



सत्यमेव जयते

वार्षिक रिपोर्ट  
**ANNUAL REPORT**  
**1979 - 80**

और  
AND

कार्य प्रगति  
**ACTIVITIES**  
**1980 - 81**

भारतीय डाक - तार विभाग  
(संचार मंत्रालय)

**INDIAN POSTS AND TELEGRAPHS DEPARTMENT**  
(MINISTRY OF COMMUNICATIONS)

## Preamble

The P & T Department, apart from being a Commercial Department, is, by far, the largest organisation in the Ministry of Communications. While the details in respect of the other Departments/Organisations under the Ministry of Communications have been brought out in a separate Annual Report, this brochure contains the report in respect of the P & T Department only.

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Annual Report 1979-80

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# Postal Services

## Postal Network

The keynote of the programme for 1979-80 was the further extension of postal facilities in the rural areas with emphasis on hilly, backward and tribal areas. During the year 5,663 new post offices were opened in rural areas and 473 in urban areas bringing the total number of post offices in the country to 1,36,999 by 31-3-1980. With this phase of expansion, the average area served by a post office was reduced from 24.46 Sq. Kms on 31-3-1979 to 23.9 sq. Kms on 31-3-1980 and the average population per post office from 4,184 to 4,001.

Under the policy of upgradation of extra-departmental branch offices provided with public telephone facilities to the level of extra-departmental sub offices with longer working hours, 2,516 branch offices were upgraded. In addition, 119 branch offices were also raised to the level of departmental sub post offices for rendering better service to the public.

The present norms for opening of post offices in rural areas provide, inter alia, that a village should have a minimum population of 2,000 in the normal rural areas and 1,000 in hilly, backward and tribal areas to be eligible for a post office. The norm has been amended to the effect that in hilly, backward and tribal areas, a post office can be opened for an integrated cluster of villages within a radius of 1.5 Kms from the proposed post office whose combined population is 1,000 or more.

The upgradation of extra-departmental branch post offices to the level of departmental sub post offices is subject to certain conditions of workload and limit of financial deficit. With a view to improving postal facilities in the rural areas, Postmasters General have been authorised to relax any of the prescribed conditions in 10% of the cases approved for upgradation every year.

## Postal counters in rural areas

In order to provide the facilities of a postal counter in villages which are not eligible to have post offices under the existing norms, a scheme was introduced a few years ago under which selected branch postmasters visit specified villages at fixed times. The services provided during the visit include sale of postage stamps and stationery, registration of articles of the letter mail and issue of money orders. As on 31-3-1980, 91,677 villages were covered under this scheme. This number includes 10,798 villages in which the service was introduced during 1979-80.

With a view to providing adequate supervision over this service, the standards for sanctioning of mail overseers have been revised and additional overseers appointed wherever justified.

## Mail Collection and delivery services in rural areas

There is an on-going programme of appointment of additional extra-departmental agents in the rural areas to improve mail delivery and letter box clearance services. Under this programme, during the year 10,667 additional agents were appointed. As on 31-3-1980, out of 5,75,936 villages in the country, 5,74,714 villages were having the facility of daily delivery of mail. 54,727 new letter boxes were provided in rural areas during the year. Taking into account 1,421 letter boxes added in the urban areas, the total number of letter boxes in the country had gone up to 4,84,717 by 31-3-1980.

## Monitoring Organisation for the postal development Plan

For the purpose of ensuring implementation of the various Plan schemes for postal



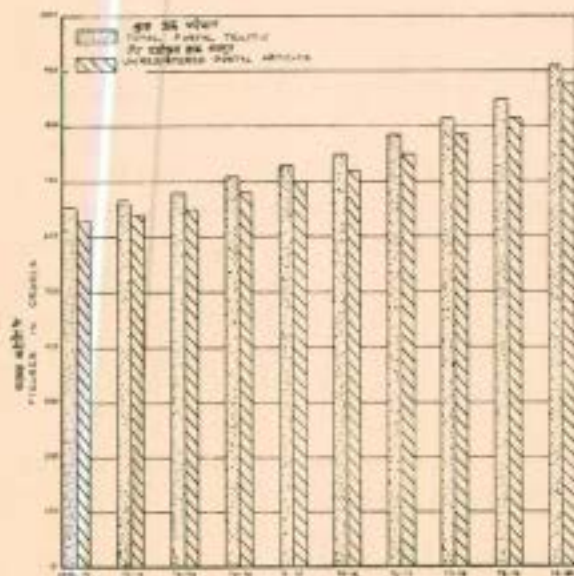
development and monitoring the quality, an organisation was set up during the year with the responsibility to assess Plan performance of each circle by means of extensive tours and spot assessment. It is also required to guide the Postal Circles in framing Circle/Regional Plans. In the sphere of rural schemes, the inspectors of this organisation posted in different areas of the country are expected to visit about 15,000 villages every year to monitor the services and effect improvements through the normal executive channels.

### Night Post Offices

In order to provide extended postal facilities to certain commercially or industrially important areas in cities and important towns, Night Post Offices with normal working hours from 8. A.M. to 8.30 P.M. are opened which work even on Sundays and holidays. In the year 1979-80, 35 night post offices were opened which brings the total number of such offices to 171 as on 31-3-1980.

कुल पोस्टल ट्राफिक और अनरजिस्टर्ड डाक वस्तुएं

TOTAL POSTAL TRAFFIC AND UNREGISTERED POSTAL ARTICLES

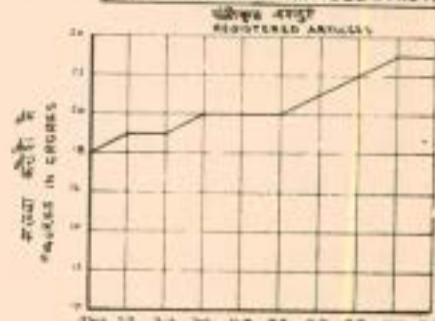


### Mail Traffic

An estimated 89,981 lakh pieces of articles (excluding money orders) were processed, of these, 2,327 lakh registered articles accounted for 2.59% of the mail traffic. Newspapers, periodicals etc., formed a sizeable portion, the number of such articles delivered during the year being 5,748 lakhs. Monetary services like Money Orders and Postal Orders continued to be popular with the patrons. 1,087 lakh inland money orders of total value of Rs. 1,150 crores were issued; the average value of a money order was Rs. 106.21 and the commission earned per money order was Rs. 2.53. 138.8 lakh postal orders worth Rs. 10.41 crores were sold, the commission earned by the Department being Rs. 30.83 lakhs. Average value of a Postal

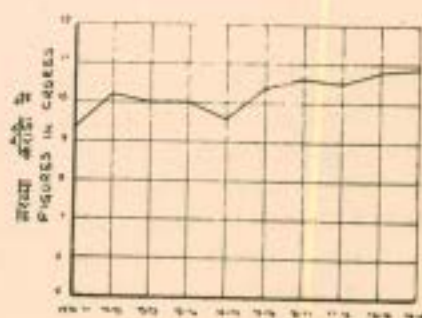
कुल पंजीकृत वस्तुएं और मनीऑर्डर

TOTAL REGISTERED ARTICLES AND MONEY ORDERS



मनीऑर्डर

MONEY ORDERS





Order was Rs. 7.50 against 7.27 in the previous year.

The number of value payable articles increased to 105 lakhs recording an increase of about 1.9% during the year. 6,20,903 parcels were despatched to foreign countries and 5,67,108 were received from other countries. 31,639 parcels were exchanged in transit.

### **Mail conveyance**

With the rapid development and industrialisation in the country, the traffic of mail transmission is also increasing and many millions of articles are handled every day. All available means of transportation are utilised for mail conveyance with the objective of quickest possible transmission. The bulk of the mails move by Railways. The other means of transport used are, aircraft, Road transport buses, messenger on foot or bicycle, mules, camels, ferries etc.

### **Mail Vans**

There are 493 Mail vans on Broad gauge, 227 on Metre gauge and 41 on Narrow gauge. The number of mail vans available in the country is inadequate to meet the requirements. Action is under way to get 99 Metre gauge and 51 Broad gauge mail vans constructed by the Railways to meet the shortage.

### **RMS Divisions and Sorting Offices**

At the beginning of the year there were 823 mail offices and 538 RMS running sections in the country in 65 RMS Divisions. During the current year 23 new mail offices, and one RMS running Section were opened and 2 new RMS Divisions were created. At present 846 mail offices and 539 RMS running Sections function in 67 RMS Division in the country.

### **Quick Mail Service**

Quick Mail Service is available in 45 National and 407 Regional Centres. During the current year, 3 more Regional Centres were created. At present, 4.5 lakh articles are daily handled by Quick Mail Service.

### **Returned Letter Offices**

15 Returned Letter Offices (RLO) situated at different places in the country handled an estimated number of 282 lakh articles with insufficient or illegible addresses. The trained staff could successfully locate the address in 53.46% cases and the senders in 22.88% cases. In the process, valuable worth Rs. 148 lakhs such as currency notes, cheques etc. could be either sent to the addressess or restored to the senders.

### **Sale of Application Forms**

The application forms for various examinations conducted by the Staff Selection Commission from time to time will now be sold through post offices in India at the rate of 70 paise per form.

### **Internantional Postal Services**

Money Order Service from Netherlands to India was introduced from 1-4-1979. With this, the number of countries with which Money Order Service is available has risen to 35. The Money Order Service is, therefore, a source of considerable foreign exchange earning. During 1979-80, the foreign exchange earned from Money Order Service exceeded eight crore rupees.

Air parcel service to the Socialist Republic of Vietnam was introduced from 1-1-1980. With this introduction, India has Air parcel service with 170 countries.



### **Machanisation**

100 Registerex Cash Registers for booking registered letters/parcels were installed at various Post Office counters.

Two semi-automatic sorting machines were installed in RMS Bhavan at Delhi.

116 Ascotta Adding-Listing machines were purchased and supplied to Post Offices for use in Savings Bank Control Organisation.

Equipment for bag washing plant to be commissioned at Nasik was purchased.

### **Departmental Mail Motor Service**

The Departmental Mail Motor Service functioned in 76 stations during the year 1979-80. New Departmental Mail Motor Service was introduced in four places in the country for speedy circulation of mails which provides improved facilities to the public. The total fleet strength of Mail Motor vehicles at the end of 1979-80 was 860 as against 822 at the close of 1978-79. These vehicles covered a total distance of 183 lakh km. registering an increase of more than 9 lakh km. over the year 1978-79. The total expenditure was Rs. 461 lakhs.

During the year 1979-80, modern workshops were constructed at New Delhi and at Madras with ancillary shops to facilitate repairs to vehicles.

### **Philately**

The Department organised an international stamp exhibition, 'INDIA-80', in New Delhi from 25th January to 3rd February, 1980, in collaboration with the Philatelic Congress of India, an All India non-official organisation of philatelists. It was the first exhibition in Asia to receive patronage of the Federation

Internationale de Philatelie, the international philatelic body. 114 foreign postal administrations participated in it and a total number of 3,222 philatelic frames were displayed. The exhibits included one of the most rare and valuable postage stamps in the world, the one cent British Guiana stamp.

The Department participated in 6 international philatelic exhibitions held in Sofia, Leverkusen, Brasilia, Sanmarino, Rome and Bangkok during the year. Four exhibitions were organised by the Department at Vadodara, Srinagar, Bangalore and Chandigarh with a view to promoting philately in the country.

28 commemorative and special postage stamps were issued during 1979-80. Out of these, two stamps were on themes connected with postal history of the country. Besides these, 5 stamps in the 6th Definitive Series on 'Agriculture and Rural Development' were also issued during the period.

The revenue earned through export/sale of stamps abroad during the year 1979 rose to Rs. 7,13,265.31 from Rs. 4,83,772.37 during the year 1978.

### **International Postal Relations**

As a member of the Universal Postal Union (a Specialised Agency of the United Nations) and also as a member of the Asian Oceanic Postal Union (a Restricted Union of the Postal Administrations of Asia and the Oceanic Region), India played a vital role in the activities of these international organisations.

The year 1979-80 was an eventful year. The Universal Postal Union holds a Congress of all its member countries every fifth year. The XVIII Congress of the Universal Postal Union was held at Rio de Janeiro in



Brazil from 12th September, 1979 to 25th October, 1979. India was represented at the Congress.

The Executive Council and the Consultative Council for Postal Studies (CCPS) are two important organs of the Universal Postal Union. The Executive Council is responsible for ensuring the continuity of the work of the union between two Congresses. The CCPS is responsible for carrying out studies and framing recommendations on operations, economic and technical cooperation matters concerning the postal services. India was elected to the Executive Council by getting the highest number of votes at the Congress in Rio de Janeiro. She was also unanimously elected as Vice-Chairman of the Technical Co-operation Committee of the Executive Council. In the election for membership of the CCPS, India secured more votes than any other developing country and was elected.

Prior to the Congress at Rio de Janeiro, meetings of the Commonwealth Postal Administrations and the Asia Oceanic Postal Union were held at Barbados and Rio de Janeiro from 3-9-1979 to 5-9-1979 and 10-9-1979 to 11-9-1979 respectively. India was duly represented at these meetings.

The annual meetings of the Executive Council of the AOPU and of the Governing Council of the Asian and Oceanic Postal Training School, Bangkok were held at Melbourne, Australia from 6th to 12th December, 1979. India was represented at these meetings and played an important role. India presented two articles, namely, (i) Development of Postal services in rural areas and (ii) the policy regarding issue of special/commemorative stamps and selection of themes, to the AOPU member countries in pursuance of the commitment made in the Executive Council meeting held at Manila in 1978.

India also circulated a printed brochure titled "Development of postal services in rural India" to the member countries and the Indian delegate explained its salient features. In order to study in depth the various aspects pertaining to the issue of a newsletter by AOPU, one working party was set up and India was elected as its Chairman.

The Indian Postal Administration has lent the services of many officers as UPU experts to developing countries to improve their postal services. The Indian Postal experts working in these countries are usually regarded highly for professional expertise and commitment to work.

### **Inspection Organisation**

Much emphasis is laid on the importance of carrying out periodical and regular inspections, of offices by circles and divisions. In addition to regular inspections, surprise visits to P&T offices were made by the Inspection Organisation and also by the Senior officers of the Department with a view to locating organisational defects and to ensure maximum facilities to the public with optimum standard of efficiency. The Inspection Organisation of the P&T Directorate directly undertook the inspection of 8 Postal and 7 Telecom. establishments.

To make the inspections more effective, the Questionnaire for inspection of Branch Post Offices was revised.

### **Postal Staff College and Regional Postal Training Centres**

The Postal Staff College, New Delhi is responsible for the training of probationers of the Indian Postal Service and Posts and Telegraphs Finance and Accounts Service. In addition, induction training is imparted to officers promoted to Group 'B' and Group 'A'. The



number of probationers trained was 50 for the Indian Postal Service and 14 for the Indian P&T Accounts and Finance Service. 9 Officers promoted to Group 'A' and 12 officers promoted to Group 'B' were imparted training. In-Service training courses, refresher courses and seminars are also organised on functional areas. In all 115 officers participated in these programmes. Further, the College arranged for the training of four officers from foreign Postal Administrations and also provided support facilities for training courses conducted by the UPU Experts in India.

The Regional Postal Training Centres look after the training of the supervisory and operative staff. The number of operative and supervisory staff trained by these Training Centres were 4,934 and 1,057 respectively. In addition 5 Foreign Postal Officers were trained by the Regional Training Centres.

In order to facilitate the training of operative staff belonging to Postal Branch, a comprehensive book on 'Postal operation' was brought out by the Postal Training Centre, Mysore. The first edition of the book was revised and the second edition of the book was published by the Postal Training Centre, Mysore during the year 1979-80. Preparation of a book on 'R.M.S. operation' on the same lines as that of the 'Postal Operation' has been undertaken by the Postal Training Centre, Mysore and the Postal Training Centre, Vadodara.

#### Postal Complaints

During the year under review 7,12,492 public complaints were received as against 7,00,612 in the preceding year. The percentage of complaints to total traffic handled was of the order of 0.008 in both years.

#### Savings Bank

Post Office Savings Bank continues to be the nation's largest savings bank, with over 1.36 lakh post offices providing the service throughout the country. The Post Office Savings Bank had on 31-3-1980 an aggregate investment of Rs. 6,826 crores including investment in all forms of National Savings. This meant an increase of Rs. 1,022 crores from the previous year. These investments, except for Rs. 1,358 crores lying in National Savings Certificates, are held by about 450 lakh depositors.

To make the Post Office Savings Bank more convenient to the people, effective simplification of procedures has been a constant endeavour on the part of the P&T Department. From 1-7-1979, all Departmental Sub Post Offices were authorised to issue pass books for new accounts and in lieu of used up pass books. Similarly, they were authorised to issue cheque books for cheque accounts. The limit of independent withdrawal at the instant counter was raised from Rs. 200 to Rs. 300 with effect from 1-8-1979.

The rates of interest on investments in National Savings were increased by the Government of India, effective from 1-10-1979, by 0.5% for Savings Bank, Cumulative Time Deposits, 5-Year Time Deposits, II and V Issues of National Savings Certificates and 1% for 1 Year, 2-Year and 3-Year Time Deposits and 1.25% for Recurring Deposits.

In the half-yearly SB prize draws held in July, 1979 and in January, 1980, 49.68 and 52.35 lakh SB accounts respectively participated, thus proving the increased popularity of the Post Office Savings Bank.



The coding system for Savings Bank Prize Draws was changed, effective from the draw held in January, 1980. A system of independent code numbers for each draw has been introduced. This has eliminated gaps in code numbers and facilitated draws.

A scheme of detailed annual inspection of the Savings Bank work of Postal Circles has been introduced with a view to improving the quality of direction and control at the Circle level.

#### **Broadcast Receiver Licences**

As on 31-12-1979, the number of Broadcast Receiver licences registered was 2,07,24,040 for radios and 11,51,311 for T.V. sets.

During the period from 1st January, 1979 to 31st December, 1979 Rs. 31.82 crores were collected as licence fee and surcharge (for radios & T.V.).

The number of unlicensed sets detected during the year 1979 is 3,30,610 and a sum of Rs. 83.50 lakhs was collected as surcharge. 36,493 persons were prosecuted in the Courts of Law during the year 1979 for various offences pertaining to the wireless licensing regulations.

#### **Postal Life Insurance (PLI)**

The Postal Life Insurance has not only been maintaining steady pace of expansion but has also been improving upon its performance every year.

1,08,975 new policies for an assured total sum of Rs.83.09 crores were issued during the year 1979-80 as against 1,01,707 policies for Rs. 69.63 crores during the year 1978-79. The closing balance of the PLI Fund including Extra Premium Fund was 105.7 crores on 31-3-1980.

The raised limit of insurance under non-medical scheme in respect of Defence Personnel from Rs. 4,000/- to Rs.10,000/- was further extended for another 5 years.

New tables of premium for Endowment Assurance policies maturing at the ages 30 and 33 years have been introduced.

The percentage of surrender value upto which loan is granted against Postal Life Insurance policies to the policy-holders has been increased.

The existing rates of bonus on PLI policies are Rs.31/- for Endowment Policies and Rs.40/- for whole Life Policies per thousand of sum assured per annum. These rates are applicable to those policies which were in force during the period from 1-4-1978 to 31-3-1982 and would also receive bonus at the above rates.

Temporary employees of Local Funds have been made eligible for Postal Life Insurance Scheme.

Zonal Conferences of PLI Officers were held in December, 1979—January, 1980 at Delhi, Ahmedabad, Bangalore and Patna. The Conferences highlighted the role of Postal Life Insurance and discussed in detail specific ways and means for popularising and expanding Postal Life Insurance business and to further improving servicing operations.



# Telecommunication Services

## Telegraph Offices

The number of Telegraph Offices went up to 28,315 during the year. Of these, 369 were Departmental Telegraph Offices, 26,297 combined Post and Telegraph Offices and 2,249 Licenced Telegraph Offices working under Railway and Canal administrations. In addition, there were 2,614 Licenced Telegraph Offices working exclusively for the use of Railway and Canal administrations.

## Inland Telegrams

673 lakh inland telegrams were booked as compared to 602 lakhs last year. Of these, State Telegrams constituted 8.3% and Press telegrams 0.8%.

## Phonograms

115.4 lakh messages were booked and 18.9 lakhs were delivered over the phone.

## Greeting Telegrams

48.1 lakh greeting telegrams were delivered during the year; of these 0.15 lakhs were deluxe telegrams.

## Devanagari Telegraph Service

The number of telegraph offices providing this service rose from 10,748 in 1978-79 to 12,161 as on 31-3-1980. 15.6 lakh telegrams in Devanagari script were booked.

## Abbreviated Addresses

At the close of the year, the total number of abbreviated telegraph addresses in Roman script was 1,47,898 and in Devanagari script 3,243

## Photo Telegrams

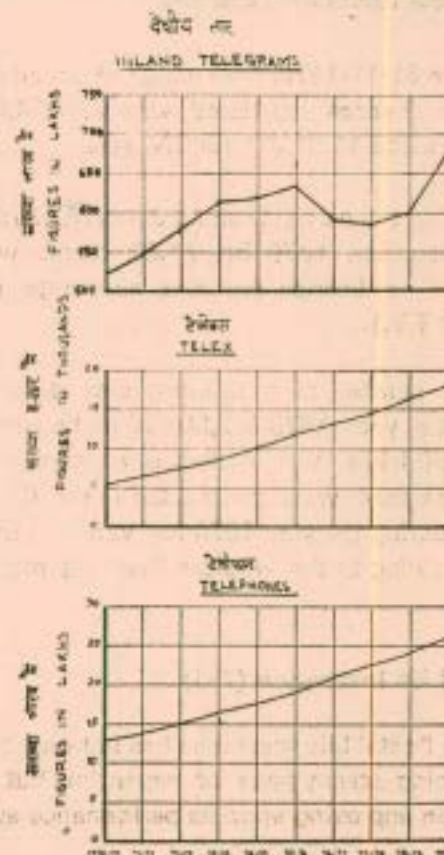
2,032 inland, 735 outgoing and 652 incoming foreign photo telegrams were handled.

## Telexograms

This service is available in 76 telegraph offices in the country. 25.46 lakhs telegrams were booked and 25.02 lakhs were delivered over telex.

### देशीय तथा टेलीग्राम और टेलीफोन जोड़व

NO. OF INLAND TELEGRAMS, TELEX AND TELEPHONE CONNECTIONS



## Local Telephone Systems

The switching capacity in the country reached 23,35,845 lines with the addition of 1,48,260 lines in 1979-80.

There was also a net addition of 1,48,238 direct exchange lines bringing the figure to 20,16,066.

564 Telephone exchanges were opened during the year bringing the total number of exchanges in India to 7,430.

#### **Long Distance Switching**

6,300 TAX lines were commissioned during the year bringing the total TAX lines to 40,300.

One new trunk automatic exchange was commissioned at Shillong during the year.

17 new stations were connected to TAX network bringing the total to 125 stations.

137 point-to-point Subscriber Trunk Dialling routes were working in the country besides 47 group dialling routes on 31-3-1980 including 6 point-to-point Subscriber Trunk Dialling routes commissioned during the year.

The Manual trunk service was also strengthened by providing additional 340 boards and 1,964 trunk circuits bringing the total trunk boards to 7,106 with 40,354 trunk circuits.

#### **Long Distance Transmission System**

757 Kms. of coaxial cables and 1,560 channels in the coaxial systems were added during the year. 14 Km. of other trunk cable systems and 156 channels were also added during the year.

New microwave routes to the extent of 1,205 Km. and 636 channels were added during 1979-80.

Besides, 25 route Kms. of UHF/VHF systems and 60 channels were added during the year.

468 open wire carrier channels were also added during the year.

#### **Manual Trunk Service**

Manual trunk calls continued to increase during the year 1979-80. 22.2 crores of calls were booked of which 16.7 crores were effective, the increase of calls booked over the previous year being approximately 7.0%.

#### **No Delay Service**

Number of No Delay routes on which No Delay Service was available increased from 905 to 925 during the year.

#### **Trunk facilities between State Capitals and District Headquarters**

Out of 373 District Headquarters other than State Capitals, 355 have been linked with State Capitals. Only 18 are yet to be linked. The number of routes having Subscriber Trunk Dialling facility from State Capital to District Headquarters has increased from 68 during last year to 79 during 1979-80. The routes having Subscriber Trunk Dialling facility from District Headquarters to State Capital has gone up from 71 to 79. As on 31-3-1980 there are 254 routes with No Delay Service between State Capitals and District Headquarters and 262 in the reverse direction.

#### **Trunk Circuits**

1,964 trunk circuits were added during the year bringing the total to 40,354.

#### **Liberalisation of conditions for Provision of Telephone**

Rules for allotment of telephones were revised to make allotment easy and comprehensive. New allotment Rules 1980 were framed in supersession of all previous rules on the subject. Temporary telephone connections were sanctioned previously on Medical grounds.



They are now being sanctioned for other valid reasons also for temporary requirements. In the special category "public men category" was replaced by "Eminent public men" category.

#### **International Telephone Service**

Direct Telephone Service continued to be made available to 43 countries out of which 36 have been connected through satellite telephone circuits. Switched Telephone Service is available to almost all countries of the world.

During 1979-80 additional direct telephone circuits were extended on Madras-Singapore, Madras-Rome, Bombay-Paris, Bombay-Frankfurt and Bombay-Riyadh (Saudi Arabia) routes. Direct Manual International Telephone Service was extended to U.K. from Chandigarh and Bangalore and to Dubai from Ernakulam. Switched Telephone Service was extended to Vietnam and French Polynesia. International Telephone Traffic is at present 10.4 lakhs effective calls per annum showing an increase of about 35% over the previous year. This traffic does not include International Subscriber Dialling.

#### **Opening of Long Distance Public Call Offices**

A net addition of 2,098 Long Distance Public Call Offices was made during the year.

#### **Telex**

19 new telex exchanges and 990 lines were added to the telex network bringing the total number of telex exchanges to 136 and telex capacity to 22,015 lines at the end of the year. The number of telex subscribers increased by 1,536 bringing the total to 17,983 for the whole country. Besides, 1,355 VFT channels were added to the network to cater to the needs of telex and telegraph traffic.

#### **International Telex Service**

Direct International telex services is available to 41 countries and switched telex service to 170 countries. During the year direct telex service was extended to Malaysia, Thailand, Egypt, Kenya, Oman and Dacca and switched telex service was extended to Algeria, Taiwan, Lebanon, Seychelles, West Germany, New Caledonia, Comoros and Brunei.

Automatic telex service to Indian telex subscribers is now available to 33 countries against 30 last year.

#### **Cable Pressurisation**

Pressurisation of telephone cables in all Telephone Districts to reduce cable breakdown and interruption of telephone lines was continued this year. 1,563 km. of cables were pressurised raising the total to 7,272 km. out of a total of 19,450 km. upto 31st March, 1980. Out of these weak and/or inaccessible cables estimated to be around 1,000 km. cannot be pressurised. Pressurisation of secondary cables has also been taken up. 128 km. of secondary cables were pressurised upto 31-3-1980.

#### **Telex Maintenance**

Telex Maintenance Groups were formed in each of the four maintenance regions under the charge of respective General Managers (Maintenance) to act as a second line maintenance group for the telex network.

The Telex Maintenance Groups have already started functioning in Madras and Calcutta maintenance regions. Significant improvement in the working of District Telex Exchanges is expected once these Groups start functioning in all the regions.



### Monitoring of Performance

The Directorate's observation team carried-out monitoring of the performance of 40 Telephone Systems having a total capacity of 14 lakh lines, during 1979-80. This year the scope of the team was enlarged by including speed of providing service against demands for new connections, shifts and accessories, failure rate of telex calls and test calls to enable apportioning of failures between local network and beyond as performance indicators/test procedures.

The results of observation were analysed in greater detail and the system and the units (Exchanges/Routes) having low performance levels were identified. Performance targets to be achieved within a short period, say, three months, were fixed and the systems were again observed to check on the improvement achieved. There are indications that this method will be effective in improving the services.

### Upgradation of Crossbar Exchanges

Upgradation of Crossbar local exchanges, in order to improve the functioning and life of equipment, was completed in 74 Crossbar Exchanges including imported crossbar exchanges from Bell Telephone Manufacturing Company, Belgium. In the remaining five exchanges for which upgradation programme is applicable, the work is in progress.

In Bombay, Madras, Delhi and Kanpur TAXs, the upgradation of BTM supplied equipments was completed.

The work of introduction of positive battery metering to reduce excess metering problems was completed in all local Crossbar Exchanges.

### Wireless Links

Emergency wireless circuit was opened between Morvi and Ahmedabad when other Communication links failed due to sudden flood in Morvi during August, 1979. Seasonal wireless Telegraph circuits were opened between Doda-Jammu, Sheshnag-Srinagar, Panchtarni-Srinagar in J&K and Calcutta-Sagar Islands.

Communication between Laccadive and Minicoy islands with mainland was further strengthened by opening Trivandrum-Minicoy wireless telegraph circuits.

Ship to Shore communication was further strengthened by opening a new channel at Bombay for broadcasting weather and navigational warnings.

22 wireless stations on HF/VHF were opened thus raising the number of wireless stations from 318 to 340 and route Kilometres from 58,359 to 62, 878.

### Microwave

During the period under review a number of important stations were connected by wideband Microwave systems. Wideband Microwave systems were commissioned between Calcutta-Katihar, Katihar-Siliguri, Siliguri-Cooch Bihar-Cooch-Bihar-Gauhati, and Gauhati-Shillong in the North Eastern sector and Patna-Muzafarpur, Nagpur-Jabalpur, New Delhi-Bhatinda, Bhatinda-Jullundur and Kanpur-Allahabad in the rest of the country. Simla and Mandi were connected over a 7 GHz. ITI Microwave system. In addition a few UHF systems were also commissioned. With this the total length of Microwave route increased to about 20,600 km. compared to 14,586 km., during 1978-79.



## Telephone Revenue

Item	Rs. in lakhs
1. Amount billed for during 1979-80	51,222
2. Amount collected during 1979-80	48,947
3. Total amount outstanding as on 1-7-1980.	1,753
4. Percentage of item (3) to (1)	3.4%

The amount billed has gone up by Rs. 64.5 crores which is about 14.4% more than the last year's amount. The increase in the percentage of amount outstanding to the amount billed is marginal.

## Telecommunication Research Centre

Telecommunication Research Centre carried out studies, investigations and development activities of diverse nature covering a wide spectrum of topics of immediate and future interest to the P&T Department. Increased emphasis was laid on the activities for introduction of digital and data transmission, digital switching, stored program control technology for switching and satellite based communications. Further improvements had been achieved in the Pentaconta type local and trunk exchanges.

## Radio

Draft specification for 10/30 channel low capacity PCM-PS Digital VHF system was prepared. Development of 120 channel QP SK Modem was completed for UHF Digital Radio Relay system. Factory evaluation of (7+1) VHF system was carried out. Field trial of single channel (Ruraphone) VHF equipment was advanced. Field trial of single channel VHF Mark II was completed.

## Transmission

Preliminary studies for planning of microwave systems above 10 GHz and for develop-

ment of 34 Mb/s Digital Multiplex equipments were completed. Specification for 24 channel FMVFT (CP-7) and Facsimile equipment were finalised. Indigenous design of 8 Mb/s Optical fibre system was carried out including development of 2 and 8 Mb/s digital cable for PCM line working. Installation and wiring of equipment for Network Synchronization was completed. A demonstration for the Computer Network was arranged at the International Network-80 Symposium at Bombay. Field trial of 12 MHz Repeater, Group Translating Equipment and of 30 channel PCM (Telecommunication Research Centre Prototype) was successfully carried out. Factory evaluation of 2 GHz digital microwave equipment. 7 GHz Impatt Amplifier Analogue system including investigation on 4 GHz (Bharat Electronics Limited Equipment) were carried out. Tender evaluation of 140 Mb/s digital coaxial was completed for equipment to cover 100 km. route.

## Switching

Computerised automatic Traffic and Analysis equipment was approved for use in other metropolitan districts after its successful trial by Telecommunication Research Centre in Delhi. A number of maintenance aids jointly developed by Telecommunication Research Centre and Indian Telephone Industries were approved for production after their successful field trial. Considerable progress has been made in the development of 100/1000 line digital PABX and 2000 line integrated local-cum-trunk exchange. Four units of 9 line rural electronic exchanges developed indigenously were put on field trial in the U.P. circle. Two outgoing Trunk Tandems were designed and commissioned. One imported 256 line rural electronic exchange was installed and its performance was evaluated. Design of different types of manholes for ducted type cables, alarm channel for pressurised cables, fibre glass DP and power plant for small exchanges were completed. Evaluat-



ion of PCM cable for 8 Mb/s working, power plant 8 and 35 KVA UPS system etc. was completed.

#### **Indian Crossbar Project (I.C.P)**

Live traffic tests were conducted on the 2000 line ICP exchange installed at Janpath, known as Janpath J5 exchange. Design deficiencies observed on the exchange were corrected and the exchange was stabilised for handling the traffic of the busiest area of Delhi Telephone network with the exchange loaded with 1920 connections. The installation of 1000 line Trunk Auto Exchange (TAX) to the ICP design was carried out at Bareilly and all the functional and service quality tests were completed.

#### **Rajouri Garden Electronic Telephone Exchange Project**

Further development work was carried out in the hardware and software of the electronic exchange based on the feed back received during live traffic tests on the Departmental telephone connections. A number of maintenance programs and maintenance test circuits were developed and installed in the system to facilitate the commencement of commercial trial with public telephone subscribers. The leader and other officers of the Project Group participated in various discussions and meetings during the course of the year in connection with the formulation of policy and programme for introduction of electronic exchanges in the Indian Telecommunication network. One of the most important was the Inter Departmental Working Group set up with representatives of the Ministry of Communications and the Department of Electronics. It also considered the role of indigenous R&D and recommended that further system development should be undertaken to keep abreast with the latest trends

abroad and for updating of the technology. The concept of an indigenous Stored Programme Control (SPC-II) System using LSI/VLSI technology and CCITT High Level Language (CHILL) has been formulated as a result of earlier technical discussions held with reputed ESS manufacturers and the subsequent deliberations of the Inter-Departmental Working Group. Preliminary studies on an advanced processor using LSI and micro-processor control have commenced.

#### **Satellite Project**

Experiments, namely, single channel per carrier (SCPC), Radio Networking, T.V. with multiple Audio, Digital communication multiple access and network integration were successfully completed and their results presented at the "Symphonie" seminar at Berlin. Tender proposals for high power amplifier and low noise amplifier for INSAT earth stations were evaluated. Tests on SCPC equipment for INTELSAT leased transponder were completed. INSAT-1A locations were coordinated and registered. Proposals for World Administration Radio Conference-79 (WARC) were prepared.

#### **Special Telecom. Arrangements**

Telecom. arrangements were made to facilitate quick arrangement of telephone/telex calls, telegrams, picture transmission, radio and T.V. programmes at the time of visits of President of France and special envoy of Japan and other V.I.P.s of foreign countries.

Election Information Service was provided at a number of places all over the country during Lok Sabha Elections held in January, 1980.

#### **Production Performance of Telecommunication Factories**

A new factory at Bhilaj was set up for production of microwave towers.



Telecom. Factories manufactured stores and equipment worth Rs. 1,827.44 lakhs during 1979-80. The factory-wise production was, Jabalpur Rs. 781.13 lakhs, Calcutta Rs. 637.32 lakhs and Bombay Rs. 408.99 lakhs. The staff strength as on 31-3-1980 was 7,289 including 5,692 industrial employees and the fixed capital assets as on 31-3-1980 were Rs. 576.38 lakhs.

#### **Modernisation, Diversification and Expansion.**

To meet the growing demands, the department has taken in hand a massive programme for modernisation, expansion and diversification of factories.

Orders were placed with a foreign firm for setting up modern galvanising plants at Calcutta/Jabalpur. The Madhya Pradesh Government agreed to allot 80 acres of land in connection with the shifting of line plant and heavy items manufacturing units of Telecom. Factory, Jabalpur from its existing site. The West Bengal Government allotted 15 acres of land for setting up a modern foundry at Kharagpur. Orders were placed with Hindustan Machine Tools Limited, Hyderabad for purchase of three 4-Spindle Drilling Machines (2 for Telecom. Factory, Calcutta and one for Telecom. Factory Jabalpur).

#### **Manufacture of New Items**

Buttinski Telephones and CSO Boards have been added as new items of production. A number of new items, namely, accessories for ducting of cables, ACSR accessories, battery eliminators 3-5 Volts, operator's head gear sets, connectors for cable jointing, aluminium ladder for cross bar exchange, electronic static ringers, electronic trunk timing indicators, coin collecting boxes CBT-80 (new design), BPO 3,000 type relays, fibre glass D.P. box, 4-wire trunk

board and electronic model for PBX line circuit have been developed and are proposed to be introduced as additional items of production in the factories.

#### **Worker's Participation in Management**

In order to have better relations between the Management and the workers, a labour representative is included in the Board of Management of Telecom. Factories as a representative of the industrial workers. Joint Councils/Shop Councils and Works Committees are functioning in Telecom. Factories to enable the representatives of the workers and management to discuss various measures for improvement of efficiency and welfare facilities.

#### **Telecommunications Consultants India Limited (TCIL)**

In the face of competition from leading telecommunication companies of developed countries, the TCIL, an infant public enterprise under the P&T Board was able to get 12 contracts valued at Rs. 8.24 crores during 1979-80. Out of these 12 contracts, 8 are from foreign countries for technical services, planning, installation, maintenance supervision, management and consultancy services for their telecommunication networks. The Company earned a profit of Rs. 13.53 lakhs during 1979-80.

#### **Maintenance of Long Distance Communication Links during Floods**

A cyclonic storm hit the Andhra Coast near Nellore on 12th May, 1979, causing extensive damage to the Telecommunication Services. The long distance Coaxial Cable link withstood the initial fury but snapped in the early hours of 13th May, 1979 due to flooding of 2 repeaters. Maintenance staff moved on foot

braving the cyclone and restored the communication on 14th May, 1979 when other modes of communication were still disrupted.

Heavy rains around Jodhpur area of Rajasthan affected Telecommunication Services adversely on 16-7-1979 due to heavy floods. The Coaxial Cable link connecting Beawar to Jodhpur also got affected. The Maintenance staff of Rajasthan Circle and of G. M. (Maintenance) restored communication links expeditiously unmindful of personal safety and inconvenience after negotiating the flooded areas on foot at several places.

Due to breaches in Machhu Dam, the entire township of Morvi in Gujarat was washed away on 11-8-1979 completely disrupting the local and long distance telecommunication services. Restoration work was taken up immediately and skelton communication provided soon after.

A PBX was installed at Morvi on 16-8-1979 followed by a 3 channel carrier system between Rajkot and Morvi. Hot lines were provided to State Government between Rajkot and Morvi on 16-8-1979. A HF wireless link was also established between Morvi and Ahmedabad. Telegraph service was also established from Morvi on 20-8-1979 and delivery of telegrams at Morvi started on 21-8-1979.

#### **Formation of Telephone Districts**

Kanpur Telephone District was upgraded in April, 1979 from 'Minor' to 'Major' Telephone District under the charge of a Senior Administrative Grade Officer.

Three more 'Minor Telephones Districts' for the concentrated telephone systems of Gauhati, Agra and Jullundur under the charge of Junior Administrative Grade Officers had been formed, thus raising the strength of Telephone Districts in the country to 27.



## General

### Buildings

Capital outlay on "Lands and Buildings" in 1979-80 was Rs. 41.6 crores. In terms of physical achievement, 110 Telecom. buildings, 90 Postal buildings, 1,700 staff quarters and 110 other types of buildings were completed during this period by the P&T Civil Wing. Besides 280 Telecom. buildings, 350 Postal buildings, 6,600 staff quarters and 130 other buildings were in different stages of construction.

During this period, the Civil Wing diversified its activities in some areas having wider implications towards the interests of the Department. Two workshops were set up for repairing and servicing window type A.C. units, water coolers and evaporative type air coolers at Delhi and Cochin and a third one is being set-up at Ahmedabad. These workshops succeeded in improving quality of work and their services are in great demand. These workshops now help to save expenditure that would have otherwise been incurred on repairs from open market. Three yards for precasting R. C.C. poles, a substitute for the commonly used galvanised poles, were set up at Nellore, Visakapatnam and Hyderabad in Andhra Pradesh. Civil Wing has undertaken on a significant scale at Calcutta and other Metropolitan cities construction of cable ducts along busy roads.

To meet the growing needs, the Civil Wing establishment was strengthened during the year by creation of additional three Senior Architects units, two field Civil Circles, one field Electrical Circle and one Planning Civil Circle.

### Material Management

During 1979-80 the turn-over of stores through the stores organisation was of the order

of Rs. 122.48 crores in receipts and Rs.122.34 crores in issues against Rs. 117.34 crores and Rs.107.95 crores respectively in the preceding financial year.

The total value of stores procured through private sources by the stores organisation during the year 1979-80 was Rs. 31.94 crores. Consistent with the increased intake of materials from the various suppliers Inspection and Testing organisation of the Department was also reorganised at various centres. Equipping of the Inspection and Testing units with more sophisticated testing instruments was in progress.

### Management Information System

Management Information System performance reporting was introduced in the newly formed Telephone Districts of Madurai, Agra and Jullundur. A new MIS report on Sub Average Performance was introduced since November, 1979. All the Telephone Districts, Telecommunication Circles and Maintenance Regions are now required to report the performance values of the subunits which are sub-average.

Three annual publications namely the Telecom. Network Performance Report, the Telecom. Financial Appreciation Report and the Telecom. Network Volume and Growth Report for the year 1978-79 were issued. Quarterly and half-yearly reports on Network Performance, Financial Performance Appreciation and Telecom. Network Volume and Growth were issued.

### Telecommunication Training

13 Regional and 26 Circle/District Telecom. Training Centres trained 13,404 personnel of various cadres. In addition refresher courses in different specific fields were conducted for 2,885 trainees.



### **Advanced Level Telecom. Training Centre (ALTTC)**

The Advanced Level Telecom. Training Centre trained 1,601 officials of the P&T Department and 92 officials from outside agencies like Defence, Railways, Police Wireless, Indian Telephone Industries, Hindustan Cables etc. Three trainees from abroad received training in telecommunication under Colombo Plan and other international bilateral agreements at this centre.

### **Civil Defence and Fire Fighting**

Full advantage continues to be taken of the facilities provided by the Ministry of Home Affairs for training of P&T personnel in Civil Defence. Nineteen departmental officials were trained at the National Civil Defence College, Nagpur.

### **Personnel**

#### **Charge**

On the transfer of Shri J. A. Dave, Shri S. K. Ghose took over on 9-7-1979 as Director General, Posts and Telegraphs and Chairman, P&T Board, in addition to his duties as Secretary, Ministry of Communications. On the retirement of Shri T. R. Sankaran, Shri K. V. Srinivasan took over on 1-6-1979 as Member (Administration) and on deputation abroad of Shri A. C. Bhatla, Shri R. R. Savori took over on 26-7-1979 as Member (Finance).

#### **Staff**

The strength of staff on the rolls of the Department on 31st March, 1980 was 8.11 lakhs including 2,75,950 Extra Departmental (ED) staff and 7,193 industrial workers. 29 officers

and 3,736 other cadres (including 150 officials undergoing training) were on deputation to the Army Postal Service.

### **Welfare**

A sum of Rs. 1 crore was allotted as grant-in-aid to the P&T Welfare Fund for 1979-80. A sum of Rs. 5,66,500 was sanctioned from the P&T Welfare Fund for various children's programmes in connection with the observance of the International Year of the Child. A sum of Rs. 9,02,300 was sanctioned as relief to flood victims.

The Department is awarding 600 technical scholarships for Degree Course, 100 technical scholarships for Diploma Course, 300 non-technical scholarships and 400 Book Awards to the children of P&T employees per year. The value of the scholarship ranges from Rs. 30/- to Rs. 75/- per month. Out of these scholarships, 130 Technical and 49 non-technical scholarships have been reserved for award to the S/C and S/T employees drawing basic salary not exceeding Rs. 300/-per month.

The grant-in-aid to the P&T Compassionate Fund in 1979-80 was Rs. 3 lakhs. It is expected that a sum of Rs. 4 lakhs is likely to be utilised for granting awards to the family members of the deceased P&T employees.

The total number of Cooperative Credit Societies is 250. In addition there are 276 Societies comprising of Consumer, Housing and multipurpose societies.

140 beds have been reserved in various hospitals and sanatoria for the treatment of P&T employees and their family members suffering from TB.

Holiday Homes for the P&T staff are fun-



ctioning at 12 places viz. Matheran, Simla, Mount Abu Mussoorie, Pachmarhi, Puri, Rajgir, Digha, Kanya Kumari, Diamond Harbour, Srinagar, and Gopalpur-on-sea. Steps are being taken to open more Holiday Homes at places of importance/tourist resorts.

Other Welfare Institutions such as canteens, tiffin rooms, recreation clubs, dormitories, retiring rooms, RMS rest house, Welfare committees etc. continued to function satisfactorily during the year.

### **Medical**

As on 31st March, 1980, 48 P&T Dispensaries were functioning at various stations in the country, covering about 93,000 P&T employees and members of their families. The P&T dispensaries have been very helpful in providing medical facilities to the P&T employees, particularly low-paid employees and members of their families. These dispensaries have also helped in controlling effectively the expenditure on medical reimbursement resulting in substantial savings.

Besides these, six part-time dispensaries are functioning for the benefit of trainees in six Postal and Telecom. Training Centres. Medical consultation centres manned by eight part-time doctors continued to function under the Bombay Telephone District for the benefit of all the employees of the District and members of their families.

The scheme for giving family welfare advice and free supply of Nidodh etc. at the P&T dispensaries continued during the year.

### **Vigilance**

During the year 1979-80, the Vigilance Organisation dealt with 4,190 complaints of corruption. Of these Complaints 1,246

were disposed of at the initial stage being either anonymous, pseudonymous or the allegations having been found as not susceptible of verification. 28 complaints, were reported to the CRI for enquiry. The remaining 2,916 were taken up by the Vigilance Agency of the Department for enquiry. Of these 917 were dropped after investigation as the allegations were found to be without substance.

In the cases arising out of complaints of corruption and other malpractices, 245 Officials were awarded major punishments such as dismissal, removal, compulsory retirement from service and reduction in the rank or pay while 633 officials were awarded minor penalties including warning.

### **Work Study**

During the period under review, the Internal Work Study Unit I completed 19 studies and submitted reports thereon. Important among these are evolution of standards for creation of posts of Welfare Officer in Postal Circle Offices, supplementary study in respect of certain items of work not included in the standards for assessing work load of Sub-Divisional I.P.Os, evolution of standards for sanction of posts of sorting Assistant Superintendent and sorting Inspector in Circle Offices, evolution of standards for sanction of clerical staff for printing of Telephone Directory in Punjabi in Telephone Districts/Circles, standards for J. Es. Outdoor in Telephone Districts/Telecom, Circles, work study for laying down norms for TTSI, II, & III in Metropolitan Telegraph Offices and norms for creation of posts of non-gazetted, non-industrial staff in whole sale Store Depots/-Retail Store Depots.

The Internal Work Study Unit-II completed work study of 12 Sections/Cells of the P & T Directorate and recommended measures for improving the working of those sections.



Besides the above 12 sections, work study of 3 more sections/cells have been completed and the reports are in process of finalisation/submission. Study of three more sections were made to ascertain the feasibility of introduction of Desk Officer System. Reports in respect of two sections have been submitted and the third one is in the process of finalisation/submission.

During the period, Work Study Unit II sponsored 65 P & T Officers for various types of training courses in Management Sciences conducted by the Department of Personnel and Administrative Reform and other Institutions.

#### **Efficiency Bureau**

The Efficiency Bureau is responsible for in-depth study of specific problems in the working of P & T with the primary objective of improving efficiency, effectiveness and economy. The Bureau brought out seven reports during the year.

#### **Economic Study Cell**

The Economics Study Cell brought out a report on "Cost and Return analysis and Economies of Scale in Telephone network Expansion -India" bringing out comprehensively the telephone network costs and returns and the share of local and long distance revenue contributed by various cities. The study also contains analysis of P & T's cost and revenue per local call and the economies of scale in telephone expansion.

#### **Operation of Official Language Rules, 1976**

270 Divisional Offices located in the Hindi speaking areas have been notified under Rules 10(4) of the rules framed under Official Language Act.

#### **Publicity**

During the Posts and Telegraphs Week which was celebrated through out the country from February 11 to 17, 1980 publicity was given to the activities and developments of the department through Press, All India Radio

and Doordarshan. The theme of the Week viz. 'P&T for Progress' was widely publicised through posters which were displayed in P&T offices all over the country. A rolling shield was introduced for award to the Circle/District producing the best folder during P&T Week.

Advertisements on the theme of Postal Life Insurance and Telegraphic Abbreviated Addresses were released to the Press on all India basis. The International Letter Writing Competition for children organised by the Department at the behest of U.P.U., was also advertised. A poster on Devanagari Telegrams was also produced.

Two documentary films viz 'Domestic satellite for Communications' and 'Post Office Savings Bank' add ten other quickies on various Postal and Telecom. subjects were taken up for production and these are at various stages of production.

#### **Commercial Publicity**

During 1979-80 Commercial Publicity Cell secured business of about Rs. 70 lakhs as against Rs. 44.19 lakhs during last year. On account of difficulties in production and distribution faced by the India Security Press, publication of advertisements in Postal Stationary has been suspended temporarily since March, 1980.

#### **Magazine**

Changes in lay-out and get-up and introduction of new features gave the 'Dak Tar' during the year a face lift which was liked by the P&T fraternity. A mix of serious and light reading proved educative and entertaining and helped in popularising the house journal.

#### **Deputations/Delegations of Government Officials sent abroad**

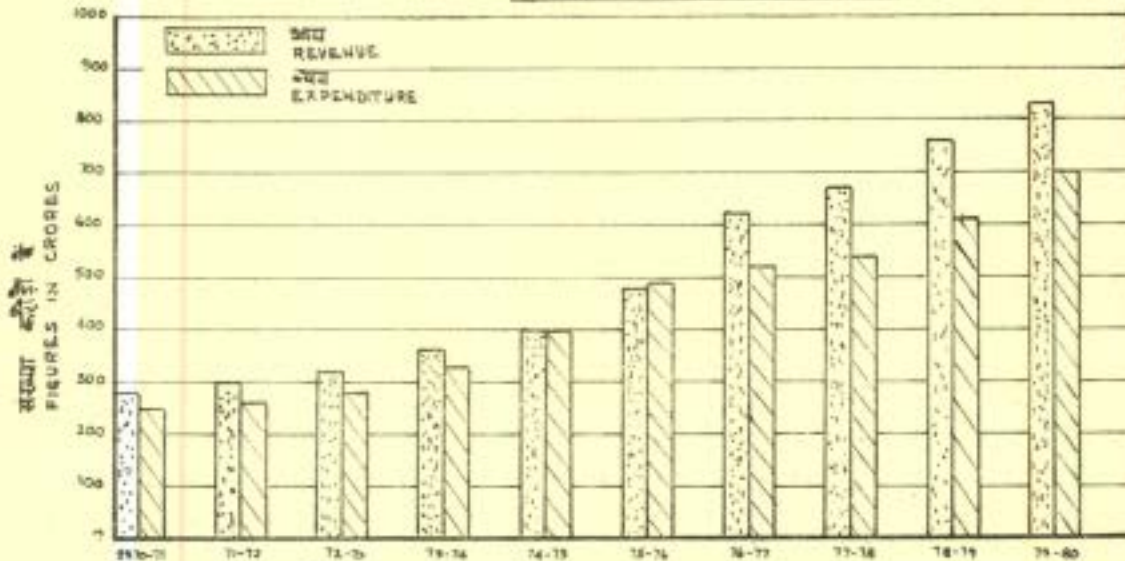
A total number of 39 deputations/delegations consisting of 81 Government officials were sent abroad during 1979-80. A total expenditure of Rs. 18,41,400.29 was incurred on the above deputations/delegations.



# Financial Review

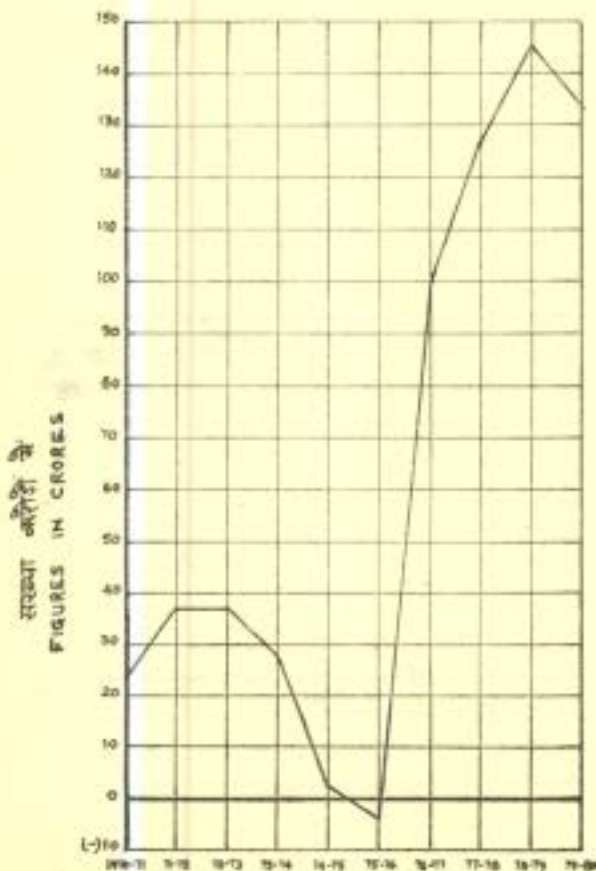
## Financial Results

### आय और व्यय REVENUE AND EXPENDITURE



### आम और हानि

#### PROFIT AND LOSS



### Revenue & Expenditure

The year closed with a surplus of Rs. 133.85 crores as against Rs. 145.88 crores for the previous year. The Department's revenue was Rs. 835.05 crores and the expenditure (including Rs. 32.51 crores paid as dividend to the General Revenue) was Rs. 701.20 crores.

### Capital Outlay

The capital invested on fixed assets during the year was Rs. 274.70 crores bringing up the progressive capital investment on fixed assets at the end of the year to Rs. 2041.95 crores. Out of this, dividend bearing capital outlay was Rs. 609.90 crores. The addition of fixed assets to the Postal Branch was Rs. 12.97 crores whereas the addition on the Telecommunication Branch was Rs. 261.73 crores.

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## INTO 1980-81

The contents of the Annual Report are updated to December, 1980, giving the Activities during 1980-81

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### General Survey

#### P & T Board

*The constitution and functions of the Board remained the same. Member (Finance) is also Additional Secretary and Financial Adviser, Ministry of Communications. Other Members of the Board hold the ex-officio status of Additional Secretary, Government of India.*

#### Charges

*Shri S. K. Ghose continued as Director General, Posts and Telegraphs and Chairman, P & T Board, in addition to his duties as Secretary, Ministry of Communications. Shri M. L. Gaiind, formerly Member (Postal Development and Agency Functions), took over as Member (Postal Operations) with effect from 4.7.1980 (A.N.) vice Shri Daljinder Singh (who later retired voluntarily with effect from 1-1-1981). Shri M. M. Kini continued as Member (Telecommunication Development) and Shri R. R. Savoor as Member (Finance). Shri V. E. Arunachalam took over as Member (Postal Development and Agency Functions) with effect from 4-7-1980 (A.N.). Shri M. M. Wagle took over as Member (Telecommunication Operations) on 29-11-1980 on the retirement of Shri P. K. Verghese, Member (Administration) retired on 31-12-1980.*

#### Administrative Structures

*On the 31st of December, 1980, there were 123 functional and territorial units directly repor-*

*ting to the P&T Directorate as indicated below :-*

- 16 Postal Circles*
- 15 Telecommunication Circles.*
- 27 Telephone Districts.*
- 65 Functional Units (including Training Centres, Army Postal Service and Civil Wing).*

#### Medical Care

*49 P & T Dispensaries were functioning at various stations in the country as on 31-12-1980. These dispensaries provide outdoor treatment facilities including domiciliary care and supply of medicines to about one lakh P&T employees and members of their families.*

*Besides these, six part-time dispensaries are functioning for the benefit of trainees in six Postal and Telecommunication Training Centres.*

*It has been decided to abolish the existing scheme of appointment of part-time doctors for the employees of Bombay Telephone District and members of their families for medical treatment/consultation under which these employees and their family members were required to come to the Consultation Centres located in the Telephone District, but to bring them under the Scheme of Appointment of Registered Medical Practitioners as Authorised Medical Attendants. Under the revised arrangements, the medical treatment/consultation will be available to these employees and their family members near their residence. The*



*Scheme is expected to be implemented in the near future.*

*The Scheme for providing family welfare advice is continuing in all P&T dispensaries. Family welfare staff is in position in 17 P & T dispensaries.*

### **Vigilance**

*The Vigilance Organisation dealt with 4,321 complaints of corruption. Of these 1,180 were disposed of finally at the initial stage and enquiries were taken up in respect of 3,141 complaints. 746 cases were taken up for departmental or criminal proceedings.*

*244 officials were removed, dismissed or compulsorily retired from service or awarded major penalties like reduction in pay etc., while 702 officials were awarded minor penalties including other administrative action.*

### **Welfare**

*A sum of Rs. 1.20 crores was allotted as grant-in-aid to the P&T Welfare fund for 1980-81.*

*The Department increased the number of scholarships for technical and non-technical education raising the limit of technical scholarships from 700 to 850 and for non-technical education from 300 to 500. In observance of the handicapped year, 100 scholarships were awarded for handicapped/mentally retarded children @ Rs. 20/- per child. In addition the Central P&T Welfare Fund Committee has decided to grant an additional sum of Rs. 20/- as transport charges for the handicapped children who were unable to walk.*

*The grant-in-aid to the P&T Compassionate Fund for 1980-81 is Rs. 4.5 lakhs. Immediate relief is granted to the family members of the*

*deceased employees from the Fund. During the period from 1-4-1980 to 31-12-1980 the P&T Compassionate Fund Committee sanctioned relief amounting to Rs. 2,32,950/-.*

*133 beds have been reserved in various hospitals and sanatoria for treatment of P&T employees and their family members suffering from TB.*

*Holiday Homes for the P&T Staff are functioning at 14 places viz., Matheran Mount Abu, Mussoorie, Simla, Pachmarhi, Rajgir, Digha, Diamond Harbour, Puri, Gopalpur-on-sea, Kanya-Kumari, Srinagar, Kulu and Tirupati.*

*Other Welfare Institutions such as canteens, tiffin rooms, recreation clubs, dormitories, retiring rooms, RMS rest houses, welfare committees etc., continued to function satisfactorily.*

### **Internal Work Study**

*During the period under review the Internal Work Study Unit-I submitted 12 work study reports. Important among these are Work Study for review of standards for sanctioning staff in PLI Section in Circle Offices, Liberalisation of M.T.T. for the staff working in Running Sections, Revision of staff standards for the Circle Postal Accounts Offices I Phase— Money Order, Cash Certificates and Savings Bank Sections. Fixation of standards for the posts of Accounts Personnel in Major and Metropolitan Telephone Districts, Upgradation of posts of LDCs in certain sections of Postal Accounts Offices, Laying down norms for creation of Class I and II posts in Telecommunication Factories and Laying down norms for TTS Group A, B and C officers in Telegraph Traffic Division and G.M. Maintenance Organisations. During the period from 1-1-1981 to 31-3-81, eleven more work study reports are likely to be completed.*

*Internal Work Study Unit - II conducted work study of nineteen Sections/Cells of the P&T*



Directorate to assess the requirement of staff and to make suggestions for improving productivity of these sections. Out of these, the reports in respect of 12 sections were finalised. The reports in respect of the remaining seven sections are likely to be completed during the period from 1-1-1981 to 31-3-1981.

#### **Training**

Seventy three officers from different wings of the P&T Department were trained in various aspects of management at different Institutions. Another 20 to 25 officers are likely to be nominated for various training courses during the period from 1-1-1981 to 31-3-1981.

#### **Efficiency Bureau**

The Bureau brought out three reports during the period from 1-4-1980 to 31-12-1980. The Bureau is currently undertaking five more studies.

#### **Economic Study Cell**

The Cell released a report on 'Elasticity of Demand for Calls and its implications on Revenue' based on Delhi Telephone District. This report revealed the impact of 1979-80 tariff increase on the subscriber calling pattern. The Cell also estimated the possible growth in demand for telephones in the 17 districts selected by the Planning Branch for preparing a plan for rural telecommunications.

#### **Operation of Official Language Rules, 1976**

339 offices have been notified under rule 10 (4) of the rules framed under Official Language Act.

#### **Publicity**

A country-wide multi-media publicity campaign with a more effective message was launched to popularise the use of PIN Code. The message

was "Avoid Delay to Your Letters, Write Correct Address, Use PIN Code." Press advertisement, radio, posters, hoardings, cinema slides and departmental vans were utilised for this purpose. Press advertisements were released on Postal Life Insurance, Telegraphic Abbreviated Addresses and Domestic Satellite. An attractive folder was brought out on the occasion of inauguration of Indian Domestic Satellite. The production of films "Story of a Postcard" and "Post Office Savings Bank" has been completed and the work on thirteen more films is in progress.

#### **Magazine**

A special Civil Wing Number of the Dak Tar was published to celebrate the journal's silver jubilee. An issue entitled "Satellite Communication" was brought out on the occasion of the inauguration of the Domestic Satellite Communication at Sikandrabad (U.P.).

#### **Inspection Organisation**

The Inspection Organisation undertook the inspections of 10 Administrative Offices from 1-4-1980 to 31-12-1980 covering 3 PMG's, 3-GMT's, 2 GMM's and one each of GMTF and RDP. The Inspection Organisation made a number of suggestions for improving the existing Mail arrangements/delivery arrangements. Many of the suggestions were accepted and implemented while some of them are under examination.

It was decided to adopt the calendar year for the inspection work on permanent basis. A questionnaire for inspection of the combined branch of the branch post offices having public call office/telegraph functions was evolved. Internal inspection of the offices of the Director Postal Services (Regions) by the Directors was introduced. To tighten the supervision over the rural extra departmental sub post offices, periodical visits by the Mail Overseers have been prescribed.





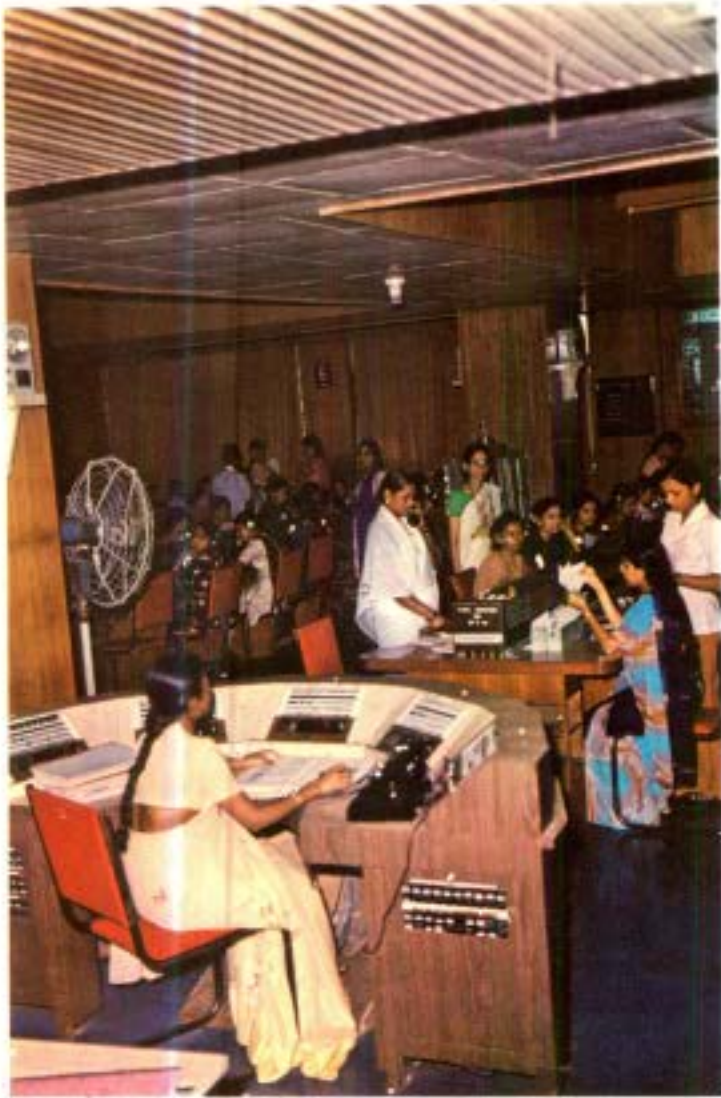




ORATIVE  
डाक-टिकट  
1979-80







बम्बई में ट्रंक एक्सचेंज  
Trunk Exchange at Bombay

गेरसर, राजस्थान में ऊँट पर चलता-फिरता डाक घर  
Mobile Post Office on Camel, Gersar, Rajasthan





### **Posts and Telegraphs Advisory Council**

*Several important items concerning development and operation of Postal and Telecommunication Services were discussed in the Central Posts and Telegraphs Advisory Council meeting held on the 29th of April, 1980.*

### **Civil Defence and Fire-fighting**

*Twenty-six officers of the Posts and Telegraphs Department are likely to be trained in Civil Defence under the various courses conducted by the Ministry of Home Affairs.*

### **Sports**

*Two new games, Cricket and Basketball, were introduced at All India and Regional levels in the Sports Calendar of the Department. The game of chess was also introduced but at the Regional level only. The expenditure for the year 1980-81 will be about Rs. 13.5 lakhs which is Rs. 3.5 lakhs more than the expenditure incurred last year. At the national level, four powerlifters of the Department secured first positions in the National Powerlifting Championship. These powerlifters were selected to represent the country in World Powerlifting Championship held at Arlington, Texas (USA) in November, 1980.*

### **Buildings**

*In terms of physical achievement, from 1-4-1980 to 31-12-1980, 80 Telecommunication buildings, 115 Postal buildings, 1,100 staff quarters and 25 other buildings were completed by the P&T Civil Wing. As on 31-12-1980, 255 Telecommunication buildings, 335 Postal buildings, 6,100 staff quarters, 90 other type of buildings are at different stages of construction. It is expected that during the period from 1-1-1981 to 31-3-1981 another 70 Telecommunication buildings, 125 postal buildings,*

*850 staff quarters and 30 other buildings would be completed and construction work started on 55 Telecommunication buildings, 55 Postal buildings, 1,300 staff quarters and 22 other buildings.*

*Seven earth stations for operation through INTELSAT System pending launching and commissioning of INSAT System were completed by the Civil Wing. Other Earth Stations for INSAT project are under construction on priority basis. Staff quarters at Leh were constructed by the Civil Wing in a record time of four months.*

*Civil Wing has undertaken construction of cable duct works in Metropolitan cities on a large scale. An ambitious programme for constructing about 100 Kms. length of cable ducts along 30 routes at Delhi at a total cost of nearly Rs. 20 crores has been drawn up recently.*

*The Civil Wing establishment was strengthened during the year by creation of one post of Chief Architect in the architectural arm and two additional posts of Chief Engineers (Civil) in the Eastern and South West Zones with their headquarters at Calcutta and Bombay. Another additional post of Chief Engineer (Civil) was approved by the Cabinet, which will be filled up later.*

### **Material Management**

*During 1980-81 the turn-over of stores through the Stores Organisation was of the order of Rs. 152.39 crores in receipts and Rs. 155.14 crores in issues as against Rs. 122.48 crores and Rs. 122.34 crores respectively in the preceding financial year registering an appreciable increase in the activities during the current year. The total value of the stores procured through private sources by the stores organisation during the year 1980-81 was Rs. 35 crores.*



**Deputation/Delegations of Government Officials sent Abroad**

*Twenty eight (28) deputations/delegations comprising a total of 61 government officials*

*were sent abroad during the period 1-4-1980 to 31-12-1980. A total expenditure of Rs. 21,26,107.72 was incurred on the above deputations/delegations.*

# Postal Services

## Extension of Postal Facilities

*In so far as the rural postal network is concerned, it was decided that the key note of the Sixth Five-Year Plan should be consolidation of the vast expansion that had already taken place under the successive Plans and on overall enhancement of the quality of the rural services through training programmes for extra departmental employees and other measures. Between inception of planned development in 1950-51 and the 31st of March, 1980, the number of rural post offices had gone up from 30,810 to 1,22,839. Besides, upto the 31st of March, 1980, postal counters were also provided in 91,677 villages. What is required now is to evaluate this massive expansion, identify the weaknesses and in general tone up the rural facilities creating so far so that optimum benefit from this expansion may accrue to the people particularly the rural masses and the viability of the existing rural post offices assured. However, further expansion of the postal system on a selective basis will continue. A system of priorities will be enforced so that the new facilities are given in these villages where they would serve the communication needed of the area and with due regard to the rural growth centres likely to emerge on account of other developmental schemes.*

*In line with this approach, fresh targets have been set under the Annual Plan 1980-81 for extension of rural postal facilities.*

## Opening of Post Offices

*The targets for opening of rural post offices in 1980-81 is 1,600 including 1,000 post offices in the backward, hilly and tribal areas. During the year, upto 31-12-1980, 1,549 new post offices were set up in rural areas. In addition, 176 post offices have also been opened in the urban areas taking the total number of post offices in the*

*country, as on 31-12-1980, to 1,38,724 of which 1,24,388 are in rural areas*

## Provision of Postal Counter Facilities in Villages

*Upto 31-12-1980 postal counter facilities were provided in 2,225 additional villages through mobile branch offices. Simultaneously a detailed review of the working of the scheme was taken up. The counter service is provided through extradepartmental branch postmasters whose duty is limited to a maximum of 5 hours per working day. In some cases branch postmasters have not been able to visit all the villages assigned to them in addition to attending to the work of the base post office within the maximum number of hours of duty prescribed for them. The object of the review is to identify such cases and rationalise the arrangements. Taking into account the villages taken out of the scheme in this process as well as the villages in which the scheme was introduced during 1980-81, the total number of villages in which postal counter facilities had been provided by 31-12-1980, was 19,778.*

## Installation of Letter Boxes

*During the year, upto 31-12-1980, 9,250 letter boxes were installed in rural areas and 335 in urban areas, taking the total number of letter boxes in the country to 4,94,322.*

## Mail Collection and Delivery Services in Rural Areas

*As in the earlier Plan, provision has been made in the Sixth Five Year Plan also for appointment of additional Extra Department Agents in rural areas in order to ensure regular clearance of letter boxes and delivery of dak on daily basis. It is proposed to appoint 3,00 additional Extra Department Agents during 1980-81. 2,506 Extra*



Departmental Agents were appointed in 1980-81 upto 31-12-1980. Out of 5,75,936 villages in the country 5,74,714 villages were having daily delivery service on 31-12-1980.

### **Monitoring the Rural Services**

The Plan Monitoring Organisation set up by the Department in 1979-80 went into operation on a systematic basis during 1980-81. Upto 31-12-1980 the Inspectors attached to the Organisation visited a total number of 9,580 villages to check the quality of the postal services and to recommend what improvements are needed.

### **Mail Vans**

Orders have been placed for construction of 99 Metre gauge mail vans and 51 Broad gauge mail vans on priority basis.

### **RMS Divisions and Sorting Offices**

Sorting mail offices were opened at Sultanpur (day set), Latur, Khargaon, Ghaziabad city, Bhind, Durgapur and Korus. Transit mail offices were opened at Hindupur bus stand and Belgaum bus stand. Two transit sections, namely, J-26 (Ajmer-Jaipur) and JP-26 (Jaipur-Delhi) were also opened.

### **Departmental Mail Motor Service**

New Departmental Mail Motor Services were introduced at Porbander in Gujarat Circle and Mysore in Karnataka Circle. 47 additional vehicles were sanctioned for covering a larger number of post offices and RMS offices and for efficient conveyance of mails in the Metropolitan cities of Bombay, Calcutta, Delhi and Madras and in the towns of Hyderabad, Vijayawada, Visakhapatnam, Pune, Madurai, Salem, Tiruchirappalli and Coimbatore. One mobile post office van was sanctioned for Coimbatore in Tamil Nadu

Circle and one van for the Postal Stamp Depot at Madras. Post Blair in Andaman and Nicobar Islands was provided with a new vehicle for conveyance of mails/cash inside the town and to clear the ship mails. 16 new vehicles were purchased in replacement of condemned vehicles, to maintain the efficiency of the service. It is proposed to purchase 30 more new vehicles in replacement of the old vehicles.

### **Franking Machines**

With a view to encouraging the use of franking machines it was decided to allow the users of franking machine to post their franked articles at (not more than) five post offices instead of two as was permitted earlier. The re-setting of franking machine is also now being done at the premises of the holders of the machine instead of the machines having to be brought to the post office for this purpose. It was also decided that a rebate of 1 $\frac{3}{4}$ % of the total value of stamps "replaced" by franking would be allowed to the users of franking machines with effect 1-10-1980. All this is expected to popularise the use of franking machines and thereby reduce the demand for postage stamps considerably.

### **Mechanisation**

10 Registerex Cash Registers are being experimentally used for booking of money orders at 6 Head Post Offices in Delhi Circle. Apart from 100 Cash Registers being used in the 4 metropolitan cities for booking of registered letters and parcels, 37 more Cash Registers were introduced into service. 17 Cash Registers were installed at Post Offices in Tamil Nadu and Maharashtra Circles for the booking of telegrams and 3 Cash Registers were installed at Madras for the collection of Telephone Revenue. Order has been placed for a bag de-dusting plant to be installed at Hyderabad on an experimental basis for cleaning mail bags of dust which is a hazard to the health of staff. If the experiment is succ-



essful, more such plants are likely to be commissioned during the next financial year.

### Philately

27 special/commemorative postage stamps were issued from 1-4-1980 to 31-12-1980. These include two stamps (*se-tenent*) issued on the 50th Anniversary of Mahatma Gandhi's march to Dandi, and four stamps (*series*) on Brides of India. Five commemorative stamps are scheduled for release during the first quarter of 1981.

The National Philatelic Museum participated in five international exhibitions, namely, London-80 held at Earls Court, London from 6-5-1980 to 14-5-1980, Norvex-80 held at Oslo, Norway from 13-6-1980 to 22-6-1980, Riccoine-80 held at San Marino, Italy from 30-8-1980 to 2-9-1980, Euro-philia-80 held at Rome, Italy, from 26-9-1980 to 28-9-1980 and International Stamp Fair held at Essen from 15-11-1980 to 19-11-1980. A circle level Philatelic exhibition was organised at Jabalpur (Madhya Pradesh) for the promotion of philately.

### International Postal Relations

India, as a member of the Universal Postal Union (UPU, a Specialised Agency of the United Nations) and as a member of the Asian Oceanic Postal Union (a Restricted Union of the Administrations of Asia and the Pacific Region), made significant contributions to the activities of these International organisations.

The meeting of the Executive Council, an important organ of the UPU, was held at Berne (Switzerland) from the 5th to 16th May, 1980. India was represented at the meeting. The Indian Proposal on the present system of compiling statistics for transit charges and terminal dues was greatly appreciated in the meeting.

At the directive of the UPU, India organised a Letter Writing Competition for young people in May, 1980. The entry of Miss. Veneeta Tandon which was adjudged first in the competition in India, was sent to the UPU where it was adjudged

along with the best entries from other Postal Administrations and awarded the third international prize in the 1980 International Letter Writing Competition. The UNESCO also presented awards to Miss Tandon. This is the first time that an entry from India had won this International prize.

The annual session of the Consultative Council of Postal Studies, another important organ of the UPU, was held in Berne (Switzerland) from the 21st of October to the 31st of October, 1980. A meeting of the IATA-UPU Contact Committee immediately preceded the CCPS session on 20th October, 1980. India was represented at these meetings. At the IATA-UPU Contact Committee meetings, India represented not only its own interests but was also given the honour, in recognition of its standing in the International Posts, to represent the other member countries of Southern Asia and Oceania. At the CCPS Session also India played a prominent part in the deliberations of the various committee meetings. In recognition of its standing amongst the Postal Administrations of the world and her keen interest in promoting technical co-operation and improving the quality of postal services, India was given the honour to act as the Reporting country for the studies on "Postal Mechanization in young countries", "Technological advances in Postal services of new and developing countries during the next ten to twenty years" and "Promotion of Postal savings banks in developing countries—Inquiry". India as the Reporting country and also as a member of the Working parties of various Technical studies made effective contributions leading to successful completion of the various technical studies.

India's role at the CCPS Session was highly appreciated by the Director General of the International Bureau of the Universal Postal Union.

The Congress of the Asian Oceanic Postal Union is scheduled to be held in Indonesia in March, 1981. The Congress of the AOPU is its supreme organ and is held once in five years.



India as Chairman/Member of various Working groups is expected to play a crucial role at this Congress.

India has offered six fellowships for the benefit of middle grade officers of the developing countries under U. P. U. Special Fund.

#### **International Postal Services**

Money order service between India and Nepal was introduced with effect from 13-4-1980.

#### **Pastal Staff College and Regional Postal Training Centres**

The Postal Staff College, New Delhi trained 22 Indian Postal Service probationers and four probationers of India P&T Accounts & Finance Service upto the 31st of December, 1980. 41 more Indian Postal Service probationers and six Indian P&T Accounts and Finance Service probationers are likely to be trained during the last quarter of the year. In all 183 officers participated in various in-service training courses, refresher course and seminars organised on functional areas upto 31-12-1980 and another 38 officers are likely to participate in such programmes during the last quarter of the year. Further, one officer from abroad underwent training in Documentation in Foreign Posts and another is scheduled to undergo training in Auditing of Postal Transactions between January and March, 1981.

The Regional Postal Training Centres are engaged in imparting induction and inservice training to the different levels of operative and supervisory staff belonging to the Postal and RMS arms of the Department to improve the efficiency of the Postal Services. In all 4,449 persons were trained by these Training Centres upto 31-12-1980 and another 1,289 persons are likely to be trained during the last quarter of the year. In addition 620 persons were trained in various refresher courses upto 31-12-1980 and another 977 persons are likely to be trained between January and March, 1981.

#### **Savings Bank**

As on 30-9-1980, the outstanding investments in Post Office Saving Bank grew to Rs. 7,186 crores from Rs. 6,826 crore balance of 1-4-1980. The rate of interest for Public Provident Fund accounts was increased to 8% effective from 1-4-1980.

With effect from 9-4-1980, the facility of transfer of Public Provident Fund accounts from the State Bank of India and its subsidiaries to Head Post Offices and vice-versa was introduced.

Individual Extra Departmental sub post offices can henceforth be authorised by Postal Circles to allow withdrawals upto Rs. 500/-, as against the general limit of Rs. 250/-, without the authorisation of the Head Post Office which is otherwise required. There are over 10,000 Extra Departmental Sub post offices all over the country. The measure will benefit many depositors.

It was decided to introduce Ledger for Time Deposits in Departmental sub post offices with effect from 1-1-1981 in place of Journal. This will facilitate operation at those Sub post offices.

In order to forestall the contingency of Savings Bank and other Pass books not being available in Departmental Sub post offices, the authorised stock of pass books of such Sub post offices was raised to an average requirement for two months subject to a minimum of 25.

Internally, a modified system of accounting of expenditure on SB operations was introduced for accurate reflection of expenditure.

The schemes of payment of pensions to Army personnel in Rohtak District in Haryana as well as to State Government pensioners in Andhra Circle through Post Office Savings Banks were discontinued as they were found uneconomical.

#### **Broadcast Receiver Licences**

*The number of Broadcast Receiver Licences and T. V. licences in force as on 30-9-1980 for the three quarters of the calender year 1980 are 1,69,85,563 and 11,41,812 respectively. The licence fee for one|two band radio|transistor sets was abolished during the year to popularise these sets among the masses.*

*In the same period 3,56,882 cases were detected by the anti-evasion staff. 26,474 persons were prosecuted for keeping wireless receiver sets without licences.*

#### **Postal Life Insurance**

##### **New Business**

*As a result of intensive publicity drives undertaken for the expansion, 1,17,070 new proposals of*

*the value of Rs. 10,177.06 lakhs were procured during the period 1-4-1980 to 31-12-1980 against 94,877 proposals for Rs. 7,365.81 lakhs in the corresponding period of last year.*

##### **Maximum Limit of Insurance**

*The maximum limit of Postal Life Insurance has been raised from Rs. 50,000 to Rs. 75,000 with effect from 1-9-1980.*

##### **Allowances of Extra Departmental Agents**

*The consolidated allowances of Extra Departmental Agents were heretofore revised biennially. It has now been decided to revise their allowances annually keeping in view the rise in the average all India Consumer Price Index. The first yearly revision is being made from the 1st of September, 1980, benefiting about 2.75 lakhs of Extra Departmental employees.*



# Telecommunication Services

## Telegraph

377 Departmental Telegraph Offices were functioning in the country at the end of December, 1980. The conversion of 21 Combined Offices into Departmental Telegraph Offices was sanctioned.

## Telephones

Against the target of providing 1.70 lakh telephone connections during 1980-81 about 64 thousand telephone connections were added to the telephone network of the country during the period April to December, 1980 thereby bringing the total number of telephone connections from 20.16 lakhs in April, 1980 to about 20.80 lakhs in December, 1980.

Against the target of adding 1.75 lakh lines in the exchange capacity during 1980-81, the equipped capacity of telephone exchanges in the country increased by 48 thousand lines to 23.84 lakh lines during the period from April, 1980 to December, 1980 by the addition of 168 new telephone exchanges. The important new Automatic (MAX-1) Exchanges commissioned during this period are Delhi-Janakpuri-1,500 lines, Bilaspur (M.P.) - 1,800 lines, Pune-Chinchwad-2,100 lines, Bombay-Mazagaon - 10,000 lines and Bombay-Boriville - II (65) - 2,000 lines.

The TAX network was expanded by adding 3 new TAXs and 3,000 lines thereby bringing the TAX capacity to 43,3000 by the end of December, 1980. 14 more stations were connected to TAX network during the period April-December, 1980. Besides this, 4 STD routes on point to point basis were also commissioned during this period.

The trunk network was strengthened by adding 101 trunk boards and providing 1,890 addi-

tional trunk circuits during the year upto December, 1980.

The long distance transmission network was expanded by providing 70 kms. of UHF systems and adding 804 microwave channels, 864 coaxial channels, 24 UHF channels and 902 open wire carrier channels upto the end of December, 1980.

148 telegraph offices, 324 long distance public call offices, 741 V.F.T. channels, one new telex exchange and 120 lines of telex capacity were added in the Telecom. Network from April to December, 1980.

OYT scheme which was suspended on 14-7-1978 in the Telephone Districts of Bombay, Calcutta, Delhi and Ludhiana was revived with, however, a reduced percentages of allocation of 25% allotable capacity; 40% being for Special and 35% for General category. Special publicmen category was replaced by Eminent publicmen category. Defence officers were permitted to retain their officials telephone on private account upto 3 years when posted out to field areas. The General Managers of Telephone Districts and Telecommunication Circles were delegated powers to perform the functions under I. T. R. 416 on behalf of the Director General, Posts and Telegraphs Department. I. T. R. 434 was amended on 15-11-1980 to include 100 lines exchanges in the category under which subscribers are eligible for reduced deposits.

## Inland Trunk Service

### Manual Trunk Calls

During the period April to December, 1980, about 16.9 crore numbers of manual trunk calls were booked.



### **Trunk Circuits**

1,890 trunk circuits were added during the period from April to December, 1980 bringing the total on 31-12-1980 to 42,244.

### **Subscriber Trunk Dialling**

STD facility was provided at 9 more stations during this period bringing the total number of stations with STD facility to 198.

### **Disruption of Telecommunication Services**

Flash floods in Vamsadhara river in September, 1980, caused disruption to Telecommunication services in Srikakulam District of Andhra Pradesh. As a result, Gara, Nivagam, Polaki, Kothuru, Bathili, Hiramandalam, Nimmada, Srikakulam, Bairisinghipuram and Budithi got isolated due to breakdown of openwire alignments in the area. The railway alignments between Virulam and Amadalavalasa were also washed away. Communications were restored by 24th September, 1980 and the Railways provided with essential control circuits for movement of trains.

Floods disrupted telecommunication services in Koraput District in September, 1980. The trunk line connecting Gunpur to Parlakhemundi was washed away over a length of about 10/15 Kms. Wireless telegraph communication functioned between Koraput and Cuttack. Forty long distance public telephones located in rural areas of Cuttack, Puri, Koraput, Ganjam, Sambalpur, Bolangir, Kalahandi and Dhankanal districts were also affected due to floods. The communication requirement of civil administration and police authorities were met on top priority and affected services restored progressively as the flood waters receded.

### **International Telephone Services**

Direct Manual International Telephone Service was extended to U.S.A. from Ahmedabad and Hyderabad. Additional New Delhi-Belgium, Madras-U.S.A. Madras-Kuwait, Ernakulam-Dubai and New Delhi-Moscow manual telephone circuits were provided during 1980.

At present direct telephone service is available to 44 countries of which 37 are connected through satellite circuits. Switched telephone service is available to almost all countries of the world.

### **International Telex Services**

Direct Intelex Service is available to 49 countries and switched telex service to almost all countries of the world.

During the year, direct telex service was extended to Greece, Fiji, Cyprus, China, East Germany, Zambia, Iraq, Lebanon, Yugoslavia, Poland, Czechoslovakia and Taiwan on fully automatic basis and Bombay-Dacca on manual basis.

A special fully automatic electronic type Gateway Telex Exchange at New Delhi was commissioned on 24-4-1980. This is in addition to the existing fully automatic Gateway telex exchange at Bombay and operator dialled telex exchange at Bombay, New Delhi, Calcutta, and Madras. With this, fully automatic telex service to Indian Telex Subscribers is now available to 46 countries against 33 last year.

### **Cable Pressurisation**

Pressurisation of telephone cables in all the Telephone Districts to reduce incidents of cable breakdowns and interruptions in local telephone lines was continued this year as well. 490 Kms. of Junction, Primary and Secondary Cables were pressurised upto 30th September, 1980 bringing the total length of pressurised cables to 7,762 Km. It is planned to pressurise 3,650 Km. of cables during the remaining period of 1980-81.

### **Monitoring of Performance**

The Directorate's observation team carried out observation of the performance of 29 Telephone Systems during April to December, 1980. It is planned to observe the performance of another 18 systems from January, 1981 to March, 1981. The principle of "management by exception" is being applied in the observation of telephone systems. The telephone systems having low perfor-



mance levels are identified and such systems are again observed so as to ensure that the targets are achieved by them. This approach has helped in improving telephone exchange systems at Calcutta, Gurgaon, Shahjahanpur and at a few other stations.

#### **Upgradation of Crossbar Telephone Exchanges**

Upgradation of local crossbar exchanges was completed in 75 telephone exchanges. The upgradation work is in progress in four more exchanges.

#### **Wireless Links**

Departmental wireless circuits were opened at Cuttack, Koraput and Jeypore. A total number of 19 rent and guarantee wireless circuits were provided during the period April to December, 1980 to State Governments, public undertakings and private parties.

The Coastal Communication was further strengthened by the commissioning of higher power transmitter at Okha Coastal Station.

With the commissioning of 22 wireless stations upto December, 1980 and proposed 7 wireless stations during January to March, 1981, the number of wireless stations will increase to 367 covering a total Kilometrage of 68,850.

#### **Management Information System**

Three annual reports, namely, Telecom. Network Performance Summary and Analysis, Telecom. Financial performance Appreciation and Telecom. Network Volume and Growth for the year 1979-80 were published.

#### **Advanced Level Telecommunication Training Centre (ALTTC)**

The Advanced Level Telecommunication Training Centre has started awarding fellowships to foreign trainees attending various courses and seminars at ALTTC. Additional facilities for training in new areas like Course Development Computers and Satellite Communications are being set up with a fullfledged medical support centre for training.

#### **Telecommunication Research Centre**

#### **Indian Crossbar Local System**

Analytical maintenance approach was introduced in the 2,000 line Indian Crossbar project Local Exchange at Janpath V in Delhi network.

The exchange stabilised with a fault rate of about 70 per month. Equipment for providing in-dialling facility into PABX was commissioned.

The Government approved the recommendations of inter-Ministerial Committee for manufacture of crossbar system to ICP design in a factory to be set up at Rai Bareilly by Indian Telephone Industries Ltd. Steps to set up the factory without any avoidable delay are under way.

#### **Indian Crossbar TAX System**

The 1,000 line Trunk Automatic Exchange to ICP design was commissioned in Bareilly in June, 1980, with which Bareilly local, Moradabad and Shahjahanpur telephone systems connected. The inter-TAX route between Bareilly-Kanpur was opened in August, 1980. The inter-TAX route between Bareilly-Delhi will be commissioned after traffic trials tests are successfully completed.

#### **Stored Programme Control in Electro-mechanical Exchanges**

Feasibility studies for introduction of Stored Programme Controls in Crossbar and Strowger types of electro-mechanical exchanges are in progress.

#### **Stored Program Controlled Electronic Exchange (Local)**

The SPC-I Electronic Exchange installed at Rajouri Garden was subjected to engineering trials on public subscribers. Feedback received during the trials was used to carry out modifications in the system to solve the problems. Designs to improve the performance of SPC-I processors were developed and these are under test and evaluation on two additional new processors. Commercial trial of the exchange is scheduled to be completed by March, 1981.

Infrastructure in the form of microprocessor development system and equipment required for packing of LSI processors was procured. A computer aided design equipment for designing printed circuits board was also received and is under installation.

#### **Satellite Telecommunication Experiment Project (STEP)**

The results of STEP experiments were evaluated and a report was prepared jointly with the



Department of Space. The report will be published shortly.

#### **Satellite Transmission System**

Developmental work in the area of convolutional codec, Spread Spectrum Multiple Access, Random Access Packet Switching, Digital Echo Canceller and Semi-compelled MF signalling for tandem working continued. Equipments used for STEP experiments were modified and adopted for use in forthcoming APPLE Utilisation Programme (AUP). In this context only, the Madras Earth Station originally set up at Ambattur (Madras) was shifted to Chingelpet and is in the process of final installation and commissioning. A transportable Remote Area Communication Terminal (TRACT) is also getting ready for use in AUP.

#### **30/120 Channel PCM Multiplexing equipment (MUX)**

TRC model of 30 channel PCM Mux was cleared for production and manufacturing by Gujarat Communications and Electronics Ltd. Factory evaluation and field testing of the production prototype will be undertaken.

#### **6 GHz Microwave (ITI)**

Field trial of the 6 GHz equipment was carried out at Patna-Katihar route and necessary data were collected and incorporated in the production model for factory evaluation.

#### **4 GHz Microwave (BEL/ITI)**

Factory evaluation of 4 GHz equipment was carried out and the necessary design changes are under discussion with the concerned factories.

#### **Large Capacity Digital Coaxial System**

Route selection was made for installation of 140 Mb/s digital coaxial system for a 100 Km. route. Further details like survey of the routes etc. will be carried out during the year.

#### **Optical Fibre System**

Indigenous development and fabrication of 8 Mb/s (120 channel) optical fibre system was completed and put on field trial under live traffic conditions at Pune.

#### **Coaxial Line Transmission Systems**

Production clearance was given for 2.6 MHz

small tube coaxial equipment (Hirel-Version) after field tests on Agra-Mathura Section. 12 MHz coaxial terminals were tested and performance evaluation is nearing completion. 12 MHz coaxial line amplifier was cleared for production. 4 MHz coaxial line equipment is under fabrication for conducting field trial.

#### **Data Transmission Service**

4,800 BPS data modem is under development. Environmental testing of 600/1,200 BPS and 2,400 BPS data modem has been taken up. Universal stable equalisers were developed and fabrication of the units has been arranged with Indian Telephone Industries Ltd., and Hindustan Teleprinters Ltd. First model of the equalisers is under test.

#### **Facsimile Service**

Equipment specification was drawn and orders have been placed for supply of Analog and Digital Facsimile Equipment.

#### **Long distance PCOs**

Studies of various types of multi-access system were completed. Procurement of sub-systems of TDM type in 1.5 GHz band is in progress.

#### **Very Small Capacity System (2/12 channel)**

Factory evaluation of 7+5 DX system was completed and field trial commenced on Bombay-Pen route. Upgradation work from BPSK to QPSK is in progress.

#### **Medium Capacity System (60/600) channel**

Factory evaluation of 60 channel equipment manufactured by Indian Telephone Industries Ltd., Bangalore is in progress. Modem design and major components for 30/120 channel PCM-PSK-UHF system were handed over to factory for fabrication of terminals. Data and specification details for factory development of 10/30 channel Digital UHF system were finalised and released to Indian Telephone Industries Ltd.

#### **Paging**

Initial Survey for commercial trial of paging service was completed in Pune. Field trial will be commencing by April, 1981.

#### **Propagation Studies**

Preliminary discussions were held with Indian



Institute of Technology, Madras and draft proposals were worked out.

#### **Digital Trunk Automatic Exchange**

In view of the decision to obtain modern foreign technical know-how for manufacture of digital TAXs, the scope of the Digital Trunk Automatic Exchange project was changed to cover digital integrated local cum trunk (ILT) and digital PABXs.

Specifications and factory evaluation schedules for 2,000 lines digital ILT and for 100/1,000 lines digital EPABXs were released to Indian Telephone Industries.

A 128 lines model of digital ILT is undergoing exhaustive laboratory testing.

#### **Small Electronic Telex**

A 40 line model of the exchange was installed at Bangalore telex and limited field trial was carried out. The equipment was now transferred to Gurgaon and the installation was completed. Further field trial by connecting paying subscribers will be commenced as soon as the installation of the strowger exchange which is to serve as back-up in case of failure of electronic exchange is completed.

#### **Medium Size Electronic Telex**

Laboratory model with 16 lines was evaluated in 1980-81.

#### **Electronic Director**

The equipment was since installed at Calcutta and commissioned on 15-9-1980. The performance evaluation was completed.

#### **Minor Switching Projects**

Supervisory Panels for local and STD junctions and STD Routiner had successfully undergone field trial and performance was evaluated and released for production. Extensive field trials on 8 units of 9-Line ESAX were completed and performance evaluated. Evaluation of MCR Electronic Exchange at Kosikalan was completed. System testing and performance evaluation of 4-W Trunk Board was completed. Field trial on the prototype of New/O/G Trunk Board was completed. 50 line electronic PABXs were put on field trial. Indigenous development of computer

based traffic measuring terminal is in progress. Redesign of Manual Trunk Circuits using 3,000 type relay is in progress. Proposals for indigenous development of computerised directory enquiry is under finalisation. Solid state polarised relays for Telex are under field trial. A new Coin-box-Telephone with higher reliability and with built-in vandal proof features is under joint development of TRC and Bombay Telecom. Factory.

#### **Projects in External Plant**

Standardisation for design and construction practices for man-holes, laying for AC ducts, swivel for use in a ducted cable system, design and fabrication of transistorised alarm panels for monitoring pressurised cables were completed. Evaluation of different types of connectors for cable joints were completed. Design work of 5-W static ringer and evaluation of indigenous negative impedance repeaters developed in Indian Telephone Industries Ltd., were completed. The evaluation of new jointing techniques for pressurised and jelly filled cables, development of loading coils with BOC and indigenous development of air flow meters for pressurised cables are in progress.

#### **Special Telecommunication Arrangements**

Telecommunication arrangements were made to facilitate prompt disposal of telephone/telex calls, telegrams and picture transmission at the time of visits of Commonwealth Heads of Governments to the regional meeting at New Delhi, Prince of Wales, President of U.S.S.R. and other V.I.P's of foreign countries.

Election Information Service was provided at a number of places all over the country during State Assembly Elections held in May, 1980.

#### **Telecommunication Factories**

A production target of Rs. 2,080 lakhs has been fixed for 1980-81 against an achievement of Rs. 1,827.44 lakhs during 1979-80. Against this target the Telecommunication Factories have already achieved during April, 1980 to December, 1980 production worth Rs. 1,525.94 lakhs (production during corresponding period April, 1979 to December, 1979 was Rs. 1,227.25 lakhs). About 50% of the industrial staff are now covered by the Incentive Scheme which will help in increasing the production.

## Financial Results

*The Budget Estimates and revised estimates for 1980-81 and the Budget Estimates for 1981-82 are as under :-*

Details	Rupees in Crores		
	B.E. 1980-81	R.E. 1980-81	B.E. 1981-82
Revenue receipts	963.30	1000.00	1130.00
Working Expenses (Net)	743.08	786.72	873.07
Net Receipts	220.22	213.28	256.93
Dividend to General Revenues	35.60	35.23	39.60
Surplus	184.62	178.05	217.33
Appropriation to Revenue Reserve Fund	1.62	1.05	1.33
Appropriation to Capital Reserve Fund	183.00	177.00	216.00

*The anticipated Capital Outlay on fixed assets and the balances in the Revenue Reserve Fund and the Capital Reserve Fund at the end of the year are Rs. 2,410.48 crores, Rs. 15.49 crores and Rs. 153.60 crores respectively.*

### Tariff Changes

*Tariffs for letters, embossed envelopes and registered envelopes as well as parcels and post box and post bag were revised with effect from 1-9-1980. From the same date, tariff for telephone installation and local calls were also increased. Trunk call rate for calls between exchanges upto 20 Kilometers was revised from Rs. 0.50 to Re. 1.00. Trunk call charges for concessional tariffs were also revised from the same date. These tariff revisions led to additional surpluses for the Department enabling it to step up development activities.*



## Statistical Supplement

### T A B L E S

1. Revenue and Expenditure
2. Capital outlay during and upto the end of 1979-80
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TABLE I  
**Revenue and Expenditure**  
 (Rupees in crores)

Year	Revenue	Expenditure			Total	Surplus (+) Deficit (-)
		Working Expenses excluding Depreciation	Depreciation	Due Dividend during the year		
1971-72	299.81	228.07	21.58	13.02	262.67	(+) 37.14
1972-73	320.96	244.01	25.44	14.39	283.84	(+) 37.12
1973-74	360.79	282.06	28.31	22.33	332.70	(+) 28.09
1974-75	401.58	346.95	31.11	21.19	399.25	(+) 2.33
1975-76	483.61	427.27	35.36	25.39	488.02	(-) 4.41
1976-77	619.27	450.06	41.02	28.56	519.64	(+) 99.63
1977-78	668.19	463.73	47.48	29.95	541.16	(+) 127.03
1978-79	762.83	531.09	54.54	31.32	616.95	(+) 145.88
1979-80	835.05	606.80	61.89	32.51	701.20	(+) 133.85



## Capital outlay during and upto the end of 1979-80

### Fixed Assets

	Postal	Telecom.	Total
	Rs.	Rs.	Rs.
1. Land	1,01,59,354 (9,41,81,589)	2,20,23,189 (17,96,49,435)	3,21,82,543 (27,38,31,024)
2. Buildings	11,15,64,711 (86,11,15,059)	22,47,36,142 (1,71,46,49,610)	33,63,00,853 (2,57,57,64,669)
3. Railway Mail Vans owned by Post Offices	3,96,028 (4,21,17,839)	-	3,96,028 (4,21,17,839)
4. Cables	-	77,46,53,858 (4,49,54,39,732)	77,46,53,858 (4,49,54,39,732)
5. Telegraph and Telephone Lines and Radio Posts and Aerials	-	36,88,28,270 (3,59,65,07,261)	36,88,28,270 (3,59,65,07,261)
6. Apparatus and Plant	70,30,250 (4,47,91,214)	1,18,41,55,681 (9,12,72,67,773)	1,19,11,85,931 (9,17,20,58,987)
7. Motor Vehicles	5,57,322 (77,41,150)	1,81,20,396 (10,24,98,960)	1,92,77,718 (11,02,40,110)
8. General Administration (Direction and Execution, Establishment and other charges etc.)	-	2,41,91,060 (15,35,12,583)	2,41,91,060 (15,35,12,583)
9. Other Expenditure	-	-	-
(i) Other Expenditure	(25,000)	-	(25,000)
(ii) Deduct—Receipts and Recoveries on Capital Account	2,32,017 (20,40,316)	57,70,645 (9,54,22,404)	60,02,662 (9,74,62,720)
10. Total Fixed Assets (i.e., total of items 1 to 9)	12,94,75,648 (1,04,79,31,535)	2,61,15,37,951 (19,27,41,02,950)	2,74,10,13,599 (20,32,20,34,485)
11. Deduct—Amount met from Advance Rentals under OYT and other Schemes	-	11,79,71,644 (1,55,54,71,752)	11,79,71,644 (1,55,54,71,752)
12. Deduct—Expenditure met from Posts and Telegraphs Capital Reserve Fund	-	1,36,95,60,000 (5,86,46,39,308)	1,36,95,60,000 (5,87,75,90,586)
13. Deduct—Amount of contribution from Revenue	3,22,09,000 (19,96,25,000)	58,63,28,000 (3,15,33,55,000)	61,85,37,000 (3,35,29,80,000)
14. Deduct—Depreciation on historical cost transferred from Revenue	1,10,90,699 (9,55,76,316)	60,85,38,177 (4,42,77,14,587)	61,96,28,876 (4,52,32,90,903)
15. Total Deductions (i.e., total of items 11 to 14)	4,32,99,699 (30,81,52,594)	2,68,23,97,821 (15,00,11,80,647)	2,72,56,97,520 (15,30,93,33,241)
16. Net Fixed Assets (i.e., item 10 minus 15)	8,61,75,949 (73,97,78,941)	(-) 7,08,59,870 (4,27,29,22,303)	1,53,16,079 (5,01,27,01,244)

TABLE 2

(Contd.)

## Other Assets

	Postal	Telecom.	Total
	Rs.	Rs.	Rs.
17. Consumers' Co-operative Society	-	-	-
	(12,740)	-	(12,740)
18. Stores and Manufacture Suspense	-	4,83,44,669	4,83,44,669
	-	(1,13,84,52,316)	(1,13,84,52,316)
19. Civil Engineering Store Transactions	-	2,25,18,141	2,25,18,141
	-	(-) (5,21,52,961)	(-) (5,21,52,961)
20. Total other Assets (i.e., total of items 17 to 19)	-	7,08,62,810	7,08,62,810
	(12,740)	(1,08,62,99,355)	(1,08,63,12,095)
21. Total Dividend bearing Capital outlay (i.e., total of items 16 and 20)	8,61,75,949	2,940	8,61,78,889
	(73,97,91,681)	(5,35,92,21,658)	(6,09,90,13,339)
22. Deduct—Portion of Capital outlay financed from ordinary Revenue	-	-	-
	(1,05,16,649)	-	(1,05,16,649)
23. Total Capital outlay (Voted) (i.e., item 21 minus 22)	8,61,75,949	2,940	8,61,78,889
	(72,92,75,032)	(5,35,92,21,658)	(6,08,84,96,690)

Note: Figures in brackets are for Total Capital outlay.



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

Year	Postal Services	Telecommunication Services	Grand Total
1971-72	(-) 7.41	(+) 44.55	(+) 37.14
1972-73	(-) 11.39	(+) 48.51	(+) 37.12
1973-74	(-) 15.50	(+) 43.59	(+) 28.09
1974-75	(-) 35.79	(+) 38.12	(+) 2.33
1975-76	(-) 47.74	(+) 43.33	(-) 4.41
1976-77	(-) 32.04	(+) 131.67	(+) 99.63
1977-78	(-) 1.98	(+) 129.01	(+) 127.03
1978-79	(+) 2.27	(+) 143.61	(+) 145.88
1979-80	(-) 11.53	(+) 145.38	(+) 133.85

TABLE 4  
Summary of Stores Suspense

(Rupees in crores)

	Opening Balance as on 1-4-1979	Receipts during the year	Issues during the year	Closing balance as on 31-3-1980
<b>Stores &amp; Manufacture Suspense</b>				
General Stores	87.33	122.48	122.34	87.47
Workshop Stores	14.81	28.65	24.68	18.78
Manufacture Suspense	7.08	32.52	31.79	7.81
Total Stores and Manufacture Suspense	109.22	183.65	178.81	114.06
<b>Civil Engineering Stores</b>				
Civil Engineering Stores	0.03	13.50	10.73	2.80
Purchases	(-) 12.51	8.50	8.38	(-) 12.39
Miscellaneous Civil Engineering Works advances	4.30	6.06	6.70	4.16
Total Civil Engineering Stores	(-) 7.68	28.06	25.81	(-) 5.43
<b>Total Stores Suspense</b>	<b>101.54</b>	<b>211.71</b>	<b>204.62</b>	<b>108.63</b>



TABLE 5  
**Financial Working**  
(In thousands of Rupees)

	Total	Postal	Telecom.
<b>Receipts</b>			
Postal & Telecom. Revenue	83,50,458	25,92,202	57,58,256
<b>Expenditure</b>			
General Administration	4,99,281	2,04,996	2,94,258
Operation	32,68,522	23,02,903	9,65,619
Agency Services	1,08,205	1,08,205	-
Stores & Factories	95,990	-	95,990
Research & Development	10,544	-	10,544
Accounts & Audit	1,12,548	76,225	36,323
Engineering Maintenance	15,47,794	44,260	15,03,534
Amenities to Staff	53,603	25,843	27,760
Pensionary charges	2,66,290	1,36,731	1,29,559
Stamps, Stationery & Printing	1,52,439	1,26,127	26,312
Depreciation	6,18,860	11,078	6,07,782
Supplementary Depreciation	-	-	-
Contribution towards Capital Expenditure	6,18,537	32,209	5,86,328
International Co-operation	1,853	1,853	-
Social Security & Welfare Programmes	904	452	452
Other items	-	-	-
Credits to Working Expenses	6,68,487	4,07,782	2,60,705
Net Working Expenses	6,68,68,83	26,63,100	40,23,783
Net Receipts	16,63,575	70,898	17,34,473
Dividend to General Revenues	3,25,079	44,380	2,80,699
Surplus (+) / Deficit (-)	13,38,496	(-) 11,52,78	14,53,774

TABLE 6  
Revenue Reserve Fund  
(Rupees in crores)

Branch	Balance as on 1-4-79	Amount Appropriated to the Fund		Interest on the balance at the credit of the Fund	Amount appropriated from the Fund	Closing Balance as on 31-3-80
		From Surplus	Loan from General Revenues			
Postal	(-) 250.32	(-) 11.53	-	(-) 14.89	-	(-) 276.74
Telecom.	261.54	13.18	-	15.59	-	290.31
<b>Total</b>	<b>11.22</b>	<b>1.65</b>	<b>-</b>	<b>0.70</b>	<b>-</b>	<b>13.57</b>

TABLE 7  
Capital Reserve Fund  
(Rupees in crores)

Branch	Balance as on 1-4-79	Contributions		Interest	Withdrawals	Closing Balance as on 31-3-80
		Supple- mentary Depreciation	From Surplus			
Postal	0.08	-	-	0.01	-	0.09
Telecom.	108.37	-	132.19	6.16	136.96	109.76
<b>Total</b>	<b>108.45</b>	<b>-</b>	<b>132.19</b>	<b>6.17</b>	<b>136.96</b>	<b>109.85</b>



TABLE 8

## Post Offices

Circles	Urban	Rural	Total	Population served by a P.O. based on (1971 census)	Area served by a Post Office (Sq. Kms.)
1. Andhra Pradesh	1,539	14,146	15,685	2773.5	17.6
2. Bihar	591	9,504	10,095	5581.7	17.2
3. Delhi	374	150	524	7758.9	2.8
4. Gujarat	771	7,509	8,280	3,224.3	23.6
Diu	2	4	6	3,985.3	6.6
Daman	2	8	10	3,873.9	7.2
Dadarnagar Haveli	-	26	26	2,852.7	18.9
5. Jammu & Kashmir	137	1,151	1,288	3,584.3	172.5
6. Kerala	564	3,934	4,498	4,747.9	8.6
Lakshadweep	-	10	10	7,952.5	8.0
Mahe	4	-	4	2,313.4	0.9
7. Karnataka	1,193	7,996	9,189	3,188.4	20.8
8. Madhya Pradesh	876	8,839	9,715	4,287.5	45.5
9. Maharashtra	1,137	9,854	10,991	4,586.6	28.0
Goa	27	190	217	3,664.1	17.0
10. North East					
Assam	241	2,815	3,056	4,785.7	25.5
Arunachal Pradesh	7	180	187	2,500.0	446.9
Manipur	31	445	476	2,234.9	46.5
Meghalaya	35	364	399	2,536.0	56.3
Mizoram	20	218	238	1,396.5	88.6
Nagaland	18	189	207	2,494.9	79.8
Tripura	45	551	596	2,611.3	17.5
11. North West					
Punjab	445	3,237	3,682	3,680.3	13.6
Haryana	278	2,080	2,358	4,256.4	18.7
Himachal Pradesh	88	2,165	2,253	1,535.9	24.7
Chandigarh	32	7	39	6,596.1	2.9
12. Orissa	445	6,617	7,062	3,106.9	22.0
13. Rajasthan	747	8,417	9,164	2,812.2	37.3
14. Tamilnadu	1,825	9,725	11,550	3,567.0	11.2
Pondicherry	28	64	92	5,127.2	5.2
15. Uttar Pradesh	1,696	15,559	17,255	5,120.0	17.0
16. West Bengal	942	6,709	7,651	5,791.6	11.4
Sikkim	6	113	119	1,763.3	61.3
Andaman Nicobar Islands	14	63	77	1,495.2	107.7
Total	14,160	122,839	136,999	4,000.7	23.9

TABLE 9  
Postal Life Insurance

Year	New Business		Total Business in force		Life Insurance Fund (Rs. in crores)
	No. of Policies	Sum assured (Rs. in crores)	No. of Policies	Sum assured (Rs. in crores)	
1970-71	25,498	9.6	2,54,252	75.3	32.3
1971-72	24,968	10.2	2,71,945	83.7	35.0
1972-73	22,672	9.8	2,87,766	91.7	38.1
1973-74	31,296	13.9	3,12,067	103.9	41.4
1974-75	36,440	18.0	3,40,446	119.9	45.5
1975-76	61,337	35.6	3,92,185	153.2	51.6
1976-77	72,780	42.0	4,54,447	192.4	59.3
1977-78	99,829	59.9	5,43,486	249.2	70.4
1978-79	1,01,707	69.6	6,34,444	315.5	85.7
1979-80	1,08,975	83.1	7,31,734	394.9	105.7



TABLE 10

## Telephones, Telex Exchanges and Telegraph Offices

Circle / District	Local Departmental Telephone Exchanges		Telex Exchanges	Telegraph Offices	
	Manual	Auto		Departmental	Combined
<b>Circles</b>					
Andhra Pradesh	127	993	11	30	2,957
Bihar	65	233	7	20	1,844
Delhi	-	-	-	18	106
Gujarat	137	431	12	21	1,157
Jammu & Kashmir	12	47	2	3	278
Karnataka	130	533	6	30	2,506
Kerala	38	395	7	14	1,846
Madhya Pradesh	82	345	8	18	1,523
Maharashtra	157	570	16	43	1,789
North Eastern	39	194	6	15	727
North Western	109	343	4	25	1,260
Orissa	47	124	3	12	804
Rajasthan	101	255	4	14	1,220
Tamil Nadu	76	703	11	35	3,471
Uttar Pradesh	112	469	7	46	3,754
West Bengal	46	243	4	25	1,055
<b>Districts</b>					
Agra	-	1	1	-	-
Ahmedabad	-	14	1	-	-
Amritsar	-	2	1	-	-
Bangalore	-	9	1	-	-
Bombay	-	39	1	-	-
Calcutta	3	41	1	-	-
Chandigarh	-	6	1	-	-
Coimbatore	-	10	1	-	-
Delhi	-	43	3	-	-
Ernakulam	-	6	1	-	-
Hyderabad	-	15	1	-	-
Indore	-	2	1	-	-
Jaipur	-	5	1	-	-
Jullundar	1	4	1	-	-
Kanpur	-	8	1	-	-
Lucknow	-	5	1	-	-
Ludhiana	-	2	1	-	-
Madras	-	19	1	-	-
Maduri	-	2	1	-	-
Nagpur	-	4	1	-	-
Patna	-	5	1	-	-
Pune	1	10	1	-	-
Rajkot	-	3	1	-	-
Surat	-	5	1	-	-
Trivandrum	-	3	1	-	-
Vadodra	-	6	1	-	-
<b>Total</b>	<b>1,283</b>	<b>6,147</b>	<b>136</b>	<b>369</b>	<b>26,297</b>

TABLE II  
Telephones

District / Circle	Working connections including junctions	Extensions			L.D. PCOs	Junctions to PBXs/PABXs	Total Telephone sets connected to P&T Departmental network
		From PBXs/PABXs	From DELs	From PCOs			
<b>Circles</b>							
Andhra Pradesh	85,548	5,561	5,855	212	2,192	1,433	97,935
Bihar	42,221	4,007	3,155	167	1,472	397	50,625
Gujarat	87,306	3,748	6,266	263	475	746	97,312
Jammu & Kashmir	12,959	5,730	1,666	40	161	208	20,348
Karnataka	67,765	4,668	6,534	499	1,040	875	79,631
Kerala	70,415	3,084	5,695	16	191	686	78,715
Madhya Pradesh	56,448	5,623	4,931	377	986	540	67,825
Maharashtra	99,646	9,574	7,650	429	607	1,831	1,16,075
North Eastern	33,257	5,414	4,967	139	400	420	43,757
North Western	79,200	5,152	4,782	93	744	192	89,779
Orissa	24,231	3,142	3,001	333	471	348	30,830
Rajasthan	45,537	3,622	3,558	1,372	672	302	54,459
Tamil Nadu	95,013	5,251	8,369	223	1,288	1,172	1,08,972
Uttar Pradesh	89,610	8,232	4,619	316	2,169	635	1,04,311
West Bengal	33,307	4,210	3,188	164	525	422	40,972
<b>Total for Circles</b>	<b>9,22,463</b>	<b>77,018</b>	<b>74,236</b>	<b>4,643</b>	<b>13,393</b>	<b>10,207</b>	<b>10,81,546</b>
<b>Districts</b>							
Agra	9,599	1,500	357	-	-	117	11,339
Ahmedabad	55,235	8,675	6,164	-	-	1,780	68,294
Amritsar	13,682	580	1,247	-	-	70	15,439
Bangalore	48,400	14,069	8,812	-	-	2,370	68,911
Bombay	2,60,617	92,304	47,924	-	-	16,009	3,84,836
Calcutta	1,67,094	52,750	33,036	-	-	9,832	2,43,048
Chandigarh	10,605	2,409	1,639	-	4	352	14,305
Coimbatore	12,658	2,166	1,904	-	-	551	16,177
Delhi	1,73,635	40,944	43,676	-	-	7,269	2,50,986
Ernakulam	13,179	3,575	2,184	-	2	689	18,251
Hyderabad	39,811	11,769	7,217	-	-	2,025	56,772
Indore	13,306	1,085	1,786	-	-	244	15,933
Jaipur	17,382	3,611	3,174	5	2	452	23,722
Jullundar	9,862	1,318	914	-	1	154	11,941
Kanpur	21,920	2,864	2,047	-	-	128	26,703
Lucknow	16,307	3,883	2,233	-	9	450	21,982
Ludhiana	12,046	619	995	-	1	95	13,566
Madras	78,556	24,915	16,970	-	-	5,011	1,15,430
Maduri	9,846	1,362	1,283	-	-	317	12,174
Nagpur	13,024	3,057	2,021	-	-	544	17,558
Patna	12,400	2,482	2,166	-	1	305	16,744
Pune	30,708	10,106	4,002	5	13	1,676	43,158
Rajkot	10,213	940	827	-	-	244	11,736
Surat	18,853	1,561	1,226	7	-	413	21,234
Trivandrum	10,679	3,388	1,986	-	-	476	15,577
Vododra	13,986	3,345	1,094	-	-	712	17,713
<b>Total for Districts</b>	<b>10,93,603</b>	<b>295,277</b>	<b>196,884</b>	<b>17</b>	<b>33</b>	<b>52,285</b>	<b>15,33,529</b>
<b>Grand Total</b>	<b>20,16,066</b>	<b>372,295</b>	<b>271,120</b>	<b>4,660</b>	<b>13,426</b>	<b>62,492</b>	<b>26,15,075</b>
Percentage in District to Grand Total	54.24	79.31	72.62	0.36	0.24	83.67	58.64



TABLE 12

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

	Group A	Group B	Total
Chairman, P & T Board	1	-	1
Members, P & T Board ✓	6	-	6
Senior Administrative Grade	90	-	90
Chief Engineer (Civil) ✕	1	-	1
Secretary, P & T Board ✕	1	-	1
<b>P &amp; T Accounts &amp; Finance Service—Group A</b>			
Telecom. Accounts			
Senior Administrative Grade	2	-	2
Junior Administrative Grade	15	-	15
Senior Time Scale	77	-	77
Junior Time Scale	20	-	20
<b>P &amp; T Accounts &amp; Finance Service—Group B</b>			
<b>Postal Accounts</b>	-	610	610
Senior Administrative Grade	1	-	1
Junior Administrative Grade	9	-	9
Senior Time Scale	23	-	23
Junior Time Scale	11	-	11
Accounts Officer	-	212	212
<b>Telegraph Engineering Service—Group A</b>			
Junior Administrative Grade	195	-	195
Senior Time Scale	806	-	806
Junior Time Scale	258	-	258
<b>Telegraph Engineering Service—Group B</b>			
<b>Telegraph Traffic Service—Group A</b>	-	4,130	4,130
Junior Administrative Grade	-	-	-
Grade I and Grade II	16	-	16
<b>Telegraph Traffic Service—Group B</b>			
<b>Indian Postal Service</b>	-	140	140
Junior Administrative Grade	74	-	74
Time Scale	245	-	245
Postal Superintendent Service	-	450	450
Postmaster's Service	10	97	107
<b>Indian P &amp; T Traffic Services</b>			
Presidency Postmaster	2	-	2
<b>Central Secretariat Service</b>			
Grade I	17	-	17
Junior Analyst	-	5	5
Section Officer	-	71	71
Private Secretaries (Grade A)	-	7	7
Senior Personal Assistants (Grade B)	-	37	37
Desk Officer	-	9	9
<b>Other General Central Services</b>			
	393	689	1,082
<b>Total</b>	<b>2,273</b>	<b>6,457</b>	<b>8,730</b>

TABLE 12  
(Contd.)  
Non-Gazetted

	Group C	Group D	Total
<b>P &amp; T Directorate</b>	1,220	322	1,542
<b>Postal Service</b>			
Postal	172,771	33,905	206,676
Railway Mail Service	28,443	18,866	47,309
Mail Motor Service	1,719	480	2,199
Returned Letter Office	800	114	914
Postal Life Insurance	194	32	226
<b>Telegraph Service</b>			
Telegraph Traffic	20,426	11,286	31,712
CAO Telegraph Check	274	49	323
Telegraph Engineering	194,249	23,732	217,981
<b>Telecommunication Factories</b>			
Administrative	1,058	485	1,543
<b>Stores</b>			
Postal	964	1,381	2,345
Telecommunication	1,319	733	2,052
Training Centres			
Postal	104	124	228
Telecom	932	305	1,237
Civil Engineering Wing	1,902	754	2,656
P & T Dispensaries	261	257	518
<b>Total</b>	<b>426,636</b>	<b>92,825</b>	<b>519,461</b>
<b>Extra Departmental Industrial Workers</b>			<b>275,950</b>
Factories			<b>5,726</b>
Stores			<b>1,467</b>

**Summary**

	Gazetted	Non-Gazetted	Others	Total
Departmental	8,730	519,461	-	528,191
Extra Departmental	-	-	275,950	275,950
Industrial Workers	-	-	7,193	7,193
<b>Total</b>	<b>8,730</b>	<b>519,461</b>	<b>283,143</b>	<b>811,334</b>

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



TABLE 13

## Number of Employees—Scheduled Caste / Tribes as on 1-1-1980

Class	Scheduled Caste	Percentage to total No. of employees	Scheduled Tribes	Percentage to total No. of employees
Group 'A'	160	7.0	21	0.9
Group 'B'	761	11.8	64	1.0
Group 'C'	72,526	17.0	16,456	3.9
Group 'D' (excluding sweepers)	17,813	19.8	4,683	5.2
Group 'D' (Sweepers)	2,592	89.5	151	5.2