



# वार्षिक रिपोर्ट ANNUAL REPORT 1986-87

कार्य प्रगति ACTIVITIES 1987-88

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

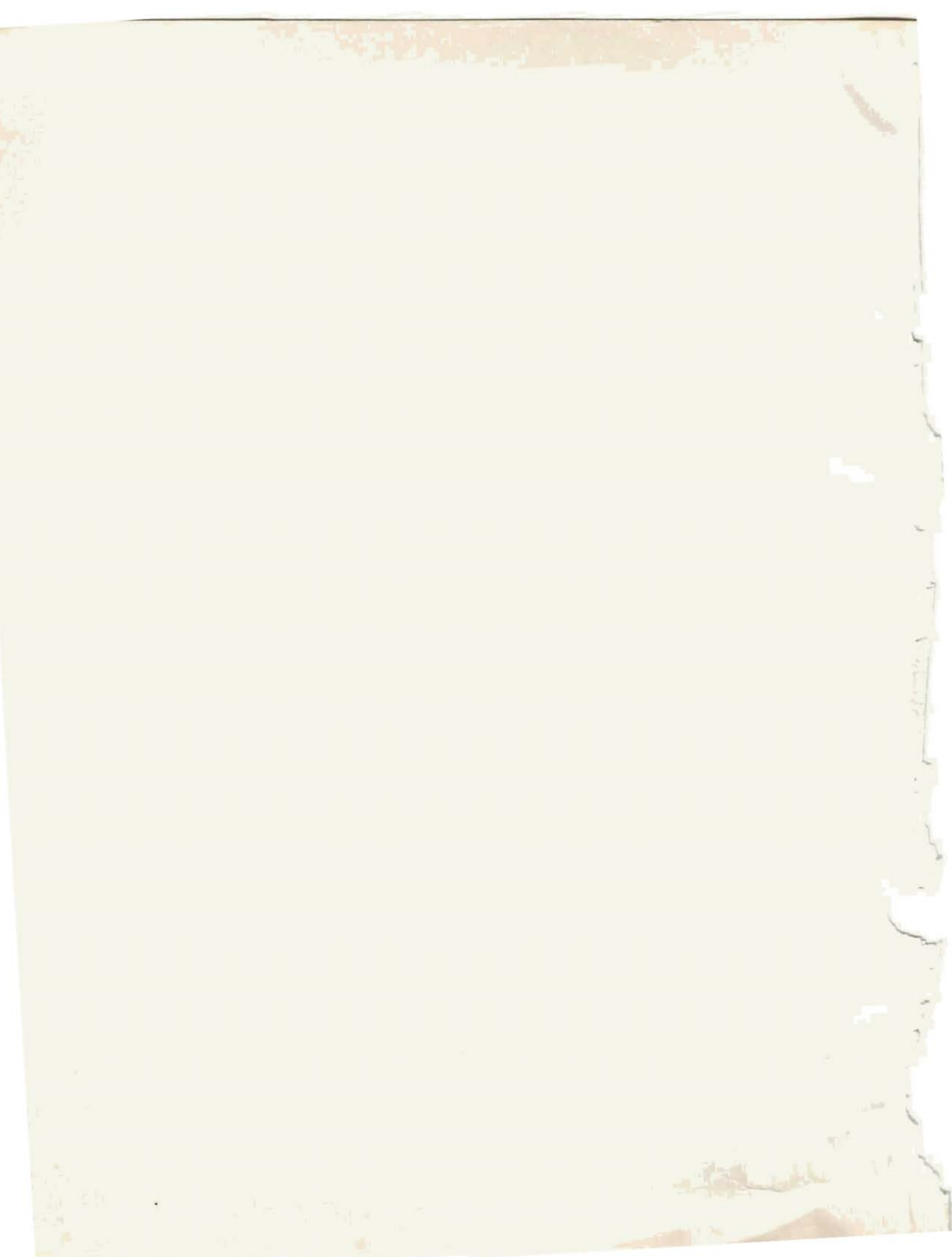
**Annual Report  
1986-87**

**Activities  
1987-88**



**DEPARTMENT OF POSTS**  
**Ministry of Communications**

Dak Bhavan, Sansad Marg, New Delhi-110001



## INTRODUCTION

This is the third Annual Report of the Department of Posts since the formation of the Department on 1st January, 1985. A report on Activities of the Department for the year 1987-88 upto 31st December 1987 is also included in the volume.

The Department of Posts is responsible for the collection, transmission and delivery of mail in the country. Besides, the Department undertakes Agency functions such as Savings Bank and Postal Life Insurance. The Department has a network of 1,43,987 post offices of which 1,27,930 are in the rural areas.

Total postal traffic during 1986-87 was 1263 crore pieces of mail as compared to 1211 crores during 1985-86. Total postal revenue earned during 1986-87 was Rs. 557.50 crores as against Rs. 476.84 crores during the preceding year.

The Department has covered 35 cities and towns under the Inland Speed Post Service and 26 countries under International Speed Post Service.



## CONTENTS

	Page
<b>AN OVER VIEW.</b>	1
<b>STATISTICS—HIGHLIGHTS.</b>	3
<b>FINANCIAL REVIEW.</b>	4
<b>POSTAL SERVICES — THE YEAR IN RETROSPECT.</b>	5
POSTAL NETWORK	
NORMS FOR POST OFFICES.	
POSTAL PLAN 1986-1987.	
MAIL TRAFFIC.	
SPEED POST.	
MAIL MOTOR SERVICE.	
RETURNED LETTER OFFICES.	
PHILATELY.	
RECRUITMENT FEE STAMPS.	
INDIAN POST OFFICES (AMENDMENT) BILL, 1986	
INTERNATIONAL POSTAL RELATIONS.	
<b>AGENCY SERVICES.</b>	8
SAVINGS BANK.	
POSTAL LIFE INSURANCE.	
<b>DEVELOPMENT.</b>	9
RESEARCH & DEVELOPMENT.	
RURAL SERVICES MONITORING.	
POSTAL BUILDINGS.	
PRINTING PRESS.	
<b>MANAGEMENT.</b>	11
ORGANISATION.	
ESTABLISHMENT.	
STAFF STRENGTH.	
CADRE REVIEW.	
QUALITY OF MANPOWER.	
TRAINING.	
POSTAL STAFF COLLEGE.	
WORK STUDY.	
INSPECTION.	
COMPLAINTS.	
VIGILANCE.	
COMMERCIAL PUBLICITY.	
OFFICIAL LANGUAGE.	
WELFARE.	
SPORTS.	
MEDICAL FACILITIES.	
HOUSE JOURNAL.	
COMMITTEE ON EXCELLENCE.	

**ANNUAL REPORT 1986-87**



# CHAPTER I

## AN OVERVIEW

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 the 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, Govt. of India.

### **A Service organisation :**

During the year under review the Department of Posts served more than 77.63 crores of people (country's population on 1.3.87 projected by Registrar General of India), 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 1,43,987 post offices in 25 States and 6 Union Territories. There is an average of one post office for 5391 people and an area of 22.83 Sq. Kms.

The Department of Posts provides deliveries to 4 crores of addresses each working day. The mail is collected from 4,82,684 letter boxes as well as from post offices and large postal users.

### **Mail volume, Revenue and expenditure :**

The total mail volume rose by 52 crores pieces of mail, touching 1263

crores pieces of mail delivered during 1986-87. This 4.29% increase in volume was handled with a slightly reduced number of employees as against previous year. Thus a substantial gain in productivity was achieved through use of mail processing equipments better and more efficient scheduling of man power by better deployment of mail carrier vehicles and through rationalization of work procedures, cutting out redundancies in operation and supervision. Revenue for 1986-87 increased by 16.9% over previous year to Rs. 557.50 crores and expenditure by 20% to Rs. 773.93 crores.

### **Using Modern Technology :**

The ever increasing mail traffic in the major urban areas calls for the use of latest technology. The Department has been trying to develop various types of machines to tackle these problems. Multipurpose machines to book money orders, registered letters and parcels, digital weighing scales to weigh, compute the postage and issue receipt, stamp cancelling machines capable of cancelling stamps at a rate of 350 articles per minute are under process of development. The Department has also made a beginning in the use of computers. It has identified certain areas for computerisation such as PLI, Savings Bank, and money order pairing work. While the computer at Bangalore for PLI work is already commissioned, those at Madras and Delhi for money order pairing and air-mail accounting is expected to be put into operation very shortly. The Department has also imported a few high speed franking machines from Switzerland and France. These machines are capable of frank-

ing 4,000 to 8,000 articles per hour. Indigenous manufacture of these machines is also being pursued.

### **Mail Motor Vehicles :**

The fleet strength of mail motor vehicles has risen to 1051 (previous year 1047). These vehicles covered a total distance of about 211 lakhs kilometers and total expenditure on them was to the tune of Rs. 1,030 lakhs (against previous year's Rs. 946 lakhs).

### **Philately :**

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 of Xth Asian Games, 125th Anniversary of Indian Police, 40th Anniversary of UNICEF, Corbett National Park and South Eastern Railway. The total revenue earned through philately during the year was approximately Rs. 2.78 crores.

### **Postal Life Insurance :**

During the year 1986-87, 103253 new policies were issued for a total sum assured of Rs. 179.3 crores. The number of policies in force as on 31st March, 1987 was 12,81,425 and the total value of business was Rs. 1,227.6 crores.

### **Savings Bank :**

The Post office Savings Bank continued to maintain its prime position as the nation's largest Savings Bank providing services throughout the country with a net work of over 1,43,232 post offices. The outstand-



ing balances in all forms of small savings schemes amounted to Rs. 24,754.07 crores as on 31.3.1987 against Rs. 21473.10 crores as on 31.3.1986. There is an increase of more than 15% in outstanding balances over the previous year.

#### **Training Programme :**

In all 280 officers of different cadres attended the training programmes conducted by Postal Staff College, New Delhi. The five Regional Postal Training Centres trained 14,616 officials in various disciplines. A number of programmes under universal Postal Union and South Asian Association of Regional Co-operation were organised in above Postal Training Centres.

#### **International Postal Relations :**

India is a member of Universal Postal Union (UPU) and Asian Pacific Postal Union (APPU). During 1986-87 India was represented at the Executive Council Session of the UPU held at Berne (Switzerland). It also participated in the AMERIPEX '86, Stockholm-86 philatelic Exhibitions and the confer-

ence of the Commonwealth Postal Administration (CCPA) at Montreal. Secretary (Posts) attended the meetings of the Executive Council of Asian Pacific Postal Union and the Governing Board of the Asian Pacific Postal Training Centres at Kuala Lumpur (Malaysia) from 5th November to 12th November, 1986. India in its capacity as Chairman of the SAARC Technical Committee on Postal Studies hosted the 4th and 5th meetings of this committee at New Delhi.

#### **Construction Activities :**

During the year, 102 Postal and RMS buildings and 1726 staff quarters were completed. Rs. 32.4 crores was allocated in the budget of 1985-86 for construction of Postal Buildings and Staff quarters.

#### **Vigilance :**

In all 869 allegations of corruption were dealt with, 13 cases inquired into by CBI and 445 were investigated departmentally. Action for prosecution in 7 cases, major penalty proceedings in

129 cases and minor penalty proceedings in 93 cases were initiated.

#### **Recruitment Fee Stamps :**

Central Recruitment Fee Stamps have been introduced by the Department for enabling payment of fees for the recruitments conducted by the UPSC and SSC. Use of these stamps greatly simplifies the procedures in the Post office as well as in the recruiting institutions, at the same time the candidates benefit by saving the commission which would have otherwise to be paid if Bank Drafts or Postal Orders are used.

#### **Review of Postal Procedures :**

Department is exploring the possibility of simplifying existing postal procedures and operation. A preliminary survey was undertaken for introduction of a pilot scheme in two circles, to provide financing facilities for post offices through branches of nationalised banks. Since the scheme was found advantageous it is being extended to more postal circles. The scheme considerably reduces the risks involved in physical transfer of cash from place to place.

## STATISTICAL—HIGHLIGHTS

<b>FINANCE</b>	<b>1985-86</b>	<b>1986-87</b>
1. Revenue earned. (Rs. in crores.)	476.84	557.50
2. Expenditure (in crores) (excluding Due Dividend)	640.39	773.93
3. Net Deficit (Rs. in crores)	163.55	216.43
4. Investment on assets (Rs. in crores)	264.91	296.16
 <b>MAIL TRAFFIC.</b>		
1. Total no. of post offices.	1,44,396	1,43,987
2. Total postal traffic delivered (in crores)	1211	1263
3. Unregd. Articles delivered. (in crores)	1180.62	1234.67
4. Registered Articles delivered (in crores)	30.42	28.60
5. Total No. of Money orders issued (in crores)	12.38	12.05
6. Value of money orders (Rs. in crores.)	2013	2190.
7. Commission on money orders. (Rs. in crores.)	55.2	65.2
8. Total No. of Postal orders. (in crores.)	2.44	2.37
9. Value of Postal orders. (Rs. in crores.)	22.79	22.42
10. Commission on postal orders (Rs. in lakhs.)	98.79	109.99
 <b>EMPLOYEES :</b>		
1. Gazetted Employees.	2,219	2,196
2. Non-Gazetted Employees.	2,96,488	2,89,761
3. Extra Departmental Employees.	2,99,042	2,97,086
4. Total Postal Employees.	5,97,749	5,89,043
 <b>AGENCY FUNCTIONS, PLI :</b>		
1. No. of Policies.	12,15,981	12,81,425.
2. Value of business. (Rs. in crores).	1070.91	1227.62
3. PLI Fund Balance (Rs. in crores.)	307.20	368.97
 <b>BUILDINGS :</b>		
1. No. of Departmental Buildings.	3,303	3,405
2. No. of Staff Quarters.	18,167	19,893

## CHAPTER II

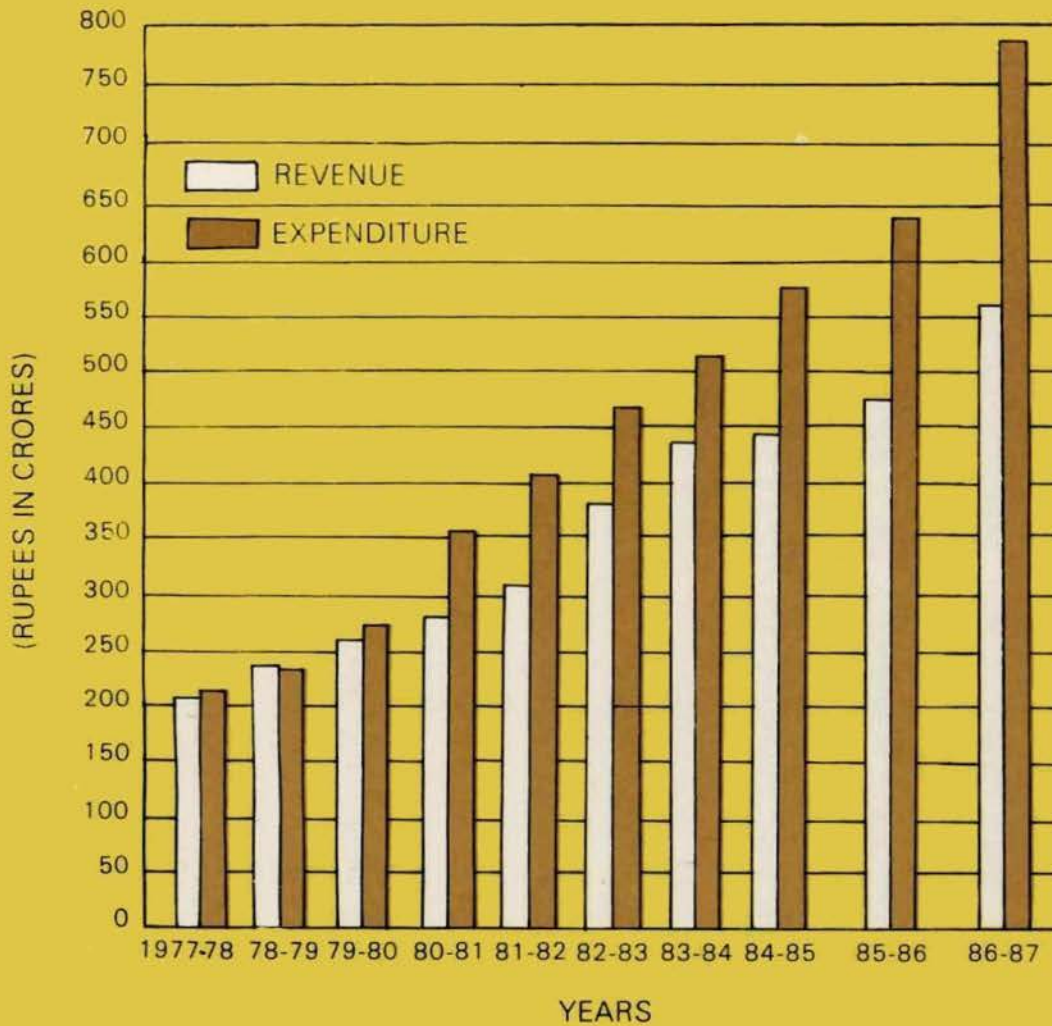
### FINANCIAL REVIEW

The total Postal Revenue during 1986-87 was Rs. 557.50 crores. The total expenditure on Postal Services during the year was Rs. 773.93 crores. The net deficit worked out to Rs. 216.43 crores.

Capital investment on fixed assets in the Department was Rs. 31.25 crores. With this, the total investment on assets of the Department at the end of the year rose to Rs. 295.75 crores, out of which dividend bearing Capital outlay was Rs. 240.38 crores.



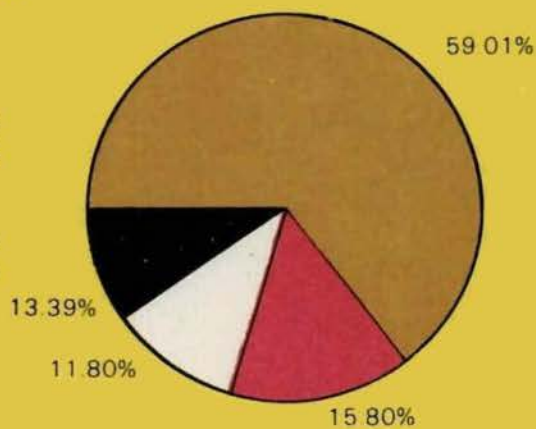
## REVENUE AND EXPENDITURE



## REVENUE FOR 1986-87

Rs. 557.50 CRORES

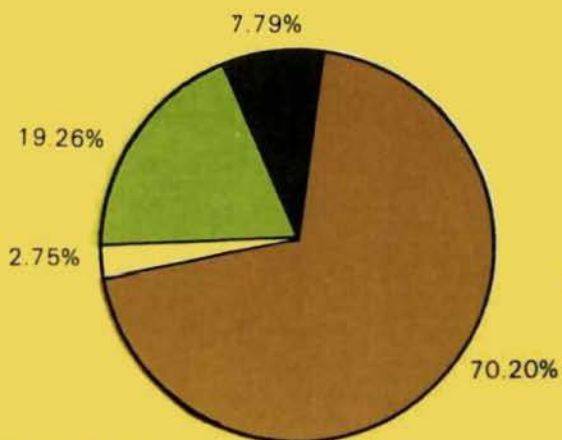
SALE OF STAMPS	59.01%
POSTAGE IN CASH	15.80%
COMMISSION ON MONEY ORDERS AND INDIAN POSTAL ORDERS	11.80%
OTHERS	13.39%





## EXPENDITURE FOR 1986-87

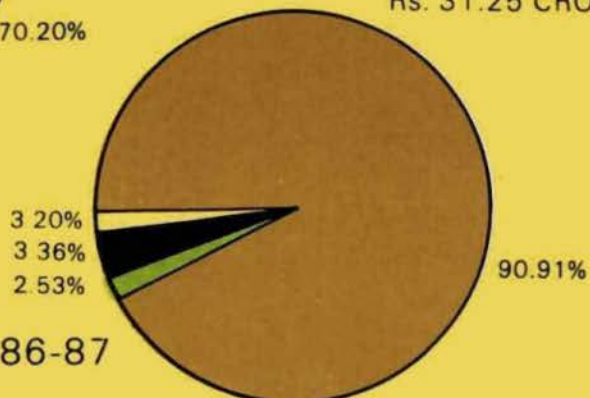
Rs. 773.93 CRORES



GENERAL ADMINISTRATION	7.79%
OPERATION	70.20%
AGENCY SERVICE	2.75%
OTHERS	19.26%

## CAPITAL OUTLAY FOR 1986-87

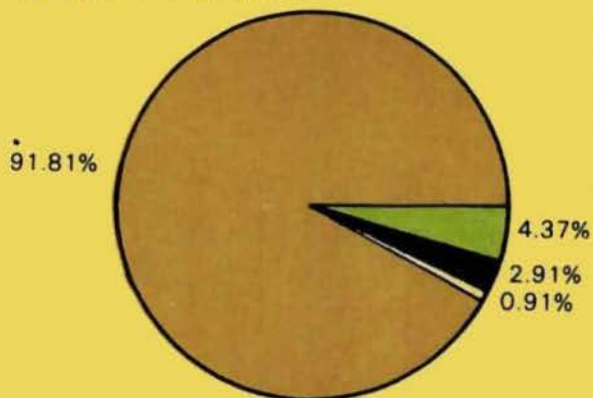
Rs. 31.25 CRORES



3.20%
3.36%
2.53%

## CAPITAL OUTLAY UPTO 1986-87

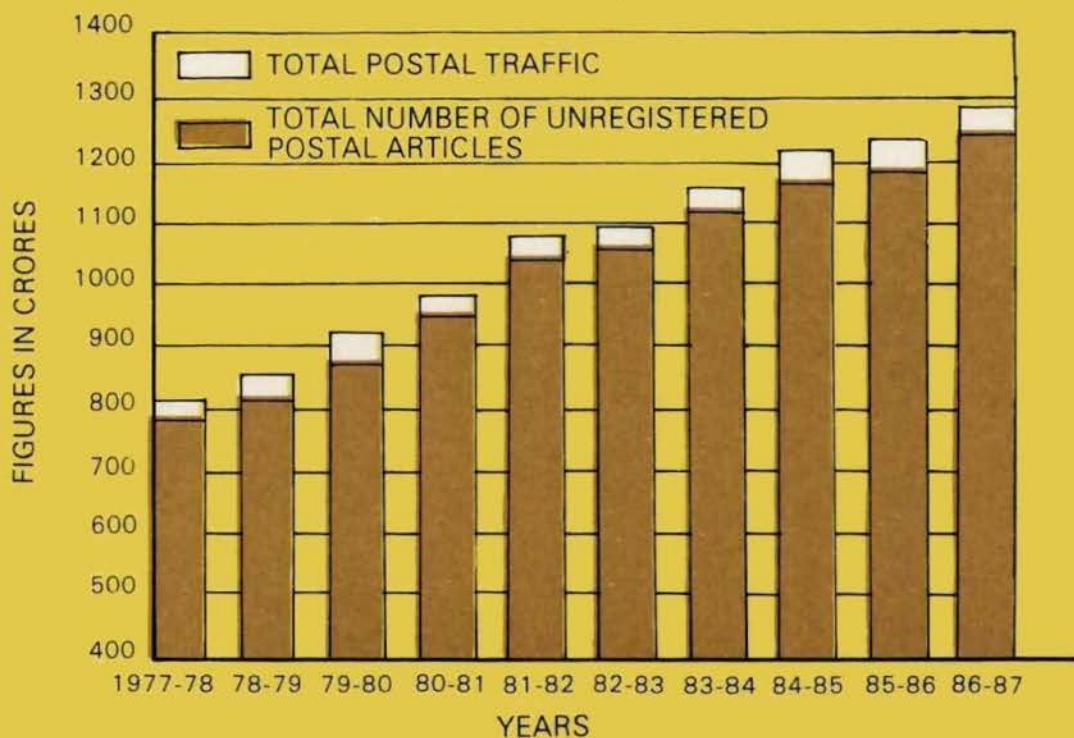
Rs. 296.16 CRORES



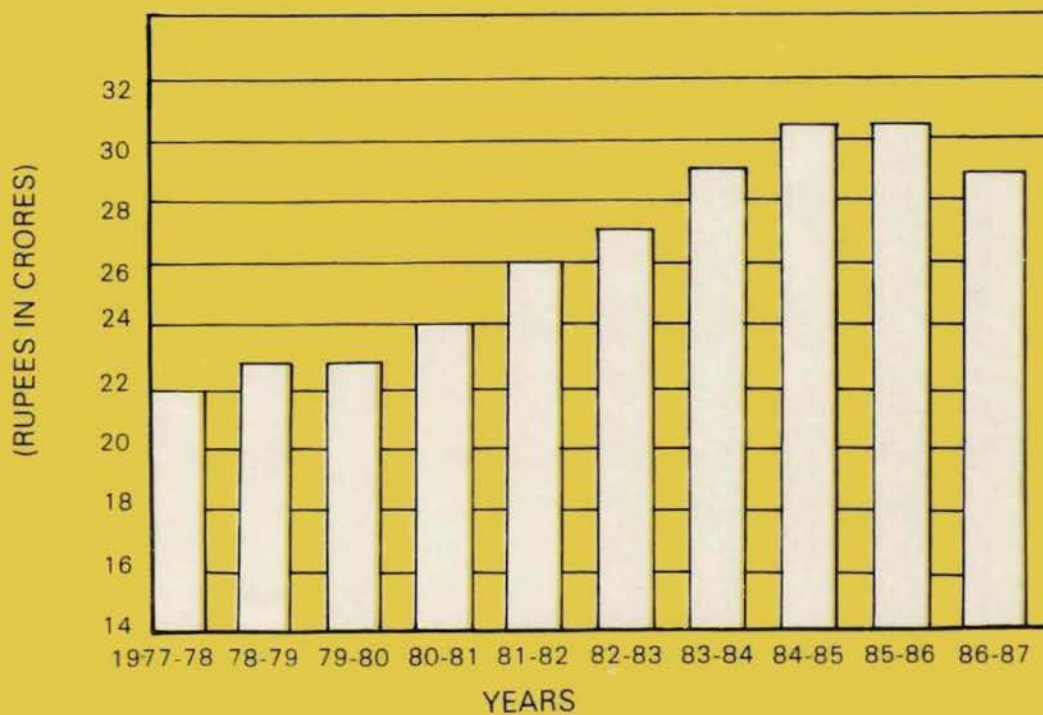
LAND & BUILDINGS	91.81%
APPARATUS PLANTS AND OTHERS	4.37%
R.M.S. VANS	2.91%
MAIL MOTOR VEHICLES	0.91%

LAND & BUILDINGS	90.91%
APPARATUS PLANTS AND OTHERS	3.36%
R.M.S. VANS	2.53%
MAIL MOTOR VEHICLES	3.20%

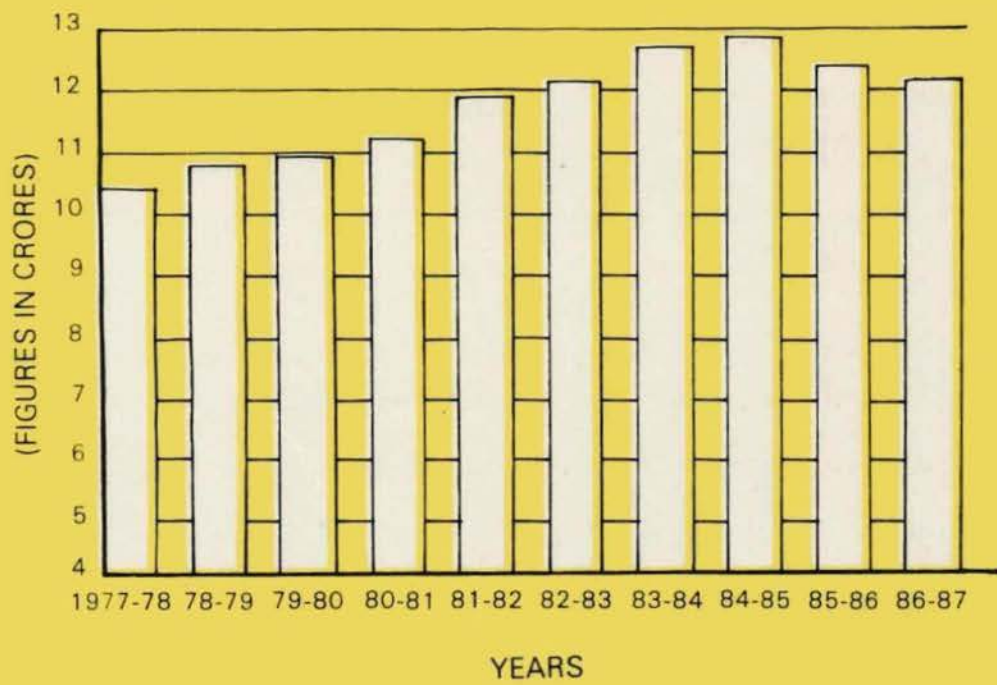
## TOTAL POSTAL TRAFFIC AND TOTAL NUMBER OF UNREGISTERED POSTAL ARTICLES



## NUMBER OF REGISTERED ARTICLES



### NUMBER OF MONEY ORDERS



PLANTAS DE LA ZONA DE LA SIERRA

Nº	Nombre	Localidad	Altitud	Observaciones
1	...	...	...	...
2	...	...	...	...
3	...	...	...	...
4	...	...	...	...
5	...	...	...	...
6	...	...	...	...
7	...	...	...	...
8	...	...	...	...
9	...	...	...	...
10	...	...	...	...
11	...	...	...	...
12	...	...	...	...
13	...	...	...	...
14	...	...	...	...
15	...	...	...	...
16	...	...	...	...
17	...	...	...	...
18	...	...	...	...
19	...	...	...	...
20	...	...	...	...
21	...	...	...	...
22	...	...	...	...
23	...	...	...	...
24	...	...	...	...
25	...	...	...	...
26	...	...	...	...
27	...	...	...	...
28	...	...	...	...
29	...	...	...	...
30	...	...	...	...
31	...	...	...	...
32	...	...	...	...
33	...	...	...	...
34	...	...	...	...
35	...	...	...	...
36	...	...	...	...
37	...	...	...	...
38	...	...	...	...
39	...	...	...	...
40	...	...	...	...
41	...	...	...	...
42	...	...	...	...
43	...	...	...	...
44	...	...	...	...
45	...	...	...	...
46	...	...	...	...
47	...	...	...	...
48	...	...	...	...
49	...	...	...	...
50	...	...	...	...



## CHAPTER III

### POSTAL SERVICES—THE YEAR IN RETROSPECT

#### Postal Network :

As on 31.3.1987 there were in all 1,43,987 post offices in the country of which 1,27,930 post offices were in rural areas and 16,057 post offices were in urban areas. Each post office served on an average an area of 22.83 Sq. Kms and a population of 4758 (figures based on 1981 census). At this level of development, the country is well within the norms adopted by Universal Postal Union (UPU) which inter alia stipulates that there should be one post office to serve on an average either an area 20 to 40 Sq. Kms. or 3000 to 6000 habitants as the case may be. There were 4,82,684 letter boxes in the country, out of which 4,01,935 were in rural areas and 80,749 in urban areas.

#### Norms for post offices :

On account of the ban on creation of posts, no programme of extension of postal net work was implemented during the year. However, guidelines were finalised for creation/filling up of posts required for plan schemes as basis for opening of new post offices in rural areas during 1987-88 and later. Simultaneously, having regard to the recommendations of the Report of the Committee of Enquiry on Extra Departmental System (1986) and other relevant factors, the norms for opening of post offices in urban and rural areas were reviewed and fresh norms were formulated so that the focus of further expansion of postal facilities is shifted to areas where a genuine need is established. The revised norms are as follows :

#### Rural areas :

i) A new post office will be opened for a group of villages with a combined

population of 3000 in normal rural areas and 1500 in hilly, backward and tribal areas.

ii) No new post offices will be opened within a distance of 3 Kms. from an existing post office.

iii) Loss upto Rs. 2400 per annum in normal rural areas and upto Rs. 4800 per annum in hilly, backward and tribal areas will be allowed in respect of each post office.

iv) The minimum expected revenue of a post office will be 33.33 % of its annual cost in normal rural areas and 15% in hilly, backward and tribal areas.

#### Urban Areas :

i) A new post office should be financially self supporting at the time of its opening and should earn 5% profit at the end of the first year.

ii) No new post office should be opened within 1.5 Kms. of an existing post office in cities/towns with a population of 20 lakhs or above and 2 Kms. in other cities/towns.

#### Postal Plan 1986-87

A total investment of Rs. 33.33 crores was made on postal development under annual plan 1986-87. The major Heads under which this expenditure was incurred were (i) postal building projects and quarters for postal employees (Rs. 28.52 crore) (ii) Postal training projects (Rs. 1.25 crore). (iii) Modernization of postal services and Research Development (Rs. 1.74 crore). (iv) Acquisition of new RMS vans for haulage of mail (Rs. 0.79 crore) and (v) procurement of addi-

tional vehicles for mail motor services (Rs. 1.00 crore ).

The important building projects completed during 1986-87 includes :

(1) Hyderabad Jubilee head post office (2) Rajkot head post office (3) RMS Bhawan, Bangalore (4) Chembur head post office (5) First phase of silchar head post office (6) Shahjahanpur head post office and (7) Tellicherry head post office. During the year, residential colonies for postal employees were constructed at Hyderabad, Gandhinagar (Gujrat), Amravati (Maharashtra), Lucknow, Jhansi and Berhampur (Orissa).

#### Mail Traffic :

The Postal traffic continues to show a steady growth. In the year 1985-86 the postal services handled nearly 1211 crore pieces of mail, excluding money orders. There was a growth in traffic of nearly 52.23 crores during the year 1986-87, the figure reaching 1263 crore pieces of mail handled. The total number of registered articles handled in the year under review was 2861 lakhs. News papers and periodicals still form a sizeable chunk of the total volume of mail. Nearly 1205 lakh inland money orders of a total value of Rs. 2190 crores were issued, the commission realized on money orders being Rs. 65.2 crores. The average value of the money order was Rs. 181.67 (previous year Rs. 162.56). The average commission earned per money order was Rs. 5.41 (previous year Rs. 4.46). The total value of postal orders issued was Rs. 22.42 crores represented by 237.1 lakh postal orders. The commission realized on postal orders was Rs. 109.99 lakhs.



There was decrease in the traffic of value payable articles. The total no. of such articles handled was 76 lakhs (previous year 103 lakhs) representing a decrease of about 25.2%.

Outward foreign parcel traffic also showed a decline. The total number of outward foreign parcel was 2.94 lakhs (previous year 3.78 lakhs.), the foreign inward parcels handled numbered 5.68 lakhs (previous year 7.53 lakhs), showing a decrease of 1.85 lakhs, parcels handled in transit numbered 15,253.

### **Speed post :**

The Speed Post Service specially designed for the quick and reliable transmission of documents, samples and merchandise, offers a guaranteed time bound delivery. The speed post items are delivered within 24 hours to 72 hours as the case may be, from the latest hour fixed for booking. This service was introduced on 1st August 1986 in seven cities namely Delhi, Bombay, Calcutta, Madras, Ahmedabad, Bangalore and Hyderabad. The service was later extended to 7 more cities i.e. Jaipur, Indore, Pune, Kanpur, Vadodara, Cochin and Guwahati. Now this service is available in 35 cities. The names of cities excluding the above 14 are as under

Agartala, Silchar, Coimbatore, Vishakhapatnam, Nagpur, Imphal, Agra, Gwalior, Patna, Chandigarh, Srinagar, Shillong, Trivandrum, Trichy, Madurai, Salem, Tirupati, Vijayawada, Bhubaneswar, Cuttack and Mangalore.

To cater to the demands of peripheral and satellite towns of industrial and commercial importance, extension counter facilities have also been provided in some of the towns.

An International Speed Post Service between India and U.K., U.S.A., F.R.G., Japan and Hongkong was also inaugurated in 1986. Now the service

is available to 26 countries.

### **Mail Motor Service :**

The Departmental Mail Motor Service functioned in 90 stations in the country during the year 1986-87. During the year under review, 4 additional mail motor vehicles have been sanctioned for the augmentation of the existing fleet strength. In addition, 125 new vehicles were purchased to replace the overaged and condemned vehicles in order to improve and maintain the efficiency and quick transmission of mails. Augmentation of Departmental Mail Motor Services was made at the following stations :

1. Udaipur - Rajasthan Circle.
2. Ernakulam - Kerala Circle.
3. Vadodara - Gujrat Circle.

The total fleet strength of the Mail Motor Vehicles at the end of 1986-87 was 1051. These vehicles covered a total distance of 211 lakhs kms. The total expenditure was Rs. 1030 lakhs. The average cost per Km. was Rs. 4.88.

### **Returned Letter Offices :**

Returned Letter Offices (RLO) serving different postal circles in the country handled about 288 lakh pieces of mail with insufficient or illegible addresses. The staff could successfully locate the addresses and the senders in 57.95 per cent and 24.12 per cent cases respectively, the total percentage of success in disposal being 82.07 of the mail handled. Valuables worth Rs. 217 lakhs were directed to the correct addresses or restored to the senders.

### **Philately :**

During the year 1986-87, 31 commemorative/special stamps were issued

including a set of two stamps on Xth Asian Games, a set of two stamps on 125th anniversary of Indian Police, a set of two stamps on 40th Anniversary of UNICEF, a set of two stamps on Corbett National Park and a set of 4 stamps on south Eastern Railway.

A definitive stamp in the denomination of Rs. 50/- in the 7th definitive series on Science and Technology on wind Energy was issued on 15.11.1986.

At present there are 45 philatelic Bureaux and 142 philatelic counters serving stamp collectors.

The Department organised the following State/Circle level philatelic Exhibitions during the year 1986-87.

- 1) 'Nepex-86' by North East Circle from 25.4.86 to 27.4.86.
- 2) 'Gujpex-86' by Gujrat Circle from 23.4.86 to 25.4.86.
- 3) 'Karnapex-86' by Karnataka Circle from 26.6.86 to 29.6.86.
- 4) 'Appex-86' by Andhra Pradesh Circle from 12.11.86 to 14.11.86.
- 5) 'Bipex-86' by Bihar Circle from 26.12.86 to 29.12.86.
- 6) 'Mahapex-86' by M.P. Circle from 25.12.86 to 28.12.86.
- 7) 'Webpex-87' by West Bengal Circle from 2.1.87 to 5.1.87.
- 8) 'Uphilpex-87' by U.P. Circle from 6.2.87 to 9.2.87.
- 9) 'Kerapex-87' by Kerala Circle from 14.2.87 to 16.2.87.

An exhibition titled India China Bilateral Philatelic exhibition was organised by philatelic congress of India at Delhi from 14.11.86 to 18.11.86.

The Department participated in the following International philatelic Exhibitions :

By sending exhibits and hiring sales booths :



1. Ameripex-86 (USA) from 22.5.86 to 1.6.86 by sending exhibits only.
2. Stampex-86 (South Australia) from 4.8.86 to 10.8.86.
3. Stockholmia-86 (Sweden) from 28.8.86 to 7.9.86
4. Sportsasian-86 (Republic of Korea) from 10.9.86 to 9.10.86
5. Tarapex-86 (New Zealand) from 7.10.86 to 27.10.86.

**Recruitment Fee Stamps :**

"Central Recruitment Fee" stamps were introduced for sale through Head Offices and selected Sub-offices in all circles from 23.12.86. This facility is to meet the needs of candidates appearing for recruitments examinations conducted by the Union Public Service Commission/Staff Selection Commission. These stamps can be affixed to the application forms in lieu of Indian Postal orders towards payment of recruitment examination fees. There is the added advantage that candidates do not have to pay any commission in purchase of these stamps as in the case of postal orders.

Post offices are also not required to maintain any elaborate accounting procedures and documentation. The amount realized from sales is directly credited to the account of the Deptt. of personnel, thus simplifying procedures and reducing clerical work in the UPSC and SSC also through introduction of the above scheme.

**Indian Post Office**

**(Amendment) Bill, 1986.**

The work relating to the amendment of the Indian post office act, 1898, was undertaken by this Department in consultation with the Ministry of Law. The Draft amendment bill was finalised and the Indian post offices (Amendment) Bill, 1986 was introduced in the winter session of the Parliament and was also passed by both houses of the Parliament.

**International Postal Relations :**

In the year 1986-87, India continued to play an important role in the activities of the Universal Postal Union Asian Pacific Postal Union and the South Asian Association for Regional Co-operation. India was represented at the Executive Council Session of UPU held at Berne (Switzerland) from 22.4.86 to 8.5.86.

A delegation from India attended the AMERIPEX-86 and Stockholmia-86 philatelic Exhibitions held on 20.5.86 to 31.5.86 and 4.9.86 to 11.9.86 at Chicago and Stockholm respectively. An Indian delegation attended the conference of the Commonwealth Postal Administration (CCPA) held at Montreal (Canada) from 29.9.86 to 10.10.86. The object of this conference was to evolve a common approach to problems of mutual interest at the

meetings of International bodies like the UPU. India was represented at the annual session of the consultative council for Postal Studies of the UPU held at Berne from 19.10.86 to 31.10.86. The Executive Council of the Asian Pacific Postal Union and the Governing Board of the Asian Pacific Postal Training Centre met at Kuala Lumpur (Malaysia) from 5.11.86 to 12.11.86. Secretary (P) attended these meetings. In view of its active participation in the council meetings, India was nominated to make a study on the quality of Postal Services in the APPU region.

India in its capacity as Chairman of the SAARC Technical Committee on Postal Studies hosted the 4th and 5th meetings of the said committee at New Delhi from 9-11. Sept., 1986 and 10-12 March '87 respectively. Two important decisions regarding exchange of commemorative postage stamps and other philatelic material among SAARC member countries and establishment of a Regional Research and development centre were taken in these meetings.

A seminar on Agency Functions and Financial Services performed by the post offices was also held at the Postal Staff College, New Delhi on 12-13 Sept., 1986. This was attended by representatives from the SAARC Countries.



## CHAPTER IV

### AGENCY SERVICES

#### Savings Bank :

The Post Office Savings Bank is one of the biggest thrift institutions in the country operating through a wide net work of 1,43,232 post offices, out of which 1,26,582 post office Savings Bank are located in rural areas. Various savings schemes on behalf of the Ministry of Finance are operated through Post Office Savings Bank.

With a view to provide better services to the depositors and to bring about cost effectiveness in operation, various measures, as detailed below were undertaken in the year 1986-87, to simplify and streamline procedures.

Post office Savings Accounts Rules, 1981 have been amended in Feb., 1987 raising the minimum limit of the amount for opening an account from Rs. 5/ to Rs. 20/. No transaction for less than Rs. 5/ is allowed. The minimum balances in the non-cheque and cheque accounts have been fixed at Rs. 20/ and Rs. 100/ respectively. The period of 6 years of non operation in an account has been reduced to 3 years if the account is to be declared a silent account. Rules relating to Deposit Accounts have also been amended to the effect that now R.D Accounts can be opened in multiples of Rs. 5/ subject to the minimum of Rs. 10/. Under Protected

Savings Schemes the minimum limit has been raised from Rs. 20/ to Rs. 50/.

The limit of verification of withdrawals made at single handed and Extra Departmental Offices has been raised from Rs. 1,000/ to Rs. 2,500/.

The sale of Rs. 10. denomination of NSC's (VI Issue) has been discontinued w.e.f. 1.4.86. Sale of NSC's to Non Residents Indians (NRI's) against foreign exchange has been restricted to Head Post Offices only. A new series of certificates called 'Indira Vikas Patras', involving less documentation and a simpler procedure for encashment has been introduced from 19.11.86. The work of stocking and supplying Savings Certificates has been transferred from PSD's to CSD's in order to ensure better inventory control and monitoring.

The Post Office Prize Incentive Scheme has been discontinued after the 26th draw on 30.1.1987.

A pilot project for savings Bank accounting on a computer has started in Parliament Street Head Post Office.

Greater emphasis was given for training the staff in all aspects of SB working and 5379 officials were trained during the year.

At the close of March 1987 total outstanding balances in all post office savings schemes were Rs. 24,754.07 crores while the same at the end of March 86 were Rs. 21,473.10 crores. There is an increase of more than 15% in outstanding balances during the year 1986-87 as compared with 1985-86. Total number of transactions in all schemes during 1986-87 were Rs. 31.40 crores, nearly 11.5% more than number of transactions during the year 1985-86.

#### Postal Life Insurance :

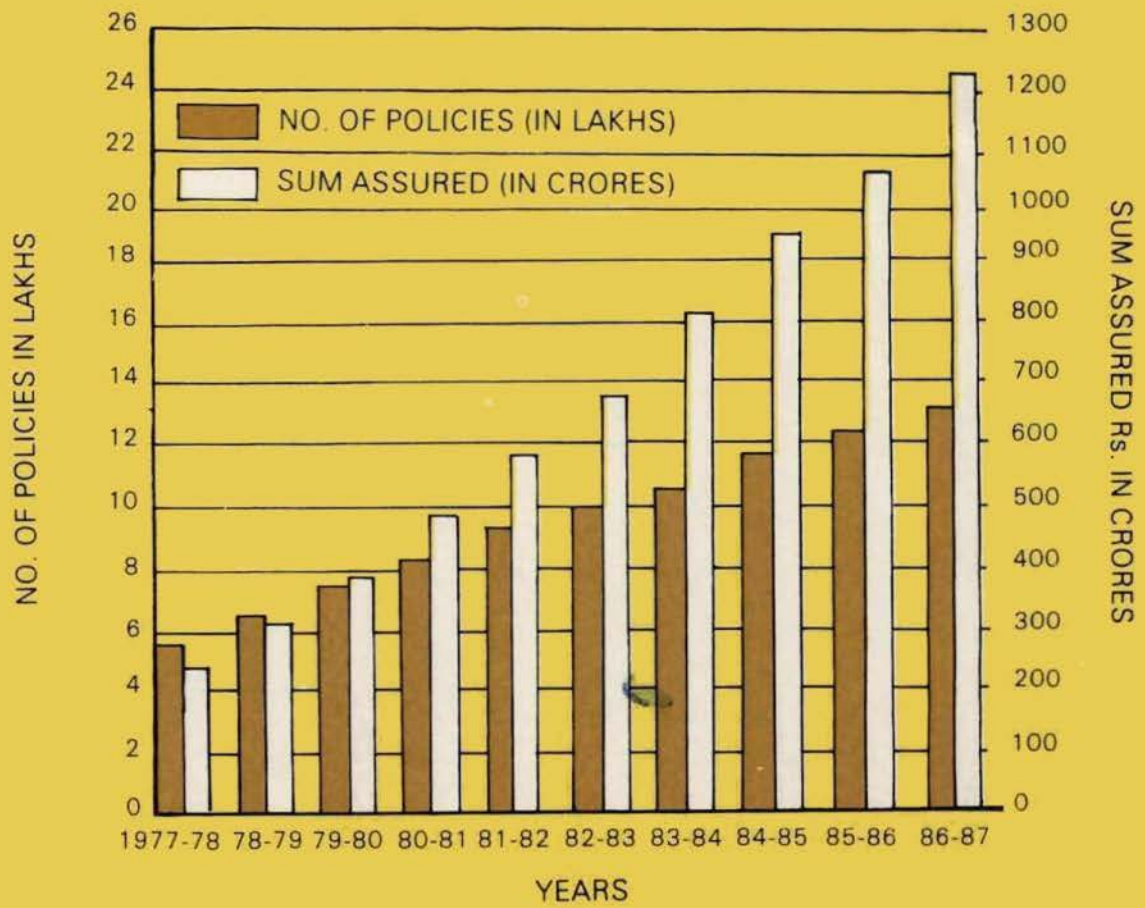
The performance of the Postal Life Insurance Scheme has shown a steady improvement during the year 1986-87. During the year 1986-87, 1,03,253 new policies were issued for a total sum assured of Rs. 179.3 crores.

The total number of Policies in force as on 31st March, 1987 was 12,81,425 and the total value of the business was Rs. 1,227.6 crores registering a growth of 5.38% and 14.6% respectively over the figures of the preceding year.

The Balance of Postal Life Insurance Fund increased to Rs. 368.9 crores from Rs. 307.2 crores registering a growth of 20.08% over the last year.



## POSTAL LIFE INSURANCE



## CHAPTER V

### DEVELOPMENT

#### Research & Development :

#### Bag dedusting Equipments :

Three Bag dedusting machines were imported from France recently and installed at Delhi Bombay and Bangalore. Manufacture of such machines is being developed indigenously which will help in the installation of more such plants in different parts of the country at a lesser cost.

#### High speed stamp cancelling machines :

The Department had been on the look out for stamp cancelling machines which would be able to cancel stamps at high speeds. Seventyfive such machines were purchased during the year and installed in various post offices. These machines are capable of cancelling 400 articles per minute.

#### Computerization :

The Department has identified certain areas for computerization such as money order reconciliation work, Postal Life Insurance, International Mail Accounting and Savings Bank Control Organisation during the period under review, the department installed two computers at Delhi, and one each at Madras and Bangalore.

#### Franking Machines :

Ten high speed franking machines imported last year have proved very useful to cope with the increasing work of franking articles consequent on the abolition of pre-paid postage systems. Fifty more such machines have now been ordered to be supplied to busy

post offices all over India. The Department is considering installing multipurpose counter machines in very busy post offices to service the customers more efficiently.

#### Rural Services Monitoring :

During the year, monitoring activity, was geared towards intensifying spot visits to postal establishments in rural areas with a view to tone up the performance of rural services with added emphasis on mail delivery & financial services. 78 Inspectors of post offices (Plan Monitoring) visited 21,726 villages during the period from 1.4.86 to 31.3.87 to monitor the quality of performance of these services and recommended various measures for improvement.

A constant watch on the continued efficiency of these services was also kept by 16 APM's, G/AD's, PS (Plan monitoring) by undertaking 558 rural visits.

#### Postal Buildings :

During 1986-87, the Department received an allocation of Rs. 32.50 crores towards construction of post office buildings and staff quarters. During 1986-87, the Department could commence 114 post office buildings and RMS buildings and 225 staff quarters besides completing 102 post office buildings and RMS buildings and 1726 staff quarters. At the end of the year 1986-87 construction of 186 post office and RMS buildings and 1741 staff quarters was in progress.

The following are some of the important buildings in respect of which

work was commenced during 1986-87.

#### OFFICE BUILDINGS :

1. Postal Staff College, Ghaziabad
2. Junagadh HO (Gujrat).
3. Postal Stores Depot, Trichur in Kerala.
4. Trivandrum GPO.
5. Girgaon HO in Bombay.
6. Bombay Back Day Reclamation SO.
7. Indore HO.
8. Raipur HO.
9. Rewa HO.
10. Chandigarh Sector, 9, 29, 30 SO's.
11. Hamirpur HO (Extension).
12. Salem HO (Gazetted).
13. Gonda HO (UP).
14. Ambala GPO (Extension).
15. Vijayawada RMS
16. Alleppey RMS

#### STAFF QUARTERS.

1. Amravati (Maharashtra) 36.
2. Sriganganagar (Jaipur) 30.

The following important buildings were completed in 1986-87 and occupied.

1. Hyderabad Jubilee HO.
2. Hyderabad Air port Sorting.
3. Rajkot HO.
4. RMS Bhawan Bangalore.
5. Nagpur City HO.
6. Ambattur HO.
7. Mangalore RMS.

#### IMPORTANT STAFF QUARTERS COMPLETED IN 1986-87.

1. Jabalpur (MP) 28.
2. Jodhpur (Rajsthan) 36.



3. Lucknow. 112.
4. Jhansi. 74.

#### **Purchase of land during 1986-87.**

During 1986-87, department invested Rs. 3.17 crores towards purchase/acquisition of land and buildings.

#### **Ready built circle office building at Simla.**

Consequent upon creation of a separate Postal Circle for Himachal Pradesh with Headquarter at Simla, the Department proposed to purchase a ready built building from the simla Development Authority for locating the PMG's office at an

estimated cost of Rs. 32.28 lakhs, the deposit having already been paid.

#### **Printing Press :**

In order to narrow the gap between the demand and supply of essential forms and also to meet the urgent printing requirements of Department, an Offset Postal Printing Press with installed capacity of 1800 M.T. per annum and equipped with the latest sophisticated machinery has been set up at Bhubaneswar and commissioned w.e.f. 26.12.86 at an estimated cost of Rs. 3.96 crores.

The Press will cater to the needs of essential forms of 3 postal circles, i.e.

Andhra Pradesh, Bihar and Orissa. It is expected that the press will achieve a target utilization of 70% of its installed capacity during the first year and the same may reach and stabilise at 80% in subsequent years. There is provision for cent per cent expansion of the capacity of the press by adding to more offset presses and additional machinery and running the press round the clock in 3 shifts.

The Department participated in the India International Trade Fair-86, held at Pragati Maidan, New Delhi from 14.11.86 to 30.11.86. The communications pavilion shared the second prize along with the Railways. The exhibits in the Postal Pavilion received appreciation from the public.

## CHAPTER VI

### MANAGEMENT

#### Organisation :

The department of Posts which was created after the bifurcation of erstwhile Directorate General Posts and Telegraphs in Jan, 1985, is a part of the Ministry of Communications. During the period under review, the Ministry of Communications, was under the charge of Minister for Communications, Shri Arjun Singh and Minister of State for Communications, Shri Santosh Mohan Dev.

The apex body of the Department is the postal Services Board which is responsible for taking policy decisions and their implementation at the field level. The Postal Services Board was constituted just after the bifurcation of DGP & T in January, 1985. Secretary, Department of Posts heads this apex body as Chairman assisted by four members of the Board, who are ex-officio Additional Secretaries to the Govt. of India, and a Secretary to the Board who is of the rank of Joint Secretary to Govt. of India.

Three levels of Senior Officers viz. Deputy Director General (DDG), Director and Asstt. Director General (ADG) assist the Board in helping it in its day to day working. The functional units viz. Circles are headed by a Senior Admn. Grade (SAG) Officers of the rank of Post Master General (PMG). The Circles are responsible for implementation of the decision taken by the board. To assist PMG in discharging his duty two or three Junior Administrative Grade (JAG) Officers (Director of Postal Services) are put under his direct control. Down the ladder are the officers from Senior Time Scale and Junior Time Scale Group 'A' and officers from Group 'B'

who, are in charge of field formations. At present there are 39 units directly reporting to the Department of Posts. These comprise of :

Postal Circles	18.
Controller Foreign Mails, Bombay	1.
Postal Staff College	1.
Postal Training Centres.	5.
Army Postal Directorate.	1.
Postal Life Insurance.	1.
Chief Engineer Civil Wing.	1.
Superintending Engineer (Electrical).	2.
Superintending Engineer (Civil).	6.
Senior Architect.	3.

#### Establishment :

Shri P.S. Ragavachari an officer of the Indian Postal Service who was member (Operation) Postal Services Board, took over as Director General Posts and Chairman of the Postal Services Board in addition to his duties as Secretary to the Govt. of India, Department of Posts, on 28th February, 1987 vice Shri K.R. Murthy who retired from service. Out of four members of the Board, two members Sh. Kailash Prakash, Member (Postal Development) and Sh. R. Kishore, Member (Personnal) continued to hold their respective posts. Shri V.S. Jafa, Member (Finance) was transferred to the Ministry of Defence and replaced by Shri S. Krishnan an officer of Indian Audit and Accounts Service with effect from 7th Nov, 1986. After elevation of Shri P.S. Ragavachari as Secretary, Department of Posts, the Post of Member (Operation) remained vacant during the remaining period of 1986-87. Sh. R.C. Gupta continued to hold

the post of Secretary (Postal Services Board) during the period under review.

#### Staff Strength :

The total staff strength on 31.3.1987 was 5.89 lakhs employees including 2.97 lakhs extra Departmental employees. 42 officers and 4018 other ranks (including 78 under training) were on deputation to the Army Postal Service.

#### Cadre Review :

As a result of the Cadre review of Indian Postal Service and the acceptance of the IV pay commission recommendation, two posts equivalent to addl. Secretary to Govt. of India were created and the three posts of Member, Postal Services Board elevated to be a higher scale of pay. The cadres of PMS Group B and PSS Group B (the two main group B cadres of the department), have been decided to be merged. Cadre review of Inspector of Post offices was done a year ago. A similar review of the Inspector of RMS has now been undertaken. Simultaneously, the question of merging the cadre of Inspector of POs and Inspectors of RMS are under active consideration.

#### Quality of Manpower :

The challenge of modernisation and diversification of Operations required upgradation of the quality of manpower at all levels. This upgradation is effected by better quality of training at different stages but it also involves induction of people with initial higher educational qualification and promotion strictly on the basis of the merits and at a younger age for really



competent officers. The IV Pay Commission has slightly elevated the pay scale of Postmen and recommended that Postmen who are directly recruited should be Matriculates instead of VIII pass as at present. This is being given effect to. Simultaneously measures are being taken for improving the quality of lower Grade officials who are promoted to the clerical grade. For those who are recruited from the open market to this grade, the minimum educational qualification has been raised from matriculation to 10+2.

For the first time, for promotion from Group 'C' to the Postmasters Service Group 'B' from the general line, a competitive examination has been held. The syllabi of the different departmental examinations for promotions, confirmation etc. are being reviewed to make them really effective in selecting the most competent officials.

#### **Training :**

There are 5 regional training centres which provides induction and inservice training to operative and supervisory staff. In all 14,616 officials have been imparted training during this year.

Under UPU Technical Assistance in kind scheme, a course on Postal operation and Management for 8 weeks, was held at PTC Mysore and officers from Surinam, Guyana, Uganda, Nigeria, Tanzania, Iran and Yemen participated.

Under SAARC programme, a course for four weeks duration on 'International Mail & Routing' was held at PTTC Saharanpur and officers from Nepal, Srilanka, Maldives, Bhutan & Pakistan participated.

Training in operation of Registerex machines for M.O. and Registration counter work has been introduced in

training centres. Exposure to computer science was introduced at PTC Mysore as an item of the curriculum to appraise the participants of Supervisory Cadre, the importance of Mechanisation and use of computer in the Department. Principa, PTC Vadodara attended a training programme at the Post Office Executive College, Cardiff (UK) from 2.3.87 to 10.4.87 on modern systems of Training. PTC Vadodara was visited by the second sub committee of Parliament on Officials Language on 13.1.87. The committee was happy with the progress made by the centre in the direction of progressive use of Hindi in its various activities

#### **Postal Staff College :**

Postal Staff College provides induction training to officers belonging to Indian Postal Service and Indian P&T Finance & Accounts Service. It also organises a number of refresher courses, seminars, workshops and Executive Development Programme for IPS's and other Gazetted Officers in the field. In all 280 officers of different cadres attended the training programme conducted by the college.

#### **Construction Activities :**

At the Training Centre, Darabhanga construction work of Dining Hall, 2nd Pump house and 4 type I quarters have been completed. The project for installation of Solar water heater in the hostel was under taken in association with the Deptt. of Non-conventional energy sources at P&T Training Centre, Saharanpur.

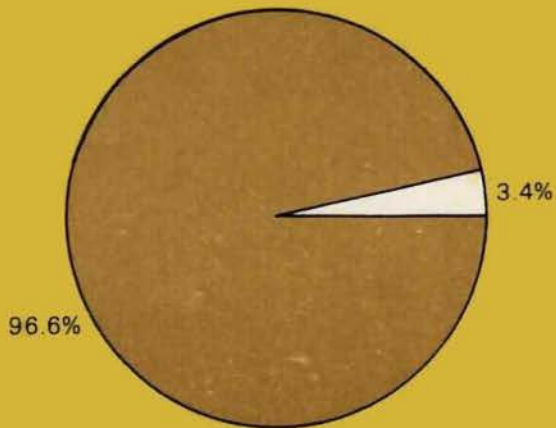
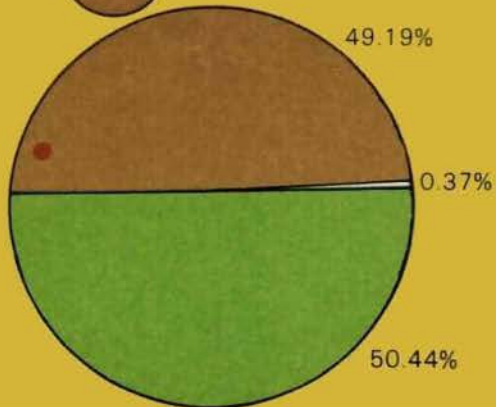
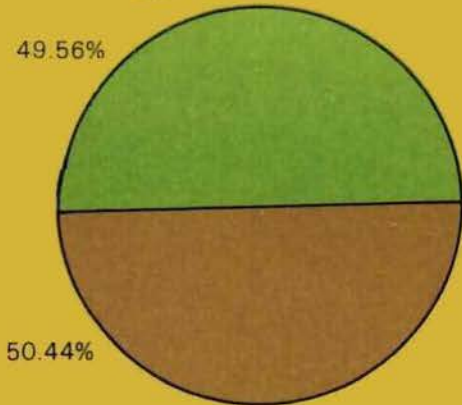
#### **Work Study :**

Internal work study unit is responsible for carrying out work studies relating to norms for staff assessment in postal and RMS field units and work measurement and method studies of various sections of the Directorate. Efficiency Bureau

undertakes indepth studies of specific problems with the primary object of improving performance and effecting economy in various fields of activity. During the year 1986-87, sixteen such studies were completed. These studies cover areas like norms for operation of franking machines, registration and money order service, savings bank ledger agreement, unified time factor for insured articles, standards for tradesmen in workshops of Mail Motor Services. These studies are listed below :

1. Work study for fixation of standards for various posts in Postal Training Centres.
2. Work study for revision of norms for sanction of staff in the treasury branch of post offices.
3. Work study for registration branch in post offices.
4. Work study for liberalization of time factor for SB ledger agreement in SBCO.
5. Work study for revision of norms for Group 'C' staff in respect of RLO.
6. Evolution of standards for the post of skilled, semi skilled tradesmen in work shops of Mail Motor Services.
7. Work study for review and revision of norms for sanctions of Group 'C' operation staff for registration service in RMS units.
8. Rationalisation of time factor relating to Madan Kishore Report.
9. Work study for review and revision of norms provided in MTT for money order Services.
10. Work study for evolution of norms for Group 'C' staff connected with booking, receipt and despatch for recorded delivery articles.
11. Work study for provision of single unified time factor

# STAFF STRENGTH AS ON 31-3-1987





for insured articles received and despatched in RMS.

12. Evolution of norms for Group 'C' staff and supervisory staff connected with the work of franking machine in Postal Division Offices.
13. Evolution of norms for PRI (P) franking machine.
14. Evolution of norms for sanctioning the posts of ASPO's connected with the work of franking machine.
15. Work measurement study of PF section of the directorate.
16. Study for streamlining performance procedures of sorting postmen for sorting of articles received for delivery.

#### **Inspection :**

The inspection organisation carried out the inspection of 7 Postal Administrative units. In addition visits were paid to a large number of Postal Field Offices.

Questionnaire for inspection of Postal Store Depot was revised and issued. The third Departmental suggestion committee in its meeting on 29.12.86 under the Chairmanship of Secretary accepted 7 suggestion out of 224 suggestions examined during the year. Awards/Commendation Certificates to the authors of these suggestions have been issued.

#### **Complaints :**

During the year under review 7,76,210 public complaints were received and enquired into as against 8,17,735 complaints in the preceding year. The percentage of complaints to the total traffic handled was of the order of 0.00595 per cent.

Taking into account the increase in traffic and decrease in the number of

complaints received, the percentage of receipt of complaints has gone down.

#### **Vigilance :**

869 complaints of corruption were dealt with. 13 cases were enquired into by the CBI and 445 investigated departmentally. Action for prosecution in 7 cases, major penalty proceedings in 129 cases and minor penalty and administrative action in 93 cases were initiated. During the period, the disciplinary proceedings ended in imposition of major penalty in 69 cases, minor penalty in 57 cases and administrative action in 22 cases.

#### **Commercial Publicity :**

The revenue from advertisements on articles of postal stationery like Postcards, Inland letter cards, etc. during the period from April 86 to March 87 amounted to Rs. 34,82,350/- lakhs. There was a marked increase of Rs. 7 lakhs during the year.

The SAARC and UPU letter writing Competitions were organised during the year. The subject for the 'On the Spot' letter writing competition of SAARC was the 'Postman 'A' Friend of Society'. Shri T.N. Rajesh of Tamilnadu was awarded the first prize for this competition in the SAARC region. The second and third prizes were won by children from Pakistan and Shrilanka respectively.

#### **Official Language :**

##### **Use of Hindi in Official Work:**

The work regarding progressive use of Hindi in official work in the Department of posts continued to be looked after by O.L section under control of Secretary, postal Services Board assisted by one Director (OL) and one Hindi Officer. The work pertaining to implementation of various provisions of the Official Language Act 1963 and rules made there under

continued to be handled by the O.L. Unit. Hindi sections/cells are also working in all circle offices and Hindi Officers/Sr. Hindi Officers have been entrusted the responsibility of implementing the Official language Policy of the Government of India in the Circle Offices.

#### **Official Language Implementation Committee :**

The Official Language implementation committee under the Chairmanship of Secretary, Postal Services Board continued to function actively. During the year under report the committee held 4 meetings to review the implementation of various provisions of OL Act and OL Rules and decisions taken therein were implemented.

#### **Hindi Salahakar Samiti :**

Sanchar Mantralaya Hindi Salahakar Samiti under the Chairmanship of Communication Minister continued to provide guidance and suggestions for the progressive use of Hindi in the Department.

#### **Implementaion of Annual Programme :**

All efforts were made to achieve the targets fixed by the Official Language Department under Annual Programme for the year 1986-87. Letters received in Hindi were replied to in Hindi. About 80% correspondence with the Hindi Speaking States/Union Territories were done in Hindi. Compliance of section 3(3) of official Language Act was ensured. All entries in service books of Group 'C' and 'D' employees are being made in Hindi.

#### **Hindi Teaching Scheme :**

In the Postal Directorate there are 861 officers and officials of whom 671 have working knowledge/porficiency



in Hindi. During the year 9 employees in Hindi, 7 in Hindi Type writing and 10 in Hindi Stenography were trained/nominated for training.

#### **Hindi Workshop :**

During the year in Postal Directorate 2 workshops were organised for officers and officials of the Directorate. In the workshop 26 officers/officials were trained in Hindi Noting and Drafting.

#### **Hindi Week :**

According to the Annual Programme, during the year a Hindi week was organised in the Directorate from 7.12.87 to 11.12.87 and in all its subordinate organisations/circles from 14.9.87 to 19.9.1987.

#### **Notification of the Offices :**

During the year 1986-87 offices were notified under Rule 10 (4) of O.L. Act where 80% or more staff required working knowledge of Hindi.

#### **Departmental Manuals :**

During the period under review, out of 35 manuals, 8 manuals were printed bilingually while 14 manuals were sent for printing after getting updated/-translated in Hindi.

#### **Hindi Books :**

A Hindi Book Selection Committee was constituted with Secretary (Postal Services Board) as Chairman and two eminent Hindi Writers as members. A Comprehensive list of readable Hindi Books was prepared and recommended to the circle offices for purchase of books for Libraries in various Subordinate formations under them. All most all circles utilized funds earmarked for them for the purpose.

#### **Welfare :**

The Postal Services Staff Welfare Board has been functioning under the Chairmanship of Minister of State for Communications. The objectives of the Board are to promote, develop, organise and exercise overall control in respect of staff amenities and welfare, sports and cultural activities in the Department. The financial resources of the Board are grant-in-aid from the Government, voluntary contribution from staff members and organising cultural activities etc.

The welfare fund is spent on the activities like sports, cultural events, recreation clubs etc. Financial assistance in the case of illness/death grant of scholarships, subsidy for excursion trips etc. An expenditure of Rs. 63 lakhs was incurred in organising these activities.

In 1986, the Board decided to introduce the scheme for grant of incentive to the outstanding children of postal employees, enhanced the rates of scholarships, grant-in-aid for establishing Creches for children of working ladies.

#### **Amenities :**

The Department provides subsidies to the staff canteens, community centre in the residential colonies. Holiday homes have been organised and opened at 17 places in the Department of Posts to encourage tourism amongst the employees.

#### **Sports :**

About 25% of the welfare grant is being spent on sports. There is a separate Board for sports, namely Postal Sports Board, Chaired by Secretary, Department of Posts.

Sports meets were conducted at Divisional, Regional and All India level in 15 different disciplines during the

year. An All India Cultural meet was also organised at Bhopal in which children and families of postal employees exhibited their talents. Sports persons from the Department participated in National Championships of 11 events like Volleyball, Wrestling, Table Tennis etc.

In addition, lectures were organised in the Postal Directorate on families welfare with the Co-ordination of Ministry of Health and Family Welfare. Special attention is being paid for implementing Prime Minister's 15 points programme on welfare of minorities. Orders have been issued for grant of additional financial help of Rs. 3000/- to the families of employees who die during communal riots, terrorist activities etc.

#### **Medical Facilities :**

As on 31st March, 1987, 54 P&T Dispensaries were functioning at 45 stations in the country providing outdoor medical facilities which include demiciliary care, routine laboratory tests and supply of medicines to the employees of Department of Posts and the Deptt. of Telecommunications. Although consequent upon the bifurcation of erstwhile Posts and Telegraphs Deptt. into the Department of Posts and Department of Telecommunications, the medical services have been placed under the Department of Posts, the medical facilities are made available to the Telecommunications personnel on mutually agreeable charges to be accounted for at the Board level. Patients requiring hospitalisation, specialist consultations and special investigations etc., are referred by the dispensary doctors to the Government/recognised hospitals. These dispensaries have helped not only in providing timely and adequate medical facilities to the employees and their family members, but have also helped in curbing the malpractices and controlling of expenditure on the



medical reimbursement, resulting in a substantial saving to the Department.

The pensioners are also allowed medical facilities from the P&T Dispensaries under the 'P&T Retired Employees Contributory Health Service Scheme. The pensioners are, however, not allowed the facilities for the hospitalisation, specialist consultation and special investigations as these involve reimbursement of expenditure under CS (MA) Rules, which have not been extended to the Central Government Pensioners.

Family welfare programme is also carried out at the P&T Dispensaries. The programme is limited to

motivation and education of eligible couples covered by the dispensaries and motivated persons are referred to the District Family Welfare Centre for Services. Family Welfare staff has been appointed in some of the bigger dispensaries.

#### **House Journal :**

During the year 1986-87 (March) the DAK-TAR Magazine was brought out together by the Department of Posts & Deptt. of Telecom. It covered important events of both the departments and gave a wide coverage to all circles and divisions for their contribution in the interest of the respective services. Features on

devotion to duty, courage and selfless service of the employees was appreciated by the readers. Special issues were brought out on the World Telecom Day, the World Post Day & the National Integration Day. All these issues were highly informative and educative.

#### **Committee on Excellence :**

As recommended by the IV Pay Commission, a committee on excellence to review the personnel management of the Department of Posts for achieving postal excellence is being set up. Shri S.B. Lall, Retired Secretary, Government of India was appointed Chairman of this committee.

# CONTENTS

Page

## **GENERAL ADMINISTRATION**

19

INTRODUCTION  
THE POSTAL SERVICES BOARD  
DEPUTATIONS/DELEGATIONS SENT ABROAD  
INSPECTION ORGANISATION  
MEDICAL FACILITIES  
WORK STUDY  
HINDI SECTION  
HOUSE JOURNAL  
COMMERCIAL PUBLICITY CELL  
VIGILANCE  
PUBLICITY CELL  
EXPERT COMMITTEE ON POSTAL EXCELLENCE  
STAFF RELATIONS  
MATERIAL MANAGEMENT

## **POSTAL SERVICES**

23

INTRODUCTION OF SPEED POST SERVICE  
INLAND SPEED POST  
EXPANSION OF POSTAL NETWORK  
MAIL MOTOR SERVICE  
PHILATELY  
INTERNATIONAL POSTAL RELATIONS  
TRAINING  
SAVINGS BANK  
SIMPLIFICATION OF POSTAL PROCEDURES  
POSTAL LIFE INSURANCE

## **FINANCIAL REVIEW**

27

**ACTIVITIES 1987-88**

(Report Covering the period from 1-4-1987 to 31-12-1987)

**General Administration**

The Department of Posts is one of the two Departments in the Ministry of Communications. Since 22nd October, 1986 to 14th Feb. 1988 the Ministry was under the stewardship of Shri Arjun Singh, Cabinet Minister of Communications assisted by Shri Santosh Mohan Dev, Minister of State for Communications. On 14th Feb. 1988, Shri Vasant Sathe, Energy Minister was given additional charge of Communications Ministry in place of Shri Arjun Singh who took over as Chief Minister of Madhya Pradesh. Shri Santosh Mohan Dev, Minister of State for Communications was also shifted to the Defence Ministry as Minister of State for Defence on the same day.

**The Postal Services Board :**

There was no change in the constitution and functioning of the Postal Services Board upto 31st March, 1988

Shri P.S. Ragavachari, an officer of Indian Postal Service continued to hold the office of the Director General, Posts and Chairman, Postal Services Board in addition to his duties as Secretary, Department of Posts. Out of the four members of the Postal Services Board, Member (Finance) Shri S. Krishnan continued to hold his post during the period under review. The post of Member (Operations) remained vacant upto 21st April, 1987 till Shri Gurcharan Singh joined on 22nd April, 1987. Member (Development), Shri Kailash Prakash shifted to the post of Member (Personnel) after the retirement of its incumbent Shri R. Kishore on 31st July 1987. The post of Member (Development) was filled by Shri Ajoy Bagchi an officer of Indian Postal Service on 31st July, 1987.

The present composition of Postal Services Board is as under :

- |                          |  |
|--------------------------|--|
| 1. Shri P.S. Ragavachari | Secretary, Posts<br>Director General, Posts<br>Chairman, Postal Services Board |
| 2. Shri Kailash Prakash  | Member (Personnel)   |
| 3. Shri Gurcharan Singh  | Member (Operations)  |
| 4. Shri Ajoy Bagchi      | Member (Development)   |
| 5. Shri S. Krishnan      | Member (Finance)   |
| 6. Shri R.C. Gupta       | Secretary,<br>Postal Services Board  |

**Deputations/Delegations sent abroad**

The following officers were sent abroad on Foreign deputation/Universal Postal Union on short term assignments during the year 1987-88 to the countries indicated against their names :

- |   |   |
|---|---|
| 1. Shri S.P. Ojha<br>Addl. Postmaster General<br>West Bengal Circle<br>Calcutta | International Postal Study Cycle<br>Paris (France)  |
| 2. Shri I.D. Shukla<br>Postmaster General, Haryana                              | UPU Consultant, Sudan   |
| 3. Shri B. Parabrahmam<br>Postmaster General<br>Karnataka Circle                | UPU Consultant Ghana, Lesotho<br>Liberia , Nigeria and Uganda   |
| 4. Shri N.K. Verma<br>Dy. Director General (SBO)                                | Indian delegation to Cologne<br>Innobeneh and Vienna<br>Savings Bank General Assembly of<br>ISBI world Conference of Savings Bank |
| 6. Shri A.V. Rao<br>Addl. Postmaster General<br>Delhi Circle                    | UPU Mauritius   |
| 5. Shri S.C. Mahalik<br>Dy. Director General (PAF)                              | UPU Kenya   |
| 7. Shri R. Narasimahan,<br>Controller Foreign Mail<br>Bombay                    | UPU Nauru   |
| 8. Shri Ajoy Bagchi<br>Member (D)   | UPU APPTC Bangkok   |
| 9. Shri K.P. Biswas<br>Addl. Postmaster General<br>Gujrat , Ahmedabad           | UPU West Samoua   |
| 10 Shri K.R. Rambhad<br>Director (MPO)<br>Bombay                                | UPU Ethiopia  |



### **Inspection Organisation :**

The Inspection Organisation of the Directorate carried out inspections of 5 administrative units during the period from 1.4.87 to 31.12.87. Further, as per annual plan for the year 1988, one more unit is proposed to be inspected during the month of February, 1988. In addition, visits were paid to a large number of field offices till 31.12.87.

Questionnaire for inspection of Divisional Superintendent of Post offices was revised and issued on 13.8.87.

The 4th Departmental Suggestion Committee meeting was convened on 26.6.87, out of 96 suggestions examined 7 suggestions were accepted by the Committee and the authors of these suggestions were awarded cash/commendation certificates as recommended by the Committee.

### **Work Study :**

Internal Work Study unit is responsible for carrying out work studies relating to norms for staff assessment in Postal and RMS field unit and work measurement and method studies of various sections of the Directorate. Efficiency Bureau undertakes in-depth studies of specific problems with the primary object of improving performance and effecting economy in various fields of activity.

Some of the important studies undertaken by IWSU and EB sections are as follows :

Work study report for revision of norms for creation of Head Post Offices.

Work study for evolution of norms for sanctioning Group 'C' staff in

connection with sale of Indira Vikas Patras in Post Offices.

Work study for evolution of norms for sanctioning the posts of ASPOs connected with the work of franking machine.

Work study for evolution of norms for Group 'C' staff connected with the payment of pension under provisions of Coal Mines Family Pension Scheme-1971.

Work study of PRP, Vigilance III, UPE and C&A/Pay Bill sections of the Postal Directorate.

The following studies are likely to be completed during the period 1.1.88 to 31.3.88.

Work study report for evolution of norms for Group 'C' staff with Administrative Branch of Foreign Post.

Work study report for fixing norms for additional items of work in NSC.

Work study for revision of norms of SB Account for calculation of interest.

Streamlining the work pattern, defining functions, administrative and financial powers of Additional Postmasters General and Regional Directors and domestic delegation of powers to APMsG/ADPs.

Sample survey of postal traffic

Work study of SB Section and method study of PE-I and PE-II sections.

### **Hindi Section :**

All India Official Language Conference was organised on 27th and 28th August, 1987 jointly by Department of Posts and Department of Telecommunications under the Chairmanship of Member (P). Many important issues were discussed with the members of the conference. A

large number of suggestions were received and examined by the Chairman of the Conference, Director (OL) Postal and Telecommunications and valuable suggestions were rewarded.

### **House Journal :**

After bifurcation, the Department of Posts started a new bilingual House Journal "Dak Patrika" during this year.

An special issue was brought out on the World Post Day on 9th October, 1987. Important events of the Department were covered by the news items and articles contributed from different circles. The new House Journal has been appreciated by the employees as it provides a platform for a two way communication.

### **Commercial Publicity Cell :**

The revenue from advertisements on Postal Stationery like Postcard/-Inland Letter Card/Aerogrammes etc. has been Rs. 15 lakhs for the period from April to December 1987. Advertisements for about Rs. 10 lakhs are anticipated in the next quarter of this financial year.

### **Publicity Cell :**

The 5th SAARC and 16th UPU Letter Writing Competition were organised during this year. The subject of the on-the-spot Letter Writing Competition of SAARC was "The Post-A mean for friends to remain Friends". The first prize for this competition was given to Miss A. Renuka of Madras. The 2nd and 3rd prizes were won by Miss S. Raja Lakshmi of Madurai and Miss. Bira Lakshmi Nepram of Imphal respectively. The subject for UPU Letter Writing Competition was "Letter to a Homeless child setting forth the Human duties and obligations to improve the living condition of the Homeless". Miss. V. Lakshmi of Chi dambaram (Tamil Nadu) and Miss. Leena Balakrishnan of Madras were awarded first and second prizes respectively and the 3rd prize was shared by Miss. Panchali Mazumdar and D. Nagendra.



## **Vigilance :**

In all, 474 allegations of corruption were dealt with. Two cases were enquired into by the CBI and 359 cases were investigated Departmentally as a result of which action for prosecution in 4 cases, major penalty proceedings in 105 cases and minor penalty proceedings/-administrative actions in 57 cases were initiated. During this period on conclusion of proceedings, major penalties in 72 cases and minor penalties in 31 cases were imposed besides administrative action in 3 cases.

## **Expert Committee On Postal Excellence :**

The Government has been considering the need for improving the performance of the Postal Services for some time, in the context of increasing demands on the postal administration since independence due to all-round economic development and increase in population and literacy as also revolutionary changes in communication technology. Recently, the Fourth Pay Commission has also recommended the setting up of a Committee in order to review the postal services and personnel management so as to achieve postal excellence and give satisfaction to those employed in vast infrastructure of the Department. This recommendation has been carefully considered and it has been decided to set up an Expert Committee with the following membership :—

1. Shri S.B.Lal, Retired Secretary (Coordination) Cabinet Secretariate  
Chairman
2. Shri S. Ramanathan, Director, Indian Institute of Public Administration, New Delhi  
Member
3. Dr. P.C. Joshi, Institute of Economic Growth, Delhi  
Member
4. Shri R. Kishore  
Retired Member (Personnel)  
Postal Services Board  
Member

5. Dr. N. Seshagiri, Addl. Secretary, Deptt. of Electronics, New Delhi  
Member
6. Shri K.C. Sharma,  
Addl. Secretary, Ministry of Labour  
New Delhi  
Member
7. Shri K. Diesh, Dy. Director General  
Postal Services Board, New Delhi  
Member Secretary

The terms of reference of the Expert Committee will be as under :

- (i) To study the functioning of the Postal Services in the context of increasing demand from different sectors of society and identify the operational, managerial and technological strengths and weaknesses of the system.
- (ii) To recommend short term and long term measures to ensure comprehensive planning and efficient cost-effective operation of the postal network with suitable technological changes with a view to achieving greater public satisfaction.
- (iii) To review the finances of the department and pricing policy of the Postal Services and make suitable recommendations keeping in view the public interest and the available resources.
- (iv) To review and suggest changes necessary in the personnel policy of the Department including policies for recruitment, training, placement, career progression and vigilance (excluding those relating to pay, allowances and retirement benefits) for improving employees satisfaction, productivity and changing over to more effective and business like work culture.
- (v) To review the organisational structure, including the head-

quarters set-up of the Department as also the relationship with other Government Departments and organisations and make suitable recommendations keeping in view the need for public accountability and efficiency of administration.

The Expert Committee will submit its report as early as possible but not later than 30th September, 1988.

## **Staff Relations :**

In the Department of Posts, the relations between the Administration and its employees represented through 29 Unions/Associations including 3 Federations have continued to remain cordial during the period April, 1987 to December, 1987. A notice of strike was given jointly by the three Federations in order to get a number of demands accepted. Through prolonged negotiations with the representatives of employees, it was possible to enter into an agreement and to avoid any confrontation. Periodical meetings at different levels with the recognised Unions and Federations are held to ensure a constant dialogue with the employees in maintaining harmonious relations and mutual cooperation in performing the public services.

## **Material Management and Printing :**

### **Designation of Postal Stores Depot Bhubaneswar as Regional Forms Depot :**

1. Consequent upon installation of Postal Printing Press at Bhubaneswar, Postal Stores Depot, Bhubaneswar was designated as Regional Forms Depot. with effect from 1.4.87 and made responsible for supply of essential forms to following Postal Stores Depots in Andhra, Bihar and Orissa Circles.

Hyderabad, Guntakal, Rajahmundry, Vijayawada, Patna, Ranchi, Muzaffarpur, Sambalpur.

**Zonal Meetings of Superintendents of Postal Stores Depots :**

2. Meetings of Superintendents of PSDs of the Zone were held at the following stations on the dates noted against each to arrange diversion of stores/forms from the surplus depot to the deficit depots and to review the functioning of the Depots with a view to improve materials management.

Bombay 5th and 6th March, 1987  
Madras 7th and 8th May, 1987

Calcutta 11th and 12th Aug. 1987

**Participation in Trade Fairs/Exhibitions :**

3. The Department took part in the India International Trade Fair Consultants held at Pragati Maidan on 14-29th November, 1987 as a joint participant with Telecommunication India Ltd. The pavillion was adjudged the best among the Public Undertakings.

**Printing of Postal Manuals and Publications :**

4. The revised editions of the

following Manuals/Publications were published during the year :

1. Story of Post Office (Reprint)
2. P.O. Guide Part-I
3. Postal Manual Vol.VI Pt.II corrected upto 1986.
4. Postal Manual Vol.VI Pt.III corrected upto 1986.
5. Postal Accounts Form
6. Post Office Guide Pt.IV
7. Post Office Pocket Guide
8. Postal Accounts Manual, Vol.I—corrected upto 1986.





Prime Minister, Shri Rajiv Gandhi, releasing a commemorative Postage Stamp. Shri Arjun Singh, Minister of Communications and Shri Sontosh Mohan Dev, Minister of State for Communications are also seen in the picture.



Shri Arjun Singh, Minister of Communications, laying the foundation stone of Head Post Office, Tikamgarh on 29.3.1987.







COMMEMORATIVE STAMPS 1986—87





A view of the new Edapally Post Office building against the background of palm-fronds.



Extensive Counter Space provided in Edapally Post Office building, Kerala.

## POSTAL SERVICES

**Introduction of Speed Post Service :**

The Department Introduced International Speed Post Service with 20 countries, named below with dates of introduction :

Portugal, Egypt, France, Bahrain, Netherlands, U.A.E. (Dubai), Switzerland, Belgium, Oman, Greece, Turkey, Tunisia, Ireland, Macau, Sweden, Pakistan w.e.f. 1.7.87, Austria from 1.9.87, Bangladesh from 1.12.1987, Australia from 1.1.1988 and USSR from 2.1.1988.

International Speed Post Service with Brazil, Rawanda and Thailand will be introduced w.e.f. 1.3.1988.

**Routing of foreign air mails :**

Foreign Air Mails routing schedules to different destinations abroad were reviewed. The frequency of despatches to many countries in Africa and Middle East was increased from 2 to 3 and 3 to 4 in a week to ensure expeditious delivery of Air Mail articles for these countries.

**Inland Speed Post :**

Inland Speed Post which was introduced with effect from 1st August, 1986 in the country, was further extended to the following cities by opening centre upto December, 1987.

Agartala, Silchar, Coimbatore, Visakhapatnam, Nagpur and Imphal

Speed Post extension counter facilities to only book articles were provided at :

Vijayawada, Hosure, Thane, Faridabad, Ghaziabad and Noida Complex.

With effect from 18.1.1988, the Speed Post was extended to Agra, Gwalior, Patna, Srinagar, Chandigarh, Bhubaneswar, Cuttack, Mangalore, Trichy, Madurai, Salem, Tirupati, Vijayawada, Trivendrum and Shillong

**Expansion of Postal Network :**

During the year upto 31.12.1987, 265 new branch post offices were sanctioned in Bihar, Kerala, Madhya Pradesh, Maharashtra, North Eastern, Punjab, Rajasthan and West Bengal Postal Circles.

In addition, departmental sub post offices have also been sanctioned to provide communication infrastructure for important developmental projects and installation such as steel Market Complex New Bombay, Paradeep Phosphates, Electronic Switching System Project of ITI at Manakapur, Western headquarters, Chandi Mandi and others in relaxation of the ban orders.

The following policy decisions have also been taken :

- (i) A gram panchayat will be eligible for a post office provided that the combined population of all the villages within the gram panchayat exceeds 3,000 (1,500 in hilly, backward and tribal areas) and there is no post office within the gram panchayat area.
- (ii) The minimum expected income for new post offices in rural areas will be fixed at 33.33%

of the cost (15% in the case of hilly, backward and tribal areas)

- (iii) Apart from extra departmental post offices in rural areas departmental post offices will also be set up under the postal sector plans infrastructural support to projects, developments coming up under Central and State sector plans.
- (iv) In rural areas the permissible limit of loss will be raised to Rs. 2,400 per annum per post office (Rs. 4,800 in the case of post offices in hilly, backward and tribal areas).

However, in view of the continuing ban on creation of posts the programme of opening of new post offices will be subject to relaxation from the ban to be granted by Ministry of Finance and also subject to availability of resources.

A decision has been taken not to issue any more licences for postal agencies (otherwise known as LPA scheme). However the scheme of sale of postage stamps and stationery through licenced vendors will continue to operate and such licences granted wherever needed.

**Mail Motor Service :**

Proposals for the introduction of departmental Mail Motor Service at five new places i.e. Jodhpur (Rajsthan Circle) ; Gwalior (M.P. Circle), Sambalpur Town (Orissa Circle) and Bharuch (Gujarat Circle) have been processed for consideration, during 1987-88.



More than 50 vehicles have been replaced till 30.11.87 against condemned vehicles in order to improve and maintain efficiency in transmission of mails.

Another 40/50 more vehicles are estimated to be purchased during the remaining period of the year 1987-88 to replace the overaged condemned vans to augment the existing fleet strength and for new introduction.

### **Philately :**

46 commemorative/special stamps were issued including a set of two stamps on Wild Life, two sets on India-89 containing 2 and 4 stamps, a set of 2 stamps on Rotary International, a set of 2 stamps on eye donation and a set of 4 stamps on Indian Trees.

At present there are 45 Philatelic Bureaux and 142 Philatelic counters in existence. The Department organised the Maharashtra circle level Philatelic exhibition called Mahapex-87 from 19.12.87 to 22.12.87. The Department participated in the following International Philatelic Exhibitions.

- (i) HAFNIA-87 by sending exhibits and hiring sales booths from 16.1.87 to 25.1.87 in Copenhagen, Denmark.
- (ii) Capex-87 by sending exhibits and hiring sales booth in the exhibition held at Toronto, Canada from 13.6.87 to 21.6.87
- (iii) Olympipex-87 World exhibition of Olympic Philately held in Rome from 19.8.87 to 9.9.87 by sending exhibits.
- (iv) Thaipex-87 National Philatelic exhibition held in Bangkok from 4.8.87 to 13.8.87 by sending exhibits.

### **Exhibitions proposed to be held :**

Tanapex-88 State level exhibition by Tamil Nadu Circle from 11.2.88 to 14.2.88 .

Rajpex-88 State level exhibition by Rajasthan Circle from 24.2.88 to 29.2.88.

14 commemorative stamps are likely to be released during the period 1.1.88 to 31.3.88

A definitive stamp on Solar Energy in 7th Definitive series was released on 1.1.88 in denomination of 500p.

### **International Postal Relations :**

India continued to play a significant role in the International Postal Affairs. India is a member of the Executive Council and the Consultative Council for Postal studies of the Universal Postal Union. She is also a member of the Asian Pacific Postal Union. India contributed significantly and effectively to the activities of these organisations.

Agreements on cooperation in the field of Posts and Telecommunications with the German Democratic Republic and the Union of Soviet Socialist Republic were signed by the Minister of Communications in the months of April/May, 1987.

The Annual Session of the Executive Council of the Asian Pacific Postal Union and the Governing Board of the Asian Pacific Postal Training Centre were held in Beijing from 24.8.87 to 1.9.87. In this meeting India was entrusted the task of making a study on the quality of postal services in the APPU region and of preparing a document on the Technical Assistance requirements of the countries in the region.

India chaired the meeting of the Technical Committee on Postal Services of the South Asian Association for Regional Cooperation (SAARC) held in New Delhi in March, 1987.

Besides, figuring prominently in international forums and councils,

India continued to play an important role in the field of technical assistance to developing countries. India renewed the grant of six fellowships for the officers of the developing countries under the Technical Assistance Scheme. The Indian Postal Administration continues to lend the services of a number of its officers for carrying out missions in developing countries.

A course on International Mail Accounting and Mail Routeing was held at Saharanpur from 9th March to 3rd April, 1987. Participants from Bhutan, India, Maldives, Nepal, Pakistan, and Sri Lanka attended this course.

Postal Staff College conducted course on Philately in February 1988 for the benefit of the SAARC countries.

### **Training :**

#### **Postal Staff College :**

Postal Staff College provides induction training to officers belonging to the Indian Postal Service and Indian P&T Finance and Accounts Service and also organises a number of refresher courses, seminars, workshops, Executive Development Programmes, Management Development Programmes for officers of Indian Postal Service and other Gazetted officers in the field. In all 141 officers of different cadres attended the training programmes conducted by the college.

#### **Construction Development:**

Work for the construction of Postal Staff College building at Ghaziabad is in progress.

#### **Postal Training Centre :**

There are five Regional Training Centres which provide induction and inservice training to operative and



supervisory staff. In all 7,084 officials have been imparted training during the year.

Under the UPU Technical Assistance in kind scheme a course on "Postal Operation and Management" was held at PTC Mysore for 8 weeks from 5.10.87 to 28.11.87 for six middle grade officers of Postal Administration of developing countries, viz. Sierra Leone, Uganda, Surinam, Ethiopia, PDR Yemen and Liberia.

A course on Postal Savings Bank for one officer of Bhutan Postal Administration was held at PTC Mysore under UPU Fellowship.

Courses on International Mail Accounting, Postal Inspector, Postmaster, Money Order and Savings Bank for ten officers of Nepal Postal Administration would also be held at PTC Mysore and PTC Saharanpur during Jan/Feb 1988 under Nepal Aid Fund Scheme.

#### **Significant Development in the curriculum of Training :**

After an extensive survey covering large number of Postal Employees of different levels and Postal Services consumers, training needs have been analysed and accordingly revised standard training materials for all training courses conducted at the Postal Training Centres are under preparation. These will be finalised and put into use shortly.

#### **Construction Development :**

- (a) A Dining Hall of New Hostel of PTC Darbhanga has been completed and taken over.
- (b) A compound wall has been provided around the office and hostel buildings of PTC Madurai. A modern Kitchen-cum-Dining hall has also been constructed.

- (c) The possession of New Ladies Hostel Building and Building for Electric Sub-station has been taken over at PTC Vadodara.

A solar energy water heating plant of 6000 lts. capacity has been put in operation in gents hostel of PTC Vadodara.

- (d) The Western Eastern Block of the New Hostel Block at PTC Mysore have been completed and have been put into use.

During the year, 1356 trees have been planted at PTC Mysore, Darbhanga and Madurai.

#### **Savings Bank :**

For the benefit of Income Tax payers, a National Savings Scheme 1987 has been introduced w.e.f. 1.4.87. In this scheme 50% of the amount deposited upto Rs. 20,000 in a year is exempted for income tax under section 80-CCA of the Income Tax Act.

A new scheme called the PO monthly Income A/C scheme has been introduced w.e.f. 15.8.87. The scheme has good attraction for the retiring persons/pensioners and other persons who desired to have monthly income. The minimum deposit is Rs. 5000 or multiples thereof subject to a maximum of Rs. 1,00,000 in single account and 2,00,000 in joint accounts. Interest at the rate of 12% per annum is payable monthly.

A new denomination of Indira Vikas Patra of Rs. 200 has also been decided to be introduced.

3177 officials working in SB Savings Certificates branches of the Post Offices were imparted Savings Bank refresher training during 87-88.

180 HPO have been enrolled as members of local clearing houses and

this has accelerated clearance of cheques.

Premature closure of CTD Account is permitted now without any reference to the maximum holding.

Maximum limit of despatch in SB Account have been raised from Rs. 25,000 to 50,000 in single Account and from Rs. 50,000 to Rs. 1,00,000 in joint account.

Post offices in LSG and above have been authorised to close individual savings account. This will provide better facilities to the public.

A pilot project for Savings Bank accounting by computer has started in Parliament Street HPO.

#### **Technical Section :**

Efforts to maximize customers satisfaction through rationalisation and innovation continued during the year.

#### **Financing of Post Offices through Nationalised Banks :**

A scheme of financing post offices through branches of Nationalised banks was adopted for two circles i.e. Kerala and Gujrat, with effect from 1.7.87, to ensure speedier supply of cash to the smaller post offices. This will provide improved facilities for payment of money orders, withdrawal from Savings Bank etc., particularly, in the smaller stations in rural areas where branches of the State Bank of India do not exist. Once the scheme is stabilized, it will be extended to other circles also. Punjab and M.P. are the two circles where the scheme is likely to be extended in the near future.

#### **Indian Postal Orders :**

The format of the Indian Postal Orders has been revised to bring it in line with the standardised MICR cheques with effect from September



1,1987. This step will facilitate subsequent mechanised handling of the Indian Postal Orders and also their accounting. This revision of the format has also reduced the cost of printing for Indian Postal Orders.

### Simplification of Procedure:

(a) Efforts to rationalise and simplify procedures were continued during the year. One of the measures adopted in this regard is abolition/ reduction of the checks in the money order paid accounting both at the sub office and head office levels with effect from June, 1987. This will contribute towards productivity of the staff engaged in the work.

(b) Another measure adopted in this direction is the introduction of a registered list in new format for invoicing of registered letters in large post offices. The new registered list permits entry upto 60 articles as against 20 in the earlier format. This measure will minimise labour and also economise use of paper.

(c) The definition of book post articles has been rationalised to remove ambiguity and ensure earlier implementation of the provision of the existing rules.

(d) The procedure for accounting for unpaid articles has been revised making it simpler.

(e) Stocking and supply of IPOs which was hitherto done by the Postal Accounts Offices has been shifted to the Stamp Depots which already deals with valuable like stamps and stationery and has a system of secured

despatch of material to post offices. To certain extent this has also led to decentralisation because many circles have more than one stamp depot whereas in a few cases one Postal Accounts Office serves more than one circle

(f) To reduce the unnecessary circulation of mail through RLOs under paid and insufficiently paid articles that could not be delivered to the addressee and which have the sender's address on the outside have been ordered to be routed direct to the sender instead of the earlier procedure of routing them through the RLO.

(g) The procedure of booking service registered articles on postal or Telecommunication services has been rationalised to reduce the pressure at post office counter and to improve the productivity in general.

### Postal Life Insurance :

Minimum value of sum assured per policy has been raised to Rs. 10,000/ New premium tables have been issued after rounding off premia rates for simplifying accounting procedures. Attractive Bonus rates have been declared for the year 1985-86 and 1986-87. Comparison of bonus rates per thousand sum assured between LIC and PLI is as follows :

PLI		
1985-86	Whole Life	Rs. 67/-
	Endowment	Rs. 54/-
	Assurance	
1986-87	Whole Life	Rs. 74/-
	Endowment	Rs. 60/-
	Assurance	

### LIC

1985-86	Whole Life	Rs. 65/-
	Endowment	Rs. 52/-
	Assurance	
1986-87	Whole Life	Rs. 72.50
	Endowment	Rs. 58.00
	Assurance	

Procedures relating to acceptance of proposals have been streamlined and made more simple. Development Officers and Field Officers have been authorised to collect first premium from insurants which has improved the position regarding effective business. Proposal form which is at present consisting of 10 pages is being reduced to only 2 to 3 pages. The format for history sheets is also under revision. The format of the policy document has already been finalised.

Heads of circles have been authorised to settle claims in which inaccurate information has been furnished by the insurant. Such claims were earlier settled by the Directorate.

For PLI performance during 1986-87, Tamil Nadu Circle was awarded the trophy for sales promotion. For after sales service, the trophy was awarded to Army Postal Service. Awards and incentives were also given to development officers and Field Officers for procurement of business. Three work-shops for Northern, Southern and Western Regions were held at Delhi, Bangalore and Ahmedabad for reviewing PLI procedures.



CHAPTER III

**Financial Review**

The budget estimates and Revised Estimates for 1987-88 and Budget Estimates for 1988-89 are as under :

(Rs in crores)

Details	Budget Estimates 1987-88	Revised Estimates 1987-88	Budget Estimates 1988-89
Revenue	744.00	655.00	725.00
Working Expenses (Net)	877.00	789.62	863.01
Net Receipts	(-)133.00	(-)134.62	(-)138.01
Dividend to General Revenues	—	—	—
Deficit	(-)133.00	(-)134.62	(-)138.01

## **Statistical Supplement**

### **TABLES**

1. Revenue and Expenditure
2. Capital outlay during and upto the end of 1986-87
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 Ex- penses exclud- ing Deprecia- tion	Depreciation	Due Dividend during the year		
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
1985-86	476.84	637.40	2.99	—	640.39	(-)163.55
1986-87	557.50	770.12	3.81	—	773.93	(-)216.43

**TABLE 2****Capital outlay during and upto the end of 1986-87  
Fixed Assets**

(Rupees in crores)

<b>Other Assets</b>	
1. Land	3.18
	<b>27.63</b>
2. Buildings	25.23
	<b>244.27</b>
3. Railway Mail Vans owned by Post Offices	0.79
	<b>8.61</b>
4. Apparatus and Plant	1.05
	<b>12.93</b>
5. Motor Vehicles	1.00
	<b>2.71</b>
6. General Administration/Direction & Execution Establishment & other charges etc.	—
	—
7. Other Expenditure	—
	<b>0.01</b>
8. Gross Fixed Assets	31.25
	<b>296.16</b>
9. Deduct—Receipts and Recoveries on Capital Account	0.01
	<b>0.41</b>
10. Total Fixed Assets (i.e total of items 1 to 7)	31.24
	<b>295.75</b>
11. Deduct—Expenditure met from Posts and Telegraphs Capital Reserve Fund	—
	<b>1.29</b>
12. Deduct—Amount of Contribution from Revenue	—
	<b>27.86</b>
13. Deduct—Depreciation on historical cost transferred from Revenue	3.81
	<b>26.22</b>
14. Total Deductions (i.e. total of items 11 to 13)	3.81
	<b>55.37</b>
15. Net Fixed Assets (i.e. item 10 minus 14)	27.43
	<b>240.38</b>
16. Total Dividend bearing Capital outlay	27.43
	<b>240.38</b>
17. Deduct-Portion of Capital outlay financed from ordinary Revenue	—
	<b>1.05</b>
18. Total Capital outlay (Voted) (i.e. item 16 minus 17)	27.43
	<b>239.33</b>

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



**TABLE 3**  
**Profit and Loss**

<b>Year</b>	<b>Rs. in crores</b>
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
1985-86	(-)163.55
1986-87	(-)216.43

**TABLE 4**  
**Financial Working**

	Rupees in crores
<b>Receipts</b>	557.50
<b>Expenditure</b>	
General Administration	60.28
Operation	664.22
Agency Services	27.60
Research & Development	—
Accounts and Audit	19.56
Engineering Maintenance	12.18
Amenities to Staff	8.56
Pensionary Charges	61.95
Stamps, Stationery & Printing	44.39
Depreciation	3.81
Supplementary Depreciation	—
International Co-operation	0.55
Social Security & Welfare Programmes	0.09
Credits to Working Expenses	129.26
Net Working Expenses	773.93
Net Receipts	(-)216.43
Dividend to General Revenues	—
Surplus (+)/Deficit (-)	(-)216.43



**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	1393	14727	16120	3322	17.06
2. Bihar	501	10262	10843	6447	16.03
3. Delhi	414	115	529	11758	2.80
4. Gujarat	765	7785	8550	3986	22.92
Diu	2	4	6	5070	6.66
Daman	2	9	11	4415	6.65
Dadar & Nagar Haveli	—	30	30	3456	16.37
5. Jammu & Kashmir	154	1298	1452	4123	153.05
6. Kerala	678	4,056	4,734	5376	8.21
Lakshadweep	—	10	10	4025	3.20
Mahe	4	—	4	7103	2.25
7. Karnataka	1344	8162	9506	3907	20.17
8. Madhya Pradesh	1071	9405	10476	4981	42.33
9. Maharashtra	1528	10,093	11621	5402	26.47
Goa	56	162	210	4622	16.98
10 North East					
Assam	256	3069	3325	5984	23.59
Arunachal Pradesh	9	230	239	2643	350.38
Manipur	8	525	533	2666	41.89
Meghalaya	30	387	417	3203	53.78
Mizoram	39	238	277	1,782	76.10
Nagaland	19	236	255	3038	65.01
Tripura	47	569	616	3333	17.02
11 Punjab	489	3291	3780	4560	13.35
12 Haryana	297	2151	2448	5279	18.06
13 Himachal Pradesh	96	2331	2427	1764	22.93
14 Orissa	540	6988	7528	3503	20.68
15 Rajasthan	814	8794	9608	3566	35.62
16 Tamil Nadu	2174	9720	11894	4070	10.93
Pondicherry	37	57	94	6537	3.42
17 Uttar Pradesh	2094	16030	18124	6116	16.24
18 West Bengal	1091	7017	8108	6732	10.94
Sikkim	13	113	126	2511	56.32
Andaman & Nicobar Islands	12	66	78	2402	105.75
<b>Total</b>	<b>16,057</b>	<b>1,27,930</b>	<b>1,43,987</b>	<b>4758</b>	<b>22.83</b>

**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)	
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
1985-86	1,01,168	160.4	12,15,981	1070.9	307.2
1986-87	1,03,253	179.3	12,81,425	1227.6	368.9



**TABLE 7****Personnel**—Actual Strength (including those on deputation and training outside the Department) **as on 31-3-1987****Gazetted**

	Group A	Group B	Total
<b>Secretary (Posts)</b>	1	—	1
Members, Postal Services Board	4	—	4
Senior Administrative Grade	62	—	62
Chief Engineer (Civil)	1	—	1
Secretary, Postal Services Board	1	—	1
<b>P &amp; T Accounts &amp; Finance Service—Group A</b>			
Senior Administrative Grade	1	—	1
Junior Administrative Grade	6	—	6
Senior Time Scale	22	—	22
Junior Time Scale	8	—	8
<b>P &amp; T Accounts &amp; Finance Service—Group B</b>			
Accounts Officers	—	319	319
<b>Indian Postal Service</b>			
Junior Administrative Grade	120	—	120
Time Scale	328	—	328
Postal Superintendent Service	—	572	572
Postmaster's Service	17	170	187
<b>Central Secretariat Service</b>			
Grade 1	7	—	7
Junior Analysts	—	3	3
Section Officers	—	25	25
Private Secretaries (Grade A)	—	6	6
Senior Personal Assistants (Grade B)	—	16	16
Desk Officers	—	11	11
<b>Other General Central Services</b>	237	259	496
<b>Total</b>	815	1,381	2,196

**TABLE 7**

**TABLE 7**

(Contd.) Personnel—Actual strength (including those on deputation and training outside the Department) as on 31-3-1987

Non-Gazetted			Gazetted			
	Group A	Group B	Group C	Group D	Total	
<b>Directorate</b>	4		474	151	625	
Postal			1,96,792	34,030	2,30,822	
Railway Mail Service			28,320	20,127	48,447	
Mail Motor Service			2,178	652	2,830	
Returned Letter Offices			825	102	927	
Postal Life Insurance			213	29	242	
<b>Stores</b>			1,235	1,764	2,999	
<b>Training Centres</b>			111	165	276	
<b>Civil Engineering Wing</b>			1,274	673	1,947	
<b>P &amp; T Dispensaries</b>			326	320	646	
<b>Total</b>			2,31,748	58,013	2,89,761	
<b>Extra Departmental</b>						2,97,086
						<b>Indian Postal Service</b>
						Junior Administrative Grade
						Time Scale
						Postal Superintendent Service
						Postmaster's Service
						<b>Central Services</b>
						Grade 1
						Junior Analyst
						Section Officer
						Private Secretary Grade A
Departmental			2,196	2,89,761	2,91,957	
Extra Departmental			—	—	2,97,086	
<b>Total</b>			2,196	2,89,761	2,97,086	5,89,043
						Other Central Services
						<b>Total</b>



**TABLE 8****Number of Employees—Scheduled Castes/Tribes as on 31-3-1987**

Class	Scheduled Castes	Percentage to Total No. of employees	Scheduled Tribes	Percentage to Total No. of employees
Group 'A'	59	7.24	19	2.33
Group 'B'	102	7.38	32	2.32
Group 'C**	39363	16.98	11664	5.03
Group 'D** (Excluding sweepers)	10692	18.69	3355	5.86
Group 'D** (Sweepers)	765	91.62	70	8.38

\*Provisional Figures.

50981

15140

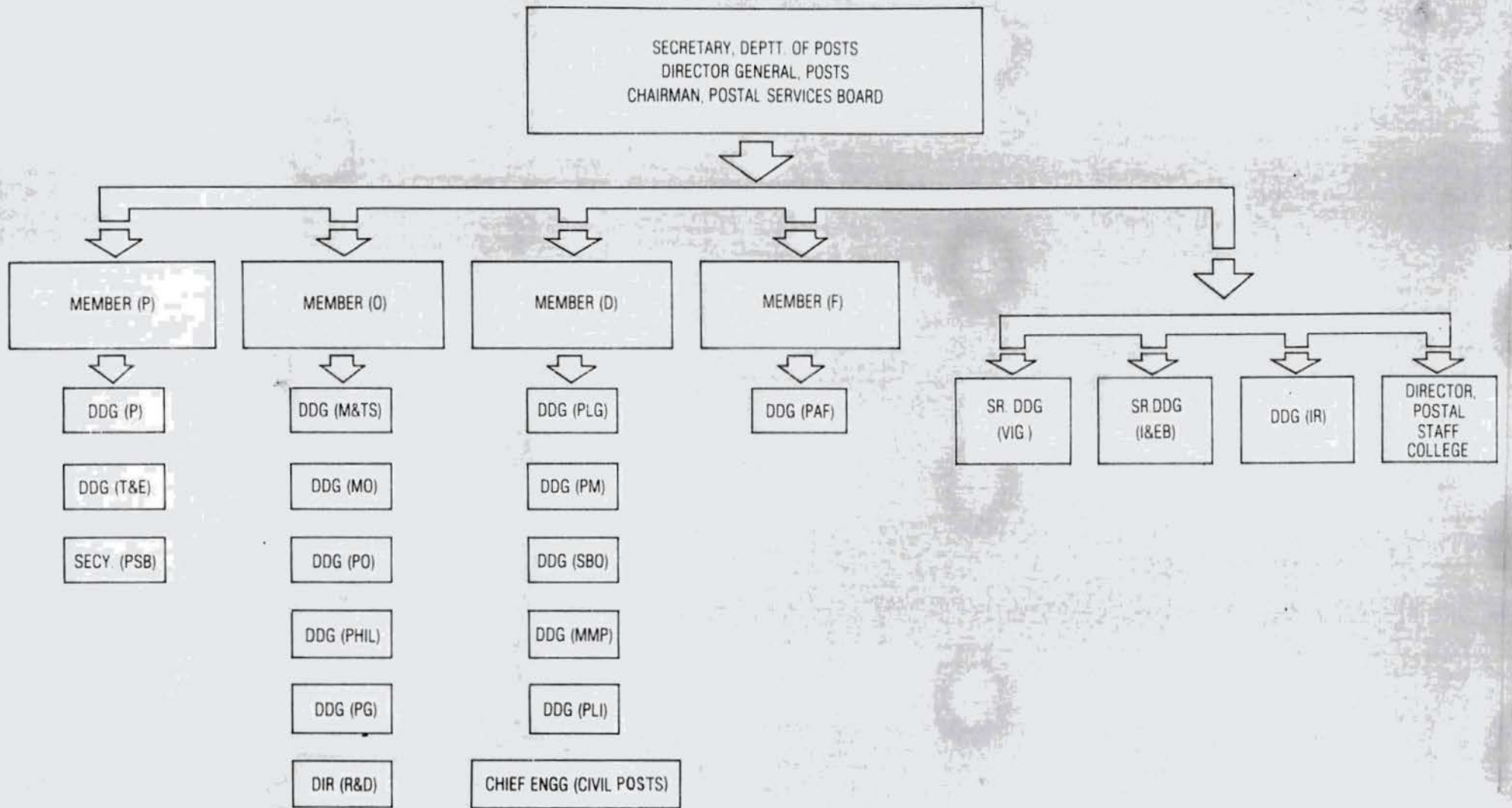
**TABLE 9****Number of employees—Ex-servicemen as on 31-3-1987**

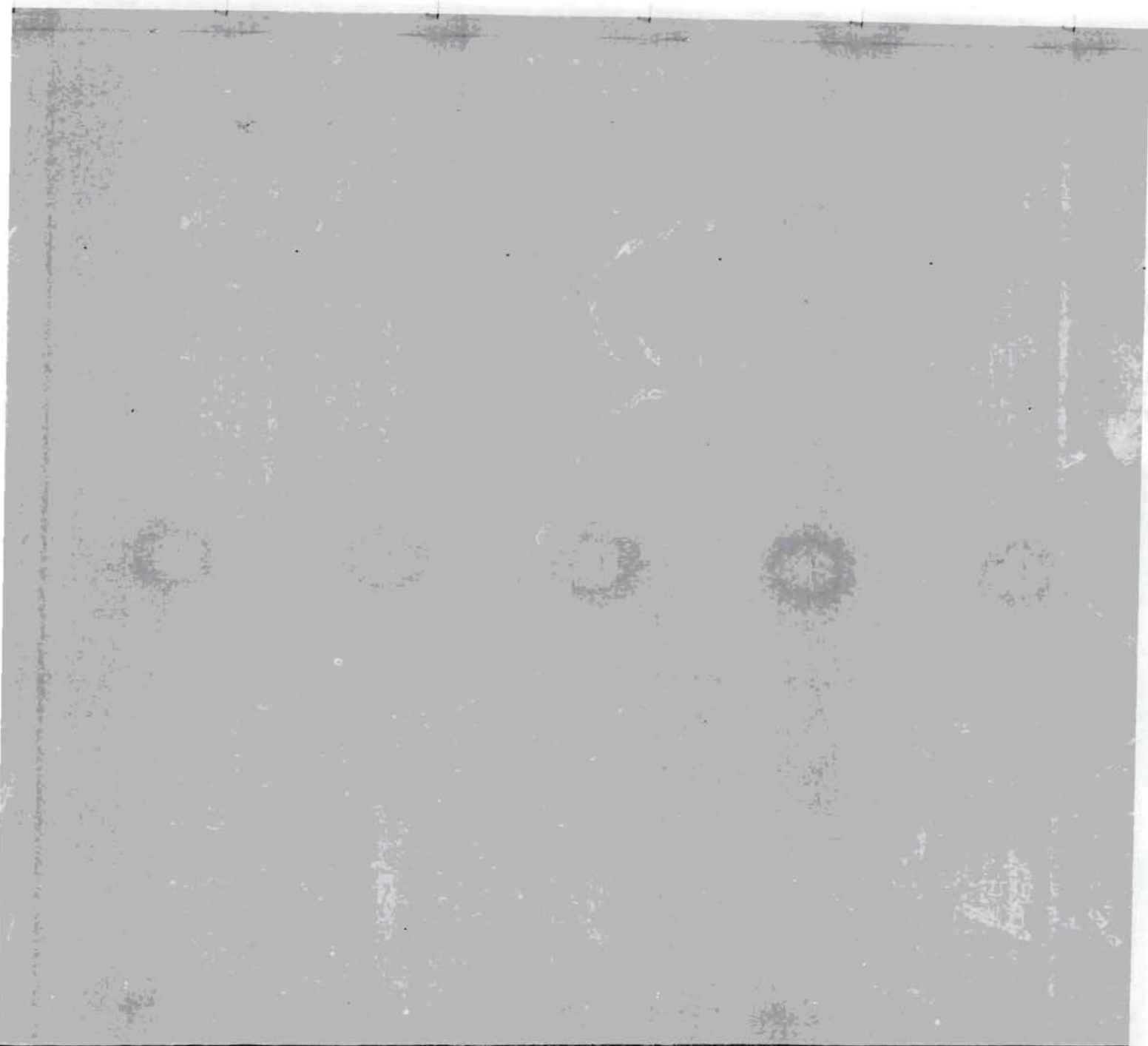
Class	Ex-service-men	Percentage to Total No. of employees	Disabled Ex-servicemen	Percentage to Total No. of employees
Group 'A'	—	—	—	—
Group 'B'	—	—	—	—
Group 'C'	2259	0.97	51	0.02
Group 'D'	733	1.26	20	0.03





## ORGANISATIONAL CHART OF POSTAL SERVICES BOARD





Cover and Centre spread designed by Smt. Alka Sharma, Artist, Department of Posts and printed by M/s Dhoomi Mal Printers, New Delhi-110005. Text printed at Postal Printing Press, Bhubaneswar