



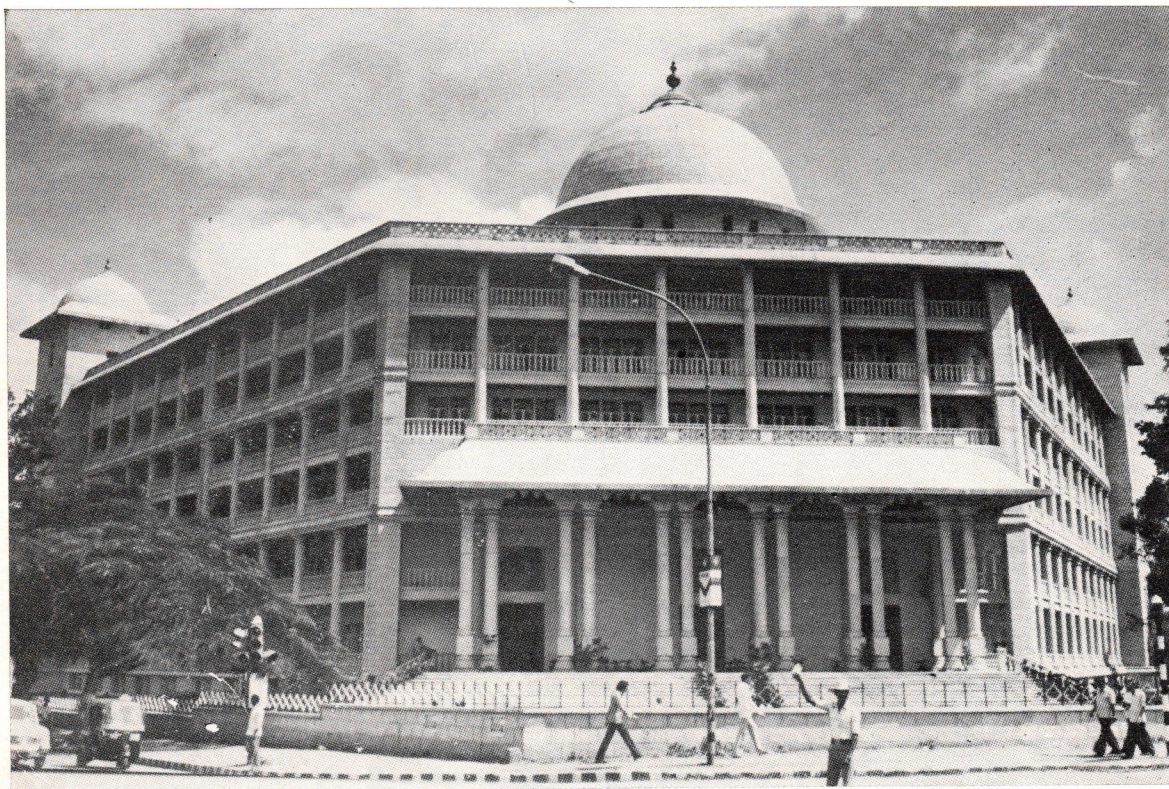
सत्यमेव जयते

वार्षिक रिपोर्ट ANNUAL REPORT 1984-85



कार्य प्रगति ACTIVITIES 1985-86

भारतीय डाक विभाग (संचार मंत्रालय)
Department of Posts, India (Ministry of Communications)



New Building of General Post Office, Bangalore.

INTRODUCTION

The Posts & Telegraphs Department had been bifurcated into two separate Departments, viz., the Department of Posts and the Department of Telecommunications, w. e. f. 31st December, 1984. This is the first Annual Report of the Department of Posts for the year 1984-85 since its creation on 1st January, 1985. A report on the Activities of the Department for the year 1985-86 upto 31st December, 1985 is also included in the volume.

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CHAPTER I

A General Overview

1.1 The Department of Posts is responsible for the organisation and operation of internal and external postal services as well as for the issue and sale of stamps for postage and philatelic purposes both locally and overseas. The Department also provides facilities for internal and external remittances of cash by means of money orders and postal orders. Besides this, the other important responsibilities of the Department include running of Postal Life Insurance and Savings Bank, on an agency basis, on behalf of the Ministry of Finance, Government of India.

A Service Organisation

1.2 During the year under review the Department of Posts served more than 74 crores of people who comprised the Indian Postal market. The annual mail volume works out to 16 pieces of mail for each man, woman and child in the country, living in more than 12 crores of homes. They are served by 1,44,875 post offices in 22 States and 9 Union territories. There is an average of one post office for 5,132 people and for an area of 21.86 sq. kms.

1.2.1 The Department of Posts provides deliveries to 4.03 crores of addresses each working day. The mail is collected from 5,01,223 letter boxes as well as from post offices and large postal users.

Mail Volume and Productivity

1.3 The total mail volume rose by 60 crores pieces of mail, reaching 1,198 crores pieces of mail delivered during 1984-85. This 5.27 per cent increase in volume was handled with a

slightly reduced number of employees as against previous years. Thus, a substantial gain in productivity was achieved through more efficient use of mail processing equipments, better scheduling of employees by giving more carrier vehicles and through better work procedures, cutting out redundancy in operations and supervision.

Using Modern Technology

1.4 The ever increasing mail traffic in the major urban areas calls for the use of latest technology. A project report for an integrated mail processing system for Bombay is expected to be ready shortly. A pilot project for computerisation of Postal Life Insurance work at Bangalore is in the process of installation. Tenders have been invited for a computer system for doing Money Order pairing work at Delhi and Madras. This system at Delhi will also be used for work in connection with international mail accounting.

Mail Motor Vehicles

1.5 During the year 1984-85, 96 new vehicles were purchased increasing the fleet strength to 1,016. These vehicles covered a distance of 205 lakhs kms and the total expenditure on them was to the tune of Rs. 876 lakhs.

Philately

1.6 The Department of Posts continued to bring out, in a pleasant focus, in our commemorative issues of stamps our uniquely rich and ancient heritage. Among the 31 special stamps issued, special mention may be made of stamps on our beloved late Prime Minister Smt. Indira

Gandhi, "Roses of India", "Forts of India" "Freedom Fighters Series" and "XXIII Olympics". The total revenue earned through export/sale of stamps abroad during the year was Rs. 28.91 lakhs, as against Rs. 16.4 lakhs during the previous year.

Postal Life Insurance

1.7 During the year under review 1,11,637 new policies were issued for a total sum assured of Rs. 153.04 crores. The number of policies in force as on 31st March, 1985 was 11,56,497 and value of business was Rs. 942.83 crores both registering a growth of 6.67% and 16.48% respectively over the figures of preceding year.

Savings Bank

1.8 The Post Office Savings Bank continued to maintain its position as the nation's largest savings bank with about 1,44,500 post offices providing the service throughout the country. The outstanding balances in all forms of small savings schemes amounted to Rs. 17,207 crores as against Rs. 13,524 crores in 1983-84. The scheme for payment of Railway pensions through the Post Office Savings Bank was amended. A similar amendment was also made in the scheme for payment of P & T pensions through Post Office Savings accounts. The rate of interest for subscriptions made and balances in Public Provident Fund accounts during the year 1984-85 was raised to 9.5% from 9% in 1983-84.

Training Programmes

1.9 In all 401 officers of different cadres were trained during 1984-85 under the auspices of

UPU/UNDP. A programme on "Organisation of Training and Training Methods" and another programme on "Postal Finance Management" were organised at Postal Staff College, New Delhi. The five Regional Postal Training Centres trained 13,777 officials in various disciplines. During the year under review a men's hostel for 240 trainees at Darbhanga and buildings for the Postal Training Centre at Vadodara were completed.

International Postal Relations

1.10 India is a member of Universal Postal Union and Asian Pacific Postal Union. During 1984-85 a high power delegation led by Minister of Communications attended the meetings of the XIX UPU Congress held at Hamburg (Federal Republic of Germany) from 18th June to 27th June, 1984. India was represented at the annual session of the Executive Council of the APPU held at Manila (Philippines) from 11th April to 17th April, 1984. Under the auspices of South Asian Regional Co-operation (SARC) the meeting of the Technical Committee on Postal Services was held at Thimpu (Bhutan) from 20th November to 22nd November, 1984 in which India participated and presented two reports. India offered six fellowships for middle grade officers of developing countries during the year under review. The Indian Postal Administration also lent the services of a number of officers to act as UPU experts/consultants to plan, organise and improve postal services in least developed and developing countries.

CHAPTER II

Financial Review

2.1 The total Postal revenue earned during 1984-85 was Rs. 444.41 crores. The total expenditure on Postal Services during the year was Rs. 580.50 crores including the dividend of Rs. 11.84 crores. Consequently there was a net deficit of Rs. 136.09 crores.

2.2 Capital investment on fixed assets in the Department amounted to Rs. 34.96 crores. With this, the total investment on assets of the Department at the end of the year rose to Rs. 229.58 crores out of which dividend bearing Capital Outlay was Rs. 181.02 crores.

CHAPTER III

Postal Services

Postal Network

3.1 1984-85 was the terminal year of the Sixth Five Year Plan. During the year the Government ban on creation of new posts came into force as a result of which the annual target for opening of new post offices was not implemented. However, having regard to the need to maintain extension of postal facilities in backward regions, 62 rural post offices were opened by obtaining a relaxation from the Ministry of Finance. Out of these 62 rural post offices, 28 were set up in tribal areas.

3.1.1 As on 31-3-85 there were in all 1,44,875 post offices in the country, out of which 1,29,589 post offices were in rural areas and 15,286 post offices were in urban areas. The average area served by a post office was 21.86 Sq. Kms and the average population served was 4,730. At this level of development the country is well within the postal targets adopted by the Universal Postal Union, which, inter-alia, stipulates that there should be one post office to serve on average either an area of 20-40 Sq. Kilometres or 3,000 to 6,000 habitants as the case may be.

3.1.2 In addition to the network of regular post offices, 70,211 villages were also being served by the rural mobile post offices. All except 233 villages in the country were having the facility of daily delivery of mail. As on 31-3-85 there were 5,01,223 letter boxes in the country, out of which 4,25,652 were installed in rural areas and 75,571 in urban areas.

Mail Traffic

3.2 The postal traffic continues to show a steady growth. In the year 1983-84 the postal services handled nearly 1,138 crore pieces of mail, excluding money orders. There was a growth in traffic of nearly 60 crores during the year 1984-85, the figure reaching 1,198 crore pieces of mail handled. The growth in traffic of registered articles was 5.4% against 5.5% in the previous year. The total number of registered articles handled in the year under review was 3,043 lakhs. Newspapers and periodicals still form a sizeable chunk of the total volume of mail. Nearly 1,288 lakh inland money orders of a total value of Rs. 1,801 crores were issued, the commission realised on money order being Rs. 61.2 crores. The average value of a money order was Rs. 139.78 (previous year: Rs. 131.95). The average commission earned per money order was Rs. 4.75 (previous year Rs. 3.75). The total value of postal orders issued was Rs. 17.89 crores represented by 204.7 lakh postal orders. The commission realised on postal orders was Rs. 83.75 lakhs. The average value of a postal order was Rs. 8.73 as against previous year's figure of Rs. 8.60.

3.2.1 There was a marginal decrease in the traffic of value payable articles. The total number of such articles handled was 114 lakhs (previous year: 117 lakhs) representing a decrease of about 2.6%.

3.2.2 Outward foreign parcel traffic also showed a decline. The total number of outward foreign parcels was 4.26 lakhs (previous

year: 5.15 lakhs); the foreign inward parcels handled numbered 6.37 lakhs (previous year: 6.28 lakhs), showing a marginal increase of 9,000 parcels handled in transit numbered 13,571.

Returned Letter Offices

3.3 Returned Letter Offices (RLO) serving different postal circles in the country handled about 322 lakh pieces of mail with insufficient or illegible addresses. The staff could successfully locate the addresses and the senders in 53.27% and 21.71% cases respectively, the total percentage of success in disposal being 75 of the total mail handled. Valuables worth Rs. 225 lakhs were directed to the correct addresses or restored to the senders.

Conversion of Sorting Sections into Transit Sections

3.4 Consequent on the policy decision taken to withdraw mail sorting from running trains, 93 sorting sections in the country have been converted into transit sections. 6 new sorting mail offices were opened during the year 1984-85. This decision resulted in a very substantial increase in the availability of accommodation for closed mails and their consequent speedier movement without detentions. The difficulties experienced by the staff, in sorting letters, in cramped ill-lit accommodation in mail vans, was altogether avoided. The sorting of letters in the better working environment of stationary mail offices also resulted in better efficiency and increased productivity.

Construction of Mail Vans

3.5 18 new Broad Gauge Bogie Vans constructed by the Railways for RMS have been put into service for the use of transit sections.

3.5.1 A new edition of Pin Code Directory corrected upto December, 1984 was brought-out during the year 1984-85.

Introduction of direct airmail bags from India to Foreign destinations

3.6 Despatching office in India	Destination
Madras Air Foreign (Outward)	1. Sharjah
	2. Doha (Qatar)
	3. Baghdad (Iraq)
Cochin Air Foreign (Outward)	Riyadh (Saudi Arabia)
Calcutta Airport Sorting Office	1. Vienna (Austria)
	2. Bahrain
	3. Madrid (Spain)
	4. Warsaw (Poland)
	5. Stockholm (Sweden)
	6. Istanbul (Turkey)
	7. Lahore (Pakistan)

Postal Research and Development

3.7 In consonance with the decision to adopt modern technology in the area of Mail processing to cope with the ever increasing mail traffic in the major urban centres, a consultant has been appointed for preparing the Feasibility-cum-Project Report for an integrated modern mail processing system at Bombay.

3.7.1 A pilot project for computerisation of Postal Life Insurance work at Bangalore is in the process of installation.

3.7.2 Civil Work relating to Printing Press Project at Bhubaneswar is progressing satisfactorily. This printing press with a capacity of 1,800 Metric Tonnes per annum is likely to be completed during 1985-86.

Departmental Mail Motor Services

3.8 The Departmental Mail Motor Service functioned in 87 stations in the country during the year 1984-85. During the year under review 20 additional mail motor vehicles were sanctioned out of which 10 vehicles were for the introduction of new departmental mail motor services and 10 for the augmentation of the existing fleet strength. In addition 96 new vehicles were purchased to replace the overaged and condemned vehicles in order to improve and maintain the efficiency for quick transmission of mails. Sanction for the introduction

of departmental mail motor services were also issued for the following stations :

1. Jamshedpur in Bihar Circle
2. Raipur in Madhya Pradesh Circle
3. Dimapur Kohima route in North Eastern Circle.

3.8.1 The total fleet strength of the Mail Motor Vehicles at the end of 1984-85 was 1,016. These vehicles covered a total distance of about 205 lakhs kms. The total expenditure was to the tune of Rs. 876 lakhs. The average cost per kilometre was Rs. 4.28.

Postal Staff College

3.9 Postal Staff College provides induction training to officers belonging to Indian Postal Service and Indian P & T Accounts and Finance Service and also organises a number of refresher courses, seminars, Work-shops and Executive Development programmes for IPS and other Gazetted officers in the field. In all 401 officers of different cadres attended the training programmes conducted by the college. Under the auspices of UPU/UNDP, a programme on "Organisation of Training and Training Methods" for specialist consultants for Technical Co-operation for Developing Countries (TCDC) was organised at Postal Staff College in which 6 officers from Pakistan, Malaysia, Indonesia, China, Bangladesh and India participated. Another training programme of 12 weeks on "Postal Financial Management" was held for an officer from Sierra Leone Postal Administration.

Postal Training Centres

3.10 There are five Regional Postal Training Centres which provide induction and in-service training to operative and supervisory staff. In all 13,777 officials were imparted training during the year. Under "UPU Special Fund Technical Assistance in Kind Scheme" a training programme of 12 weeks for 6 Middle Grade Postal Officers of Foreign Postal

Administrations, was organised, on "Postal Operations and Management" at Postal Training Centres, Mysore and Saharanpur. Besides three officers from Somalia were trained on "Postal Operations and Management and Philately" at Postal Training Centre, Mysore.

3.10.1 Eleven Middle Grade officers from Fiji, Sri Lanka, Tanzania, Maldives, Swaziland, Lesotho and Mauritius were trained at Saharanpur Training Centre during 1984-85.

Construction Activities

3.11 During the year, a men's hostel for 240 trainees has been constructed at the Postal Training Centre Darbhanga.

3.11.1 Construction of a hostel at Postal Training Centre, Mysore has commenced.

3.11.2 First phase construction of the new Postal Training Centre complex (consisting of Academic block, Hostel Block and staff quarters) at Vadodara in a 33 acre plot is nearing completion.

Postal Complaints

3.12 During the year under review 8,08,463 public complaints were received and enquired into as against 8,32,857 in the preceding year. The percentage of complaints to the total traffic handled was of the order of 0.0068%. The percentage of receipt of complaints in relation to traffic has come down.

Postal Stationery

3.13 The Department of Posts have prescribed certain standard sizes for envelopes in order to facilitate easy sorting and a publicity campaign was initiated to popularize these standard sizes. In view of the increasing use and popularity of franking machines, a compendium of instructions, for use by Post Office staff was brought out. This compendium is also being included in the relevant Postal Manual as an appendix.

Rural Postal Development

3.14 Eighty Inspectors of Post Offices (Plan-monitoring) posted in various parts of the country visited 23,096 villages during the year 1984-85 to monitor the efficiency of Postal Services in rural areas and recommended various improvements.

3.14.1 A constant watch on the continued efficiency of monitoring of rural postal services was also kept by 16 APMG/ADPS (Plan Monitoring) one in each circle who undertook 912 visits in rural areas.

Philately

3.15 During the year 1984-85, 31 special/commemorative stamps were issued. The special/commemorative stamps included a set of four stamps each on "Forts of India", "Freedom Fighters Series", "XXIII Olympics" and a set of two stamps on "Roses of India". Two stamps were issued on our martyred late Prime Minister Smt. Indira Gandhi. Out of these two stamps the diamond shaped (50 P) one was voted to be the most popular and appropriate stamp in the recent "Stamp Popularity Poll" conducted by the Department of Posts.

3.15.1 A new Philatelic Bureau was opened at Jodhpur on 3-8-84 and five philatelic Counters at Fatehganj, Nararangpura, Palanpur (Gujarat), Itanagar (North Eastern) and Mahe (Kerala) bringing the number of Philatelic Bureaux and Counters to 44 and 140 respectively as on 31-3-1985.

3.15.2 The Department organised Eight State/Dist. level Exhibitions as under :

State Level Exhibitions

- (1) West Bengal Circle Philatelic Exhibition WEBPEX-84
- (2) Bihar Circle Philatelic Exhibition BIPEX-84
- (3) Rajasthan Circle Philatelic Exhibition RAJPEX-84
- (4) Kerala Circle Philatelic Exhibition KERAPEX-84
- (5) Andhra Pradesh Circle Philatelic Exhibition APPEX-84

Dist. Level Exhibitions

- (6) Andaman & Nicobar Island Philatelic Exhibition Anipex-85 (West Bengal Circle)
- (7) Anantapur Dist. level Philatelic Exhibition Atpex-85 (Andhra Pradesh Circle)
- (8) Siliguri Postal Regional Philatelic Exhibition Silpex-84 (West Bengal Circle).

3.15.3 Additionally the Second Indo-Soviet Philatelic Exhibition was organised at Calcutta from 23-11-1984 to 27-11-1984 by the Philatelic Congress of India.

3.15.4 One exhibition "Jawaharlal Nehru and USSR" on 15-1-1985 and another exhibition on the occasion of release function of stamp on Smt. Indira Gandhi on 31-1-1985 in New Delhi were also organised.

3.15.5 The Department participated in the following five International Exhibitions :

- (a) By way of display of exhibits and sale of stamps
 - (i) International Stamp Exhibition AUSIPEX-84 at Melbourne (Australia).
 - (ii) International Exhibition, PHILA-KOREA-84 at Seoul (South Korea).
- (B) By display of exhibits only
 - (iii) First National Philatelic Exhibition by Bangladesh in Dhaka.
 - (iv) Pospa Brunic at Brunie.
 - (v) Espana-84 at Madrid (Spain).

3.15.6 The total revenue earned through export/sale of stamps abroad during the year was Rs. 28,91,345.35 (Rupees twenty eight lakhs, ninety one thousand three hundred forty five and paise thirty five only). A campaign was launched for increasing the sale of collectors packs etc. to the public and the initial results are encouraging.

International Postal Relations

3.16 During the period 1984-85, India played a useful role in International Postal Relations.

3.16.1 As a large postal administration, India's association and participation in the various technical assistance and study activities and involvement in international and regional postal unions have grown in size and content.

3.16.2 India is a member of the Universal Postal Union (UPU) comprising of 168 member countries and of the Asian-Pacific Postal Union (APPU, a Restricted Postal Union) with a membership of 19 countries. India continues to be closely involved in the activities of these two international organisations.

3.16.3 During 1984-85, a high powered delegation led by Minister of Communications attended the meetings of the XIX UPU Congress held at Hamburg (Federal Democratic Republic of Germany) from 18th June to 27th June, 1984. The Congress is the supreme organ of the UPU, which meets once in 5 years, to review and revise the UPU Acts and to lay down policies for the coming 5 years. India was re-elected to the Executive Council as well as the Consultative Council for Postal Studies of the UPU by this Congress.

3.16.4 India was represented at the annual Executive Council Session of the Asian-Pacific Postal Union (APPU) held at Manila (Philippines) from 11th April to 17th April, 1984. The Executive Council of the APPU is responsible for ensuring the continuity of work of the UNION between two Congresses of the UNION. As Chairman of the Standing Committee on Technical Assistance of the APPU, India presented a report on the Technical Assistance requirements of the region.

3.16.5 The Annual Session of the Consultative Council for Postal Studies (CCPS) was held at Berne (Switzerland) from 24th October to 2nd November, 1984. During this Session a conference on International High Speed Mail was also held. India was made one reporting country for 3 CCPS Studies for bringing improvements in the postal services.

3.16.6 Under the South Asian Regional Co-operation (SARC) programme the meeting of

the Technical Committee on Postal Services was held at Thimpu (Bhutan) from 20th Nov. to 22nd November, 1984 in which India participated and presented reports on two subjects.

3.16.7 India also attended the Paris Group Conference on Electronic Mail Service held at Melbourne (Australia) from March 25th to March 27th, 1985.

3.16.8 India continues to render technical assistance to other developing countries. India has offered six fellowships tenable by middle grade officers of the developing countries during the year under review. The Indian Postal Administration also lent the services of a number of officers to act as UPU experts/consultants to plan, organise and improve postal services in least developed and developing countries. India also made a cash contribution of 5000 Swiss Francs towards the UPU Special Fund which is set up for technical assistance to least developed and most disadvantaged countries.

Savings Bank

3.17 The Post Office Savings Bank maintained its position as the nation's largest Savings Bank with about 1,44,500 post offices (1,29,000 in rural areas) providing the service throughout the country. As on 31st March, 1985, the outstanding balances in all forms of small savings schemes amounted to Rs. 17,207 crores as compared to Rs. 13,524 crores as on 31-3-1984, registering an increase of Rs. 3,683 crores. These balances except for Rs. 10,156 crores lying as deposits in Savings Certificates, are held in Savings, Cumulative Time Deposit, Recurring Deposit, Time Deposit and Fixed Deposit accounts.

3.17.1 The scheme for payment of Railway pensions through the post office Savings Bank was amended to enable the credit of life-time arrears into the Pension account of the pensioner thereby eliminating a separate claim for the arrears. The nomination facility being available for pension accounts, the balance in the pension account including life-time arrears

can be paid to the nominee if nomination has been made or to the legal heir if no nomination has been made, as the balance of the pension account under the Post Office Savings Bank General Rules, 1981.

3.17.2 A similar amendment was also made in the scheme for payment of P & T pensions through Post Office Savings accounts.

3.17.3 The rate of interest for subscriptions made and balances in Public Provident Fund accounts during the year 1984-85 was raised to 9.5% from 9% in 1983-84.

3.17.4 The procedure for settlement of claims under the Protected Savings Scheme was simplified.

3.17.5 Under the Post Office Savings Bank Prize Incentive Scheme, two prize draws were held during the year. The XXI draw was held at Bhopal in July, 1984 and the XXII draw took place at Shillong in January, 1985. About

66 lakh accounts participated in the XXI draw and 69 lakh accounts in the XXII draw.

Postal Life Insurance

3.18 The performance of the Postal Life Insurance has shown a steady improvement during the year under report.

3.18.1 During the year 1984-85, 1,11,637 new policies were issued for total sum assured of Rs. 153.04 crores.

3.18.2 The number of policies in force as on 31st March, 1985 was 11,56,497 and the value of the business was Rs. 942.8 crores registering a growth of 6.67% and 16.48% respectively over the figures of the preceding year.

3.18.3 The Postal Life Insurance Fund balance increased to Rs. 260.61 crores from Rs. 223.86 crores, registering a growth of 16.4%.

General Administration

The Civil Engineering Wing

4.1 The Civil Engineering Wing which draws officers from the disciplines of Architecture, Civil and Electrical Engineering completed the following major building projects during 1984-85.

1. G. P. O. Bangalore
2. G. P. O. Srinagar

During the year the Civil Wing also completed the construction of 71 postal buildings.

Building Activities

4.2 An allocation of Rs. 28.28 crores was made in the budget for 1984-85 for construction of postal buildings and staff quarters. During the year 85 postal and RMS buildings and 1,250 staff quarters were constructed bringing the total number of departmental buildings and staff quarters in the Postal wing to 3,236 and 17,335 respectively. As on 31-3-85, 207 office buildings and 3,791 staff quarters were under various stages of construction.

Medical Services

4.3 As on 31st March, 1985, 54 P & T Dispensaries were functioning at 45 stations in the country covering about 1.21 lakhs of P & T employees and their families. One more P & T Dispensary at Patiala has been sanctioned which will start functioning as soon as suitable accommodation is procured. These dispensaries have proved very useful in providing timely out-patient medical facilities to the

employees. These Dispensaries have also helped in curbing the malpractices indulged in by some employees in claiming reimbursement of medical expenditure, resulting in substantial savings to the Department.

4.3.1 The P & T pensioners are also allowed medical facilities from the Postal dispensaries under the "P & T Retired Employees Contributory Health Service Scheme". Family Welfare Programme is also vigorously promoted in the Postal Dispensaries.

Inspection Organisation

4.4 The Inspection Organisation carried out inspections of five administrative units and paid surprise visits to a large number of field offices. Important issues and other irregularities arising out of inspections of the units were discussed with the concerned Heads of Circles / Administrative units so that prompt remedial action could be taken.

4.4.1 The 6 new inspection questionnaires for administrative units were introduced for the first time.

4.4.2 A large number of suggestions were received and examined under Departmental Suggestion Scheme and worthwhile suggestions were accepted.

Manual Revision

4.5 The number of manuals printed and sent to press for printing are three and one respectively. The revision of 16 manuals has been completed and they have been sent for translation while the revision of 8 manuals is underway.

Vigilance

4.6 In all 931 allegations of corruption were dealt with. 6 cases were enquired into by the CBI and 673 were investigated departmentally as a result of which action for prosecution in 5 cases, major penalty proceedings in 113 cases, minor penalty proceedings / administrative action in 245 cases was initiated. During this period on conclusion of proceedings major penalty in 70 cases, minor penalty in 124 cases was imposed besides administrative action in 14 cases.

4.6.1 The programme of training of field officers in the techniques and methodology of holding departmental enquiries and presentation of cases continued jointly for officers of the Telecommunication and Postal Wings till the bifurcation of the P & T Department.

Welfare Activities

4.7 The erstwhile P & T Staff Welfare Board on bifurcation of the P & T Department was also bifurcated. The Postal Staff Welfare Board has now been constituted under the Chairmanship of the Minister for Communications for guiding and overseeing the Staff Welfare activities in the Department of Posts.

4.7.1 The funds for the Postal Services Staff Welfare Board is found from out of Grants-in-aid from the Govt., voluntary contributions from the staff members, organising cultural shows etc. The grant is spent on the under mentioned activities :

- (i) Organisation of sports & cultural meets.
- (ii) Grants to recreation clubs.
- (iii) Assistance to flood affected employees.
- (iv) Assistance to employees in cases of prolonged illness.
- (v) Assistance to handicapped employees.
- (vi) Financial assistance for higher educations to dependants of employees.

4.7.2 An expenditure of Rs. 61 lakhs was incurred in organising these activities during the year.

Amenities

4.8 The Department provides subsidies to staff canteens, organizes rest houses, holiday homes and dormitories in holiday centres and recreational facilities in staff colonies and runs primary schools in such colonies.

Sports

4.9 Sports meets were conducted at divisional, regional and all-India levels in 17 different disciplines. An all-India cultural meet was also organised at Hyderabad in which children of Postal employees exhibited their talents. The sportsmen from the Department participated in 12 national events which included athletics, volleyball, badminton, table tennis, wrestling, weightlifting, powerlifting etc. Some of them were included in the national powerlifting championship team and the Indian team for participating in World Powerlifting Championship (Junior and Senior) and women volleyball teams for participation in the international events. Our technically qualified officials also acted as referees/umpires in very many national events.

4.9.1 A sum of about Rs. 13 lakhs was spent on organisation of sports meets etc. in the Department.

Work Study

4.10 During the year under review, the work study of 11 field units was conducted and reports were submitted.

4.10.1 Work study reports of 11 sections of the Department of Posts were also submitted during the same period. The recommendations of the work study team were suitably examined.

Efficiency Bureau

4.11 The Efficiency Bureau is responsible for our in-depth study of specific problems with the primary objective of improving efficiency, effectiveness of public services and economy.

4.11.1 During the year the Bureau brought-out three reports on the following cases.

Case study report on Ahmednagar Collectorate regarding office arrangement and set-up of Records.

Study on the problems of Mail Agency Branches in Mail Office at Railway stations and T.M.O. with special reference to Howrah R.M.S., Bombay VT and Delhi RMS.

Forms Management in P & T Department.

The Bureau also organised the Heads of Circles Conference held in April, 1984.

The Use of Hindi

4.12 To propagate the use of Hindi as the Official Language 72 Devnagari typewriters have been provided in the Postal Directorate. This Department has also issued necessary instructions to all circle offices that the offices located in Region 'A' should ensure to purchase Devnagari typewriters to the extent of 50% of the total number of typewriters to be purchased. At least one Devnagari typewriter is available in all the sub-divisional offices and above.

Facilities for Learning Hindi Typing and Stenography

4.12.1 At the Directorate level this Department has imparted training to 28 LDCs in Hindi typing and 9 stenographers in Hindi stenography.

Purchase of Hindi Books

4.12.2 The Department of Posts achieved the targets fixed by the Department of Official Language in its annual programme for the purchase of Hindi books. The Department made arrangements for purchasing Hindi books worth Rs. 3,000 annually in the Circle offices and worth Rs. 1,000 in Regional and Divisional offices.

4.12.3 Arrangements have been made to send replies in Hindi of letters received in Hindi from the public etc. Efforts have also been made for increasing the use of Hindi in originating correspondence.

Medium of Examinations

4.12.4 In all Departmental Examinations candidates can opt to answer the questions either in Hindi or English. The question papers for these examinations are also prepared bilingually i.e., in English and Hindi.

4.12.5 Hindi Week was celebrated from 14-9-84 to 19-9-84 in all P & T Offices. A 'Kavya Sandhya' was also organised on 25-9-84 in the P & T Directorate.

Publicity

4.13 The year 1984-85 was an year of achievements. The best Indian entry in SARC Letter Writing Competition organised by Bangladesh Postal Administration was awarded a medal. In June, 1985 another Letter Writing Competition was held at the behest of U.P.U. The best Indian entry also won a honourable mention at the international level and was awarded a certificate.

4.13.1 A publicity campaign was conducted regarding correct addressing of letters. Philately was also popularised through posters. The Post Office Days was celebrated (in place of P & T Week) at a number of places.

Magazine

4.14 There was marked improvement in the subjects contents and get up of both the English and Hindi editions of Dak Tar. Important events in Postal Circles received a larger coverage following the appointment of correspondents. Stories and features on devotion to duty, courage and selfless service of postal employees were highlighted in the issues which were highly appreciated by the readers.

4.14.1 This year a Dak Tar Cartoon Competition was introduced and was organised along with the Dak Tar literary and Photographic Competitions.

Commercial Publicity

4.15 The revenue from advertisements on articles of Postal stationery like postcards, inland letter cards etc. during the year 1984-85 is estimated at Rs. 22 lakhs.

Deputations/Delegations sent Abroad

4.16 (i) The following officers were sent abroad on deputation on UPU short term assignments during 1984-85 to the countries indicated against their names :

- (1) S/Shri Gurcharan Singh (Malawi)
- (2) R. K. Saiyed (Zambia)
- (3) G. V. S. Rao (Malawi)
- (4) H. L. Thakkar (Bangladesh)
- (5) Ajoy Bagchi (U.P.U. Training Programme, New Delhi)
- (6) V. S. Saksena (Vanuatu & Western Samoa)
- (7) S. P. Gulati (Some African countries)
- (8) V. K. Seth (Sudan)
- (9) N. K. Verma (Fizi)
- (10) T. E. Raman (Nepal)
- (11) M. S. Raman (Some African countries)
- (12) G. S. Lobana (Afghanistan)

(ii) The following officers were sent abroad for training / for attending seminars during 1984-85.

- (1) Shri S. Chadha, Principal PTC Vadodara (Rugby & Manchester, UK)
- (2) Shri M. P. Rajan, Sr. Supdt., R. M. S. Bangalore (Paris)
- (3) Shri P. C. Baburaj, D. P. S. Ranchi (Bangkok)
- (4) Shri B. B. Kapoor, Jt. Director, Postal Staff College, Delhi (Manchester, U.K)
- (5) Smt. K. Noorjehan, D. P. S. Calicut (Rugby, U. K)
- (6) Smt. Kanwal Verma, Jt. Director, Postal Staff College (London)
- (7) Shri Karan Sayal, A.D.G. (CF), (Bangkok)
- (8) Shri T. R. Sharma, Principal, PTC, Saharanpur (Manchester, U.K.)
- (9) Shri B. Srinivasan, D.P.S. Hyderabad (Pakistan & Thailand).

Organisational Set-up

4.17 The Department of Posts which was created after the bifurcation of erstwhile Directorate General of Posts and Telegraphs is a part of the Ministry of Communications under the stewardship of Shri Ram Niwas Mirdha, Minister of State for Communications, since 31st December, 1984.

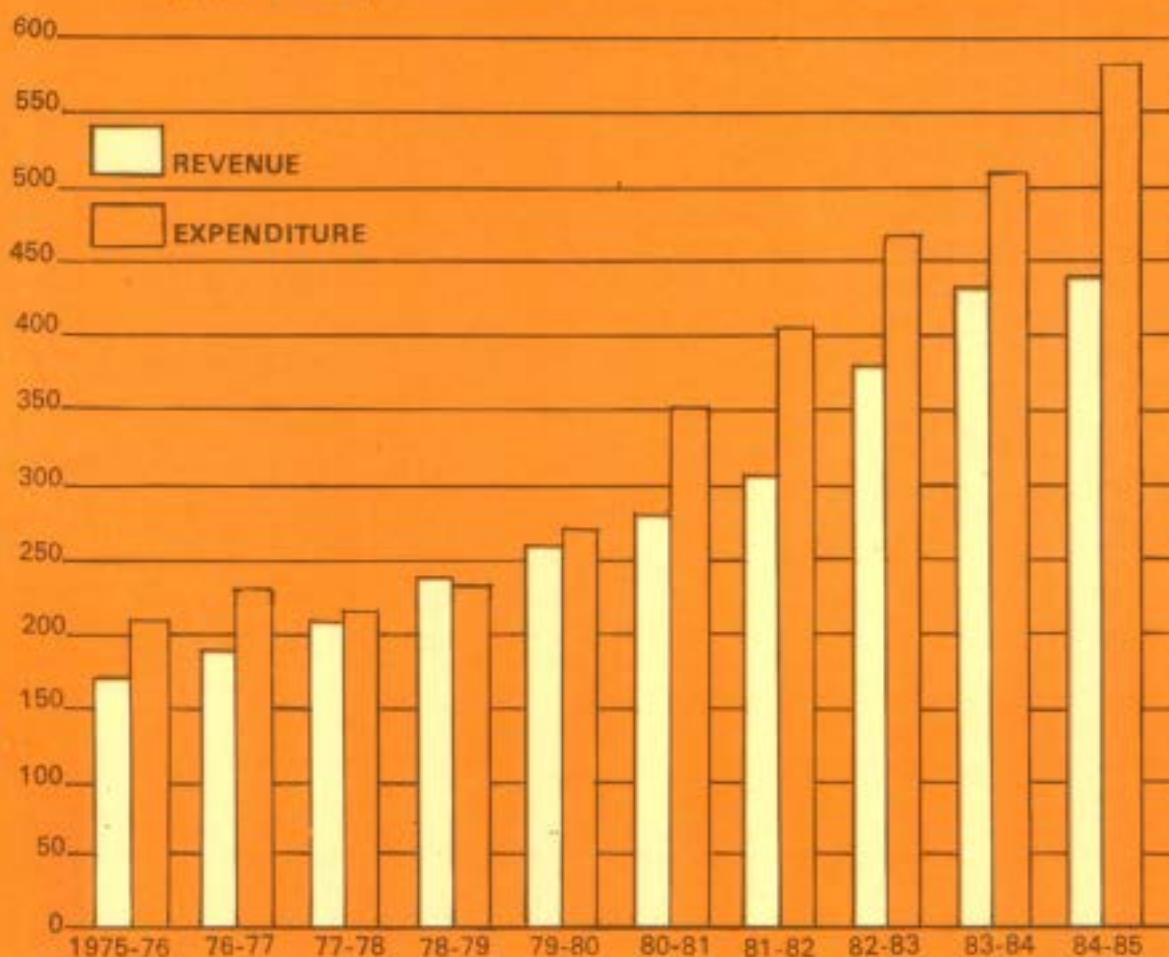
4.17.1 The Postal Services Board was constituted in January, 1985 with Shri K. R. Murthy, till then Member (Postal Development & Agency Functions of DGP & T) assuming the charge of Secretary of the Department of Posts as well as the office of Chairman Postal Services Board with effect from 31st January, 1985. Shri K. R. Murthy thus became the first Secretary of the Department of Posts. The Postal Services Board as of now consists of four Members who are Ex-officio Additional Secretaries to the Government of India and one Secretary to the Postal Services Board, with the status of Joint Secretary to the Government of India. Shri R. Kishore who was Member (Administration), P & T Board, took over as Member (Personnel), Postal Services Board, with effect from 1-4-1985. The post of Member (Postal Operations) remained vacant till 30th June, 1985 when Shri P. S. Raghavachari joined the post. Shri V. Devarajan, Member (Finance) continued to look after the charge of Member (Finance Postal) till the new incumbent Shri V. S. Jafa took over as Member (Finance Postal), in May, 1985. Shri Kallash Prakash was appointed Member (Development) of the Board in June, 1985. Shri R. C. Gupta joined the post of Secretary, Postal Services Board, in July, 1985.

Staff Strength

4.18 The total staff strength on 31-3-1985 was 6.09 lakhs employees including 3.01 lakhs Extra-Departmental employees, 34 officers and 3,964 other ranks (including 108 under training) were on deputation to the Army Postal Service.

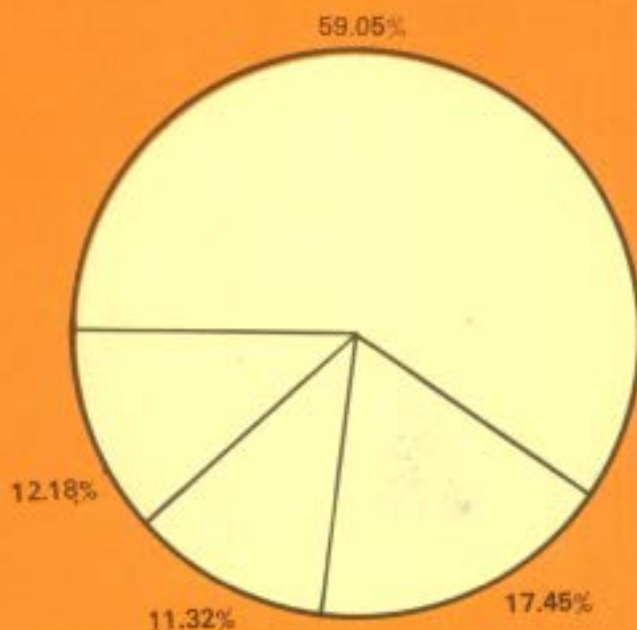
Revenue and Expenditure

(Rupees in Crores)



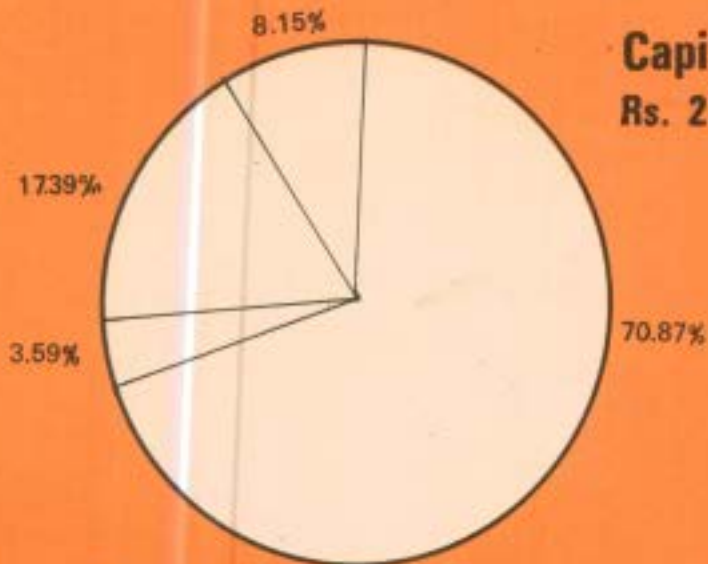
Revenue for 1984-85 Rs. 444.41 Crores

Sales of Stamps	59.05%
Postage in Cash	17.45%
Commission on Money Orders and Indian Postal Orders	11.32%
Others	12.18%



Expenditure for 1984-85

Rs. 568.66 Crores

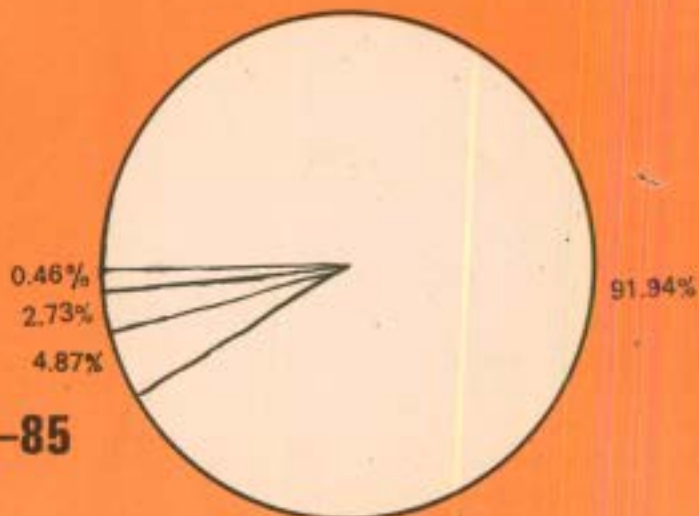


General Administration	8.15%
Operation	70.87%
Agency Service	3.59%
Others	17.39%

Capital outlay upto 1984-85

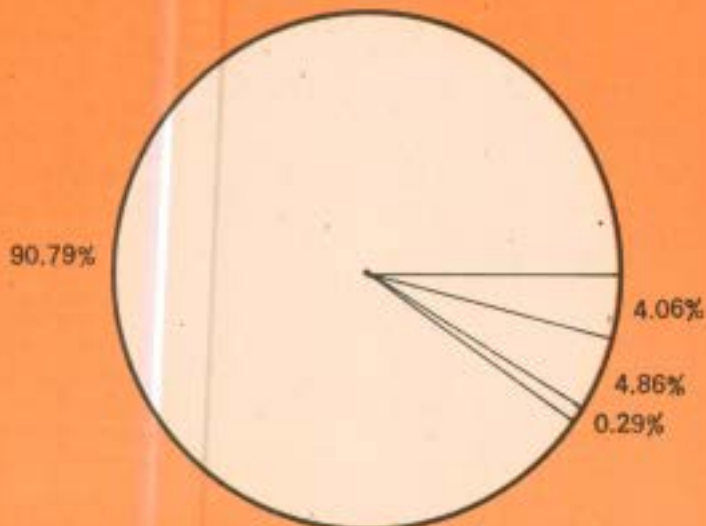
Rs. 229.58 Crores .

Land & Buildings	91.94%
Apparatus Plants & Others	4.87%
RMS Vans	2.73%
Mail Motor Vehicles	0.46%



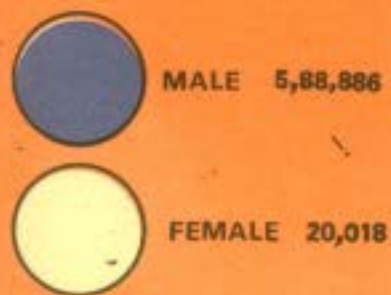
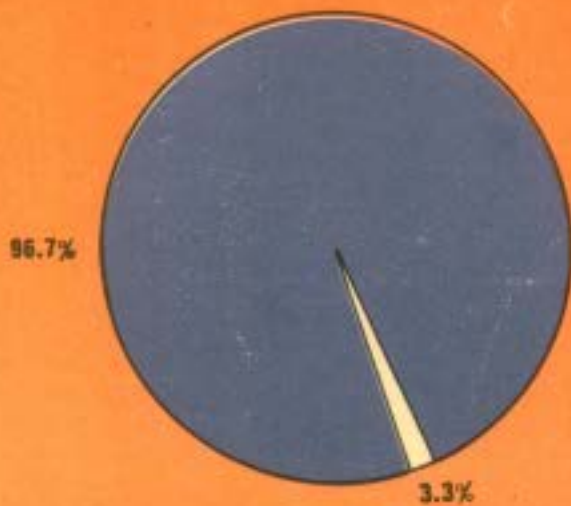
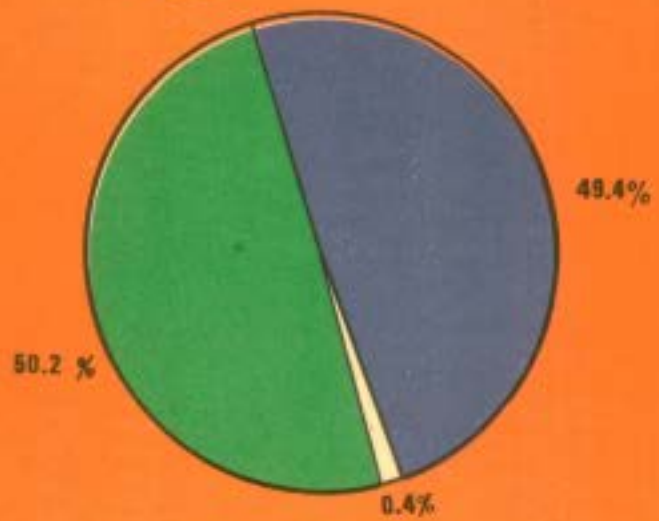
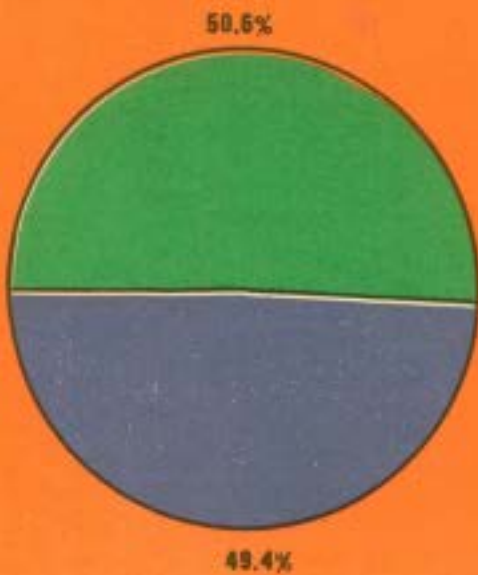
Capital outlay for 1984-85

Rs. 34.96 crores



Land & Buildings	90.79%
Apparatus Plants & Others	4.06%
RMS Vans	4.86%
Mail Motor Vehicles	0.29%

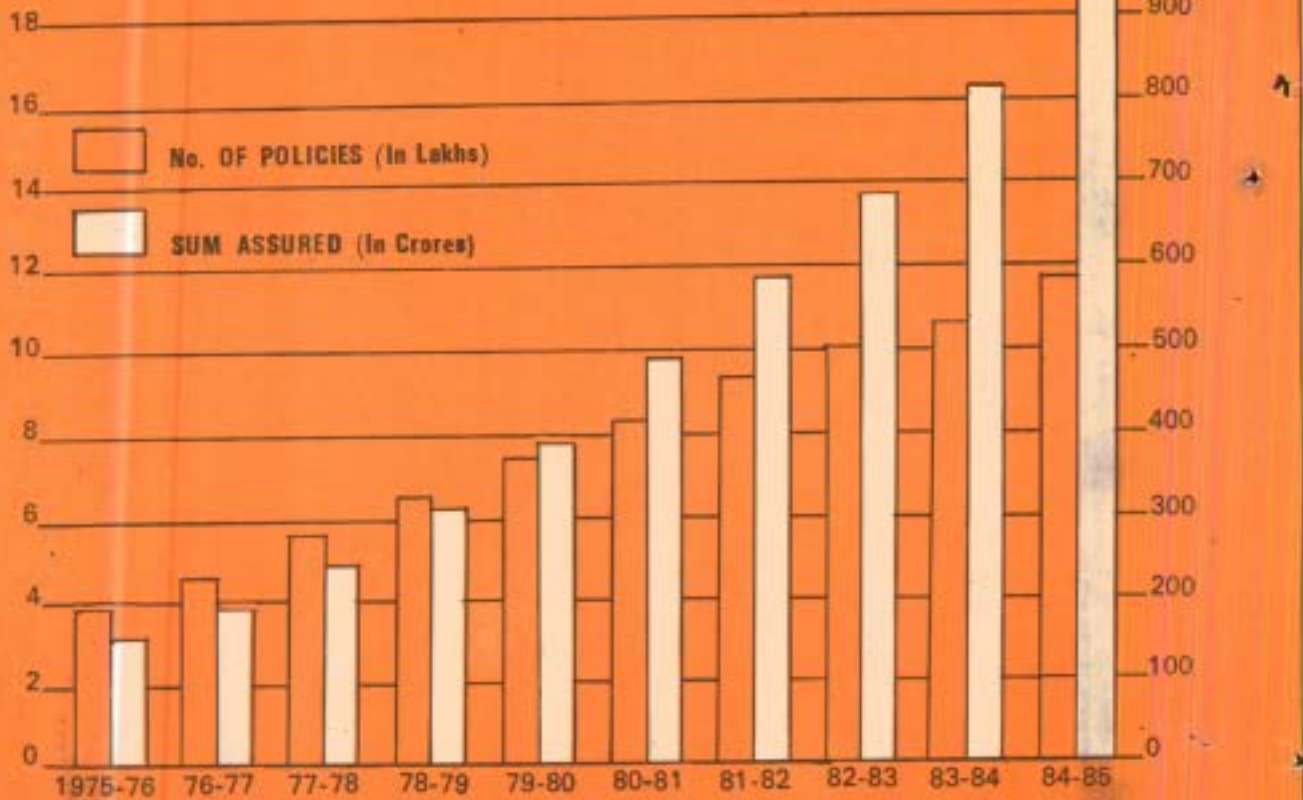
Staff Strength as on 31-3-1985



Postal Life Insurance

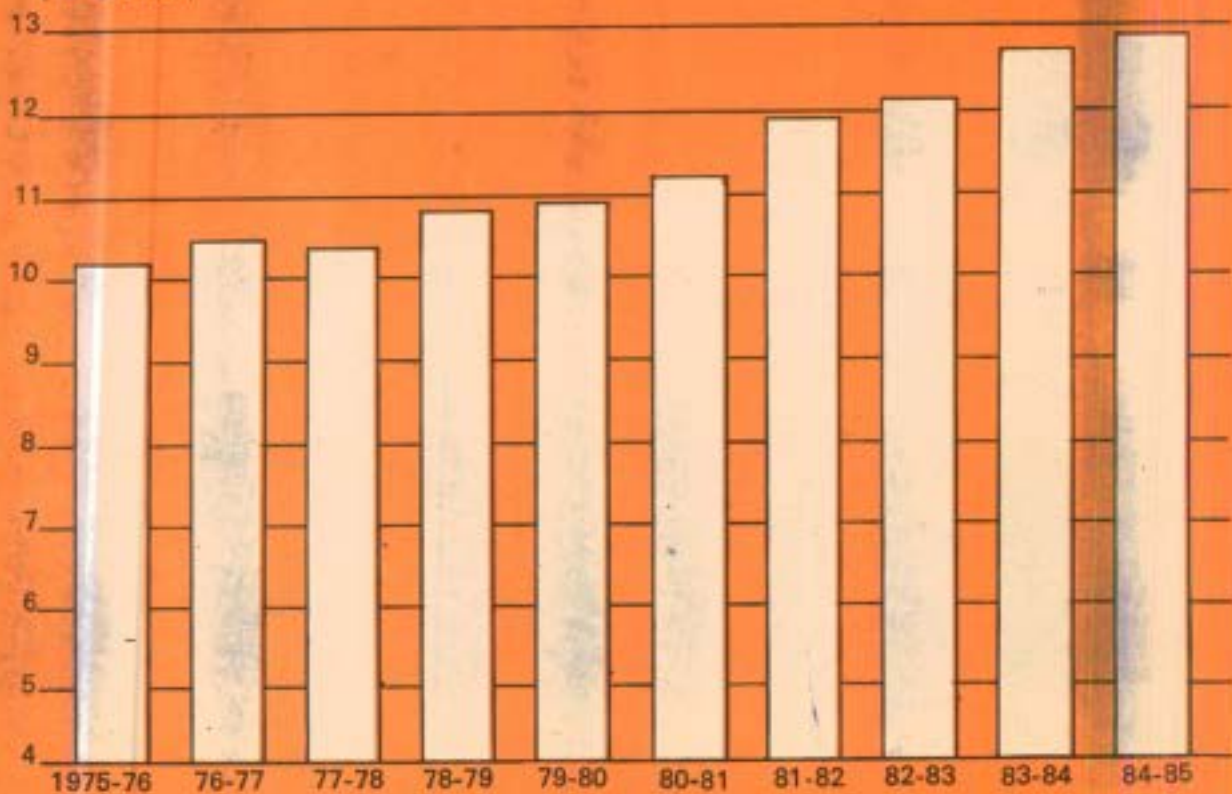
No of Policies
in Lakhs

Sum Assured
Rs. in Crores



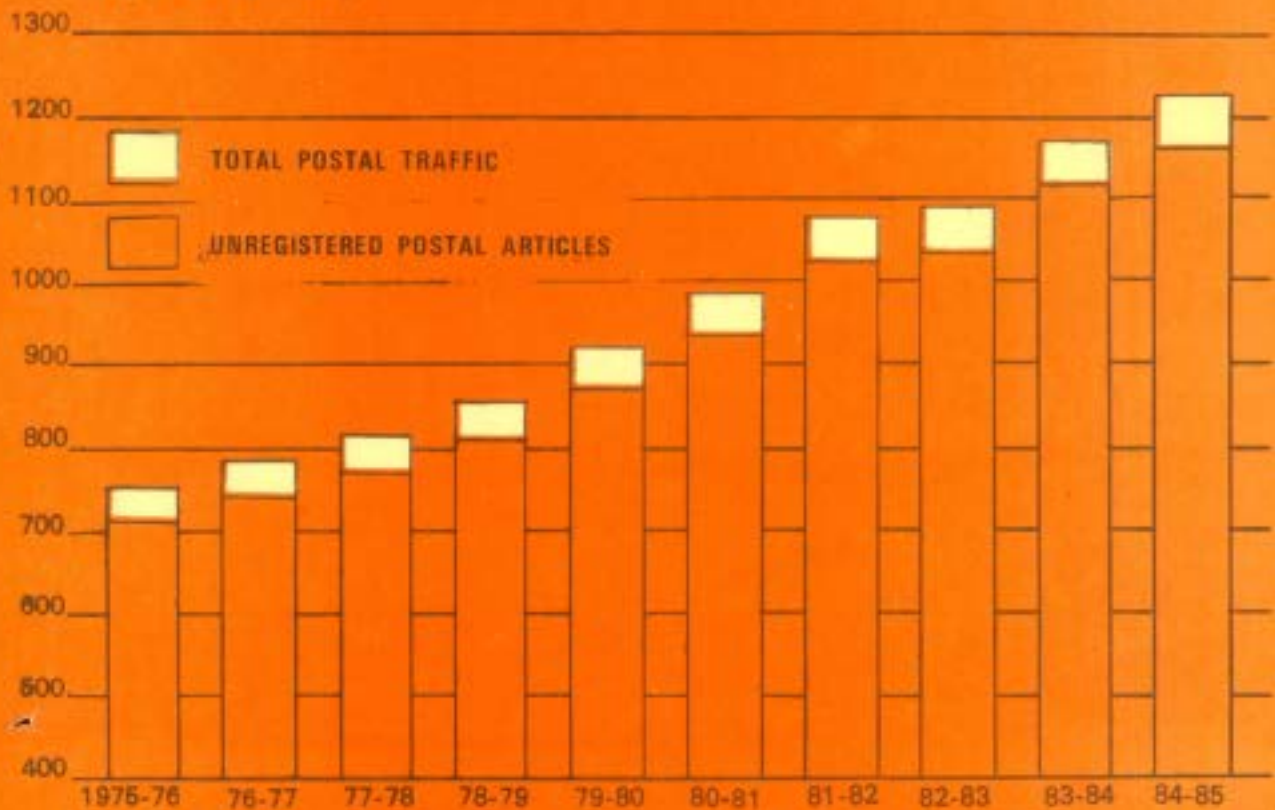
Number of Money Orders

(In Crores)



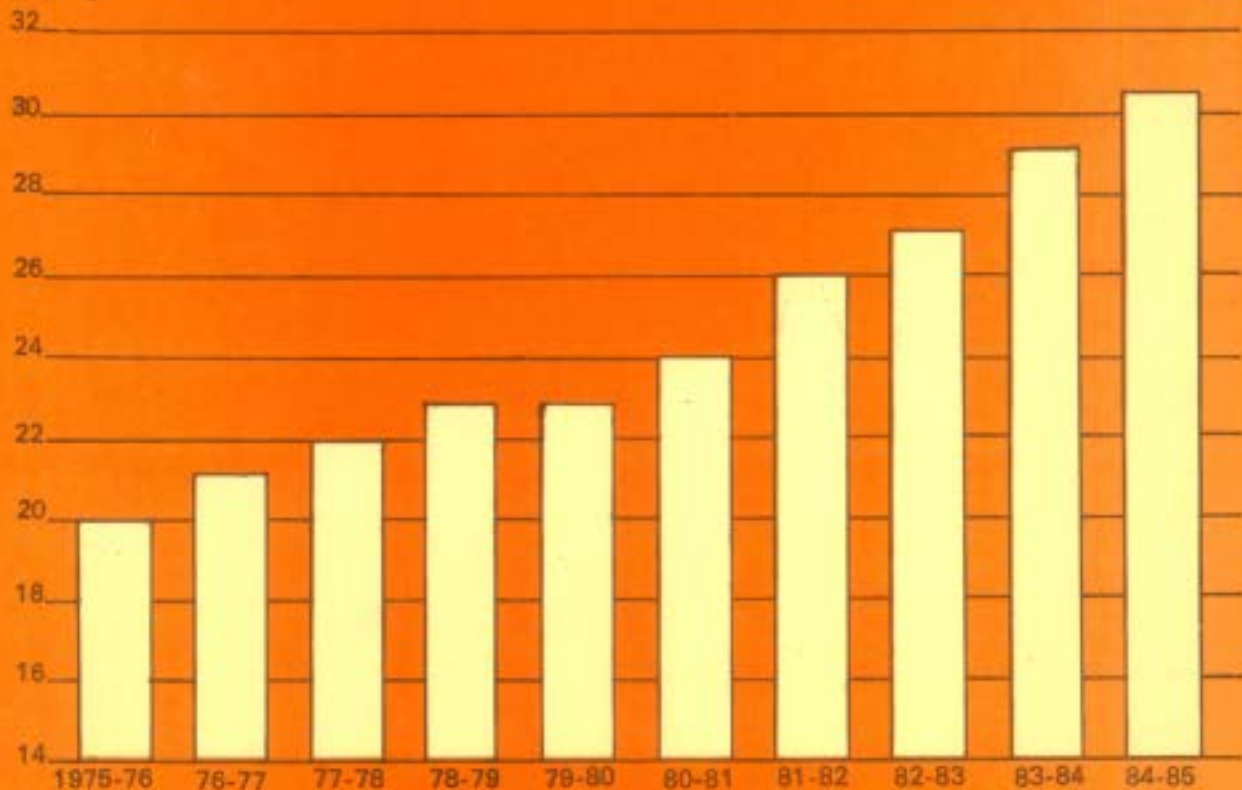
Total Postal Traffic & Unregistered Postal Articles

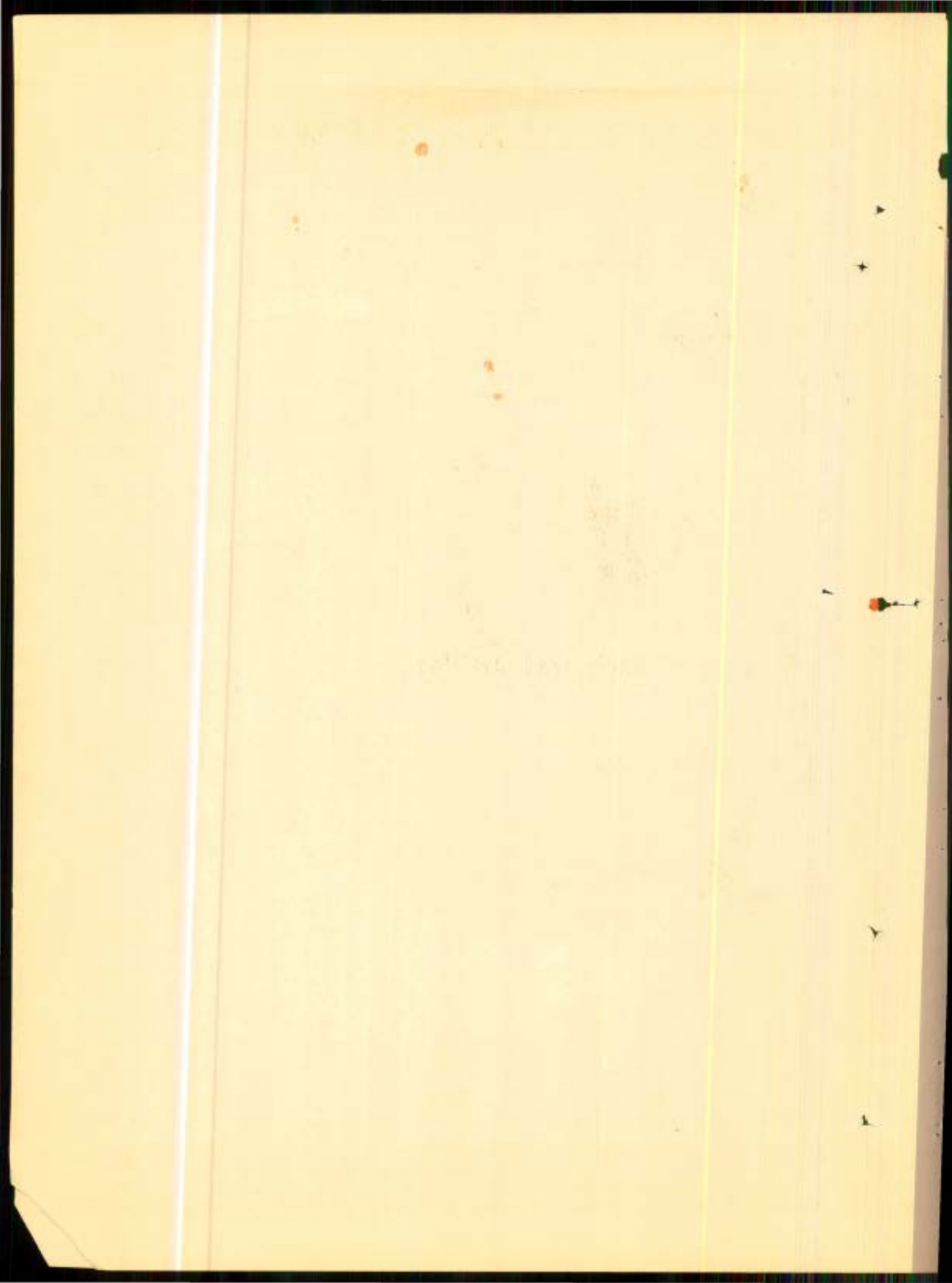
(Figures in Crores)



Number of Registered Articles

(Figures in Crores)

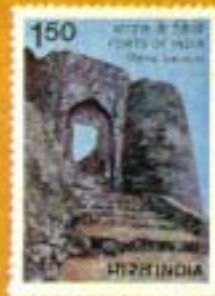
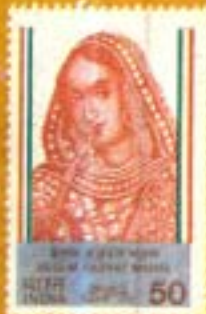






Honourable Prime Minister Shri Rajiv Gandhi releasing on July 21, 1985, a special postage stamp issued by the Department of Posts in honour of Shri Jairamdas Doulatram, a veteran freedom fighter and national leader.

COMMEMORATIVE STAMPS 1984 - 85



स्मारक डाक-टिकट 1984-85





Minister of Communications Shri Ram Niwas Mirdha inaugurating the annual meeting of the Technical Committee on Postal Services of SARC countries on September 16, 1985. To the Minister's right is Shri K. R. Murthy, Secretary, Department of Posts and to the Minister's left is Shri R. N. Dey DDG(I.R.).

General Administration

The Postal Services Board

1.1 There was no change in the constitution and functions of the Postal Services Board upto 31st March, 1986.

1.1.1 Shri K. R. Murthy continued as Chairman, Postal Services Board in addition to his duties as Secretary, Department of Posts. All the four members of the Board, Shri P. S. Raghavachari, Member (Operation), Shri Kailash Prakash, Member (Development), Shri R. Kishore, Member (Personnel), Shri V. S. Jaja, Member (Finance) and Shri R. C. Gupta Secretary, Postal Services Board continued to hold their respective posts during the period under review.

Administrative Structures

1.2 On the last day of December, 1985, there were 37 field formations directly reporting to the Department of Posts. These comprise of :

Postal Circles 16
Postal Staff College 1
Postal Training Centres 5
Army Postal Service 1
Postal Life Insurance 1
Chief Engineer Civil Wing 1
Superintending Surveyor of Works (Civil) 1
Superintending Engineer (Civil) 6
Superintending Engineer (Electrical) 2
Senior Architect 3

Inspection Organisation

1.3 The Inspection Organisation carried out the inspection of five Postal Administrative Units. In addition visits were made to a large number of Postal Field Offices.

1.3.1 The first Departmental Suggestion Committee of the Department of Posts was held in the month of July, 1985 under the Chairmanship of Secretary (P). Awards/commendations certificates in respect of suggestions accepted have been issued to the authors.

Medical Facilities

1.4 Consequent upon the bifurcation of erstwhile Posts & Telegraphs Department, the medical services have been placed under the Department of Posts. The facilities will be made available to the Telecommunications personnel on payment of mutually agreeable charges to be accounted for at the Board level. As on 31st December, 1985, 54 dispensaries were functioning at 45 stations in the country providing outdoor medical facilities which include domiciliary care, routine laboratory test facilities and supply of medicines to P & T Employees and their families. Patients requiring hospitalisation, specialists' consultations and special investigations, etc., are referred by the dispensary doctors to the Government/recognised hospitals.

1.4.1 In places where the Central Government Health Scheme has been extended, the P & T Employees are covered by that scheme except in four cities of Jaipur, Ahmedabad, Lucknow and Pune where P & T Dispensaries are functioning side by side with the CGHS Dispensaries.

Work Study

1.5 During the period 1st April, 1985 to 31st December, 1985 the Work Study Unit completed 9 studies and submitted reports thereon. 9 more studies are likely to be brought out during the remaining period of 1985-86. Among the work studies already

completed and likely to be completed by 31st March, 1986, the following may be mentioned :

- (a) Evolution of norms for Group 'C' staff connected with the work of Time Deposit Accounts in the SB and SBCO Branches of Post Offices.
- (b) Evolution of norms for sanctioning staff in HPO and Sub-offices in connection with the sale of units—U.T.I.
- (c) Work study regarding revision of norms for creation of posts of Stamp Vendor/ED Stamp Vendor in Post Offices.
- (d) Work study for fixation of standards for various posts viz., Administrative Officers, Lecturers, Instructors, Head Clerks, Accountants, Office Assistants, PTI, Artists and Group 'D' staff in Postal Training Centres.
- (e) Work study of the various sections of the Postal Directorate, viz. Mail, DA, CI, PAP, Medical and Postal Complaints.
- (f) Work study for revision of norms for the sanction of staff in Treasury Branches of the Post Offices.
- (g) Evolution of norms for sanctioning of posts of skilled, semi-skilled and unskilled tradesmen in the workshops of Mail Motor Services Organisation.

Efficiency Bureau

1.6 The Efficiency Bureau brought out two reports and is currently engaged on two new studies which are expected to be completed by March, 1986. The completed reports are "Revision of forms relating to Accounts in Post Offices" and "Delegation of financial and administrative powers to the offices of the Department".

Promotion of Hindi as Official Language

1.7 Dak Tar Hindi Salahakar Samiti which is monitoring the progress made in implementation of the provisions regarding use of Hindi for Official purposes has been reconstituted as Sanchar Mantralaya Hindi Salahakar Samiti and its first meeting was held on 17th December, 1985. Besides this, the Official Language Implementation Committee

functioning at Board level held its two meetings during this year and action at different levels was taken to ensure the progressive use of Hindi.

1.7.1 Hindi Week was celebrated in the offices of Department of Posts from 16-9-85 to 21-9-85. During this week Debates, Noting and Drafting Competitions, Essay writing competitions were arranged and prizes/merit certificates were awarded to the winners. In addition, Lectures, Cultural Programmes, Kavya Goshti were also organised.

1.7.2 48 Non-Hindi knowing postmen of the Department underwent training in Devanagori Script successfully during this year.

Publicity

1.8 Publicity cell had brought out 3 posters on correct Addressing, cheerful service at Post Office counters and on Philately in English/Hindi and Regional Languages. International Letter Writing Competition and SARC Letter Writing Competition were held. In the SARC Letter Writing Competition, the best Indian entry also won the first South Asian Award.

Magazine

1.9 Both the English and Hindi editions of Dak Tar were improved upon regarding contents and get up.

1.9.1 The "Post Office Day" issue of Dak Tar carried many articles which discussed various aspects of the Post. This Special Number brought out on the occasion of World Post Day in October, 1985 was highly appreciated. A sizeable advertisement revenue was earned by 'Dak Tar' during 1985.

1.9.2 The role of the Post in the cause of national integration was highlighted in the National Integration Number of Dak Tar. Important events in Postal Circles and recognition of outstanding work done by Postal workers were suitably publicised.

Commercial Publicity

1.10 Revenue from advertisements on postal stationery like Postcards, Inland Letter Cards, etc., during the period ending December, 1985 amounted to Rs. 18 lakhs.

Civil Defence

1.11 Three officers of the Department of Posts were trained during the period from 1-4-1985 to 31-12-1985 and one will be trained during the period from 1st January, 1986 to 31st March, 1986 in Civil Defence under the various courses conducted to be conducted by the Ministry of Home Affairs.

Vigilance

1.12 In all 770 allegations of corruption were dealt with. Nine cases were enquired into by the CBI and 467 were investigated departmentally, as a result of which action for prosecution in 10 cases, major

penalty proceedings in 105 cases and minor penalty proceedings / administrative actions in 103 cases was initiated. During this period on conclusion of proceedings, major penalty in 66 cases and minor penalty in 55 cases were imposed besides administrative action in 9 cases.

Manual Revision

1.13 On 31st December, 1985, four updated Departmental operating manuals were printed, eleven manuals were under print, four manuals were ready for printing and sixteen manuals were either being revised or Hindi translation is underway.

Postal Services

Construction of Mail Vans

2.1 During the year under reference 50 SH Mail vans were supplied to the RMS transit sections working in various Railway zones. 7 Bogie (BG) mail vans are expected to be received before 31-3-1986.

Conversion of Sorting Sections into Transit Sections

2.2 Railways have agreed to allot accommodation for running transit sections between Nizamuddin (Delhi) and Hyderabad by train Nos. 21/22 Hyderabad Express. This will provide direct outlet to mails between Andhra Pradesh and the capital of India and Northern India.

2.2.1 During the year all the remaining 28 sorting sections were converted into transit sections. With this, there are now no sorting sections functioning in the country.

Utilisation of Vayudoot

2.3 Vayudoot flights introduced between Calcutta-Cooch Behar and Calcutta-Silchar are now being used for the conveyance of mails.

Metro Sorting Offices

2.4 Based on the successful experiment carried out in Madras in sorting mails for Bombay City and in order to avoid double handling and to expedite mails meant for metro cities from other metro centres, it has been decided to set up Metro Mail Sorting Offices. The first such office has been established in Delhi where the mails for the other metro cities and Hyderabad, Bangalore and Ahmedabad have been

concentrated to make up justified direct bags for the delivery post offices of these cities to ensure immediate delivery without intermediate handling. The earlier experiment was carried out in Madras (Tambaram) for Bombay mails and in Ambattur for Delhi mails.

2.4.1 A Brochure on various concepts and guidelines on the sorting and routing of mail in India has been issued. This, it is hoped will prove useful to the officers and staff of the Department for expeditious sorting and delivery of mail to the public.

Expansion of Postal Network

2.5 During the year, the Seventh Five Year Plan (1985-90) was finalised. The Plan provides for a total outlay of Rs. 295 crores for postal sector including Rs. 215 crores for construction of postal buildings and staff quarters and Rs. 39 crores for modernisation of postal services. During 1985-86 on account of the continuing ban on creation of posts, new post offices were not opened. However, the Department has introduced a new scheme under which licenses can be issued for setting up postal agencies. The licensed agents are required to sell postage stamps and stationery to public, book registered letters and accept postal articles for despatch. Compensation is in the form of commission paid on the value of postage stamps and stationery sold and the number of registered letters booked. Under this scheme upto 31-12-85, 431 postal agents have been licensed in different parts of the country.

Mail Motor Service

2.6 Proposal for the introduction of Departmental Mail Motor Service at Bhav Nagar (Gujarat) is under active consideration. To replace the overaged

condemned vehicles and in order to improve and maintain efficiency in the transmission of mails, upto 31st December, 1985, 60 new vehicles were purchased and 40 more are likely to be purchased by 31st March, 1986.

Postal Research and Development

2.7 To improve the customers service in PLI, computerisation of Postal Life Insurance has been decided. A project of computerisation of Postal Life Insurance is under implementation in Bangalore. Similarly computerisation of Postal Life Insurance in West Bengal Circle has been ordered.

2.7.1 To streamline the work and effect economy in operations computerisation of International Mail Accounting and Money Order Accounting is being taken up in Delhi and Madras. Substantial work in this area is expected to be completed during 1985-86.

2.7.2 Research and Development Centre is working on micro-processor based multipurpose counters.

2.7.3 It has been decided to go in for modern technology in the area of Mail processing to cope with the ever increasing mail traffic in the major urban centres. A Feasibility-cum-Project Report is under preparation by the consultant and will be ready during 1985-86.

2.7.4 The work of the printing press project at Bhubaneswar is nearing completion and trial production is expected to start during 1985-86.

2.7.5 Indigenisation of the manufacture of Stamp Cancelling Machines has been achieved. Efforts are being made for development of some more items of postal equipments like Digital Weighing Scales with rates display etc.

Philately

2.8 Thirty eight Commemorative / Special Stamps were issued including a set of two stamps on Bougainvillea, a set of two stamps on South Asian Regional Co-operation (SARC) and a set of four stamps on Centenary of Indian National Congress.

2.8.1 One new Philatelic Bureau was opened at Agartala (N.E. Circle) on 1-5-1985 bringing the number of Philatelic Bureaux to 45 and 9 Philatelic Counters were opened bringing the number to 142.

2.8.2 The Department organised two state level exhibitions as under :

(i) Orpex-85 (Orissa Regional Philatelic Exhibition) at Bhubaneswar from 12-10-85 to 14-10-85.

(ii) Tanapex-85 (Tamil Nadu Philatelic Exhibition) at Madras from 16-11-85 to 19-11-85.

2.8.3 Besides this, selected exhibits were displayed on the following occasions :

Bombay Week Day on 29-4-85 to 5-5-85 at Bombay.

World Post Day on 9-10-85 at Hyderabad.

SARC on the occasion of the meeting of the foreign ministers of South Asian countries at Thimpu during May, 1985.

2.8.4 The Department participated in the following International Exhibitions :

(a) **By sending Exhibits and hiring Sales booths**

(i) Italia 85-International Stamp Exhibition at Rome from 25-10-85 to 3-11-85.

(ii) Argentina 85-World Exhibition of Thematics and VIII Inter American Exhibition at Buenos Aires from 5-7-85 to 14-7-85.

(b) **By sending Exhibits only**

(i) THAIPEX 85-7th National Philatelic Exhibition in Bangkok from 4-8-85 to 13-8-85.

(ii) Trinidad and Tobago (Port-of-Spain) Exhibition during April 85.

(iii) SARC-South Asian Regional Co-operation at Dhaka from 7-12-85 to 12-12-85.

2.8.5 The Philatelic Congress of India participated in Israphil-85 World Stamp Exhibition at Telaviv from 14-5-85 to 22-5-85 and Indo China-85 First India-China Stamp Exhibition at Beijing from 16-4-85 to 23-4-85.

2.8.6 In the first quarter of 1986 the Department of Posts will organise Inpex-86, Fifth India National Philatelic Exhibition at Jaipur from 14-2-86 to 19-2-86.

International Postal Relations

2.9 India continued to play an important and leading role in International Postal Relations. India is a member of the Universal Postal Union and its bodies, i.e., the Executive Council and the Consultative Council for Postal Studies. She is also a member of the Asian Pacific Postal Union. India contributed significantly and effectively to the activities of these organisations.

2.9.1 The annual meeting of the Executive Council, an important organ of the UPU, was held at Berne (Switzerland) from 22-4-85 to 3-5-85. A delegation led by Shri K. R. Murthy, Secretary (P) attended the meeting. The Executive Council ensures the continuity of the work of the Union between the UPU Congresses which are held once in five years.

2.9.2 A symposium on International High Speed Mail Service was held at Riccione (Italy) from 29-5-85 to 2-6-85. Shri Karan Syal, ADG(IR) attended the symposium.

2.9.3 The Annual Session of the Consultative Council for Postal Studies was held at Berne (Switzerland) from 6-10-85 to 19-10-85. A two member delegation led by Shri K. R. Murthy, Secretary (Posts) attended the meeting.

2.9.4. The 5th APPU Congress was held at Bangkok (Thailand) from 23-11-85 to 4-12-85. A high powered delegation led by Minister of State, Shri Ram Niwas Mirdha, attended the Congress. The Congress, the Supreme Authority of the Union is held once in five years to revise the APPU Postal Convention and its Detailed Regulations and to consider postal matters of common interest to the member countries of the Union. India, in its capacity as Chairman of the Standing Committee on Technical Assistance Cooperation took an active part in the deliberations of this Congress. India has again been elected Chairman of this Standing Committee for another term of five years.

2.9.5 The 3rd Meeting of the Technical Committee on Postal Services of the South Asian Regional Co-operation (SARC) was held at New Delhi from 16-18 September, 1985. All the member countries of SARC attended the Meeting. A review of the implementation of decisions taken for 1985 was made and other important decisions for 1986 were taken.

2.9.6 A four member delegation led by Shri P. S. Raghavachari, Member (PO), visited Dhaka on 7 and 8 December, 1985 in connection with the Seven Nation Philatelic Exhibition held there on the occasion of the SARC Summit.

2.9.7 Besides figuring prominently at the international forums India continued to render technical assistance to other developing countries. The Indian Postal Administration also lent the services of a number of officers as UPU experts/consultants to plan, organise and improve their postal services.

Training

2.10 There are five Postal Training Centres, one each at Saharanpur, Vadodara, Darbhanga, Mysore and Madurai, which meet the training requirements of operative staff, first line supervisors and middle-grade officers. During the year 1985-86 about 13,350 officials were trained.

2.10.1 Postal Staff College provides induction training to Indian Postal Service, Class I and P & T Accounts & Finance Service Probationers. Besides it organises Executive Development and Management Appreciation Training Programme for senior officers. In all 147 officers were trained during the year under review. Postal Staff College also conducts workshop seminars on various subjects of topical importance related to postal services like Management of Philatelic Services, Materials Management, Postal Estates Management, Grievances handling, Public Relations, etc. 105 officers were benefitted by such seminars, workshops.

2.10.2 The Department of Posts organised training programmes for officers from developing countries and also for middle-grade officers from SARC countries. During the year under review, three such training programmes were organised for the benefit of 24 middle-grade officers from SARC countries.

2.10.3 Under the UPU Special Fund-Technical Assistance in Kind scheme funded by the Department of Posts 6 officers from developing countries were trained during this year. On special requests, four officers from Ethiopian Postal Administration have been trained in specialised subject of Postal Planning and Statistics.

2.10.4 The Training Centre at Vadodara has moved to the new departmental complex situated in a 30 acre plot of land.

Savings Bank

2.11 The powers of various postal authorities for sanctioning the claims have been revised upward and the limit for sanctioning deceased depositors' claims where there is no nomination or legal evidence has been raised from Rs. 5,000/- to Rs. 20,000/-.

2.11.1 The rules governing premature closure of CTD and RD accounts have been simplified. Field enquiry for premature closure of TD accounts with balance upto Rs. 10,000 has been dispensed with. In respect of RD accounts premature closure may be allowed after one year without the depositor being obliged to furnish any reason.

2.11.2 20,000 officials working in Savings Bank/Savings Certificates Branches of the post offices will be imparted special Savings Bank training during the Seventh Plan period. About 3,500 postal assistants and supervisors have been trained under the scheme.

2.11.3 XXIII Draw under the Post Office Prize Incentive Scheme was held at Nagpur on 31st July, 1985 in which 70.90 lakh Savings Accounts participated. The XXIV draw will take place on 31st Jan. 1986, in which 72.07 lakh accounts are expected to participate.

2.11.4 The rate of interest on one year and two years Time Deposits has been enhanced w.e.f. 10-5-85 from 9% and 9.75% to 9.5% and 10% per annum respectively.

Postal Life Insurance

2.12 Full powers have been delegated to the Heads of Postal Circles for expeditious settlement of claims.

2.12.1 Development officers have been authorised to collect advance deposit equal to the first premium from the proponent.

2.12.2 Deduction of PLI premia from paybills of the insureants who opt for pay recovery has been introduced from the second months onwards in respect of all type of policies to eliminate occurrence of missing credits due to delay in authorising salary deduction.

2.12.3 Ministry of Finance have agreed for valuation of Post Office Insurance Fund (POIF) biennially instead of the triennially. Valuation of fund has been made for the period from 1-4-1981 to 31-3-1983 and the bonus @ Rs. 40/- per thousand per annum for EX.A. Policy and Rs. 50/- per thousand per annum for Whole Life Policy.

2.12.4 Now PLIs scheme has been extended to the employees of Central/State Public Sector Undertakings.

Rural Postal Development

2.13 The PMI team consisting of 80 inspectors and 16 APMG/ADPS(PMI) in various circles visited 14,866 villages during the period from 1-4-85 to 31-12-85 to monitor the quality of postal services instituted in the rural areas under the Plan and recommended measures for improvement wherever necessary.

2.13.1 The PMI team will visit about 6,000 more villages and rural post offices during the period from 1-1-86 to 31-3-86 for monitoring the quality of the rural postal services in the country.

Staff Management

2.14 In pursuance of the Arbitration Award, the night halt allowance of under mentioned categories of staff have been revised by the Department with effect from 29-4-85.

Category of Staff	Revised Rates
Cash/Mail Overseers and Village Postmen	Rs. 12/- per night subject to a maximum of Rs. 240 per month.
Runner and Mail Peon	Rs. 6.75 per night subject to a maximum of Rs. 135 per month.

Simplification/modernisation of work procedures

2.15 Plural record offices at stations where there was already a HRO or another record office of the same RMS Division have been merged with the main record office to avoid duplication of work.

2.15.1 The second checking of work papers of RMS offices and sections in the record offices was found to be redundant. Consequently, this has been dispensed with.

2.15.2 Head Record Office of RMS were being treated as part of Divisional offices and the staff were sanctioned as per norms applicable to administrative offices. There was no justification for treating these HROs as administrative offices when Head Post Offices (their counterparts on the Postal wing) are treated as operative offices. Orders have, therefore, been issued to treat HROs as operative offices and reassess the staff strength.

Allowances to Extra Departmental Agents

2.16 The consolidated allowances of about 3 lakhs EDAS were revised with effect from 1st September, 1985 based on 584 points of the consumer price index.

2.16.1 On the recommendations of the ED Committee, Interim Relief @ Rs. 40/- p.m. to EDSPMS and equivalent categories and Rs. 30/- p.m. in case of other EDAS was sanctioned on 26th June, 1985 with effect from 1st December, 1984.

Grant of Productivity Linked Bonus to Postal Employees

2.17 The Govt. has sanctioned 29 days Productivity Linked Bonus (PLB) to the P & T employees for the performance year 1984-85 based on actual emoluments upto and including Rs. 1,600/- p.m. Subsequently Govt. relaxed this limit and the employees drawing emoluments upto and including Rs. 2,500/- p.m. as on 31st March, 1985 were also made eligible for the payment of bonus.

CHAPTER III

FINANCIAL REVIEW

3.1 *The Budget and Revised Estimates for 1985-86 and the Budget Estimates for 1986-87 are as under :—*

(Rs. in Crores)

<i>DETAILS</i>	<i>B.E. 1985-86</i>	<i>R.E. 1985-86</i>	<i>B.E. 1986-87</i>
<i>Revenue</i>	<i>520.00</i>	<i>500.00</i>	<i>550.00</i>
<i>Working Expenses (Net)</i>	<i>706.78</i>	<i>689.29</i>	<i>773.60</i>
<i>Net Receipts</i>	<i>(-)186.78</i>	<i>(-)189.29</i>	<i>(-)223.60</i>
<i>Dividend to General Revenues</i>	<i>—</i>	<i>—</i>	<i>—</i>
<i>Deficit</i>	<i>(-)186.78</i>	<i>(-)189.29</i>	<i>(-)223.60</i>

Statistical Supplement

T A B L E S

1. Revenue and Expenditure
2. Capital outlay during and upto the end of 1984-85
3. Profit and Loss
4. Financial Working
5. Post Offices
6. Postal Life Insurance
7. Personnel—Gazetted and Non-Gazetted
8. Number of Employees—Scheduled Castes / Tribes
9. Number of Employees—Ex-Servicemen

TABLE 1

Revenue and Expenditure

(Rupees in crores)

Year	Revenue	Expenditure			Total	Surplus (+) Deficit (-)
		Working Expenses excluding Depreciation	Depreciation	Due Dividend during the year		
1975-76	167.85	211.61	0.62	3.36	215.59	(-)47.74
1976-77	193.96	221.59	0.72	3.69	226.00	(-)32.04
1977-78	206.90	204.09	0.78	4.01	208.88	(-)1.98
1978-79	239.17	231.64	0.97	4.29	236.90	(+)2.27
1979-80	259.22	265.20	1.11	4.44	270.75	(-)11.53
1980-81	278.11	344.37	1.32	4.57	350.26	(-)72.15
1981-82	309.41	396.07	1.49	5.54	403.10	(-)93.69
1982-83	378.01	460.23	1.77	6.94	468.94	(-)90.93
1983-84	434.54	505.73	2.04	9.07	516.84	(-)82.30
1984-85	444.41	566.46	2.20	11.84	580.50	(-)136.09

TABLE 2

Capital outlay during and upto the end of 1984 - 85

Fixed Assets

(Rupees in crores)

Other Assets	
1. Land	4.07 20.59
2. Buildings	27.67 190.48
3. Railway Mail Vans owned by Post Offices	1.70 6.27
4. Apparatus and Plant	1.42 11.19
5. Motor Vehicles	0.10 1.04
6. General Administration/Direction & Execution Establishment & other charges etc.	—
7. Other Expenditure	— 0.01
8. Gross Fixed Assets	34.96 229.58
9. Deduct—Receipts and Recoveries on Capital Account	0.06 0.38
10. Total Fixed Assets (i.e., total of items 1 to 7)	34.90 229.20
11. Deduct—Expenditure met from Posts and Telegraphs Capital Reserve Fund	— 1.29
12. Deduct—Amount of Contribution from Revenue	— 27.86
13. Deduct—Depreciation on historical cost transferred from Revenue	2.85 19.03
14. Total Deductions (i.e., total of items 11 to 13)	2.85 48.18
15. Net Fixed Assets (i.e., item 10 minus 14)	32.05 181.02
16. Total Dividend bearing Capital outlay	32.05 181.02
17. Deduct—Portion of Capital outlay financed from Ordinary Revenue	— 1.05
18. Total Capital outlay (Voted) (i.e. item 16 minus 17)	32.05 179.97

Note : Figures in bold are for Total Capital outlay.

TABLE 3

Profit and Loss

Year	Rupees in crores
1975-76	(-) 47.74
1976-77	(-) 32.04
1977-78	(-) 1.98
1978-79	(+) 2.27
1979-80	(-) 11.53
1980-81	(-) 72.15
1981-82	(-) 93.69
1982-83	(-) 90.93
1983-84	(-) 82.30
1984-85	(-) 136.09

TABLE 4

Financial Working

	Rupees in crores
Receipts	444.41
Expenditure	
General Administration	46.36
Operation	463.00
Agency Services	24.89
Research & Development	—
Accounts & Audit	14.94
Engineering Maintenance	11.40
Amenities to Staff	7.09
Pensionary Charges	37.06
Stamps, Stationery & Printing	28.72
Depreciation	2.20
Supplementary Depreciation	—
International Co-operation	0.31
Social Security & Welfare Programmes	0.10
Credits to Working Expenses	67.41
Net Working Expenses	568.66
Net Receipts	(—) 124.25
Dividend to General Revenues	11.84
Surplus (+) / Deficit (—)	(—) 136.09

TABLE 5

Post Offices

Circles	Urban	Rural	Total	Population served by a P.O. (based on 1981 census)	Area served by a Post Office (Sq. Kms.)
1. Andhra Pradesh	1,714	14,683	16,397	3,267	16.78
2. Bihar	610	10,265	10,875	6,429	15.99
3. Delhi	418	173	591	10,525	2.51
4. Gujarat	788	7,817	8,605	3,961	22.78
Diu	2	4	6	5,070	2.35
Daman	2	9	11	4,415	2.35
Dadar & Nagar Haveli	—	30	30	3,456	16.37
5. Jammu & Kashmir	148	1,298	1,446	4,106	70.12
6. Kerala	644	4,093	4,737	5,374	8.20
Lakshadweep	—	10	10	4,025	3.20
Mahe	4	—	4	7,103	2.25
7. Karnataka	1,295	8,252	9,547	3,890	20.09
8. Madhya Pradesh	899	9,597	10,496	4,971	42.25
9. Maharashtra	1,274	10,587	11,861	5,293	25.94
Goa	32	205	237	4,189	15.92
10. North East					
Assam	248	3,075	3,323	5,988	23.60
Arunachal Pradesh	8	214	222	2,846	377.22
Manipur	32	524	556	2,556	40.16
Meghalaya	35	406	441	3,029	50.86
Mizoram	21	247	268	1,842	78.66
Nagaland	18	236	254	3,051	65.27
Tripura	45	570	615	3,338	17.05
11. North West					
Punjab	468	3,299	3,767	4,457	13.37
Haryana	296	2,155	2,451	5,272	18.04
Himachal Pradesh	90	2,347	2,437	1,756	22.84
Chandigarh	37	7	44	10,264	2.59
12. Orissa	550	6,989	7,539	3,498	20.65
13. Rajasthan	808	8,811	9,619	3,562	35.58
14. Tamilnadu	1,902	10,014	11,916	4,062	10.91
Pondicherry	30	64	94	6,005	5.14
15. Uttar Pradesh	1,827	16,321	18,148	6,108	16.22
16. West Bengal	1,020	7,102	8,122	6,721	10.93
Sikkim	7	119	126	2,521	56.32
Andaman & Nicobar Island	14	66	80	2,359	103.11
Total	15,286	1,29,589	1,44,875	4,730	21.86

TABLE 6

Postal Life Insurance

Year	New Business		Total Business in force		Life Insurance Fund (Rs. in crores)
	No. of Policy	Sum assured (Rs. in crores)	No. of Policy	Sum assured (Rs. in crores)	
1975-76	61,337	35.6	3,92,185	153.2	51.6
1976-77	72,780	42.0	4,54,447	192.4	59.3
1977-78	99,829	59.9	5,43,486	249.2	70.4
1978-79	1,01,707	69.6	6,34,444	315.5	85.7
1979-80	1,08,975	83.1	7,31,734	394.9	105.7
1980-81	1,20,170	102.1	8,36,455	491.8	129.7
1981-82	1,12,703	106.9	9,30,007	590.4	157.3
1982-83	1,05,157	108.4	10,06,910	685.3	190.6
1983-84	1,17,473	143.0	10,84,172	809.4	223.9
1984-85	1,11,637	153.0	11,56,497	942.8	260.6

TABLE 7

Personnel — Actual Strength (including those on deputation and training outside the Department)
Gazetted as on 31-3-1985

	Group A	Group B	Total
Secretary (Posts)	1	—	1
Members, Postal Services Board	2	—	2
Senior Administrative Grade	48	—	48
Chief Engineer (Civil)	1	—	1
Secretary, Postal Services Board	—	—	—
P & T Accounts & Finance Service—Group A			
Senior Administrative Grade	1	—	1
Junior Administrative Grade	10	—	10
Senior Time Scale	24	—	24
Junior Time Scale	19	—	19
P & T Accounts & Finance Service—Group B			
Accounts Officers	—	315	315
Indian Postal Service			
Junior Administrative Grade	132	—	132
Time Scale	366	—	366
Postal Superintendent Service	—	439	439
Postmaster's Service	16	170	186
Central Secretariat Service			
Grade I	6	—	6
Junior Analysts	—	3	3
Section Officers	—	27	27
Private Secretaries (Grade A)	—	6	6
Senior Personal Assistants (Grade B)	—	18	18
Desk Officers	—	11	11
Other General Central Services	321	325	646
Total	947	1,314	2,261

TABLE 7

(Contd.)

Non-Gazetted

	Group C	Group D	Total
Directorate	685	197	882
Postal	2,06,056	35,888	2,41,944
Railway Mail Service	30,975	20,679	51,654
Mail Motor Service	2,181	653	2,834
Returned Letter Offices	864	110	974
Postal Life Insurance	223	29	252
Stores	1,262	1,868	3,130
Training Centres	133	164	297
Civil Engineering Wing	1,829	1,372	3,201
P & T Dispensaries	336	288	624
Total	2,44,544	61,248	3,05,792
Extra Departmental			3,00,851

Summary

	Gazetted	Non-Gazetted	Others	Total
Departmental	2,261	3,05,792	—	3,08,053
Extra Departmental	—	—	3,00,851	3,00,851
Total	2,261	3,05,792	3,00,851	6,08,904

TABLE 8

Number of Employees—Scheduled Castes / Tribes as on 31-3-1985

Class	Scheduled Castes	Percentage to Total No. of employees	Scheduled Tribes	Percentage to Total No. of employees
Group 'A'	60	6.33	19	2.01
Group 'B'	109	8.29	32	2.43
Group 'C'	42,420	17.35	12,176	4.98
Group 'D' (Excluding sweepers)	11,747	19.17	3,912	6.39
Group 'D' (Sweepers)	870	84.05	165	15.95

55206

16304

TABLE 9

Number of Employees—Ex-servicemen as on 31-3-1985

Class	Ex-servicemen	Percentage to Total No. of Employees	Disabled Ex-servicemen	Percentage to Total No. of Employees
Group 'A'	—	—	—	—
Group 'B'	—	—	—	—
Group 'C'	2,250	0.92	45	0.02
Group 'D'	728	1.19	18	0.03

