revenue head is divided into three parts:

1. Philatelic stamps
2. My Stamp
3. Philatelic ancillaries.

Revenue of ₹ 39.87 Crore was earned under above head of accounts during 2015-16 & ₹ 41.5 Crore upto December 2016.



Human Resource Development



HUMAN RESOURCE DEVELOPMENT

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

TRAINING INFRASTRUCTURE

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

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

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

TRAINING DELIVERY

11.3 Induction Training during 2015-16

- Induction training was held for 4163 Group 'C' employees at PTCs.
- 121 officers of Postal Services Group 'B' underwent induction training on promotion at RAKNPA, Ghaziabad.
- Induction Training was organized for 12 Indian Postal Service Group 'A' Probationers at RAKNPA, Ghaziabad.

In-Service Mid-Career Training

11.4 A wide range of training programmes on operational matters and postal technology were conducted. In 2015-16, 80572 employees were trained (including Gramin Dak Sevaks).

11.5 Mandatory mid-career Training:

In 2015-16, 45 officers of the Indian Postal Service participated in mandatory Mid Career Development Programmes. The course-wise number of participants and details of the domestic and foreign component are given below:

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

Other in-service training

11.6 In service training for Group 'A' and 'B' officers was held through 16 workshops and other programmes on Financial Management, Philately, Mail Management, Insurance etc. at RAKNPA, Ghaziabad.

11.7 One Indian Postal Service officer was deputed for participation in the 41st Advanced Professional Programme in

Public Administration (APPA) at the Indian Institute of Public Administration (IIPA), New Delhi.

11.8 Programmes on Public Procurement held at the National Institute of Financial Management, Faridabad were attended by 25 officers.

11.9 In 2015-16, international exposure was given to 24 employees from various cadres who were deputed for training at the Asian Pacific Postal College (APPC), Bangkok for a range of programmes.

International Training Programme

Two International courses viz. Leadership Development and Executive Development Programme were organized for 97 participants from postal administrations of various countries by RAKNPA, Ghaziabad.



The President of India, Shri Pranab Mukherjee, addressing the Indian Postal Service probationers

SCHEMES/POLICIES FOR BENEFIT OF DIFFERENTLY ABLED EMPLOYEES

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

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

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

FINANCIAL ASSISTANCE TO ORTHOPAEDICALLY CHALLENGED EMPLOYEES

11.13 Orthopaedically challenged employees are eligible for the following financial assistance from the Welfare Fund:

- Reimbursement of the amount spent on purchase of Mechanized Tricycle, subject to a limit of ₹ 2,000/-.
- Claim of an amount of ₹ 15,000/- or 50% of the cost of a Motorized Tricycle

whichever is less, from the Circle Welfare Fund. Further, if these employees apply for the grant of scooter advance; their cases are considered sympathetically on priority basis.

- Actual 2nd Class Railway fare from the place of duty to the Artificial Limb Centre and back is also reimbursable from the Welfare Fund for provision of artificial limbs, since such reimbursement is not admissible from any other source.

SCHOLARSHIP FOR CHILDREN

11.14 Out of the available funds under scholarships and other educational schemes of the Department of Posts, 3% of the scholarships are earmarked for children with special needs of Postal employees, apart from the grant of scholarships available to the regular students. Under this scheme, children with special needs (including orthopaedic, visual, hearing, speech and mental), of postal employees drawing pay up to ₹ 29790/- p.m. (6th Pay Commission) are eligible to get annual scholarship.

TRANSPORT CHARGES FOR CHILDREN

11.15 Transport charges and Hostel/Mess subsidies (in lieu of Transport charges) is allowed to children with special needs of Postal employees studying from 1st to 12th standard @ ₹ 100/- p.m. in 'A' class cities and @ ₹ 80 /- p.m. in 'B' class cities. These welfare measures have been taken by Department of Posts in addition to the already available measures taken by the Government of India.

STAFF WELFARE

11.16 The Postal Services Staff Welfare Board has been set up at the Central level, to control all welfare-related activities including promotion of sports and cultural activities, for

the employees of the Department. The Minister of Communications is the Chairperson of the Board. There are Circle Welfare Boards at the Circle level.

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

11.18 Under various Welfare Schemes, funds are allotted to the Circles for implementing the Welfare measures of the Department. The Welfare Fund covers all Departmental employees and Gramin Dak Sewaks.

Welfare measures for Departmental employees

11.19 Financial assistance in case of death of postal employee.

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

11.20 Financial assistance to Employees due to illness/disability:

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

11.21 Financial assistance to Employees for Educational Grants

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

11.22 Grants of Scholarships

- Scholarships for children of employees appearing for UPSC Examination.
- Scholarships for SC/ST employees for departmental examination and higher education.
- Scholarships for development of individual personality.
- Grant of scholarship and transport charges to the differently abled children of postal employees.

11.23 Financial assistance to Employees for Recreational Activities

- Subsidy on transport charges for Excursion Trips.
- Expenditure on Holiday Homes.
- Grant-in-aid to the Recreation Clubs.

11.24 Other miscellaneous Grants.

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

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

WELFARE MEASURES FOR GRAMIN DAK SEWAKS

11.26 Circle Welfare Fund Scheme for Gramin Dak Sewaks: The Department of Posts has introduced the Circle Welfare Fund Scheme for Gramin Dak Sewaks from 1.10.2013. The scheme covers all Gramin Dak Sewaks who manage the rural postal network of over 1.29 lakh Branch post offices in the Country.

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

- Financial Grants under various categories.
- Financial assistance by way of low interest loan.
- One time payment at the time of retirement- The amount is granted to those GDSs who have not availed any assistance.

11.28 Under this Scheme, the Financial Grant is provided under following heads/items:-

- Financial Assistance to families of deceased GDSs to meet immediate expenses following death, irrespective

of whether death occurs during duty/ outside duty hours.

- Death due to terrorist activity /dacoity, while on duty.
- Financial Assistance in case of death of GDSs due to riots, attack by robbers and terrorists while not on duty.
- Financial Assistance in case of death of GDSs while being on duty due to accident.
- Funeral Expenses on death of GDS (payable in cases in which last rites of deceased GDS are performed by brothers or sisters or near relatives in the absence of any other next of kin).
- Financial Assistance in case of major surgical operation in ailments, like cancer, brain haemorrhage, kidney failure/transplant, heart surgery, etc.
- Financial Assistance in case of accident of GDS while being on duty, requiring hospitalization for more than three days.
- Financial Assistance for nutritional diet to GDS suffering from TB.

11.29 Grants of Scholarships is provided under the following heads:

- Grant of Scholarship under educational scheme to the children of GDS (as per existing terms and conditions).
- Grant of Scholarship under educational schemes for Post Graduation in Technical Courses to the children of GDS.
- Incentive for excellence in academic achievement for 10th and 12th Class.
- Scholarship for differently abled children of GDS.
- Maternity Grant to women GDS.
- Financial Assistance in cases of natural calamities, like fire, floods, etc.

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

- Construction of one room with flush toilet facilities for housing the Branch Post Office.
- Purchase of Computer/Laptop to encourage computer literacy amongst GDS.
- Purchase of moped/scooter/motor cycle which will also facilitate travel for discharging duty like exchange of BO Bag, visit to Accounts Office, etc.

SPORTS ACTIVITIES

11.31 The Postal Sports Board has been set up at central level which controls all the sports related activities of the Department. There are circle level Sports Boards also.

11.32 The objective of the Postal Sports Board is to promote sports activities in the Department. The Postal Sports Board receives allocation from the Central Welfare Fund. During the year 2015-16, 13 sports events and 1 cultural event were organized. In 2016-17, the following 9 sports events have been organized up to 31.12.2016 :

(i) Cricket (ii) Football (iii) Table Tennis (iv) Kabaddi (v) Carrom (vi) Weightlifting, Powerlifting & Best Physique (vii) Badminton (viii) Wrestling and (ix) Athletics & Cycling

11.33 In addition, 4 more sports events (Volleyball, Hockey, Chess, Basketball) are planned in 2016-2017. One Cultural Meet has also been organized, in which more than 350 artistes took part from different Circles participating in 57 events.

Mrs. Sneha Jain, Postal Assistant, Rajasthan Circle won 4 gold Medals at the Malaysian Masters International Athletics Meet - 2016



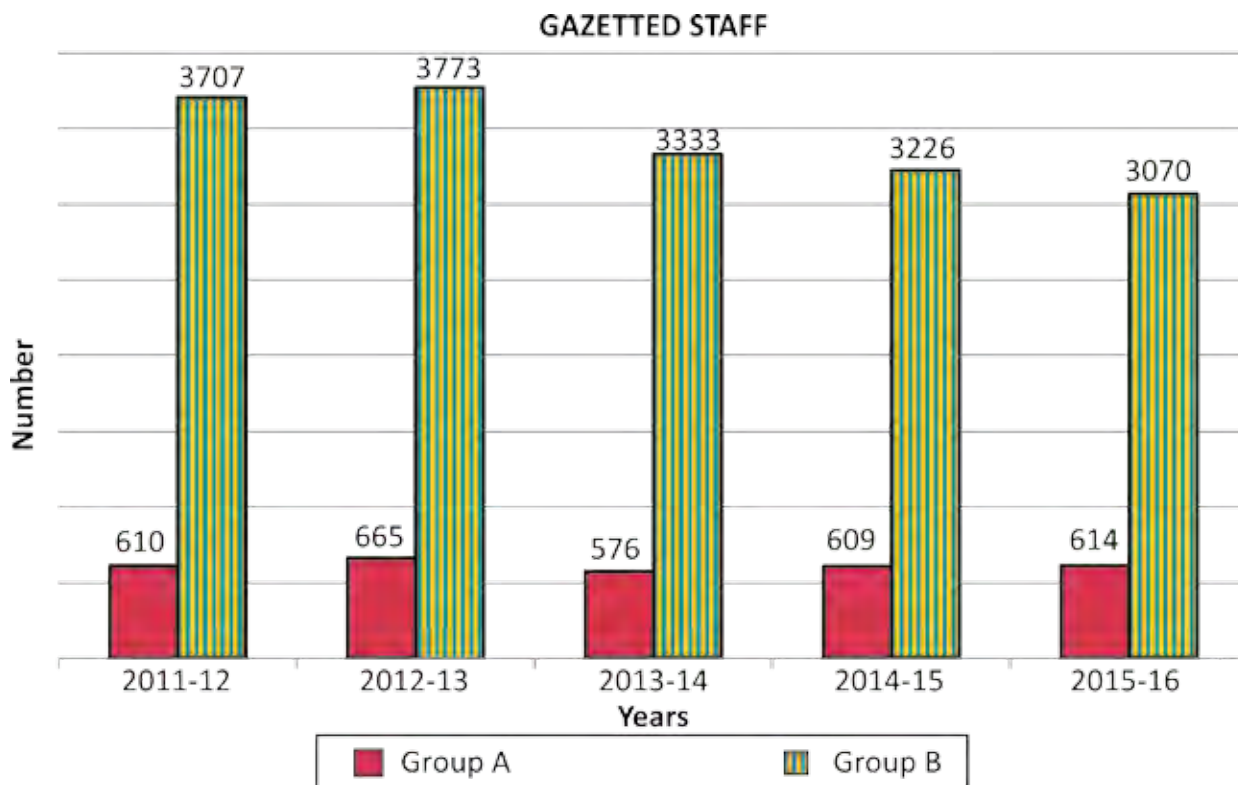
ACTUAL STRENGTH OF PERSONNEL

11.34 As on 31st March, 2016, there were a total of 448840 employees in Department of

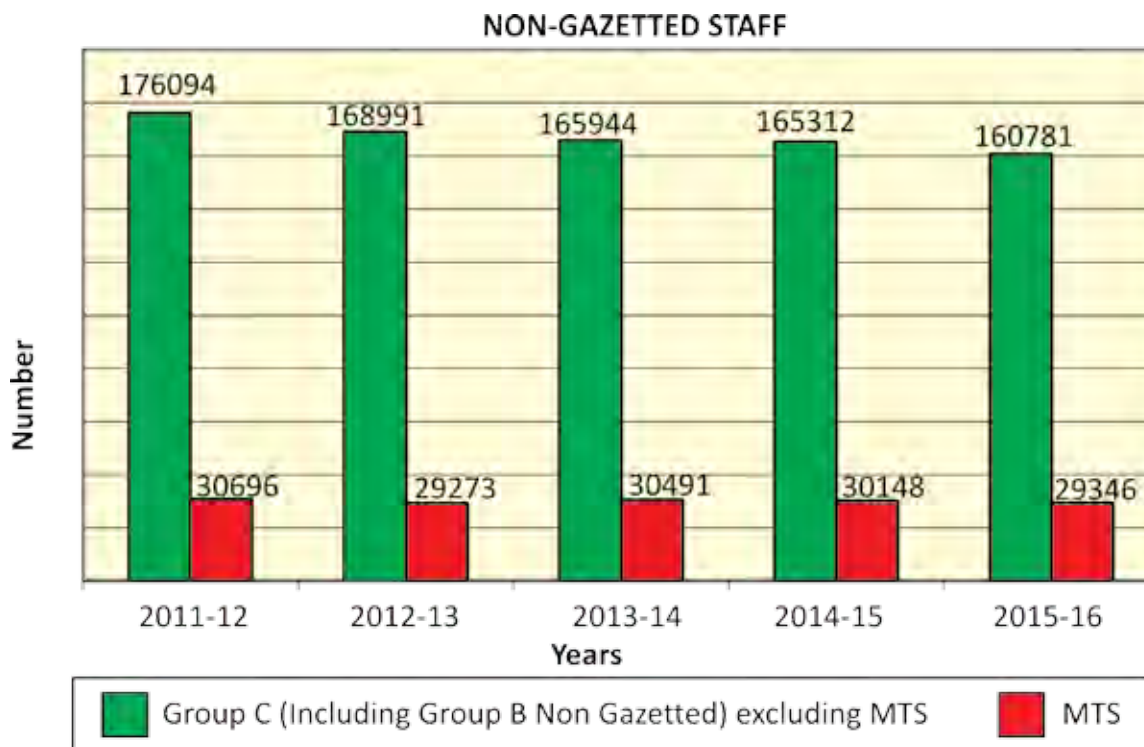
Posts, of which, 193811 were Departmental Employees and 255029 were Gramin Dak Sewaks (GDSs). The category-wise detail is as under:

TABLE - 13			
PERSONNEL: ACTUAL STRENGTH AS ON 31.03.2016			
(including those on deputation and training outside the Department)			
I. DEPARTMENTAL			
A. GAZETTED	Group "A"	Group "B"	Total
Indian Postal Service Group "A"			
Secretary (Posts)	1		1
Member, Postal Services Board	6		6
Sr.DDG/Chief PMG	23		23
Senior Administrative Grade	69		69
Junior Administrative Grade	82		82
Senior Time Scale	52		52
Junior Time Scale	189		189
POSTAL SERVICE GROUP "B"		732	732
Assistant Superintendent		1612	1612
INDIAN P & T ACCOUNTS & FINANCE SERVICE			
Senior Administrative Grade	7		7
Junior Administrative Grade	19		19
Senior Time Scale	20		20
Junior Time Scale	27		27
Senior Accounts Officer/Accounts Officer		205	205
Assistant Accounts Officer		231	231
CENTRAL SECRETARIAT SERVICE	44	66	110
CIVIL WING			
Chief Engineer	1		1
Others	27	161	188
OTHER GENERAL CENTRAL SERVICE	47	63	110
TOTAL (GAZETTED)	614	3070	3684
B. Group 'B' NON GAZETTED		5588	5588
C. NON GAZETTED	Group "C" Excluding MTS	Group C "MTS"	TOTAL
Directorate	110	118	228
Post Offices including Circle office, Accounts, Stamp Depot, Canteen Staff	137253	17984	155237
Railway Mail Service	14990	9718	24708
Mail Motor Service	1237	246	1483
Others (RLO, Disp., Store, Trg, Civil, Printing Press)	1603	1280	2883
TOTAL (NON GAZETTED) Group C	155193	29346	184539
TOTAL DEPARTMENTAL [(I)=(A+B+C)]			193811
II Gramin Dak Sewak (GDS)			255029
GRAND TOTAL (I + II)			448840

11.35 The Gazetted staff categorized into “Group A” and “Group B” since 2011-2012 has been shown in the following graph:



11.36 The Non-Gazetted Departmental staff categorized into “Group C (including Group B Non Gazetted) excluding Multi Tasking Staff (MTS)” and “MTS” since 2011-2012 has been shown in the following graph:



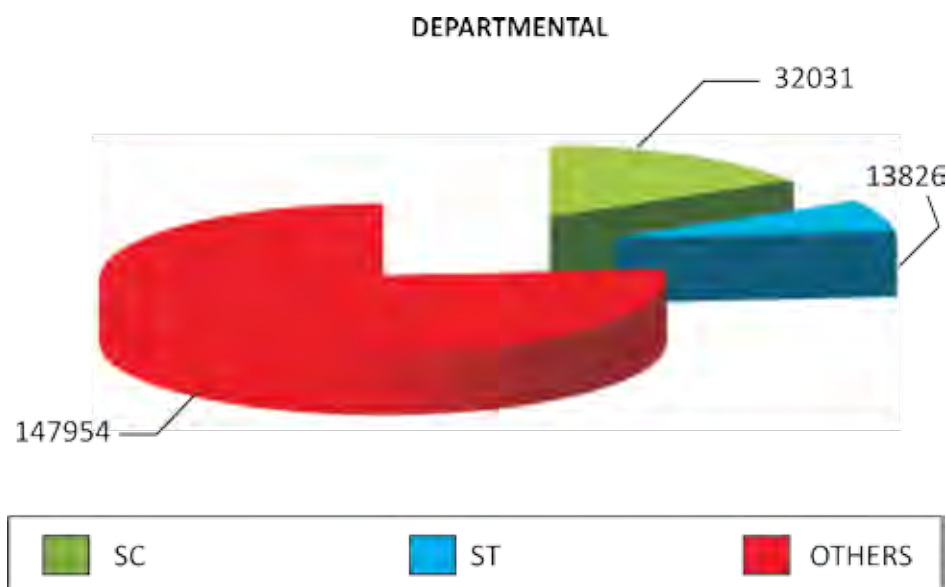
SCHEDULED CASTE AND SCHEDULED TRIBE EMPLOYEES

11.37 As on 31st March 2016, there were 32031 Scheduled Caste and 13826 Scheduled Tribe employees in various grades in the Department. Grade-wise detail of Scheduled Caste and Scheduled Tribe employees and their percentage with total employees are as under:

TABLE 14 NUMBER OF EMPLOYEES SCHEDULED CASTES/TRIBES AS ON 31.03.2016				
Group	Scheduled Castes	Percentage to Total Number of Employees	Scheduled Tribes	Percentage to Total Number of Employees
Group 'A'	58	9.45	32	5.21
Group 'B' (Gazetted)	400	13.03	159	5.18
Group 'B' (Non Gazetted)	905	16.20	383	6.85
Group 'C' excluding MTS	24957	16.08	11187	7.21
Group 'C' Multi Tasking Staff	5711	19.46	2065	7.04
Total	32031	16.53	13826	7.13

11.38 The Departmental staff as on 31st March, 2016, categorized into "Scheduled Caste", "Scheduled Tribes" and "Others", has been shown in the following graph:

SC/ST EMPLOYEES AS ON 31.03.2016



EX-SERVICEMEN AND WOMEN EMPLOYEES

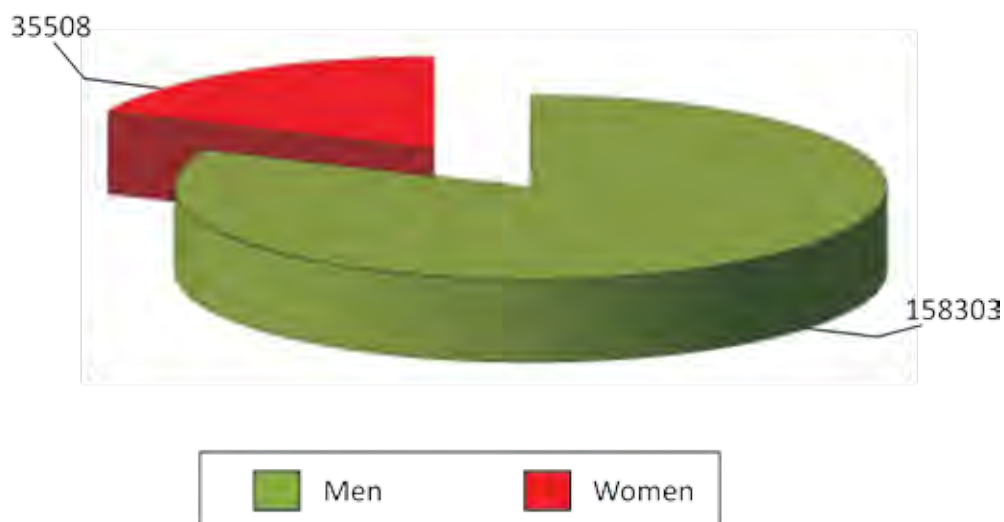
11.39 As on 31st March 2016, there were 1695 Ex-servicemen, 10 Differently Abled Ex-servicemen and 35508 women employees in various grades in the Department. Grade-wise detail of Ex-servicemen, Differently Abled Ex-servicemen and women employees is as under:

TABLE 15 NUMBER OF EMPLOYEES: EX-SERVICEMEN, DIFFERENTLY ABLED EX-SERVICEMEN AND WOMEN AS ON 31.03.2016			
Group	Ex-Servicemen	Differently Abled Ex-Servicemen	Women
Group 'A'	0	0	73
Group 'B'(Gazetted)	2	0	270
Group 'B'(Non Gazetted)	8	1	1041
Group 'C' excluding MTS	1552	6	30730
Group 'C' Multi Tasking Staff	133	3	3394
Total	1695	10	35508

11.40 The Departmental staff as on 31st March 2016, categorized into "Men" and "Women", has been shown in the following graph:

MEN AND WOMEN EMPLOYEES AS ON 31.03.2016

DEPARTMENTAL



GENDER ISSUES

11.41 Gender Budgeting has emerged as an important strategy to enable gender mainstreaming at all levels. There are a number of gender specific barriers, which still prevent women from gaining access to their rightful share in the flow of public goods and services. In order to ensure mainstreaming of gender perspective in all future initiatives, a separate Ladies' Toilet/Ladies' Retiring Room in Departmental buildings is being constructed to mitigate the difficulties being faced by the working women. 90 Ladies Toilets and Ladies Retiring Rooms have been constructed in the year 2015-16. An outlay of ₹55 lakhs has been provided in the Annual Plan 2016-17 for this purpose.

11.42 Department of Posts is providing training to women employees for skill development through its training centres and also on self defence at the work place and outside.

11.43 Department of Posts is developing a scheme for carrying out certain civil and

electrical work within the existing creche set-up, setting up the Gym-cum-Yoga centre at the work place and conducting a health camp in the Directorate.

11.44 As an effort to integrate gender equality and women's empowerment for good governance, 67 Post Offices with all women employees are functioning in major cities throughout the country and 21134 BOs are with women Branch Postmasters.

WELFARE MEASURES FOR WOMEN EMPLOYEES

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

- 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



A Special Cover released by the Department on "Golden Girls of India - Pride of Nation"

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 is provided from the Circle welfare fund. The recurring grant are increased every financial year by 10% rounded off to the nearest tenth.

- Non-recurring grant @ ₹ 5000/- is admissible for opening of Tailoring Centers and financial assistance @ 750/- per month is admissible as salary of the part-time tailoring instructor of the Tailoring Centers.
- Maternity grant equivalent to three months Time Related Continuity Allowance (TRCA) with DA is admissible

to women Gramin Dak Sewaks (GDS) for birth up to two children only, as these women are not covered under maternity benefits for Departmental employees.

PREVENT AND ADDRESS SEXUAL HARASSMENT

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

11.47 The number of complaints of sexual harassment filed, disposed of and pending during the period from April 2015 to March 2016 is as under:

Table 16	
Annual Return on Cases of Sexual Harassment During the Period from April 2015 to March 2016	
Head	Number
Number of complaints of sexual harassment received in the year	41
Number of complaints disposed of during the year	27
Number of cases pending for more than 90 days	14
Number of workshops on awareness programmes against sexual harassment conducted during the year	9
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.

Estates Management



ESTATES MANAGEMENT

12.1 Providing well designed buildings for post offices, mail and administrative offices which facilitate provision of efficient postal services to the public is an important mandate of the Department.

12.2 Buildings form a critical infrastructure of the large network of 1,54,910 post offices and enable the Department not only to deliver efficient and responsive postal services to the public but also provide a better working environment for the staff. Department has been striving to build its own assets to house departmental operative offices, administrative offices and residential accommodation through the Postal Engineering Wing. The Branch Post Offices, however, operate either from the premises of Gramin Dak Sewak Branch Postmasters or from the local Panchayat buildings. At present, the Department has 4,372 departmental buildings, 20,406 rented buildings and 1,623 rent free buildings all over the country.

12.3 The Department also owns 1764 vacant plots in the country. These plots were received as a gift/acquired/purchased over a period of time for construction of postal buildings. Construction of departmental buildings on some of these vacant plots is being undertaken in a phased manner every year subject to the availability of funds.

12.4 Department of Posts is committed to provide infrastructure which is more accessible and inclusive for Persons with Disabilities. Ramps/elevators/lifts and other disabled friendly facilities are being provided

in the newly constructed postal buildings as a mandatory requirement. For the existing buildings, efforts are being made to provide these facilities, wherever feasible.

12.5 38 buildings, which are more than 100 years old and have great architectural value, have been identified as Postal Heritage Buildings. Preservation and maintenance of these heritage buildings is an ongoing process.

12.6 During the period from April, 2015 to March, 2016, construction work of 8 Post Office buildings, 18 boundary walls, 2 Administrative Office projects, 117 ATM rooms and 2 staff quarter projects were completed. Besides, two plots of land have been purchased for construction of Post Office buildings.

12.7 Department of Posts is in the process of computerization, networking and modernizing post offices in rural areas. Since non-availability /erratic power supply in rural areas is an impediment in these initiatives, use of solar energy is being encouraged as its suitability for decentralized applications and its environment-friendly nature make it an attractive option to supplement the energy supply from other sources. 44 Solar Power Packs were installed across the country in the year 2015-16.

12.8 The groundwater levels in various parts of the country have declined considerably in the last few years resulting in water shortage. In order to address this problem to some



Renovated Kodagu Divisional Office Building, Karnataka Circle

extent, construction of Roof top Rain Water Harvesting Structures are being undertaken by the Department. During the year 2015-16, Rain Water Harvesting structures have been completed in 53 Post Office buildings in the country.

SWACHH BHARAT MISSION

12.9 'Swachh Bharat Mission' was launched by the Prime Minister on 2nd October, 2014 with the aim to make India clean and Open Defecation Free (ODF) by 2nd October, 2019. Department of Posts is taking an active part in this mission since its launch.

12.10 A detailed Swachhta Action Plan has been formulated. The Action Plan of the Department can be broadly categorized under three types of activities viz. Cleanliness, Awareness and Monitoring. Some of the activities which are being under taken are:

- General Cleanliness: Special Cleanliness drive in all the postal establishment which includes weeding out/ disposal of obsolete records/furniture/e-waste etc.

- Cleaning of surroundings of Post Offices, Postal Colonies etc. with the help of local authorities.
- Tree plantation with the help of Forest Department and Horticulture Department.
- Hygiene and Gender Sensitivity: Construction of common toilets and ladies toilets in the Post offices.
- Maintenance of postal buildings
- Improving look and feel of Post Offices.
- Awareness programmes through Social Media, seminars, debates, etc.
- Inspection/ Visits by the Officers.
- Monitoring of progress through Reports on regular basis.

12.11 As per the directions received from the Ministry of Drinking Water and Sanitation, which is the Nodal Ministry of 'Swachh Bharat Mission', a Swachhta Pakhwada was observed in the Department of Posts during the periods 16th May 2016 to 31st May 2016 and 1st November 2016 to 15th November 2016.



Cleanliness Drive, PTC, Darbhanga



Heritage Building of PTC, Darbhanga

Development Activities in North Eastern Region



DEVELOPMENT ACTIVITIES IN NORTH EASTERN REGION

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

Exclusive Development of North Eastern Region

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

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

a) Assam Circle with its Headquarters at Guwahati, comprises the State of Assam.

It has 4012 Post Offices. On an average each Post Office in Assam serves an area of 19.55 Sq. Kms and a population of 8306 persons respectively.

b) North Eastern Circle with its headquarters at Shillong, comprising states of Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland and Tripura. It has 2923 Post Offices and on an average each Post Office serves an area of 60.44 Sq. Kms and a population of 4978 persons respectively.

c) Sikkim state is a part of West Bengal Postal Circle. It also forms part of North Eastern Region. It has 209 Post Offices. On an average each Post Office in Sikkim serves an area of 33.95 Sq. Kms and a population of 3072 persons respectively.

Postal Network:

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

Sl. No.	Name of the State	No. of Post Offices	Average Number of Persons served per Post Office	Average area served per Post Office (In Sq. Kms)
1.	Assam	4012	8306	19.55
2.	Arunachal Pradesh	301	5063	278.22
3.	Manipur	702	3839	31.80
4.	Meghalaya	491	6697	45.68
5.	Mizoram	389	3080	54.21
6.	Nagaland	330	5982	50.24
7.	Tripura	710	5482	14.78
8.	Sikkim	209	3072	33.95

Note:- The figures of average number of Persons Served by a Post Office are estimated

OVERVIEW OF PLAN EXPENDITURE FOR 12th FIVE YEAR PLAN.

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

Table 18 Plan Expenditure in North Eastern Region Vis-a-Vis Total Plan Expenditure (₹ in crores)		
Annual Plan	Total Plan Expenditure	Expenditure in North Eastern Region
2012-13	185.21	18.001
2013-14	393.80	28.920
2014-15	306.71	17.748
2015-16	500.33	34.720

13.5 Details of major developmental activities initiated during Annual Plan 2015-16 in the North Eastern Region, State –wise are given below:

Table 19 Major Developmental Activities in The North Eastern Region During 2015-16		
Sl. No.	Name of the state	Details of major developmental activities
1.	Assam	<ul style="list-style-type: none"> i) 07 Branch Post Offices, 08 Sub Post Offices were opened by relocation/redeployment. ii) Three Franchisee outlets were opened. iii) 1044 letter boxes were installed in rural areas. iv) 1060 cash Chests were embedded at Branch Post Offices in the State. v) 715 Locations were networked under Wide Area Network (WAN) vi) Total number of Post Offices migrated over to (CBS) increased to 499 and Core Insurance Solutions (CIS-PLI) to 627. vii) 11 ATMs were installed in the state. viii) 376 Desk Top Systems were procured and installed for technological upgrade of Post Offices in the state xi) 83 Marketing and Circle office staff were trained in marketing and back office activities. x) Infrastructure upgrade was carried out in 8 Mail Offices and 6 Speed Post Hubs while site preparation was carried out in 8 Mail Offices and 4 Speed Post Hubs. xi) Infrastructure upgrade was carried out at Parcel Centre Guwahati xii) 12 Post Offices have been modernized under “Look & Feel” activity of Project arrow. xiii) Solar Power packs were installed in three Post Offices. xiv) Rain water harvesting Structures were constructed at 5 Post Offices. xv) Two district level Philatelic Exhibitions and One Philatelic Workshop was held.

Sl. No.	Name of the state	Details of major developmental activities
2.	Arunachal Pradesh	<ul style="list-style-type: none"> i) 165 letter Boxes were installed in rural areas of the state ii) 120 Branch Post Offices were provided with embedded cash chests. iii) Eleven Locations were networked under Wide Area Network (WAN) iv) One Post Office already migrated is working under Core banking solution (CBS). v) 49 Post Offices are working on Core Insurance Solution (CIS) vi) 12 Marketing staff were trained in marketing and back office activities. vii) Infrastructure upgrade and site preparation has been carried out at Itanagar National Speed Post Hub. viii) Establishment and upgradation of Parcel Centre was carried out at Itanagar. ix) 3 Post Offices have been modernized under “Look & Feel” activity of Project Arrow. x) One Post Office building was constructed at Itanagar xi) Solar Power pack was installed at Tawang Sub Post Office. xii) One ATM room was constructed at Itanagar Head Post Office.
3.	Manipur.	<ul style="list-style-type: none"> i) One Branch Post Office and One Sub Post Office was opened by relocation/ redeployment. ii) 176 letter Boxes were installed in rural areas of the state. iii) 135 Cash Chests were embedded in Branch Post Offices in the State. iv) 43 locations were networked under Wide Area Network (WAN) v) 19 Post Offices are working on Core Banking Solution (CBS) vi) 55 Post Offices have migrated over to Core Insurance Solution (CIS) vii) 10 marketing staff were trained in marketing of Life Insurance Products and back office activities. viii) Infrastructure upgrade has been carried out at Imphal Mail Office and National Speed Post Hub. Besides, site preparation was carried out at Imphal Parcel Hub and at Imphal National Speed Post Hub. ix) One Parcel Centre was established and upgraded at Imphal . x) 3 Post Offices were modernized under “Look & Feel” activity of Project Arrow. xi) 2 ATM rooms were constructed in the state. xii) One water harvesting structure was constructed in the State. xiii) One District level Exhibition was held.

Sl. No.	Name of the state	Details of major developmental activities
4.	Meghalaya.	<ul style="list-style-type: none"> i) 2 Sub Post Office were opened by relocation/redeployment. ii) One Franchise outlet was opened in the state. iii) 165 letter Boxes were installed in rural areas of the state. iv) 120 Cash Chests were embedded in Branch Post Offices in the State. v) 63 locations were networked under Wide Area Network (WAN) vi) 22 Post Offices are working on Core Banking Solution (CBS) vii) 66 Post Offices have migrated over to Core Insurance Solution (CIS) viii) 10 marketing staff were trained in marketing of Life Insurance Products and back office activities. ix) One ATM has been installed in the State. x) Infrastructure upgrade was carried out at Shillong Mail Office, Shillong National Speed Post Hub and Shillong Parcel Hub. Besides, site preparation was carried out at Shillong Parcel Hub and Shillong Intra Circle Hub. xi) One Parcel Centre was established and upgraded at Shillong. xii) 3 Post Offices were modernized under "Look & Feel" activity of Project Arrow. xiii) 3 water harvesting structures were constructed in the State during the year. xiv) Two ATM rooms were constructed in the state. xv) One District level Exhibition was held.
5.	Mizoram	<ul style="list-style-type: none"> i) One Branch Post Office and 2 Sub Post Offices were opened by relocation/redeployment. ii) 165 letter Boxes were installed in rural areas of the state. iii) 120 Cash Chests were embedded in Branch Post Offices in the State. iv) 34 locations were networked under Wide Area Network (WAN) v) 17 Post Offices are working on Core Banking Solution (CBS) vi) 40 Post Offices have migrated over to Core Insurance Solution (CIS) vii) 15 marketing staff were trained in marketing of Life Insurance Products and back office activities. viii) Infrastructure upgrade was carried out at Aizawl National Speed Post Hub. ix) One Parcel Centre was established and upgraded at Aizawl . x) One Post Office was modernized under "Look & Feel" activity of Project Arrow. xi) 2 ATM rooms were constructed in the state. xii) One water harvesting structure was constructed.

Sl. No.	Name of the state	Details of major developmental activities
6.	Nagaland.	<ul style="list-style-type: none"> i) Three Branch Post Offices and 2 Sub Post Offices were opened by relocation/redeployment. ii) 165 letter Boxes were installed in rural areas of the state. iii) 120 Cash Chests were embedded in Branch Post Offices in the State. iv) 21 locations were networked under Wide Area Network (WAN) v) 9 Post Offices are working on Core Banking Solution (CBS) vi) 42 Post Offices have migrated over to Core Insurance Solution (CIS) vii) 10 marketing staff were trained in marketing of Life Insurance Products and back office activities. viii) Infrastructure upgrade was carried out in 2 Mail Offices besides site preparation was carried out at Dimapur Parcel Hub. Upgradation of infrastructure was also carried out at Parcel centres in Dimapur & Kohima. Infrastructure upgrade was carried out at Dimapur National Speed Post Centre with site preparation at Dimapur Intra Circle Hub. ix) One Post Office was modernized under “Look & Feel” activity of Project Arrow. x) 2 ATM rooms were constructed in the state. xi) One water harvesting structure was constructed.
7.	Tripura	<ul style="list-style-type: none"> i) 5 Branch Post Offices and 5 Sub Post Offices were opened by relocation/redeployment. ii) Three Franchisee Outlets were opened in the state. iii) 330 letter Boxes were installed in rural areas of the state. iv) 240 Cash Chests were embedded in Branch Post Offices in the State. v) 75 locations were networked under Wide Area Network (WAN) vi) 39 Post Offices are working on Core Banking Solution (CBS) vii) 81 Post Offices have migrated over to Core Insurance Solution (CIS) viii) 10 marketing staff were trained in marketing of Life Insurance Products and back office activities. ix) Infrastructure upgrade was carried out at Agartala Mail office and at Agartala National Speed Post Hub. x) One Parcel Centre was Established and upgraded at Agartala. xi) 5 Post Offices were modernized under “Look & Feel” activity of Project Arrow xii) Solar Power Packs were installed in two Post Offices. xiii) 6 ATM rooms were constructed in the state.

Sl. No.	Name of the state	Details of major developmental activities
8.	Sikkim	i) 100 letter Boxes were installed in rural areas of the state. ii) 100 Cash Chests were embedded in Branch Post Offices in the State. iii) 22 locations were networked under Wide Area Network (WAN) iv) 7 Post Office are working on Core Banking Solution (CBS) v) 23 Post Offices have migrated over to Core Insurance Solution (CIS) vi) Infrastructure upgrade has been carried out at Siliguri Mail Office and National Speed Post Hub. vii) 15 marketing staff were trained in marketing of Life Insurance Products and back office activities. viii) One Integrated Parcel Centre was Established at Gangtok. ix) Two District level Philatelic Exhibitions were held.

13.6 555 and 62 Desk Top computer systems were provided in the North Eastern Circle and Sikkim State of West Bengal Circle for infrastructure upgrade.

13.7 Work for establishment of transport network for quick and effective transportation of mails has been initiated between Tawang-Tezpur, Guwahati-Itanagar & Dimapur-Mao sectors.

13.8 Global Positioning System (GPS) has been provided in 35 vehicles of North Eastern Region.

TRAINING OF STAFF

13.9 In order to enable staff to harness new technology and to provide customer centric services, training in various disciplines was imparted to officials in the North Eastern Region during 2015-16. The details are given below:

TABLE 20 TRAINING IN NORTH EASTERN REGION DURING 2015-2016						
Serial No.	Name of State	Training of Supervisory Cadre	Training of Frontline staff (Postal Assistant)	Training of Operative staff (SA)	Training of Postmen/Mail Overseers/MTS	Training of Gramin Dak Sewak
1.	Assam	472	71	59	95	639
2.	Arunachal Pradesh	14	--	--	15	59
3.	Manipur	6	53	52	13	190
4.	Meghalaya	1	3	3	5	83
5.	Mizoram	1	17	16	14	160
6.	Nagaland	--	7	5	3	100
7.	Tripura	1	12	9	5	232
8.	Sikkim	6	16	6	26	81
Total		501	179	150	176	1544

Issues of General Importance



ISSUES OF GENERAL IMPORTANCE

STAFF RELATIONS

14.1 During the period, the Department endeavoured to maintain harmonious and meaningful relations with the Federations and Service Associations of its employees. The important events during the period under reference are as follows:

Verification process for recognition of Service Associations

14.2 As per the CCS (RSA) Rules 1993, the recognition to service associations/unions are granted after verification of membership once in five years. The last verification in the Department was done in the year 2010. The process for conducting the new verification of membership started in the year 2015 and thirty (30) service associations/unions participated in this verification process.

GDSs Membership Verification process

14.3 As per the EDA (RA) Rules 1995, the recognition to service associations/unions are granted after verification of membership once in five years. The last verification of membership was done in the year 2011. Six (6) applications were received from GDS associations/unions for participating in the new verification process, which was initiated on 02nd March 2016.

JCM (Departmental Council) Meeting

14.4 The meeting of the JCM (Departmental Council) of the Department of Posts under the Chairpersonship of Secretary (Posts) was held on 20.12.2016 where in 106 Agenda items pertaining to different divisions of the Directorate were discussed.

Trade Union Action taken up by the Service Federations/Associations/ Unions:

14.5 The All India Gramin Dak Sevaks Union (AIGDSU) proposed a two days country wide strike on 25th and 26th October, 2016 in support of their demand relating to grant of revised bonus of ₹ 7000/- similar to regular Departmental employees. The said association/union deferred the strike after Department of Posts issued an order enhancing the bonus to ₹ 7000/- to GDSs employees.

14.6 National Federation of Postal Employees (NFPE), Federation of National Postal Organisations (FNPO) and All India Gramin Dak Sevaks Union (AIGDSU) went on a strike for a day on 02nd September, 2016 in support of their demands. Necessary instructions were issued to all Postal Circles to tackle the strike and to take necessary action.

COURT CASES

14.7 As on 31-03-2016, the number of Court Cases pending in the Department was 18066. Instructions were issued to all the Circles to get the pending cases reviewed and efforts were made to bring down the pendency. As on 30-06-2016, there were around 17788 cases pending in various Courts and as on 30-09-2016, there were around 17835 cases pending in various Courts as follows:-

CAT	:	7021
Lower Court	:	3111
High Court	:	3618
Supreme Court	:	89
District Consumer Forum	:	2698
State Consumer Forum	:	1216
National Consumer Forum	:	66
Supreme Court/ Labour Court	:	16

Medical

14.8 As a Welfare measure, the Department of Posts is running 33 Postal Dispensaries in 13 Circles in various parts of the Country as given at Table-21. These Dispensaries extend outdoor treatment facilities to the eligible beneficiaries, who are the employees as well as pensioners of the Department of Posts and Department of Telecom, wherever such facilities are available. In places where Postal Dispensaries are not available, the employees/pensioners of the Department can avail comprehensive health care facilities from CGHS Dispensaries wherever entitled or from the Authorised Medical Attendant as per CSMA (Rules).

S.No.	Name of the Circle	Name of the City
1	Andhra Pradesh	Guntur
2		Rajahmundry
3		Nellore
4		Vijaywada
5		Visakhapatnam
6	Assam	Dibrugarh
7		Silchar
8	Bihar	Chhapra
9		Darbhanga
10		Gaya
11		Muzaffarpur
12	Chhattisgarh	Raipur
13	Gujarat	Vadodara
14	Haryana	Ambala
15	Jharkhand	Dhanbad
16	Odisha	Behrampur
17		Cuttack
18	Punjab	Amritsar
19		Jalandhar
20	Rajasthan	Ajmer
21		Jodhpur
22		Kota
23	Tamil Nadu	Tiruchirappali
24		Triunelveli
25	Uttar Pradesh	Agra
26		Aligarh
27		Bareilly
28		Gorakhpur
29		Moradabad
30		Saharanpur
31		Varanasi
32	West Bengal	Jalpaiguri
33		Siliguri

Official Language

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

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

14.11 The Official Language Branch has promoted and propagated various incentive schemes to encourage the use of Hindi. It nominates officials for imparting training under the Hindi Training Scheme and has also familiarized all the sections of the Department of Posts at the Headquarter, Circle Headquarters and other concerned offices of the Department with the Official Language Act, Rules and instructions.

14.12 The Official Language Section deals with the translation and vetting work of all the documents falling under the purview of Section 3 (3) of the Official Language Act, 1963 and other documents.

14.13 The second Sub-Committee of the Committee of Parliament on Official Language also monitors the implementation of Official Language policy in the offices of the Department. In the financial year 2016-17, the second Sub-Committee of the Committee of Parliament on Official Language has carried out the inspection of 10 offices during April, 2016 to December, 2016.

14.14 In pursuance of Sub-Rule 4(4) of Rule 10 of the Official Language (use for

official purposes of the Union) Rules, 1976, 5 subordinate offices of the Department of Posts were notified, wherein more than 80% staff has acquired the working knowledge of Hindi.

14.15 Hindi Fortnight was observed from 14th to 28th of September, 2016. Hindi typing competition on computer (Unicode supported font) was organized along with other Hindi competitions during the fortnight.

14.16 During April, 2016 to December, 2016, three Hindi workshops were organized. A total of 66 officials participated in these workshops.

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

Social Media

14.18 The official Facebook page (Department of Posts, Government of India) has generated more than 108,688 likes till 19th January, 2017.

14.19 An official Twitter page @India Post Office is also operational and has more than 33,691 followers till 19th January, 2017.

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

14.21 Department of Posts also has its own web portal (<https://www.indiapost.gov.in>) wherein information is regularly uploaded and updated for generating a broader awareness and visibility about the activities, products and services of the Department.

UPGRADATION OF POSTAL NETWORK

14.22 A new Postal Division has been created at Katihar by bifurcation of the existing Purnea Division in Bihar.

14.23 Podili Norm based LSG Sub Post Office has been upgraded to Head Post Office by downgrading Kanigiri Head Post Office in Andhra Pradesh Circle.



Union Minister of State for Communications (I/C) and Railways and Secretary (Posts) inaugurating India Post Help Centre "1924" at Dak Bhawan on 12th September 2016

Public Grievances



PUBLIC GRIEVANCES

CITIZEN'S CHARTER

15.1 An updated Citizen's Charter containing all three components viz. service standards, grievance redressal mechanism and service delivery capabilities was formulated and placed in public domain on www.indiapost.gov.in during July 2011. It contains the vision, mission, introduction about the organization, purpose of Citizen's Charter, postal services and facilities for the customers, postal products and services, delivery standards and customer's expectations, complaint settlement mechanism, liability of the organization and administrative set up. The citizen charter was last revised on 4th July 2016.

OPERATING SEVOTTAM COMPLIANT CCC BASED GRM OF DOP

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

15.3 The modified version of Computerized Customer Care Centre (CCCC) software has been made operational since 2010. The new system has been designed keeping in view the requirements for making the Grievance Redress Mechanism in the Department of Posts a Sevottam – compliant one. New features such as escalation of unresolved complaints to next higher administrative level for better monitoring and quicker redress; differentiation of complaints into minor, major or critical; automatic generation of reply to the complainant on completion of inquiry; provision for feedback of complainant; etc

have been incorporated in the new CCCC Software. Till December 2016, 17938 Computerized Customer Care Centers (CCCCs) have been established in the Post Offices, Sorting Hubs and Divisional/Regional/Circle Headquarters across the country for online exchange of information amongst all the units for speedy redressal of public grievances. The network covers all Head Post Offices in the country with the objective of providing easy and speedy access to information and help required by the customer, apart from the redressal of grievances.

15.4 Department of Posts is also processing complaints registered by consumers of Postal Services in the Central Public Grievance Redress and Monitoring System (CPGRAMS) of PG Portal which includes complaints received in Department of Administrative Reforms & Public Grievances (DAR&PG), Department of Public Grievances (DOPG), President's Secretariat and Prime Minister's Office in the system and accessible at the website www.pgportal.gov.in. Postal Circles have been created as subordinate organizations and in many Circles, the Regions and Divisions have also been created as users for online handling of grievances. Assam Circle is integrated in this system and in North East Circle, Arunachal, Manipur, Mizoram, Nagaland, Agartala, Meghalaya and Dharmnagar Divisions have been created as subordinate organizations of the North East Circle to monitor and redress the grievances online.

PUBLIC GRIEVANCES

15.5 During the period from April 2016 to December 2016, a total number of 9,01,939

cases of public grievances were received. A total of 8,01,272 cases were settled during the above period which constitute 89 % of the total grievances handled.

IMPLEMENTATION OF SEVOTTAM

15.6 The Department had initiated a project during the year 2011-12 to attain Sevottam Certification for 78 Head Post Offices across the country. The certification is under different phases of implementation in other offices. During the Financial year 2015-16, BIS has issued IS 15700 : 2005 Certificates to 5 Head Post Offices viz Khairatabad HO (Andhra Pradesh Circle), Sarojini Nagar HO (Delhi Circle), Kalbadevi HO (Maharashtra Circle), St Thomas Mount HO (Tamil Nadu Circle) and Kolkata GPO (West Bengal Circle). Implementation of Sevottam Certification (15700: 2005) in one Post Office each in the six Metro Cities in Andhra Pradesh, Delhi, Tamil Nadu, Maharashtra, Karnataka and West Bengal Circles during the financial year 2016-17 is on the anvil.

IMPLEMENTATION OF RIGHT TO INFORMATION ACT, 2005

15.7 **Online RTI Portal by the DOP:** 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 now on-line account of around 1200 CPIOs and 150 FAAs have been created all over the country who have been disposing the RTI applications and appeals online.

SOCIAL MEDIA CELL

15.8 Social Media Cell is an independent entity and deals with the Twitter and Face book accounts of the Department of Posts. The social media complaints are time bound and are replied with in 24 hours. The social media

cell monitors the complaints sent to all the Circles on daily basis. The monitoring of social media complaints is done on a daily basis by the office of Hon'ble MOS (C)(I/C). Percentage of closure of complaints on Twitter Seva has been around 100%. Till December 2016, the Department has resolved 14,324 complaints lodged on Twitter.

INDIA POST HELP CENTRE "1924"

15.9 In wake of the initiatives taken up by Hon'ble Prime Minister to bring transparency and accountability in the Government, Department of Posts has established "India Post Help Centre" on 12th September, 2016 which can be reached through a Toll Free Number **1924**. This Helpline Number aims to assist the general public in the following manner:-

- Redressal of Public Grievances.
- Dissemination of information regarding various initiatives, activities, schemes, programmes and projects undertaken.
- Feedback on the perception of the Department's performance.

15.10 Features of India Post Help Centre

- Customers can dial 1924 from mobile and landline number of any service provider, from all over the country.
- The operator in the "India Post Help Centre" helps the caller and provides information or forwards the complaint to respective locations/offices for further disposal and feedback.
- This service can be availed of on every day except on Sundays and Gazetted holidays from 08:00 am to 08:00 pm.

15.11 The number of complaints received and settled in the Help Centre from September 2016 to December 2016 is 10,014 with 100% closure. In addition to this, 30,000 customer queries were also handled by the Centre during the said period.

Vigilance Administration



VIGILANCE ADMINISTRATION

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

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

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

16.4 Vigilance Awareness Week was observed from 31st October to 5th November 2016 at the Dak Bhavan, New Delhi and offices of various Circles in the Department of Posts.



Prize distribution function presided by Shri T. Murthy, Director General Postal Services for the participants of competitions held during Vigilance Awareness Week

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India Post on Social Media Platforms

Annexure

Annexure 1

AUDIT OBSERVATIONS OF C & AG Audit report No. 29 of 2016, Union Government (Civil) (Compliance Audit Observation)

Ministry of Communications, Department of Posts

Summary of important audit observations in Audit Reports for the year ended March 2015 for inclusion in the Annual Report of concerned Ministries / Department.

Management of Investment of Fund of Postal Life Insurance (PLI) and Rural Postal Life Insurance (RPLI)

Management of fund of PLI and RPLI suffered from deficiencies like incorrect assessment of investible funds on daily net accretion basis and also monthly investible fund basis. The delay in Investment resulted in loss of potential return to the tune of ₹ 984 crore. Delay in reinvestment of returns from Government of India, Special Security Floating Rate Bond (GOISSFRB), non adherence to Insurance Regulatory and Development Authority (Investment) Regulations and instances of non-availing of CENVAT Credit were also noticed.

Para No. 3.1

Management of vacant plots of land in Department of Posts (DoP)

Department did not assess the actual requirement before acquiring/purchasing the plots of land. It was in possession of 472 vacant freehold plots measuring 6.77 lakh square meters having value of ₹ 209.55 crore as of December 2015. 100 plots measuring 4.08 lakh sq. meter acquired on lease as far back as in 1978 for construction of post office buildings/staff quarters were still lying vacant and an amount of ₹ 3.37 crore

was paid towards lease rent up to 2014. 241 plots of 3.24 lakh square meter acquired at ₹ 13.94 crore were encroached. Failure of the Department in taking adequate precautionary measures not only resulted in encroachment but also led to unnecessary litigation which could have been avoided.

Para No. 3.2

Short realization of revenue due to non-adherence of rules of Bill Mail Service.

Concessional rate under Bill Mail Service was extended to ineligible customers which resulted into short realization of revenue of ₹ 2.74 crore.

Para No. 3.3

Non-realisation of amount of dishonoured cheques

Lack of effective action at Head Post Offices and Divisional Offices in Andhra Pradesh, Bihar and Jharkhand Postal Circles resulted in non-realisation of 1,364 dishonoured cheques valued ₹ 11.62 crore received from State Government towards payment of wages under Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS).

Para No. 3.4

Non-realisation of service charge

Eleven HPOs under West Bengal and Delhi Postal Circles failed to observe the procedures for claiming service charge towards disbursement of pension on behalf of EPFO which resulted in non-realization of ₹ 0.83 crore

Para No. 3.5

Annexure 2

AUDIT REPORT PARAS PENDING

DETAILS OF AUDIT REPORT PARAS PENDING WITH THE DEPARTMENT OF POSTS AND THEIR DISPOSAL STATUS AS ON 01.01.2017

SI. No.	Number and year of the Report	Number of paras/ PA report on which ATNs have been submitted to PAC after vetting by Audit (to Monitoring Cell)	Details of the paras / PA Report on which ATNs are pending		
			Number of ATNs not sent by the Ministry to the Audit even for the first time	Number of ATNs sent but returned with observations and audit is awaiting their resubmission by the Ministry	Number of ATNs which have been finally vetted by audit, but have not been submitted by the Ministry
1	CA 20 of 2015	1	NIL	NIL	NIL
2	CA 55 of 2015	5	NIL	NIL	NIL
3	CA 29 of 2016	NIL	5	NIL	NIL
Total		6	5	NIL	NIL

Total C&AG Audit Paras pending as on 01.01.2017 = 5(Five) Paras

Total C&AG Audit paras pending with DG Audit (P&T) for vetting = NIL

DETAILS OF C&AG PARAS PENDING AS ON 01.01.2017

SI. No.	Report No. & Year	Para No.	Subject
1	CA 29 of 2016	3.1	Management of Investment of Fund of Postal Life Insurance (PLI) and Rural Postal Life Insurance (RPLI)
2	CA 29 of 2016	3.2	Management of vacant plots of land in Department of Posts (DoP)
3	CA 29 of 2016	3.3	Short realization of revenue due to non-adherence of rules of Bill Mail Service.
4	CA 29 of 2016	3.4	Non-realisation of amount of dishonoured cheques
5	CA 29 of 2016	3.5	Non-realisation of service charge

Other Statistical Tables

TABLE- 22
POSTAL NETWORK AT A GLANCE IN COUNTRY AS ON 31.03.2016
(in number)

1	Postal Circles	22
2	Postal Regions	47
3	Postal Divisions	446
4	Circle Stamp Depots	17
5	Postal Store Depots	46
6	Railway Mail Service Divisions	69
7	Postal Training Centres	6
8	Post Office	154,910
9	Rural Post Office	138,955
10	Urban Post Office	15,955
11	General Post Office	23
12	Head Post Office	811
13	Sub Post Office	24,754
14	Gramin Dak Sewak Post Office	129,346
15	Delivery Post Office	146,741
16	Night Post Office	139
17	Sorting Hub	88
18	Countries covered under International Speed Post (Merchandise & documents - both)	75
19	Countries covered under International Speed Post (documents only)	24
20	Average person served per Post Office*	8,364
21	Average rural person served per rural Post Office*	6,275
22	Average urban person served per urban Post Office*	26,553
23	Average Area served by a Post Office (in Sq. Km.)	21.22

*Estimated.

TABLE - 23
REGISTERED AND UNREGISTERED MAIL TRAFFIC DURING 2015-16

(Number in thousand)

Circle	Registered Traffic	Unregistered Traffic	Total
Andhra Pradesh	16005	493418	509423
Assam	6214	84328	90542
Bihar	4902	73443	78345
Chhattisgarh	1617	69180	70797
Delhi	9795	190564	200359
Gujarat	9465	541408	550873
Haryana	3401	103714	107115
Himachal Pradesh	2270	52280	54550
Jammu & Kashmir	656	39215	39871
Jharkhand	3418	37352	40770
Karnataka	11392	456740	468132
Kerala	11683	445901	457584
Madhya Pradesh	4823	240349	245172
Maharashtra	21300	999937	1021237
North Eastern	3909	55072	58981
Orissa	5346	74323	79669
Punjab	6592	166522	173114
Rajasthan	9723	234970	244693
Tamil Nadu	21110	672645	693755
Uttar Pradesh	18101	345744	363845
Uttrakhand	2814	45531	48345
West Bengal	23757	192309	216066
Total	198293	5614945	5813238

TABLE - 24
ARTICLE-WISE MAIL TRAFFIC DURING 2014-2015 AND 2015-2016
(Registered, Unregistered and Premium Products)
(number in Crore)

Article	2014-15	2015-16
1. Postcard*	194.58	104.70
2. Letters		
Speed Post	39.88	41.43
Registered Letter	17.58	16.91
Insured Letter	0.08	0.07
Value Payable Letter	0.43	0.52
Unregistered Letter #	206.92	311.47
Total Letter Mail	264.89	370.40
3. Registered Newspaper	49.13	50.24
4. Parcel		
Express Parcel/Business Parcel	1.38	1.29
Registered Parcel	1.08	1.15
Insured Parcel	0.10	0.10
Value Payable Parcel	0.47	0.30
Unregistered Parcel	7.41	8.33
Total Parcel Mail	10.44	11.17
5. Packet		
Registered Packet	0.51	0.56
Value Payable Packet	0.23	0.22
Unregistered Packet	82.67	86.75
Total Packet Mail	83.41	87.53
Grand Total (1 to 5)	602.45	624.04

* Include acknowledgements.

Include letter cards and insufficiently paid letters.

TABLE - 25
PERFORMANCE OF DEPARTMENT OF POSTS UNDER MGNREGA DURING
2014-2015 AND 2015-2016

Circle	MGNREGA Accounts upto 31st March of the year*(in number)		Amount Disbursed during the year (₹ in Crore)	
	2014-2015	2015-16	2014-2015	2015-16
Andhra Pradesh	22531756	25359118	2187.53	3546.83
Assam	1934011	1941754	93.34	69.19
Bihar	6709072	6709099	205.71	2.91
Chhattisgarh	5474050	5550942	962.30	341.79
Delhi	NA	NA	NA	NA
Gujarat	2473721	2506663	558.90	621.92
Haryana	69925	73284	3.43	4.33
Himachal Pradesh	98359	99240	10.49	7.09
Jammu & Kashmir	NA	NA	NA	NA
Jharkhand	3777565	3822834	422.95	566.67
Karnataka	1821345	1821605	0.07	0.01
Kerala	306726	331682	99.01	109.60
Madhya Pradesh	2053428	1983757	471.21	178.13
Maharashtra	3545700	3610001	408.50	357.08
North Eastern	681661	558903	52.25	35.20
Odisha	1951832	2075357	141.27	217.06
Punjab	241409	241409	2.11	0.92
Rajasthan	6725025	5216729	874.08	338.28
Tamil Nadu	38567	39810	0.00	0.00
Uttar Pradesh	444194	444280	0.39	0.58
Uttarakhand	287992	275878	30.15	50.60
West Bengal	7037265	7033833	1164.40	494.54
All India	68203603	69696178	7688.09	6942.73

* MGNREGA : Mahatma Gandhi National Rural Employment Guarantee Act.

* MGNREGA Accounts include both live and silent MGNREGS accouts.

TABLE - 26
INLAND MONEY ORDERS ISSUED DURING 2015-16

Circle	Number (in Lakh)	Value (₹ in Crore)	Commission (₹ in Crore)
Andhra Pradesh	3.34	46.54	1.91
Assam	1.42	20.62	1.03
Bihar	5.72	75.70	2.35
Chhattisgarh	1.99	17.61	0.45
Delhi	2.54	48.27	1.91
Gujarat	24.96	231.18	11.36
Haryana	2.74	325.79	1.31
Himachal Pradesh	8.76	251.83	12.25
Jammu & Kashmir	1.39	23.57	1.18
Jharkhand	2.30	27.74	1.18
Karnataka	286.26	2557.49	115.37
Kerala	243.30	3810.70	132.52
Madhya Pradesh	4.20	56.49	2.82
Maharashtra	5.17	43.95	2.11
North Eastern	1.09	19.79	0.39
Odisha	7.40	49.96	1.72
Punjab	8.18	69.46	3.47
Rajasthan	208.22	2004.72	99.46
Tamil Nadu	180.69	1773.29	87.51
Uttar Pradesh	5.88	81.07	2.86
Uttarakhand	1.04	42.78	0.46
West Bengal	11.47	142.59	6.27
Base Post Office	0.48	15.28	0.14
Total	1018.54	11736.42	490.03

TABLE - 27
INDIAN POSTAL ORDERS SOLD DURING 2015-16

Circle	Numbers (in Lakh)	Value (₹ in Crore)	Commission (₹ in Crore)
Andhra Pradesh	2.67	0.78	0.08
Assam	2.66	1.16	0.12
Bihar	5.83	1.55	0.16
Chhattisgarh	2.60	0.40	0.05
Delhi	7.17	3.15	0.32
Gujarat	1.09	0.47	0.05
Haryana	3.90	1.57	0.13
Himachal Pradesh	7.45	2.66	0.27
Jammu & Kashmir	0.75	0.29	0.03
Jharkhand	8.09	2.97	0.30
Karnataka	8.42	1.50	0.16
Kerala	0.99	0.47	0.05
Madhya Pradesh	2.16	0.74	0.09
Maharashtra	3.61	2.11	0.21
North - East	0.98	0.35	0.04
Odisha	5.24	1.47	0.15
Punjab	5.17	1.90	0.19
Rajasthan	15.27	6.18	0.62
Tamil Nadu	2.26	0.93	0.09
Uttar Pradesh	25.69	7.62	0.79
Uttarakhand	3.08	1.17	0.12
West Bengal	6.57	3.28	0.33
Base Post Office	0.28	0.11	0.01
TOTAL	121.93	42.83	4.36

TABLE - 28
ACCOUNTS OF SAVINGS SCHEMES AS ON 31.03.2016

Circle	Savings Bank	Recurring Deposit	Time Deposit	Fixed Deposit	Cumulative Time Deposits	Public Provident Fund	Monthly Income Scheme	National Saving Scheme 87	National Saving Scheme 92	Senior Citizen Account	Sukanya Samridhi Yojana	Mahila Samridhi Yojana	Mahatma Gandhi National Rural Employment Guarantee act*	(in number)
														Total
Andhra Pradesh	17181802	17713036	476374	165	1130	95512	1005034	10767	3228	54245	707436	15727	25873198	63137654
Assam	4737191	2048725	194035	0	1084	42739	365837	2236	328	4743	148512	0	1387047	8932477
Bihar	12890382	3764987	2041071	0	688	49865	1381984	2299	202	27410	253458	0	6707931	27120277
Chhattisgarh	2961071	849374	74983	0	1303	31211	107383	1446	130	5915	144383	0	5478853	9656052
Delhi	1495470	577340	177450	2	8769	212430	431839	24293	1013	66461	110097	2094	0	3107258
Gujarat	6883584	5591809	2126708	0	5581	218770	1814132	29675	238	101615	182590	0	2272747	19227449
Haryana	3314020	1680459	1003041	0	83879	93662	408856	10758	305	20565	169919	129679	67407	6982550
Himachal Pradesh	1984095	2177636	495756	22	4615	24405	196492	1395	86	5247	128526	0	99230	5117505
Jammu & Kashmir	1305406	272035	253985	0	5676	7883	79943	1457	48	2029	104473	21262	3975	2058172
Jharkhand	5953376	3048272	435505	0	1877	42435	422869	3458	0	18033	407387	0	3959262	14292474
Karnataka	8711396	5983823	295373	4	8373	108548	574421	14811	1626	66994	880828	0	669669	17315866
Kerala	6456827	4954205	219941	298	-42811	19520	414303	5469	2039	9040	301197	6	478699	12818733
Madhya Pradesh	11395287	9500804	551790	59	10533	56721	555974	6613	288	23064	323626	1108431	1964347	25497537
Maharashtra	8722649	20301030	1475098	0	20029	476995	1939004	74391	2122	141966	385463	0	3568679	37107426
North-East	1239380	696014	59201	4	1447	5901	58612	848	107	2599	51487	19530	683593	2818723
Odisha	7294154	4120404	435043	0	9317	21099	457286	4651	294	15773	291535	23455	1731997	14405008
Punjab	3813391	1612837	933662	127	13206	176137	680513	13940	674	44603	206640	31768	244608	7772106
Rajasthan	11755808	4271352	361574	0	3164	207446	661383	7155	582	26309	297409	102295	1973791	19668268
Tamilnadu	10896129	11965649	766692	0	7113	192151	653927	16414	5483	79762	1225712	17668	0	25826700
Uttar Pradesh	15608351	14413084	1780547	0	23916	184835	1636757	17890	401	104148	847498	331703	375389	35324519
Uttarakhand	3670197	1702289	311462	0	8887	33225	164019	2565	180	9512	218542	6903	211729	6339510
West Bengal	14291355	4535579	2276062	0	0	139752	5502940	-3681	36373	205802	551407	0	7033833	34569422
Base Post Office	469110	408820	4160	0	91	15702	29622	361	43	733	30193	0	0	958835
Total	163030431	122189563	16749513	681	177867	2456944	19543130	249211	55790	1036568	7968318	1810521	64785984	400054521

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

TABLE - 29
OUTSTANDING BALANCE OF SAVINGS SCHEMES AS ON 31.03.2016

Circle	"Savings Bank"	"Recurring Deposit"	"Time Deposit"	"Fixed Deposit"	"Cumulative Time Deposits"	"Public Provident Fund"	"Monthly Income Scheme"	"National Saving Scheme 87"	"National Saving Scheme 92"	"Senior Citizen"	Sukanya	Total
Andhra Pradesh	1938.71	3533.69	3337.58	0.44	0.28	1707.33	10419.35	96.55	-6.60	1490.27	636.55	23154.15
Assam	1502.74	1694.03	414.58	0.00	0.43	667.24	2987.99	11.97	-7.55	138.93	68.56	7478.92
Bihar	2968.02	3414.33	6749.49	-0.06	1.21	850.76	7556.33	948.97	217.98	99.42	116.39	22922.84
Chhattisgarh	889.75	1894.38	715.80	-0.08	-3.50	655.74	1839.22	47.64	-9.74	302.63	61.54	6393.38
Delhi	1991.11	2457.31	2331.26	-1.25	-1.41	9319.29	7262.65	130.31	53.92	2617.40	167.38	26327.97
Gujarat	3329.55	2158.06	6557.86	-0.12	4.24	6924.21	16326.74	298.56	-237.56	2557.70	163.97	38083.21
Haryana	1469.19	3250.84	2310.90	0.00	-5.52	2256.35	3402.99	74.79	-2.32	695.93	264.01	13717.16
Himachal Pradesh	1396.39	3079.14	1261.19	0.00	0.51	788.55	2505.67	10.73	0.49	206.07	97.65	9346.39
Jammu & Kashmir	469.22	541.06	1337.68	0.00	3.29	172.90	816.42	-7.69	10.77	134.91	70.63	3549.19
Jharkhand	-277.99	707.34	1867.11	0.00	1.77	155.41	5437.29	-2.45	-21.29	429.34	136.00	8432.53
Karnataka	3058.92	4145.47	1251.19	-0.01	2.31	2944.39	6238.06	66.18	135.48	2295.76	911.40	21049.15
Kerala	1303.97	6861.52	391.45	0.01	-0.13	570.31	2493.02	47.87	0.82	488.86	281.72	12439.42
Madhya Pradesh	3770.82	4097.32	1204.49	0.83	-1.03	1227.74	4102.26	35.24	-22.28	475.88	166.09	15057.36
Maharashtra	3997.99	4455.72	3995.04	0.01	0.91	7176.76	27992.96	1308.45	-20.79	2041.09	589.45	51537.59
North-East	597.63	1010.83	510.70	0.01	0.10	131.41	1116.65	9.06	-3.04	88.94	22.48	3484.77
Odisha	2022.22	2434.74	1787.21	0.09	0.00	389.68	3462.30	17.08	-6.14	301.70	193.23	10602.11
Punjab	2551.57	3747.41	5941.84	0.00	-0.27	5773.83	6357.16	98.94	90.02	1291.16	206.15	26057.81
Rajasthan	1977.65	4969.09	2516.38	0.01	1.19	3974.14	5642.84	9.50	-28.82	449.31	198.44	19709.73
Tamilnadu	3148.86	4819.84	2510.68	-0.01	0.04	3265.82	10219.41	252.38	27.45	1824.64	1016.97	27086.08
Uttar Pradesh	7895.31	10429.66	9181.16	-1.87	-1.97	4391.31	16986.00	96.93	36.55	877.84	621.08	50512.00
Uttarakhand	1411.49	2237.05	1368.76	0.00	-0.01	708.45	2600.70	-14.50	-9.14	311.48	144.41	8758.69
West Bengal	7509.91	3935.69	12830.96	26.19	5.78	3442.56	47665.11	-17.15	-105.38	3689.13	276.69	79259.49
Base Post Office	159.32	307.35	258.96	0.00	0.04	109.35	374.77	7.01	2.14	67.68	15.17	1301.79
Total	55082.35	76181.87	70632.27	24.19	8.26	57603.53	193805.89	3526.37	94.97	22876.07	6425.96	486261.73

(₹ in crore)

TABLE - 30
DISTRIBUTION OF RURAL AND URBAN POST OFFICES AS ON 31.03.2016

(in number)

Circle	Departmental Post Office												Gramin Dak Sewak Post Office												Total Post Office																				
	Head Post Office						Sub Post Office						Total						Sub Post Office						Branch Post Office						Total						Rural			Urban			Total		
	Rural	Urban	Total	Rural	Urban	Total	Rural	Urban	Total	Rural	Urban	Total	Rural	Urban	Total	Rural	Urban	Total	Rural	Urban	Total	Rural	Urban	Total	Rural	Urban	Total	Rural	Urban	Total	Rural	Urban	Total												
Andhra Pradesh	4	55	59	944	581	1525	948	636	1584	-	-	0	8594	144	8738	8594	144	8738	-	-	0	2789	20	2809	2789	20	2809	2888	269	3157	9542	780	10322												
Assam	0	19	19	385	221	606	385	240	625	-	-	0	3246	141	3387	3246	141	3387	-	-	0	7936	46	7982	7936	46	7982	2888	269	3157	3631	381	4012												
Bihar	0	32	32	637	386	1023	637	418	1055	-	-	0	7936	46	7982	7936	46	7982	-	-	0	2789	20	2809	2789	20	2809	2888	269	3157	8573	464	9037												
Chhattisgarh	0	10	10	99	239	338	99	249	348	-	-	0	2789	20	2809	2789	20	2809	-	-	0	78	69	147	78	69	147	2888	269	3157	84	470	554												
Delhi	0	12	12	6	389	395	6	401	407	-	-	0	7524	118	7642	7524	118	7642	-	-	0	7524	118	7642	7524	118	7642	8168	815	8983	8168	815	8983												
Gujarat	0	34	34	644	663	1307	644	697	1341	-	-	0	2138	44	2182	2138	44	2182	-	-	0	2138	44	2182	2138	44	2182	2315	369	2684	2315	369	2684												
Haryana	0	16	16	177	309	486	177	325	502	-	-	0	2310	7	2317	2310	7	2317	-	-	0	1409	26	1435	1409	26	1435	2666	119	2785	2666	119	2785												
Himachal Pradesh	3	15	18	353	97	450	356	112	468	-	-	0	1409	26	1435	1409	26	1435	-	-	0	2610	39	2649	2610	39	2649	2839	270	3109	2839	270	3109												
Jammu & Kashmir	0	9	9	94	163	257	94	172	266	-	-	0	7770	181	7951	7770	181	7951	-	-	0	7770	181	7951	7770	181	7951	8609	1054	9663	8609	1054	9663												
Jharkhand	0	13	13	229	218	447	229	231	460	-	-	0	3224	335	3559	3224	335	3559	-	-	0	3224	335	3559	3224	335	3559	4207	860	5067	4207	860	5067												
Karnataka	0	58	58	839	815	1654	839	873	1712	-	-	0	7148	110	7258	7148	110	7258	-	-	0	7148	110	7258	7148	110	7258	7475	811	8286	7475	811	8286												
Kerala	6	45	51	977	480	1457	983	525	1508	-	-	0	10538	105	10643	10538	105	10643	-	-	0	2500	86	2586	2500	86	2586	2686	237	2923	2686	237	2923												
Madhya Pradesh	0	43	43	327	658	985	327	701	1028	-	-	0	6906	61	6967	6906	61	6967	-	-	1	6906	61	6967	6906	61	6967	7573	596	8169	7573	596	8169												
Maharashtra	1	60	61	1031	1124	2155	1032	1184	2216	-	-	0	8952	26	8978	8952	26	8978	-	-	0	8952	26	8978	8952	26	8978	9675	643	10318	9675	643	10318												
North - East	0	9	9	186	142	328	186	151	337	-	-	0	8945	356	9301	8945	356	9301	-	-	0	8945	356	9301	8945	356	9301	10275	1856	12131	10275	1856	12131												
Odisha	0	35	35	666	500	1166	666	535	1201	1	-	1	6906	61	6967	6906	61	6967	-	-	0	6906	61	6967	6906	61	6967	7573	596	8169	7573	596	8169												
Punjab	0	22	22	328	416	744	328	438	766	-	-	0	3081	14	3095	3081	14	3095	-	-	0	3081	14	3095	3081	14	3095	3409	452	3861	3409	452	3861												
Rajasthan	1	47	48	722	570	1292	723	617	1340	-	-	0	8945	356	9301	8945	356	9301	-	-	0	8945	356	9301	8945	356	9301	9675	643	10318	9675	643	10318												
Tamil Nadu	0	94	94	1330	1406	2736	1330	1500	2830	-	-	0	4815	159	4974	4815	159	4974	-	-	0	4815	159	4974	4815	159	4974	5249	586	5835	5249	586	5835												
Telangana	1	35	36	433	392	825	434	427	861	-	-	0	14852	259	15111	14852	259	15111	-	-	0	14852	259	15111	14852	259	15111	15729	1933	17662	15729	1933	17662												
Uttar Pradesh	0	72	72	877	1602	2479	877	1674	2551	-	-	0	2315	14	2329	2315	14	2329	-	-	0	2315	14	2329	2315	14	2329	2512	209	2721	2512	209	2721												
Uttarakhand	0	13	13	197	182	379	197	195	392	-	-	0	7096	209	7305	7096	209	7305	-	-	0	7096	209	7305	7096	209	7305	7777	1294	9071	7777	1294	9071												
West Bengal	0	47	47	681	1038	1719	681	1085	1766	-	-	0	126776	2569	129345	126776	2569	129345	-	-	1	126776	2569	129345	126777	2569	129346	138955	15955	154910	138955	15955	154910												
Total	16	795	811	12162	12591	24753	12178	13386	25564	1	0	1	126776	2569	129345	126777	2569	129346	129345	1	0	1	126776	2569	129346	126777	2569	129346	138955	15955	154910	138955	15955	154910											

TABLE- 31
CLASSIFIED FUNCTION-WISE DISTRIBUTION OF POST OFFICES AS ON 31.3.2016
(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	10322	23	7022	514	9808
Assam	4012	3	625	97	3914
Bihar	9037	6	1056	197	8808
Chhattisgarh	3157	2	348	88	3070
Delhi	554	7	407	312	242
Gujarat	8983	9	7460	317	8666
Haryana	2684	2	319	195	2489
Himachal Pradesh	2785	0	2746	39	2746
Jammu & Kashmir	1701	1	266	75	1626
Jharkhand	3109	2	459	104	2995
Karnataka	9663	3	8308	552	9111
Kerala	5067	6	4803	264	4803
Madhya Pradesh	8286	5	8286	305	7981
Maharashtra	12859	9	9090	660	12198
North - East	2923	2	2877	45	2875
Odisha	8169	5	1201	320	7883
Punjab	3861	5	518	235	3626
Rajasthan	10318	5	9390	372	9946
Tamilnadu	12131	15	12131	1295	10836
Telangana	5835	7	5560	274	5561
Uttar Pradesh	17662	12	3161	1060	16602
Uttarakhand	2721	0	2216	2607	2611
West Bengal	9071	10	1132	727	8344
Total	154910	139	89381	10654	146741

TABLE- 32
PANCHAYAT SANCHAR SEWA KENDRAS, FRANCHISE OUTLET AND
MUKHYA DAK GHAR AS ON 31.03.2016

(in number)

Circle	Panchayat Sanchar Sewa Kendra	Franchise Outlet	Mukhya Dak Ghar (MDG)		
			Rural	Urban	Total
Andhra Pradesh	18	175	2	6	8
Assam	25	21	2	18	20
Bihar	679	125	4	14	18
Chhattisgarh	34	37	0	10	10
Delhi	0	84	0	0	0
Gujarat	4	60	2	40	42
Haryana	33	93	0	10	10
Himachal Pradesh	47	17	0	0	0
Jammu & Kashmir	20	17	0	11	11
Jharkhand	88	527	0	13	13
Karnataka	4	26	0	45	45
Kerala	0	0	48	43	91
Madhya Pradesh	132	87	0	23	23
Maharashtra	69	125	4	52	56
North Eastern	18	43	1	15	16
Odisha	109	100	1	34	35
Punjab	6	57	0	6	6
Rajasthan	19	100	1	11	12
Tamil Nadu	33	131	4	23	27
Telangana	11	53	0	1	1
Uttar Pradesh	794	342	2	26	28
Uttarakhand	37	65	0	8	8
West Bengal	6	22	6	32	38
Total	2186	2307	77	441	518

TABLE - 33
LETTER BOX, POST BOX AND POST BAG AS ON 31.03.2016

(in number)

Circle	Letter Box			Post Box rented to public	Post Bag rented to public	Post Box cum Bags rented to public
	Urban	Rural	Total			
Andhra Pradesh	4636	25568	30204	748	43	3
Assam	1103	11197	12300	790	10	0
Bihar	3000	18033	21033	882	81	255
Chhattisgarh	2715	12273	14988	166	3	0
Delhi	1222	44	1266	771	38	9
Gujarat	5419	19920	25339	4372	130	11
Haryana	1285	6486	7771	307	22	0
Himachal Pradesh	647	6005	6652	276	12	0
Jammu & Kashmir	580	3660	4240	1717	96	0
Jharkhand	1274	11901	13175	305	5	0
Karnataka	5738	23808	29546	5537	130	209
Kerala	3385	12127	15512	5086	319	190
Madhya Pradesh	4272	33896	38168	742	53	183
Maharashtra	7871	41347	49218	7247	225	31
North - East	1033	4461	5494	3608	9	0
Odisha	2595	18325	20920	0	0	0
Punjab	2718	12008	14726	592	6	102
Rajasthan	3814	23992	27806	1458	42	10
Tamil Nadu	9762	31643	41405	5182	508	348
Telangana	2701	12005	14706	395	52	180
Uttar Pradesh	7924	57450	65374	1031	145	41
Uttarakhand	1780	9647	11427	362	25	125
West Bengal	4416	22615	27031	4465	182	31
Total	79890	418411	498301	46039	2136	1728

TABLE - 34
POSTAL AND RAILWAY MAIL SERVICE FUNCTIONAL UNITS AS ON 31.03.2016

(in number)

Circle	Postal Divisions	Railway Mail Service Divisions	Postal Store Depots	Circle Stamp Depots	Railway Mail Service Sorting Offices	Railway Mail Service Record Offices
Andhra Pradesh	44	6	4	1	34	24
Assam	9	2	1	1	11	13
Bihar	22	4	2	1	17	13
Chhattisgarh	5	1	1	0	4	4
Delhi	6	3	1	1	9	3
Gujarat	26	3	3	1	19	19
Haryana	9	2	1	0	12	12
Himachal Pradesh	9	1	1	0	8	0
Jammu & Kashmir	6	1	1	1	2	2
Jharkhand	7	2	1	0	10	10
Karnataka	31	3	3	1	28	25
Kerala	24	3	3	1	22	21
Madhya Pradesh	20	3	1	1	10	11
Maharashtra	41	7	4	1	78	32
North Eastern	7	0	1	0	0	0
Odisha	18	3	2	1	19	19
Punjab	13	2	1	1	9	10
Rajasthan	24	3	3	1	17	19
Tamil Nadu	45	6	5	1	41	37
Uttar Pradesh	44	7	4	2	46	38
Uttarkhand	7	1	1	0	3	3
West Bengal	29	6	2	1	30	28
Total	446	69	46	17	429	343

TABLE - 35
HUMAN RESOURCES TRAINED UNDER PLAN SCHEME DURING
2014-15 AND 2015-2016

(in number)

Sl. No.	Activity	2014-15	2015-16
1	Management Development Programme for Group A and B Officers	54	178
2	Development Programme for Accounts Officers	117	667
3	Development Programme for Inspectors and Assistant Superintendent Posts	851	1530
4	Development Programme for Operative/ Supervisory Staff *	51098	56134
5	Development Programme for Mail Overseers/ Postmen/ MTS	10804	7083
6	Development Programme for Gramin Dak Sevaks	27549	14698
7	Training of Trainers	1287	282
Total		91760	80572

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

TABLE - 36

COMPLAINTS RECEIVED, SETTLED AND PENDING DURING 2015-16

(in number)

Circle	Opening Balance	Received	Total	Settled	Pending Complaints				Total
					Below 3 months	3 - 6 months	6 - 12 months	Over 12 months	
Andhra Pradesh	55296	247415	302711	286267	9268	579	6386	211	16444
Assam	2086	29860	31946	29879	2058	9	0	0	2067
Bihar	2482	23784	26266	24859	1377	30	0	0	1407
Chhattisgarh	1591	19866	21457	18628	2829	0	0	0	2829
Delhi	14053	300144	314197	303442	8810	1314	550	81	10755
Gujarat	4203	78743	82946	81229	1697	20	0	0	1717
Haryana	3134	129231	132365	125052	7313	0	0	0	7313
Himachal Pradesh	824	16484	17308	16896	396	12	4	0	412
Jammu & Kashmir	3436	25391	28827	26618	1553	656	0	0	2209
Jharkhand	356	8535	8891	7752	1139	0	0	0	1139
Karnataka	7484	91704	99188	95632	3114	348	70	24	3556
Kerala	1229	27406	28635	27309	1258	47	11	10	1326
Madhya Pradesh	2145	61425	63570	61484	1855	95	59	77	2086
Maharashtra	10201	198360	208561	194237	13368	840	113	3	14324
North-East	3757	21894	25651	23602	1663	235	88	63	2049
Odisha	2899	35326	38225	36255	1764	118	53	35	1970
Punjab	1074	34790	35864	34388	1433	38	3	2	1476
Rajasthan	2242	60215	62457	60317	2031	98	11	0	2140
Tamilnadu	4643	111258	115901	113803	1296	795	7	0	2098
Uttar Pradesh	9842	119424	129266	124817	4384	65	0	0	4449
Uttarakhand	338	9507	9845	9467	376	2	0	0	378
West Bengal	4466	74400	78866	74771	3568	329	135	63	4095
Army Postal Service	104	261	365	284	34	17	24	6	81
Total	137885	1725423	1863308	1776988	72584	5647	7514	575	86320

TABLE - 37
MAIL MOTOR SERVICE DURING 2014-2015 AND 2015-2016

Item	2014-15	2015-16	% age increase/decrease 2015-16 over 2014-2015
Total Annual Kilometerage (in Crore)	3.43	3.26	-4.96
Total Annual Expenditure (₹ in Crore)	115.79	111.61	-3.61
Total Number of Vehicles	1309	1221	-6.72

TABLE - 38
PHILATELY STATISTICS DURING 2014-2015 AND 2015-2016

Item	(in number)	
	2014-15	2015-16
Philatelic Bureaux	84	84
Philatelic Counters	1032	1032
Commemorative stamps released	36	49
First Day Covers released	22	31

TABLE-39
COUNTRIES COVERED UNDER INTERNATIONAL SPEED POST
SERVICE AS ON 31.03.2016

1	Austria	38	Malawi
2	Australia	39	Malaysia
3	Bangladesh	40	Mauritius
4	Barbados	41	Mongolia
5	Bermuda	42	Morocco
6	Bahrain	43	Namibia
7	Belarus	44	Nauru
8	Bhutan	45	Nepal
9	Botswana	46	Netherlands
10	Brunei Darussalam	47	New Zealand
11	Bulgaria	48	Norway
12	Canada	49	Oman
13	Cayman Island	50	Pakistan
14	Cambodia	51	People's Republic of China
15	Cuba	52	Philippines
16	Cyprus	53	Poland
17	Egypt	54	Portugal
18	Estonia	55	Qatar
19	Eritrea (State of Eritrea)	56	Republic of Korea
20	Ethiopia	57	Romania
21	Germany (Federal Republic of Germany)	58	Russia Federation
22	Fiji	59	Senegal
23	France	60	Singapore
24	Georgia	61	Spain
25	Ghana	62	Sudan

26	Greece	63	Switzerland
27	Hong Kong	64	Tanzania
28	Hungary	65	Taiwan
29	Iceland	66	Turkey
30	Ireland	67	Thailand
31	Israel	68	United Arab Emirates
32	Italy	69	United Kingdom (United Kingdom of Great Britain and Northern Ireland)
33	Japan	70	United States of America
34	Jordan	71	Uganda
35	Kenya	72	Ukraine
36	Latvia	73	Vietnam
37	Macau	74	Islamic Republic of Afganistan
		75	South Africa

DOCUMENTS ONLY

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

TABLE - 40
NUMBER OF DEPARTMENTAL HERITAGE BUILDINGS

S.No	Name of Heritage Building	Name of the Circle
1	Patna GPO	Bihar
2	Bhagalpur HO	
3	PTC Darbhanga	
4	New Delhi GPO	Delhi
5	Delhi GPO	
6	Mandi HO	Himachal Pradesh
7	Chhotta Shimla	
8	Shimla GPO	
9	Ambedkar Chowk PO	
10	Kasauli PO	Maharashtra
11	Mumbai GPO	
12	Nagpur GPO	
13	DAP Nagpur	
14	Pune GPO	
15	Panaji HPO	Punjab
16	Amritsar HPO	
17	Circle Office, Trivandram	Kerala
18	PTC Mysore	Karnataka
19	DO Bellary	
20	CO Bangalore	
21	Varanasi City PO	Uttar Pradesh
22	Varanasi HO	
23	Lucknow GPO	
24	CO Lucknow	
25	Agra HO	
26	Chennai GPO	Tamilnadu
27	Udhagamandalam HO	
28	Nagapattinam HO	West Bengal
29	RLO Kolkata	
30	Darjeeling HO	
31	Cooch Behar PO	
32	Kolkata GPO	
33	Baruipur HPO	
34	Behrampur HO	
35	Alipore HO	
36	Diamond Harbour HO	
37	Mud Point PO	
38	Khejoori PO	

TABLE - 41
DEPARTMENTAL AND RENTAL BUILDINGS AS 31.03.2016

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	176	0	12	1438	35	8	72	0	0	0	188	1481	72	
Telangana	137	1	2	577	8	0	68	1	0	0	140	585	69	
Assam	161	8	0	443	13	0	22	6	0	0	169	456	28	
Bihar	176	2	4	781	21	0	100	0	0	0	182	802	100	
Chhattisgarh	43	0	2	282	4	1	23	0	0	0	45	287	23	
Delhi	121	2	3	219	5	0	39	0	0	0	126	224	39	
Gujarat	245	4	16	1058	20	7	30	0	1	1	265	1085	31	
Daman & Dadra Nagarhaveli (U/T)	3	0	0	3	0	0	0	0	0	0	3	3	0	
Diu(U/T)	0	0	0	4	0	0	0	0	0	0	0	4	0	
Haryana	78	7	0	360	5	0	60	0	0	0	85	365	60	
Himachal Pradesh	75	1	5	373	6	3	20	0	0	0	81	382	20	
Jharkhand	66	2	0	349	17	1	54	0	0	0	68	367	54	
Jammu & Kashmir	33	1	1	201	0	2	24	0	0	0	35	203	24	
Karnataka	378	12	8	1281	8	0	78	0	0	0	398	1289	78	
Kerala	245	4	2	1214	23	5	39	1	0	0	251	1242	40	
Lakshadweep	1	0	0	1	0	0	7	0	0	0	1	1	7	
Madhya Pradesh	193	4	0	811	0	0	37	11	0	0	197	811	48	
Maharashtra	370	26	9	1721	50	73	124	8	2	405	1844	134	134	
Goa	15	2	0	80	2	0	9	1	0	0	17	82	10	
Meghalaya	19	0	0	35	0	0	14	0	0	0	19	35	14	
Mizoram	13	0	0	23	0	0	3	0	0	0	13	23	3	
Manipur	8	0	0	45	0	0	3	0	0	0	8	45	3	
Nagaland	10	0	0	26	0	0	6	0	0	0	10	26	6	
Arunachal pradesh	23	0	0	12	0	0	14	0	0	0	23	12	14	
Tripura	22	0	0	49	0	0	12	0	0	0	22	49	12	
Odisha	145	7	31	959	23	42	96	4	0	183	1024	100	100	
Punjab	114	4	4	527	11	1	90	0	0	122	539	90	90	
Chandigarh	23	0	1	9	0	0	8	0	0	0	24	9	8	
Rajasthan	326	4	2	878	14	0	133	2	1	332	892	136	136	
Tamil Nadu	281	11	13	2213	30	12	85	4	0	305	2255	89	89	
Pondicherry	6	0	0	22	0	0	1	0	0	6	22	1	1	
Uttar Pradesh	298	8	13	2109	42	55	137	0	0	319	2206	137	137	
Uttarakhand	51	0	4	300	1	7	41	0	0	55	308	41	41	
West Bengal	211	10	38	1381	12	21	120	11	1	259	1414	132	132	
Sikkim	6	0	0	17	0	0	0	0	0	6	17	0	0	
A&N Islands	10	0	0	17	0	0	0	0	0	10	17	0	0	
TOTAL	4082	120	170	19818	350	238	1569	49	5	4372	20406	1623	1623	

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"



Commemorative Postage Stamp on "Tourism in India" released by Shri Manoj Sinha, Union Minister of State for Communications (I/C) and Railways





Commemorative Postage Stamp released on the occasion of Rio Olympics, 2016



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