

# वार्षिक रिपोर्ट 1980-81 annual report



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भारतीय डाक - तार विभाग  
(संचार मंत्रालय)

INDIAN POSTS AND TELEGRAPHS DEPARTMENT  
(MINISTRY OF COMMUNICATIONS)



सत्यमेव जयते

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## INTRODUCTION

The P&T Department is the largest organisation in the Ministry of Communications which manages many other organisations connected with communications and also supervises functioning of public sector undertakings under the administrative control of the Ministry. The present report covers only the P&T Department. The Ministry of Communications brings out another report dealing with activities of organisations other than Posts, Telegraphs and Telecommunications.

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## CHAPTER I

# A General Overview

1.1 The year 1980-81 was marked by a notable increase in traffic on the postal side. The most remarkable increase was in the number of value payable articles handled. During 1979-80, these articles registered an increase of 1.9% over the previous year. The increase in 1980-81 was 5.9%, the total number being 111 lakhs compared to 105 lakhs in the previous year. The volume of parcel traffic to and from foreign countries also went up considerably. As against 6.2 lakh parcels despatched and 5.67 lakh parcels received during 1979-80, the figures for 1980-81 were 7.23 lakhs despatched and 7.14 lakhs received. An important aspect of the bigger traffic during the current year is the nearly equal number of parcels received and despatched. There was a marginal increase in the traffic of newspapers, periodicals etc., the figure having gone up from 57,00 lakhs to 62,00 lakhs. The money order service continued to be popular though there was no sizeable increase in volume. The total number of pieces of mail handled went up from almost 900 crores in the year 1979-80 to more than 970 crores in the year 1980-81. This was in tune with the general pattern of growth during the past few years.

1.2 The volume of savings in the Post Office Savings Banks registered a sizeable increase of over Rs. 10,00 crores from Rs. 68,26 crores at the end of 1979-80 to Rs. 78,59 crores at the end of 1980-81. Some important procedural changes were made in the operation of the Post Office Savings Bank resulting in greater efficiency and availability of more facilities to the customers.

1.3 Postal Life Insurance showed a similar pattern of growth, both in terms of number of policies and in terms of the sum assured. The value of the new

business secured went up by more than 24 percent. More than 1.2 lakh new policies accounted for more than Rs. 100 crores of the sum assured.

1.4 The Telecommunication network continued to grow but the growth was not every where comparable to the growth in the previous year. Supplies of exchange equipment and spares to P&T installations was affected by a prolonged strike in ITI at Bangalore during the year. As against 1.48 lakh direct exchange lines provided during 1979-80, only 1.33 lakhs of direct exchange lines were provided in 1980-81. 441 new Telephone Exchanges were installed bringing the total number of exchanges operating in the country to 7,871. In 1979-80, 564 new exchanges were cut over. In Long Distance Switching, 6,270 Trunk Automatic Exchange lines were commissioned as against 6,300 such lines in the year 1979-80. Three new Trunk Automatic Exchanges were commissioned at Bareilly, Nagpur and Madurai against only one (Shi ong) in 1979-80. Similarly, 25 new stations were connected to the Trunk Automatic Exchange (TAX) network against 17 such connections in the year 1979-80. Fourteen STD routes on point-to-point basis were commissioned compared to six in 1979-80. The total number of point-to-point STD routes rose to 151 from 137 on 31.3.1980. The number of trunk circuits in the country went up by 2,733 circuits during 1980-81; the corresponding figure for 1979-80 was only 1964 circuits. 1,440 speech channels were added to the microwave network during the year while in 1979-80 only 636 channels had been added. The UHF/VHF systems registered an increase of 165 route Kms. compared to only 25 route Kms. during 1979-80. 1,448 open wire carrier channels

were added to the existing channels while the addition was only 466 in 1979-80. The number of 'No Delay Routes' for trunk service increased from 925 to 935. The routes having STD facilities from State Capitals to district headquarters went up to 88 from 79, an increase of nine compared to an increase of 11 in the previous year. The year ended with 256 routes of 'No Delay Service' between the State Capitals and district headquarters and 264 in the reverse direction. There was a heavy increase in national and international trunk traffic. The total number of effective manual trunk calls during the year under review was 16.9 crores against 23.3 crores booked. This is an increase of a little over 5% over the previous year's performance in respect of effective calls. The international telephone traffic showed a small increase.

1.5 Telegraph and International Telex Services were expanded significantly. Automatic Telex Service is now available to 49 countries while in March, 1980 they were available with 41 countries only. Significant achievement was the commissioning of an Electronic Telex Exchange (Gatex) in Delhi, the second such exchange in the country.

1.6 33 Wireless Stations on UHF/VHF were installed against 22 in the previous year, raising the number of such stations to 373 and the route Kms. to over 67,000 against a little more than 62,000 in the previous year.

1.7 On the Telecommunication side, the thrust this year has been on consolidating and improving the quality of the existing services and monitoring the operational efficiency of the telecommunication services. The problem of the old Strowger type exchanges whose spare parts are not readily available, was subjected to close scrutiny by a study group which submitted its report in December, 1980. The recommendations of the study group are being implemented. A Seminar on 'Fault Repair Service' in major telephone districts was held in July, 1980. The recommendations made by the Seminar are under implementation.

1.8 The Telecommunication Research Centre handled 88 major projects during the year, 23 of which were completed. The officers working in

the Centre contributed 49 papers on different topics concerning telecommunication technology and theory.

1.9 Important new items whose indigenous development was completed during the year were : rural electronic exchange, 50 lines electronic PABX, multi-line telephone and improved Telephone model 677. All these were cleared by the TRC for production by the ITI. The TRC also prepared a final evaluation report of the Satellite Telecommunication Experiment Project (STEP) in collaboration with the Department of Space; plans were finalised for another joint experimental programme using 'APPLE' Satellite.

1.10 An important part of the telecommunication activity this year was modernisation, diversification and expansion programme of the four telecommunication factories at Bombay, Calcutta, Jabalpur and Bhilai. Considerable progress was achieved during the year in this programme of evaluation and expansion. The comparatively small factory at Bhilai started production of microwave towers.

1.11 On the management side, a major step was taken by including three labour representatives (instead of one so far) on the management board of the telecommunication factories.

1.12 The Telecommunication Consultants India Limited, a public undertaking of the Ministry, registered sizeable growth in turnover during the year to emerge as a prime telecommunication contracting and consultancy agency in West Asia, East and North America. It earned a profit of Rs. 1.20 crores during the year 1980-81.

1.13 Emphasis was also laid on the development of rural, backward, hilly and tribal areas. A sum of Rs. 150 crores has been earmarked for tribal areas out of the total outlay of 23,36 crores of the telecommunication plan for the years 1980-85. The policy for providing telegraph and telephone facilities in rural, backward, hilly, tribal and scheduled areas has been liberalised.

1.14 On the postal side, monitoring of the plan activities was continued. More than 14,000 villages were visited by the monitoring inspectors during 1980-81 to evaluate the quality of the postal services provided in the rural areas.

## CHAPTER II

# Financial Review

2.1 The year closed with a surplus of Rs. 52.42 crores as against a surplus of Rs. 133.85 crores in the previous year. There was a marked increase in revenue (835.05 crores rising to 910.01 crores) but the sharp increase in expenditure led to a sizeable reduction in the revenue surplus. A major part of the increase is attributable to DA increase, payment of bonus and the high cost of postal services.

2.1.1 The total capital investment on fixed assets was Rs. 274.68 crores bringing the progressive capital investment on such assets to Rs. 2306.88 crores by 31.3.1981. The addition to the postal assets was Rs. 15.5 crores out of a total of Rs. 274.68 crores.

2.2 Out of the total receipts of Rs. 910.01 crores, postal receipts accounted for Rs. 278.10 crores but the operational cost of the postal services was much greater in comparison to the cost of telecommunication services. The postal operational cost was a little more than Rs. 280 crores against the telecommunication operational cost of about Rs. 109 crores. Since the Post Office plays a major and extensive social role and is almost the only communication service for the common man, its tariff is, more often than not, deliberately kept very much lower than its operational costs. As a matter of social policy, the element of subsidy in post cards, newspapers, etc., is substantial.

2.3 The total amount of telephone charges billed during the year went up to Rs. 562 crores from Rs. 512 crores in 1979-80.

The total amount outstanding on 1.7.1980 in respect of bills issued upto 31.3.1981 was only Rs. 18.41 crores. Out of this, Rs. 15.62 crores were outstanding against private subscribers and Rs. 2.79 crores against Government subscribers.

2.4 The Postal losses have registered sharp increase during the last two years. During 1978-79 the postal services had actually shown a profit of Rs. 2.27 crores. They registered a loss of Rs. 11.53 crores in 1979-80. This has gone up sharply to Rs. 72.15 crores in 1980-81. The profit on the telecommunication side showed a sharp increase to Rs. 131.67 crores in the year 1976-77 from a profit of Rs. 43.33 crores in the previous year. Since then, the profits on the telecommunication side have been more or less steady but a declining pattern can be discerned in the year 1979-80 owing to rise in costs, the profit on telecommunication diminished from Rs. 145.38 crores in 1979-80 to Rs. 124.57 crores in 1980-81. The reasons for the sudden shooting up of the postal losses are being investigated in depth though several reasons for this are known (vide para 2.1). Economies have been enforced both in telecommunication and postal wings, particularly in overtime allowance, travelling allowance and other avoidable expenditure.

2.5 A large part of the postal losses can be attributed to the very low charge being levied by the Department on the very extensive postal services provided by it. The total number of Post Offices in the country has exceeded 1,39,000. The pace of opening new Post Offices at heavy loss was slowed down during the year. As against the

usual annual target of opening 5,000 new Post Offices in the rural areas, the target now is 1,600 Post Offices. The question whether the postal rates can be revised regularly to keep pace with the rising cost has been debated time and again. It is conceded that the postal rates can never be commensurate with the costs because the costs of postal services having been, over the years, going up inevitably but Government, mindful of its concern for the millions of poor users of postal service in the country, cannot go on increasing the postal tariff to meet the increased cost fully and has to

bear the social obligations to provide inexpensive communication.

2.6 A brief statement of the physical and financial targets during the first year of the current Five-Year Plan 1980-81 is available at Appendices 'A' to 'C'. It shows that there is a slight shortfall in the telecommunication achievements in terms of both financial and physical targets. This is mainly attributable to the prolonged strike in I.T.I., Bangalore during the year.



## CHAPTER III

# Postal Services

### Mail Traffic

3.1 About 973 crore pieces of mail (excluding money orders) were processed. 24,33 lakh registered articles accounted for 2.5% of the total mail traffic. Newspapers and periodicals formed a sizeable chunk of the total volume. 11,18 lakh inland money orders of the total value of Rs. 12,51 crores were issued; the commission realised on them was about Rs. 30 crores. The average value of a money order was Rs. 111.90; the average commission earned per money order was Rs. 2.72. 152.9 lakh postal orders worth Rs. 12.25 crores were sold; the commission earned on them was Rs. 38.75 lakhs. The average value of a postal order was Rs. 8.01 against Rs. 7.50 in the previous year.

3.2 The number of value payable articles went up to 111 lakhs, an increase of about 5.9%. 7,23,415 parcels were despatched to foreign countries wherefrom 714,586 parcels were received. 31,118 parcels were exchanged in transit.

### Mail Sorting Institutions

3.3. The year started with 846 mail sorting offices; there were 539 Railway Mail Sections running in various railway trains. There were 67 R.M.S Divisions managing the sorting offices and the sections. During the year under review, 15 new mail sorting offices and 2 Railway Mail Sections were opened; one Section was abolished; the Section running between Tirunelveli to Tiruchy was extended upto Villupuram. 30 foot lines were converted to motorised lines during the year.

### All India Pin Code Directory

3.4 The latest edition of All India Pin Code Directory corrected upto 30.9.1980 was issued during the year.

### Mail Vans

3.5 There are now 495 Mail Vans on Broad gauge, 227 on Metre gauge and 41 on Narrow gauge. The number is inadequate for our needs. Indents have been placed with the Railways for 90 Metre-gauge and 62 broad gauge R.M.S. vans.

### Returned Letter Offices

3.6 15 Returned Letter Offices (RLO) situated at different places in the country handled about 278 lakh items of mail having insufficient or illegible addresses. The staff could successfully locate the addressees and the senders in 53.67% and 24.10% cases respectively, the total percentage of success being a satisfactory 78% (approximately). Valuables worth Rs. 1,34 lakhs could be either sent to the addressees or restored to the senders.

### International Postal Services

3.7 Money Order Service was introduced between India and Nepal with effect from the 13th of April, 1980.

3.7.1 A foreign mail exchange office was opened at Cochin on the 15th of April, 1980 to deal with inward foreign mail for Kerala.

3.7.2 With effect from the 16th of February, 1981, direct air mail despatches were introduced between Calcutta and Seoul (South Korea) and Taipei (Taiwan).

### **Mechanisation and Modernisation**

3.8 Ten Registerex Cash Registers were introduced experimentally for the booking of money orders at six Head Post Offices in Delhi Circle. One hundred Cash Registers were already in use in the metropolitan cities for the booking of registered letters and parcels; 37 more were introduced into services during the year. Seventeen Cash Registers were installed at Post Offices in Tamil Nadu and Maharashtra Circles for the booking of telegrams; three Cash Registers were installed at Madras for collection of Telephone Revenue.

3.8.1 An 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 and dirt which are a health-hazard for the staff who have to handle the bags. Should the experiment be successful, more such plants will be set up in the years to come.

3.8.2 Twenty superfast Stamp Cancelling Machines for expeditious processing of mail posted for despatch are being imported. These machines will be installed in Post Offices in big cities where lack of space for doing this work is a serious constraint on efficiency.

### **Departmental Mail Motor Service**

3.9 Departmental Mail Motor Services (MMS) were operating at 78 stations (76 in 1979-80) at the end of 1980-81. The total fleet strength of Mail Motor vehicles at the end of 1980-81 was 920. At the end of 1979-80 there were 860 M M S vehicles. These vehicles covered a total distance of about 183 lakh kms. The MMS routes and the trips through-in cities (particularly) and also big towns were altered in some circles to ensure better utilisation of the vehicles.

### **Philately**

3.10 The Department participated in a small way in five International Philatelic Exhibitions at London, Oslo, San Marino, Rome and Essen. Constraint of foreign exchange and the restrictions placed by Government on foreign tours stood in the way of more effective participation in these exhibitions and of participation in a large number of exhibitions, though, that is essential if sales abroad of Indian Stamps are to be increased substantially. There is considerable scope for increasing these sales. Four exhibitions were organised by the Department at Jabalpur, Mangalore, Coimbatore and Hyderabad.

3.10.1 Thirty three commemorative and special postage stamps were issued in 1980-81, one was a se-tenent set of two stamps on Mahatma Gandhi's historic march to Dandi and another a set of four stamps on "Brides of India". Both the issues were multicolour. The design and also the printing of all multicolour stamps issued during the year won high acclaim both from philatelists and general users. Seven stamps in the 6th Definitive series on "Agriculture and Rural Development" were also issued during the year.

3.11 The revenue earned through the export/sale of stamps abroad during 1980 was about Rs. 6.58 lakhs.

### **International Postal Relations**

3.12 India continued to play an important role in International Postal Relations. As a member of the Universal Postal Union and of the Asian Pacific Postal Union, India made significant contributions to the activities of these International Organisations. India was represented at the meetings of the Executive Council of the Universal Postal Union held at Berne from the 5th to the 16th May, 1980. The Indian proposal on the system of compiling statistics for transit charges and terminal dues in International mail accounting was appreciated by the Council.

3.13 At the suggestion of the Universal Postal Union, India organised an all-India Letter Writing Competition for the youth in May, 1980. The entry of Kumari Veneeta Tandon was adjudged the best from India and was sent to UPU Headquarters where it was awarded the third (International) Prize in the 1980 International Letter Writing Competition. The UNESCO also made awards to Kumari Tandon. This is the first time that an entry from India got a prize in the competition.

3.14 India participated in the annual session of the Consultative Council for Postal Studies at Berne from the 21st to the 31st of October, 1980.

3.14.1 India acted as the Reporting Country for 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—an Inquiry".

3.15 India was also represented at the 4th Congress of the Asian Pacific Postal Union held at Yogyakarta from the 18th to the 30th of March, 1981. The Congress is the supreme body of the APPU and meets once in five years. Of the four proposals tabled by India at the Congress, three were approved. India was selected Chairman of the "Committee on Technical Cooperation within the APPU region". India's invitation to host the next meeting of the Executive Council of the APPU at New Delhi in November, 1981 was accepted.

3.16 India continued to render technical assistance in the postal field to developing and underdeveloped countries. Assistance was continued to a UNDP project, established in 1978 with its headquarters at New Delhi, for the development of Postal services in the West Asian region. India renewed its offer of six fellowships for the benefit of middle grade officers of the developing countries under the UPU Special Fund. The Indian Postal Administration lent the services of its officers as

UPU experts/consultants to developing countries to plan, organise and improve their postal services.

### **Inspection Organisation**

3.17 The Inspection Organisation undertook the inspection of four Postal and six Telecommunication administrative units and paid surprise visits to a number of Postal and Telecommunication operative units. The Inspection Organisation was also active in improving the procedure and the machinery for inspections. Details follow :

3.17.1 Internal inspection of offices of the Regional Directors of Postal Services and also those of the Directors of Accounts (Postal) by the Postmasters General was prescribed. During 1980-81 the inspection years was changed to January—December cycle from the previous April—March cycle. A questionnaire for inspection of the traffic branch of the rural post offices discharging PCO/Telegraph functions was evolved. A quarterly review of the inspection reports by the Heads of offices was prescribed to ensure prompt and effective follow-up of inspection reports. Periodical visits by the mail overseers were prescribed for extra-departmental sub offices in rural areas. With the introduction of a fortnightly diary, a new direct channel of communication was opened between the Gazetted Postmasters and the Postmasters General.

### **Savings Bank**

3.18 The Post Office Savings Bank remains the nation's largest Savings Bank. More than 1,38,000 Post Offices provide Savings Bank facility throughout the country. 1.24 lakh post offices in the rural areas provide Savings Bank Service, the coverage being much more than provided by the Commercial Banks. The aggregate investment on 31.3.1981 in all forms of National Savings was Rs. 78,59 crores. Last year it was Rs. 68,26 crores. These investments, except for Rs. 15,62 crores in Savings Certificates, are held by 450 lakh depositors in Savings Deposits,

Cumulative Time Deposits, Recurring Deposits, Time Deposits, Fixed Deposits and Public Provident Fund Deposits.

3.19 To enable Extra Departmental Savings Banks to be of more use to depositors, Directors of Postal Services were empowered to enhance the power of Extra Departmental Postmasters to grant independent withdrawal to Rs. 500/-

3.20 Motor Vehicle Security Deposit accounts were constituted into a separate category with an interest rate of 5% per annum.

3.21 Interest on Public Provident Fund deposits was raised to 8% for the year 1980-81 against the previous rate of 7.5%.

3.22 With effect from 2.3.1981, interest on 1, 2 and 3 year Time Deposits was enhanced as below:

Period of account	Previous rate of interest	Revised rate of interest
1 Year	8%	8.5%
2 Year	8.5%	9.5%
3 Year	9%	10.5%

3.23 7-Year National Savings Certificates (II Issue) and National Savings Annuity Certificates were discontinued from 1.1.1981.

3.24 With a view to improving efficiency, a scheme of training the Post Office personnel in Savings Bank and Savings Certificate work was launched on the 1st of January, 1981. During the Sixth Plan period, 15,000 Assistants and 3,300 Supervisors are to be trained under this scheme.

3.24.1 In the management area of accounts control, a training course in administrative functions was conducted at the Postal Staff College, New Delhi, for Accounts Officers (Savings Bank). Thirteen Accounts Officers were trained during the year. The course will be repeated in the coming years.

3.25 In order to motivate the personnel of the Savings Bank and Savings Certificates Branches of Head Post Offices for higher productivity, the self-paying incentive scheme was streamlined by raising the rates of incentive bonus to nearly twice the previous rates.

3.26 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.

3.27 Maintenance of accounts by ledger was introduced for Time Deposits in Departmental Sub Post Offices in replacement of the conventional journal. This has streamlined the work relating to Time Deposits. Over 20,000 Post Offices come within the benefit of this change.

3.28 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 sub Post Offices was raised to the average requirement for two months subject to a minimum of 25. Internally, a modified system of accounting of expenditure on Savings Bank Operations was introduced for accurate reflection of expenditure.

3.29 The schemes of payment of pension through the Post Office Savings Bank to army pensioners in Rohtak District in Haryana and to State Government pensioners in Andhra Pradesh were discontinued as these were found highly uneconomical.

3.30 54.83 lakh accounts participated in the 13th half-yearly Prize Draw under the Post Office Savings Bank Prize Incentive Scheme. The number went up to 57.07 lakh accounts in the 14th draw held on 31.3.1981.

#### Broadcast Receiver Licence

3.31 Licence fee on one/two band radio/transistor sets was abolished on 25.8.1980, with a view to making such receivers more popular in the country.

3.32 On 31.12.1980, the number of Radio and TV licences registered was 1,78,69,506 and 15,47,871 respectively.

3.33 During the period from the 1st of January to the 31st of December, 1980 a sum of Rs. 31.68 crores was collected as licence fee and surcharge on Radio and TV sets.

#### **Postal Life Insurance**

3.34. The Post Office Insurance Fund completed 97 years of its existence during the year under review. Postal Life Insurance (as it is now called) is one of the fastest growing enterprises managed by the Indian Post Office.

3.35 During the year 1980-81, 1,20,170 new policies of the total (insured) value of Rs. 102.15 crores were issued as against 1,08,975 policies for Rs. 83.09 crores secured in 1979-80. The percentage increase in the value of total business in force is 24.52. The PLI Fund stood at Rs. 129.7 crores on 31.3.1981 against Rs. 105.7 crores on 31.3.1980.

3.36 The overall expense ratio of the PLI was maintained at a low figure during the year.

#### **Postal Staff College**

3.37 The Postal Staff College provided induction training to four different batches of officers; two batches of the Indian Postal Service and the Indian P&T and Finance Account Service of the 1978 Examination and two batches of the same services of the 1979 examination. 72 Officers were trained for 20 training months. The College

also ran six training courses on various subjects ranging from Personnel Management to a Workshop on Writing Skills. Eight in-service Refresher Courses were organised on subjects ranging from Administrative Functions of Accounts Officers to Materials Management. The College organised 2 Seminars of 3 days and one week duration respectively, with 22 and 13 officers attending on "Finance-Administration Interface" and "Decentralisation of Directors' Charges".

3.37.1 The Postal staff college ran a six week course sponsored by the Department of Personnel entitled "Executive Development Programme". 20 officers of various services were trained in this programme.

3.37.2 Two officers from two foreign Postal administrations were trained, one for three weeks and the other for three months on "Documentation in Foreign Post" and "Auditing of Postal Transaction".

3.37.3 The Postal Staff College has grown in importance during its two years of existence. It has been able to inculcate new ideas in middle and senior level managers of the Postal Services and has been instrumental in widening the visions of the postal officers to whom it imparted training.

#### **Increase in Postal Tariff**

3.38 The tariff for inland letters, embossed envelopes and registered envelopes and also the tariff for parcels and the fees payable for Post Box and Post Bag facilities were raised w.e.f. 1.9.1980.

## CHAPTER IV

# Telecommunication Services

### Telegraph Offices

4.1 The number of Telegraph offices went upto 31,457 during the year. Of these, 395 were Departmental Telegraph Offices, 28,756 Combined Post and Telegraph Offices, 2,306 Licenced Telegraph Offices working under Railway and Canal administrations; in addition, there were 2,639 Licenced Telegraph Offices working exclusively for the use of Railway and Canal administrations. The total number of Telegraph offices of all types was 34,096 against 31,529 on 31.3.1980.

### Inland Telegrams

4.2 7,14 lakhs of inland telegrams were booked as compared to 673 lakhs in the previous year. State Telegrams constituted 9.7% and Press Telegrams 0.9% of the total.

### Phonograms

4.3 121.5 lakh messages were booked and 24.7 lakhs were delivered over the phone.

### Greeting Telegrams

4.4 67.0 lakh greeting telegrams were delivered during the year; of these 0.17 lakhs were deluxe telegrams.

### Devanagari Telegraph Service

4.5 The number of telegraph offices providing this service was 11,200 as on 31.3.1981.

### Abbreviated Addresses

4.6 At the close of the year, the total number of abbreviated telegraph addresses was (Roman

script) 1,54,469 and (Devanagari script) 4,966.

### Photo Telegrams

4.7 1548 inland, 694 outgoing and 693 incoming foreign photo telegrams were handled.

### Telexograms

4.8 This service is available in 62 telegraph offices in the country. 20.7 lakh telegrams were booked and 17.3 lakhs were delivered over telex.

### Local Telephone System

4.9 The switching capacity in the country reached 24,68,874 lines with the addition of 1,33,029 lines during the year under review. There was also an addition of 1,33,404 direct exchange lines bringing the total of direct exchange lines upto 21,49,470. 441 new telephone exchanges were installed during the year so that on 31.3.1981, 7,871 departmental exchanges were operating in the country. Out of these 1,328 are manual exchanges and 6,543 are auto-exchanges. The number of persons on the waiting list for new Telephone connections was of the order of 4.43 lakhs.

### Long Distance Switching

4.10 6,270 Trunk Automatic Exchange (TAX) lines were commissioned during, the year bringing the total to 46,570.

4.11 Three new Trunk Automatic Exchanges (at Bareilly, Nagpur and Madurai) were commissioned during the year. Twenty five new stations were connected to the TAX network bringing the total number of such stations to 150. Fourteen STD routes (on point-to-point basis) were commis-

sioned during the year bringing to 151 the total number of STD routes on Point-to-Point basis. In addition, 47 group dialling STD routes and 3 international subscriber trunk dialling point-to-point STD routes were working on 31.3.1981

4.12 The manual trunk services were strengthened by providing 204 manual trunk boards and 2,733 additional trunk circuits, bringing the total number of trunk boards to 7,310 with 43,087 trunk circuits.

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

4.13 95 route Kms. of coaxial cable were laid. 1,104 Kms. worth of coaxial cable augmentation work comprising (i) Bangalore-Secunderabad and (ii) Vijayawada-Madras routes was carried out during the year. 1,104 coaxial channels were also provided during this period.

4.14 New Microwave routes to the extent of 1,015 Kms. were provided and 1,440 speech channels were added to the microwave network.

4.15 165 route Kms. of UHF (Ultra High Frequency) system and 36 channels in the UHF network were added during the year. The High Frequency network was expanded by 5,325 route Kms. and 35 channels. 1,448 open wire carrier channels were also added during the year.

#### **Manual Trunk Service**

4.16 The number of Manual Trunk Calls continued to grow during the year. 23.3 crore calls were booked of which 16.9 crores were effective. Thus the number of calls rose by above 5% over 1979-80.

#### **No Delay Trunk Service**

4.17 The number of routes on which No Delay Service was available rose from 925 to 935.

#### **Trunk Facilities between State Capitals and District Head Quarters.**

4.18 Out of 373 District Headquarters other than State capitals, 355 are linked with State Capitals.

The number of routes having Subscriber Trunk Dialling (STD) facility from State Capitals to District headquarters rose from 79 to 88 during 1980-81. The routes having STD facility from District Headquarters to State Capitals also went up from 79 to 88. On 31.3.1981, there are 256 routes with 'No Delay Service' between State Capitals and District Headquarters; in the reverse direction, the number of such routes was 264. On some routes No Delay Service was discontinued due to introduction of STD service.

#### **Trunk Circuits**

4.19 2,733 Trunk Circuits were added during the year, bringing the total to 43,087.

#### **International Telephone Service**

4.20 Direct Telephone Service is available with 44 countries of which 40 countries are connected through satellite circuits. Switched telephone service is available to almost all the countries of the world. Subscribers from some exchanges in the metropolitan cities can dial subscribers in the U.K. on fully, automatic basis. The ITX operators at New Delhi, Bombay, Calcutta, Madras, Ernakulam, Bangalore, Hyderabad, Pune, Ahmedabad, Chandigarh, Jullundur and Lucknow can dial subscribers in 54 countries on semi-automatic basis.

Service between India and Bangladesh is now available on microwave link as well as through satellite.

4.21 The volume of International Telephone Traffic reached 10.42 lakhs effective calls in 1980-81. There has been a slight increase in manual and semi-automatic calls and a big increase in fully automatic traffic (that is, the International Subscribers Dilling traffic which is not included in the above figures).

#### **Long Distance PCOs**

4.22 1,880 long distance Public Call Offices were installed during the year against 2,098 last year.

## Telex

4.23 The capacity of the telex network was expanded by 750 lines. Eleven new telex exchanges were opened during the year, bringing their total to 147. Telex capacity rose to 22,765 lines at the end of the year. 1,349 new telex connections were provided during the period. The waiting list for Telex connections as on 31.3.1981, was about 7.2 thousands.

## International Telex Service

4.24 Direct Telex Service is now available to 49 countries and switched telex service is available to almost all countries of the world. An electronic Gateway Telex Exchange (GATEX) was commissioned at Delhi on 24.4.1980. This, along with the GateX at Bombay, provides fully automatic service to all the telex subscribers in India.

## Upgradation of Cross-bar Exchanges

4.25 The upgradation of local cross-bar exchanges was completed in 75 telephone exchanges.

## Seminar on junction Plant Maintenance

4.26 Examination of the suggestions made in the Seminar on "Junction Plant Maintenance" has been completed in respect of 61 suggestions and appropriate follow-up action taken thereafter.

## Cable Pressurisation

4.27 1,183 Kms. of junctions, primary and secondary cables were pressurised, bringing the total length of pressurised cables to 8,455 Kms. by 31.3.1981. It is planned to pressurise 1,500 Kms. of cables during 1981-82.

## Seminar on Fault Repair Service

4.28 A Seminar on "Fault Repair Service" in major telephone districts was held during July, 1980. Some of the major telephone districts presented papers on various aspects of fault repair

service. The recommendations of the Seminar have been examined and are being implemented.

## Monitoring of the Performance

4.29 The P&T Directorate Observation Team carried out observation of performance of 40 telephone systems during the period. The factors adversely affecting the performance of the telephone systems were analysed and brought to the notice of the concerned field formations.

## Study of Requirement Of Spares For Strowger Type Exchanges

4.30 A study group was formed in June, 1980 to conduct a survey and workout the requirements of spares for Strowger type exchanges. The Committee had submitted its report in December, 1980. The recommendations of the Committee were examined and are being implemented.

## Wireless Links

4.31 33 Wireless Stations on HF/VHF (Very High Frequency) (Deptt/R&G) were opened during the period, raising the number of Wireless Stations from 340 to 373 with route Kms. from 62,878 to 67,443.

## Telephone Revenue

4.32 The following table gives a bird's eyeview :

Item	Rs. in lakhs
1. Amount billed for during 1980-81	5,61,94
2. Amount collected during 1980-81	5,61,23
3. Total Amount outstanding as on 1.7.1981 in respect of bills issued upto 31.3.1981	18,41
4. Percentage of item (3) to (1)	3.27

4.32.1 The billed amount went up by Rs. 49.72 crores during the year. This is about 9.7% more than last year. The percentage of old amounts outstanding came down from 3.40 to 3.27.



## Telecommunications Research Centre

4.33 The Telecommunications Research Centre (TRC), Delhi, the R and D Centre of the P&T Department carried out feasibility studies, indigenous development, prototype evaluation, field trials, installation and testing of telecommunication equipment of different types. 23 major projects were completed; 65 major projects are in different stages of development. Twenty five items of developed equipment were put on field trial and above 15 major items were cleared for production. The TRC officers also made significant contribution in national/international seminars, conferences and symposia. In all 49 papers were contributed covering a wide spectrum of subjects. Sixteen technical publications were issued by the TRC during the year.

### UHF/VHF Radio

4.34 Field trial of 7+5 ADM VHF digital system was conducted between Bombay—Pen for 2 hops and production of 10 terminals has started at ITI, Naini. Indigenous development of single channel VHF systems was initiated. Preliminary survey and equipment installation was completed for six months' commercial trial of Radio Paging System at Pune. Provisional specifications for VHF 10/30 and 30/120 digital radio systems were drawn up. Preliminary groundwork has been completed for conducting propagation studies in VHF/UHF bands for introduction of Highway Mobile system in Karnataka.

### Transmission

4.35 After successful trial, 6 GHz 1800 channel analog microwave system was commissioned to carry traffic. Installation and testing of 7 GHz 300 channel analog microwave system between Coimbatore and Mettupalayam and 2 GHz digital microwave system between Agra—Ferozabad were completed. Technical specifications for development of 7 GHz 34 Mb/s digital microwave system were finalised in consultation with ITI. Circuit

designs of some of the sub-systems were also completed. Feasibility studies for transmission of data on microwave systems and measurements on rain attenuation at 13 GHz were advanced. In the area of line transmission production, clearance was given for 2.6 MHz small tube coaxial equipment (Hireal version) after completion of its field trial on Agra-Mathura Section. Testing and evaluation of 12 MHz coaxial terminals were completed. 8 Mb/s (120 channel) optical fibre equipment was designed, fabricated and put on field trial under live traffic conditions at Pune. Networks synchronization schemes were also finalised and project report issued to GM, Maintenance. In the area of PCM transmission, design of 30 channel, PCM multiplex Equipment was sent to M/s GCEL for production of an engineering model. Development of PCM regenerator and 34 Mb/s digital multiplex equipment was further advanced. Data transmission group completed the environmental testing of 600/1200 BPS and 2400 BPS modems. Universal Strappable equalisers for attenuation and group delay were also designed and were fabricated through ITI and HTL. Data modem 4,800 BPS is under development.

### Switching

4.36 Clearance for production was given for 9/2/1 Rural Electronic Exchange, 50 lines electronic PABX, Multi-line Telephone and Improved telephone model 677 to be manufactured by ITI. An improved version of Coin Box telephone was approved for production in the Departmental Bombay Telecommunication Factory. Activities concerning Autrax equipment (Computerised Automatic Traffic Analysis Equipment) were further advanced by installation of remote terminals at Bombay and Calcutta TAXs. An imported Electronic Direct system was installed and commissioned in the Calcutta "22" exchange. The Strowger Improvement Committee made a number of recommendations concerning contacts to be used for the first selectors and P-Wire banks of Strowger exchanges. The External Plant group completed field trial of Alarm Panel for pressurized cables and indigenous compressor drier unit, prototype evaluation of loading coils, negative

impedance repeaters, air flow meters and the design of 5 W Static ringer.

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

4.37 The 2000-line local exchange to the ICP design installed at Janpath—V exchange in Delhi Telephone network was found to be performing satisfactorily in its environment. In-dialling PABX chain of Janpath—V exchange was also successfully commissioned. Documentation of the ICP local system was completed. The Government approved the recommendations of Inter-Ministerial Committee for manufacture of 2.0 lakh lines of crossbar exchange equipment to the ICP design in a new factory of the ITI at Rae Bareilly (UP).

4.37.1 A 1,000 line Trunk Auto Exchange of ICP design was commissioned in Bareilly in June, 1980. The data obtained on the technical evaluation of the exchange was analysed and the finalised designs were sent to ITI for preparation of the final documents.

4.38 Feasibility studies for introduction of stored program control (SPC) featuring in the electro-mechanical exchanges were under taken.

### **SPC-I Electronic Switching**

4.39 Commercial trial of SPC-I electronic exchange was carried out from 1.1.1981 to 5.4.1981 with over 300 subscribers. Additional facilities of Hot line and Abbreviated Dialling were provided to the subscribers. All the STD calls made through the exchange were recorded, giving time, duration of calls, calling and called numbers. The analysis of observations has shown that the performance of this experimental prototype exchange compares favourably with that of other regular (electromechanical) exchanges in the Delhi Telephone system.

4.40 The design and production of an advanced SPC processor-using bit-slice architecture and micro-programming techniques has commenced. Studies were initiated for development of software

programmes like Interactive Assembler, use of high level languages like CHILL and PASCAL, Auto Source Code Generator, Exchange data Generation programme and new version of specification and description language (SDL). The computer aided design system supplied by M/s. Applicon of USA is being installed in the TRC. This is to be used for PCB artwork generation and preparation of tapes for V.C. drilling.

### **Satellite Systems**

4.41 Final evaluation report of the Satellite Telecom. Experiment Project (STEP) was prepared jointly with the Department of Space. Plans were finalised for another joint experimental programme using APPLE Satellite. Civil works pertaining to the shifting of the P&T experimental earth station to Chinglepet were completed and equipment installation commenced. Offers from different manufacturers for echo suppressors for INSAT systems were evaluated.

### **Telecommunication Factories**

4.42 The Departmental Telecommunication Factories manufactured stores and equipment worth Rs. 21.84 crores during 1980-81. The factorywise production was : Bombay-Rs. 450.98 lakhs; Calcutta-Rs. 743.35 lakhs; Jabalpur-Rs. 980.42 lakhs and Bhilai-Rs. 9.25 lakhs. The staff strength as on 31.3.1981 was 7,330 including 5,724 industrial employees.

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

4.43 A sizeable programme for modernisation, expansion and diversification of the departmental factories was taken up to meet the growing demands of telecommunication equipment and also to keep pace with advances in technology. Some of the important schemes under implementation at present are-(a) setting up a modern mechanised foundry at Kharagpur (West Bengal) in replacement of the existing old and outdated foundry at the Telecommunication Factory, Calcutta for manufacture of Sockets, Saddles of Sorts, BATs, etc., and (b) Setting up an integrated tube-

making plant for manufacture of Hamilton Tubes in the Telecommunication Factory, Jabalpur, with a capacity of 5.25 lakh tubes.

4.43.1 Orders for two Multiforge machines have been placed, one each for the Telecommunication Factories at Jabalpur and Calcutta to step up the production capacity of stalks from 4 lakhs to over 10 lakhs per annum. The machines are expected to be commissioned in 1981-82.

4.43.2 Orders have been placed with a foreign firm for setting up Modern Galvanising Plants at Jabalpur and Calcutta in replacement of the old Galvanising plants. The plants are expected to be commissioned late in 1982-83.

4.43.3 Modernisation and expansion of the Cordage Shop at Telecommunication Factory, Bombay is nearing completion. Production has already gone up to more than 50,000 metres per month.

4.43.4 The shifting of a part of the Telecommunication Factory at Jabalpur to a new site at Richai Village is proposed in phases. Land has already been taken over and infrastructure is being developed.

4.43.5 Research and Development Units have been set up in the Telecommunication Factories at Bombay and Calcutta. Another R and D unit will be set up at the Jabalpur Factory later.

4.43.6 Enhanced powers have been delegated to General Manager/Plant Screening Committees of these factories to facilitate replacement of old and life-expired machines.

#### **Manufacture and Development of new items**

4.44 The following new items have been developed and are proposed to be introduced as additional items of production in the Telecommunication Factories :

- (a) Accessories for ducting of cables.
- (b) Battery eliminators 3-5 volts.

- (c) Aluminium ladder for Cross Bar Exchange
- (d) New Coin Box Telephone-CBT-80.
- (e) Electronic Module for PBZ line circuit.
- (f) Standardised Frames for Trunk Boards.
- (g) New design D.P. Boxes.
- (h) Buttinski Telephones with moulded body.

#### **Workers Participation in Management**

4.45 In order to improve the already cordial relations between the management and workers, three Labour Representatives, one from each of the three factories at Bombay, Calcutta and Jabalpur have been inducted on the Board of Management of Telecom. Factories. Joint Councils-Shop Councils and works Committees are also functioning in the Telecom. Factories.

#### **Major Disruption of Telecommunication Services**

4.46 Flash floods in Vamsadhara river caused large scale disruption to telecommunication services in Srikakulam District of Andhra Pradesh in September, 1980. Gara, Nivagam, Poluki, Kothura, Bathilli, Hiramandalam, Nimmada, Srikakulam, Bairisinghipuram and Bidhithi were isolated due to disruption of the openwire lines. The railway alignment between Virulam and Ammalavalasa was also washed away. Essential Communications including Railway Control Circuits were restored by the 24th of September, 1980.

4.47 Floods disrupted Telecommunication services in Koraput District of Orissa in September, 1980. Trunk line connecting Gunpur to Parlakhemadi was washed away over a length of 10/15 Kms. Forty Long Distance PCOs. in rural areas of Cuttack, Puri, Koraput, Ganjam, Sambalpur, Bolangir, Kalahandi and Dhenkanel districts were also affected. The services were restored, progressively, as the flood water receded. Wireless link between Koraput and Cuttack was maintained.

## **Data Network**

4.48 The Computer Society of India organised an exhibition on computer communication from 28th February, 1981 to 2nd March, 1981 at New Delhi. The Department participated in the programme by providing a number of inter-city, intra-city and international data links for establishing communications links between computers.

## **Increase in rate of daily wages for the Casual Mazdoors employed in the Telecom. Wing of P&T**

4.49 It was decided to enhance the wages of casual mazdoors who have worked with the Department for 3/5 years, on a rate equivalent to 75/100% respectively of the basic minimum of the pay scale for a Group-D employees.

## **Public Call Offices in the Year of the Disabled**

4.50 A scheme for opening PCOs manned by physically handicapped persons was initiated in January, 1981, to mark the year of the disabled. The target was to open over 600 PCOs by the 31st of March, 1982 under this scheme. The target is likely to be exceeded substantially.

## **Constitution of a Standing Pool of Trained Reserve Candidates**

4.51 In an effort to cope with the shortage of staff and to meet the problem of absenteeism, having regard particularly to peak-hour traffic, a "Pool of Trained Reserve" was created in the cadres of Telephone Operators, Telegraphists and Office Assistants in Telegraph Offices. A crash recruitment programme was also undertaken to make fresh recruitment and for feeding the "Pool of Trained Reserve".

4.52 There were four types of institutions imparting telephone training. The chief among them

is the Advanced Level Telecommunication Training Centre, an institution which has had sizeable assistance from UNDP, imparted, during 1980-81, refresher training to 1,546 persons including 33 foreign trainees. The Regional Telecommunication Training Centres imparted training (both induction and refresher courses) to recruits of the Telecommunication Engineering Service and various other classes of supervisory officials. In all 4171 officials were trained. The training institutions imparted training to 21,457 officials of different levels from senior management personnel down to technicians and telephone operators.

## **Formation of Telephone Districts**

4.53 A minor Telephone District was constituted to run the telephone system of Vijayawada, in Andhra Pradesh

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

4.54 The TCIL is a Public Sector enterprise under the administrative control of the P&T Board. Despite stiff competition from telecommunication companies of developed countries and resource constraints, the company secured five contracts valued at Rs 23.92 crores during 1980-81. The TCIL has emerged as a prime telecommunication contracting and consultancy company in West Asia and North Africa. The company earned a profit of Rs. 120.33 lakhs during 1980-81.

## **Increase in Tariffs**

4.55 The tariff for installation of telephones and local calls, trunk call charges for concessional tariffs and trunk call rates for calls between exchanges distant from each other upto 20 Kms. were raised with effect from 1.9.1980.

## CHAPTER V

# General

### Buildings

5.1 The volume of building construction activity in the Department grew considerably during the year under review. The total outlay on buildings of Rs. 45 crores was fully utilised. Out of 300 Telecom. buildings, 375 Postal buildings and 7,000 staff quarters under construction, 120 Telecom buildings, 125 Postal buildings and 2,000 staff quarters were completed.

5.2 Some of the important constructions of the year under review were the Earth Stations at Lucknow, Bhubaneswar, Jaipur, Gangtok, Ernakulam and Hyderabad. Construction of cable ducts was undertaken in Bompay, Calcutta and Delhi.

5.3 In order to meet the growing demands on the Civil Engineering Wing, three posts of Zonal Chief Engineers and one post of Chief Architect were created. The Civil Engineering Wing organised many training courses for imparting training to its officers at various levels.

### Materials Management

5.4 On the postal side, the Materials Management Branch undertook two important studies viz., the problem of improving the quality of the uniforms being supplied to P & T staff and the question of making payments to them in cash to meet the stitching charges. The second problem was the working of the P&T Seals Organisation which is at present being served by a Co-operative Society at Aligarh. Proposals based on the results of the studies have been finalised.

5.5 On the telecommunication side, special attention was paid to the procurement of materials

relating to sophisticated technology like Electronic Trunk Exchanges, Electronic Switching, Digital Microwave System, small-sized Jelly Filled Cables etc. The turn-over of stores during the year under review on the telecommunication side was Rs. 162.94 crores in receipts and Rs. 125.46 crores in issues against Rs. 122.48 crores and Rs. 122.34 crores respectively in the previous year. The total value of stores procured through private sources was Rs. 49.34 crores. 240 prototype approvals were issued as against 77 during the previous year.

### Management Information System

5.6 The MIS was introduced in Gauhati and Vijayawada Telephone Districts and half-yearly reports on Telecom Network Performance Summary and Analysis and Telecom Network Volume & Growth for the period 1.4.1980 to 30.9.1980 were published.

### Quality Assurance

5.7 Various Technical Co-ordination Committees were set up in accordance with the recommendations of the Technical Committee on Quality Control with a view to ensuring acceptable quality of the equipment coming out of the departmental telecommunication factories.

### Civil Defence

5.8 15 officials were trained at the Civil Defence College, Nagpur.

### Staff Strength

5.9 The total staff strength on 31-3-1981 was 8.52 lakhs including 2.84 lakh ED employees and

7,084 industrial workers. 33 officers and 3923 other ranks (including 139 under training) were on deputation to the Army Postal Service.

### **Welfare**

5.10 A sum of Rs. 1.2 crores was allotted as grant-in-aid to the P&T Welfare Fund. The number of technical scholarships for degree and diploma courses was raised to 700 and 150 from 600 and 100 respectively. 15% and 7.5% scholarships are reserved for SC and ST officials respectively.

### **The Year Of The Disabled**

5.11 100 scholarships of the value of Rs. 20/- per month were sanctioned to handicapped children of the employees. In addition, transport charges @ Rs. 20/- p.m. were sanctioned to handicapped employees whose physical disability prevented them from being able to walk. Allowance upto 50% of the cost of the artificial aid/limb, subject to a maximum of Rs. 1000/- was sanctioned to disabled employees who wanted to purchase artificial aids/limbs.

5.11.1 The grant-in-aid to the P&T Compassionate Fund was Rs. 4 lakhs. Out of this, a sum of Rs. 3.1 lakhs was granted to the dependents of employees who died in harness.

5.11.2 The total number of Co-operative credit Societies stood at 250 in addition to the 276 Societies for other purposes like Consumer benefits, Housing, etc. 133 beds stood reserved in various hospitals/sanatoria for the treatment of employees and their dependents suffering from tuberculosis. 15 Holiday Homes for the P&T staff functioned during the year.

### **Medical Services**

5.12 There were 49 dispensaries being run by the Department with the beneficiaries numbering about 1.10 lakhs excluding the families of the

beneficiaries. Six part-time dispensaries were functioning in the postal and telecom. training centres. A Medical Consultation Centre manned by 8 part-time doctors also functioned under the control of the Bombay Telephone District, Bombay.

### **Vigilance**

5.13 3,958 allegations of corruption were dealt with by the Vigilance Organisation. While 31 cases were enquired into by the CBI, 2,775 were dealt with departmentally. Major penalties were imposed on 228 Government servants and minor penalties including recordable warnings were awarded to 627 persons.

5.13.1 The Post Office handled 8,19,517 public complaints against 7,51,542 public complaints during the preceding year. The percentage of complaints to the total traffic handled continued to be quite low at 0.008.

### **Work Study**

5.14 The Internal Work Study Unit consists of 2 units. Unit-I completed 18 studies. Unit-II completed 20 studies and also trained 93 officials from different wings of the Department in various aspects of Management Services.

### **Efficiency Bureau**

5.15 The Efficiency Bureau brought out eight reports during the year.

### **Economic Study Cell**

5.16 The Economics Study Cell released a report entitled "Elasticity of Demand for calls and its implications on Revenue". The study revealed the impact of 1979-80 tariff increase on the subscribers' calling pattern. The Cell also estimated the possibility of growth in demand for telephones in 17 Telephone Districts.

### **The Use Of Hindi**

5.17 Hindi Telephone Directories on divisional basis were published in Bihar, M. P., North

Western, Rajasthan and U.P. Circles. 850 official language implementation committees were formed in various offices. The Dak-Tar Hindi Salahkar Samiti, whose Chairman is the Minister of Communications, was reconstituted. 339 offices were notified under rule 10 (4) of the rules framed under the Official Languages Act.

#### **Commercial Publicity**

5.18 A revenue of Rs. 5.76 lakhs was earned through commercial publicity on postal stationery and Savings Bank Pass Books.

#### **Magazine**

5.19 The monthly house journal entitled "Dak-Tar" continued to come out separately in Hindi and English. The main focus during the year was on the handicapped and on the problems of environmental pollution.

#### **Printing**

5.20 One "Swift-150" Offset Printing Machine, which is capable of producing upto 5000 impressions per hour, was supplied to each Postal Circle.

#### **Museums and Gardens**

5.21 The Postal Museum at the P&T Training Centre, Sharanpur, was separated from the library and is now housed in separate premises. More than 750 items are displayed. The Postal Training Centres at Saharanpur and Mysore secured the best prizes for campus gardens.

#### **Deputations/Delegations Abroad**

5.22 32 Deputations/Delegations comprising a total of 72 Government servants went abroad during the year incurring a total expenditure of Rs. 24 lakhs.

#### **Central P&T Advisory Council**

5.23 The Central P&T Advisory Council met on 29-4-1980 and discussed important issues concerning development and operation.

#### **Charges**

5.24 Shri S. K. Ghose continued to be the Director General Posts and Telegraphs and Chairman of the P&T Board, in addition to his duties as Secretary to the Ministry of Communications. Shri M. L. Gaid, formerly Member (PD & AF) took over as Member (Postal Operations) w.e.f. 4-7-1980 from Shri Daljinder Singh who went on deputation abroad and subsequently retired w.e.f. 1-1-1981. Shri V. E. Arunachalam took over from Shri M.L. Gaid as Member (Postal Development and Agency Functions) on 4-7-1980 afternoon. Shri M. M. Wagle took over on 29-11-1980 as Member (TO) from Shri P. K. Verghese on his retirement on 29-11-1980. Shri Neepesh C. Talukdar took over as Member (Administration) on 17-3-1981, a post previously held by Shri K. V. Srinivasan who retired on 31-12-1980. Shri H.S. Shah took over as Secretary, P&T Board on 26-4-1980 following the retirement of Shri S.L. Rajan on 31-3-1980.

POSTAL PLAN 1980-81

APPENDIX—'A'

Scheme	Physical targets laid down	Physical targets achieved	Financial outlay approved (in lakhs of Rs.)	Expenditure actually incurred
	1	2	3	4
<b>1. Expansion of Postal Network</b>				
Opening of Post Offices	1600	1889	23.04	27.73
Appointment of E. D. Agents	3000	3494	14.10	21.61
Installation of Letter Boxes	6000	9326	2.00	2.33
Provision of Counter Facilities	2000	2601	1.49	1.70
Appointment of PMIs	10	—	0.54	—
Total			<u>41.17</u>	<u>53.37</u>
<b>2. Construction of Postal Buildings &amp; Staff Qrs.</b>	806	924	1500.00	1458.00
<b>3. Training</b>			30.00	16.89
<b>4. R.M.S. Vehicles</b>	130	124	98.00	98.00
<b>5. Mechanisation and Modernisation of Postal Services</b>			10.00	11.10



## TELECOMMUNICATION PLAN 1980-81

## Financial Programme

(Rs. in crores)

Scheme	1980-81 (Approved)	1980-81 (Actuals)
1. Local Telephone Systems	217.91	139.00
2.1 Long Distance Switching	16.08	14.37
2.2 Long Distance Transmission	75.32	54.82
2.3 Insat & Intelsat	30.00	7.83
3. Open Wire & Telegraphs	36.00	38.49
4.1 Other Land & Bldgs. (Staff Qrs. and Admn. Offices)	10.00	9.08
4.2 TRC, Trg., Testing and other Organisations	18.00	4.63
	403.31	268.22

## TELECOMMUNICATION PLAN

Scheme	Target 1980-81	Actual Achievements 1980-81
<b>1. Local Telephone System</b>		
1.1 Switching Capacity (Lakh lines)	1.75	1.33
1.2 U/G cables (lakh pair Kms.)	10.00	8.23
1.3 D.E.Ls— (lakh lines)	1.70	1.33
1.4 Subscribers Telephones Stations (lakh) Nos.	2.21	1.70
1.5 Telephone Exchanges (Nos.)	385	441
<b>2. Long Distance System</b>		
2.1 Long Distance Switching		
2.1.1 TAXs (Primary & Secondary Nos.)	4	3
2.1.2 TAX Capacity (Lines)	8470	6270
2.1.3 STD Routes Point to Point (Nos.)	15	13.5
2.1.4 Manual (Trunk Boards) Nos.	500	204

## CHAPTER I

# General Administration

### 1.1 The Board

*The constitution and functions of the Posts and Telegraphs Board remained the same. There was no change in the incumbents of the posts of Chairman, Members and Secretary, P&T Board.*

### 1.2 Administrative Structure

*On the last day of December 1981, there were 126 field formations directly reporting to the Directorate General of Posts and Telegraphs :*

<i>Postal Circles</i>	<i>16</i>
<i>Telecom. Circles</i>	<i>15</i>
<i>Telephone Districts</i>	<i>30</i>
<i>Other Units (including Training Centres, APS and Civil Engineering)</i>	<i>65</i>

*1.2.1 In order to strengthen the postal administration of major Circles, posts of Additional Postmasters General were created in Andhra Pradesh, Maharashtra, Uttar Pradesh, Tamil Nadu and West Bengal Circles.*

### 1.3 Medical Facilities

*There were 49 dispensaries covering 1.1 lakh P&T employees and their families. Three new dispensaries, one each at Bhopal, Jaipur and Patiala were sanctioned. A part-time dispensary was also sanctioned for benefit of the trainees of the Advanced Level Telecommunication Training Centre, Ghaziabad. A decision was taken to abolish the existing scheme of appointment of part-time doctors for the employees of Bombay Telephone District. The scheme was not working well on account of the long distances that the staff had to cover to get the*

*benefit of the services of the consultations. A new proposal under which medical treatment/consultation will be available near the residences of the employees is being implemented.*

### 1.4 Vigilance

*132 Officials serving in different field formations were imparted training in the methodology and technique of holding departmental enquiries. Also, 90 such officers were trained in the technique of presenting cases before Enquiry Officers.*

*1.4.1 The Desk Officer System has replaced the old pilot system in Vigilance-II Section of the Directorate General of Posts & Telegraphs.*

### 1.5 Welfare

*The Central P&T Welfare Fund Committee met at Bhopal on 23.7.81. Financial powers were delegated to the Heads of Circles to set up new canteens and improve the working conditions of the existing canteens. The pay limit for the grant of assistance to disabled employees for purchase of a wheel chair was raised from Rs. 1200/- to Rs. 1600/- per month. The maximum limit of financial assistance for victims of fire was raised from Rs. 100/- to Rs. 250/-. The rate of financial assistance to officials who are on half-pay-leave on account of prolonged illness was raised to Rs. 200/- per month or 75% of the salary, whichever is less.*

### 1.6 Work Study

*The Internal Work Study Unit-I completed 12 studies and submitted reports thereon. Some of the important studies were 'Fixation of norms for*

pre-check and double entry work in Telegraph/Telephone/Civil Engineering Divisions' and 'Norms for the sanctioning of posts of Auto Exchange Assistants in Exchanges other than Cross-bar systems'. The Internal Work Study Unit-II conducted the work study of 12 Sections/Cells of the Directorate General of Posts and Telegraphs. 63 Officers from various field formations were trained in different aspects of management at specialised institutions.

### 1.7 Efficiency Bureau

The Bureau brought out two reports and commenced five new studies. The Bureau also organised the Heads of Circles' Conference from the 6th to the 10th April, 1981.

### 1.8 Economic Study Cell

A report entitled "India's Rural Telephone Network" was released. The report analyses the usage pattern of rural telephone service based on a sample survey in Andhra Pradesh. The report includes a cost and revenue analysis of rural telephone service and the benefits accruing to the users according to the principle of Consumers' Surplus.

1.8.1 Shri S.N. Kaul, Director (Economics) presented a paper at a conference on 'Telecommunications and Trade Relations in the Pacific' sponsored by the East-West Communication Institute at Hawaii (USA) in September, 1981. The paper traced the growth of India's international trade and overseas telephone and telex traffic with special reference to the ESCAP countries.

1.8.2 The Economic Study Cell also prepared a "Demand forecast, the projection for 1990's" for telephones in selected cities.

### 1.9 The Use of Hindi

The 'Hindi Week' was observed in the Hindi-speaking Circles from the 14th of September, 1981. 420 offices were notified under rule 10 (4) of the rules framed under the Official Languages Act.

### 1.10 Publicity

Special stress was laid on giving publicity to the (Postal) Pin Code, the use of which on letters facili-

tates sorting. Hoardings at important sites in the capital and elsewhere helped disseminating the message widely.

1.10.1 The following documentary films on P & T themes were produced through the Films Division and released on the all-India circuit :

- (1) Affectionately Yours (Story of the Postcard)
- (2) A new Link (Domestic Satellite)
- (3) Overwire & Waves (TP-Telex)

### 1.11 Commercial Publicity

It was decided to re-introduce the system of using postal stationery for commercial advertising because the India Security Press, Nasik is now in a position to undertake the work of printing advertisements on the stationery. While ensuring adequate supplies of postal stationery to the P & T Department, advertising through slogans on cancellation stamps used on articles of mails was tried successfully.

### 1.12 Magazine

Member (PD) continued to be the Chairman of the Editorial Advisory Committee of the "Dak Tar", the inhouse magazine of the Department. The magazine carried educative features on the North Eastern Circle and the use of cables in telecommunications. Special correspondents of the "Dak Tar" were appointed at the Headquarters of each Circle/Telephone District.

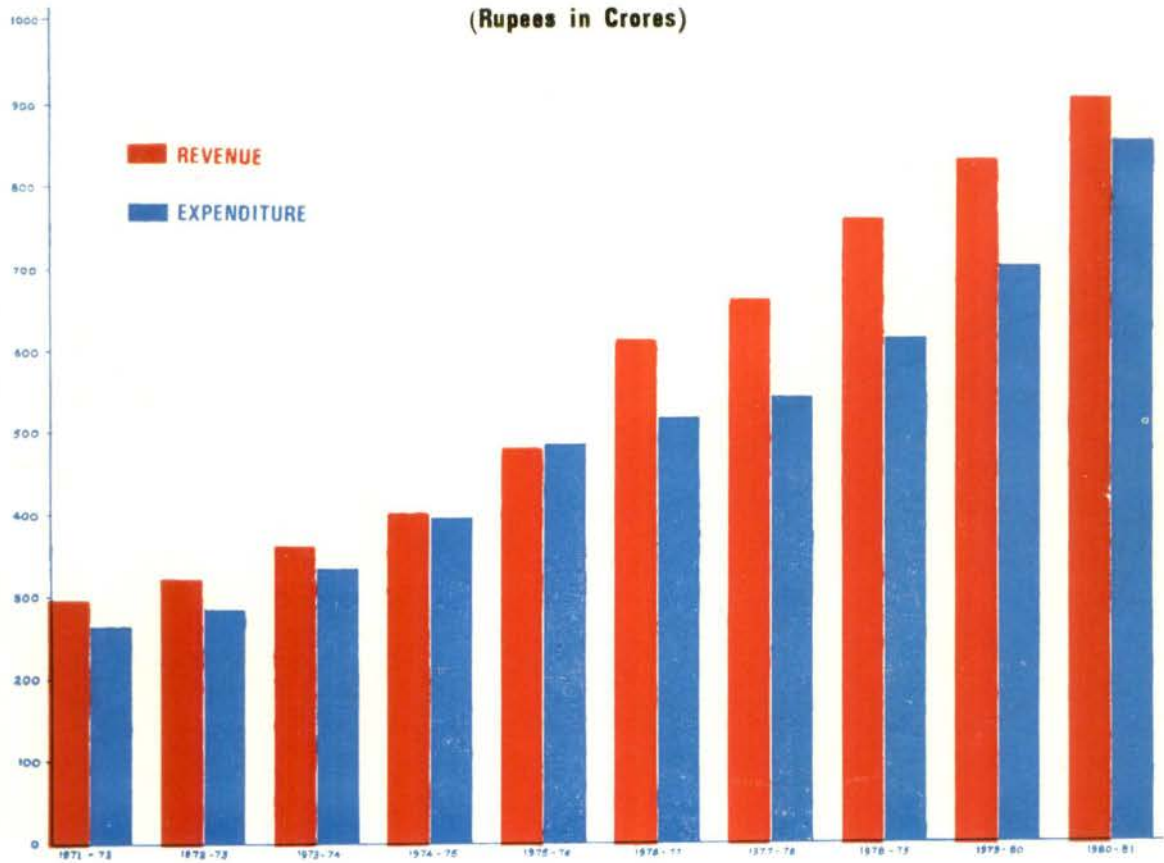
### 1.13 Inspection Organization

The Inspection Organization carried out the inspection of four Postal and seven Telecommunication Administrative Units. Surprise visits were paid to several operative offices with special reference to rural areas. A note summing up the deficiencies and irregularities in the functioning of the operative offices detected by the Inspection Organization was circulated among the Heads of Postal Circles.

1.13.1 As a result of a suggestion made by the Inspection Organization based on a sample study on

# Revenue and Expenditure

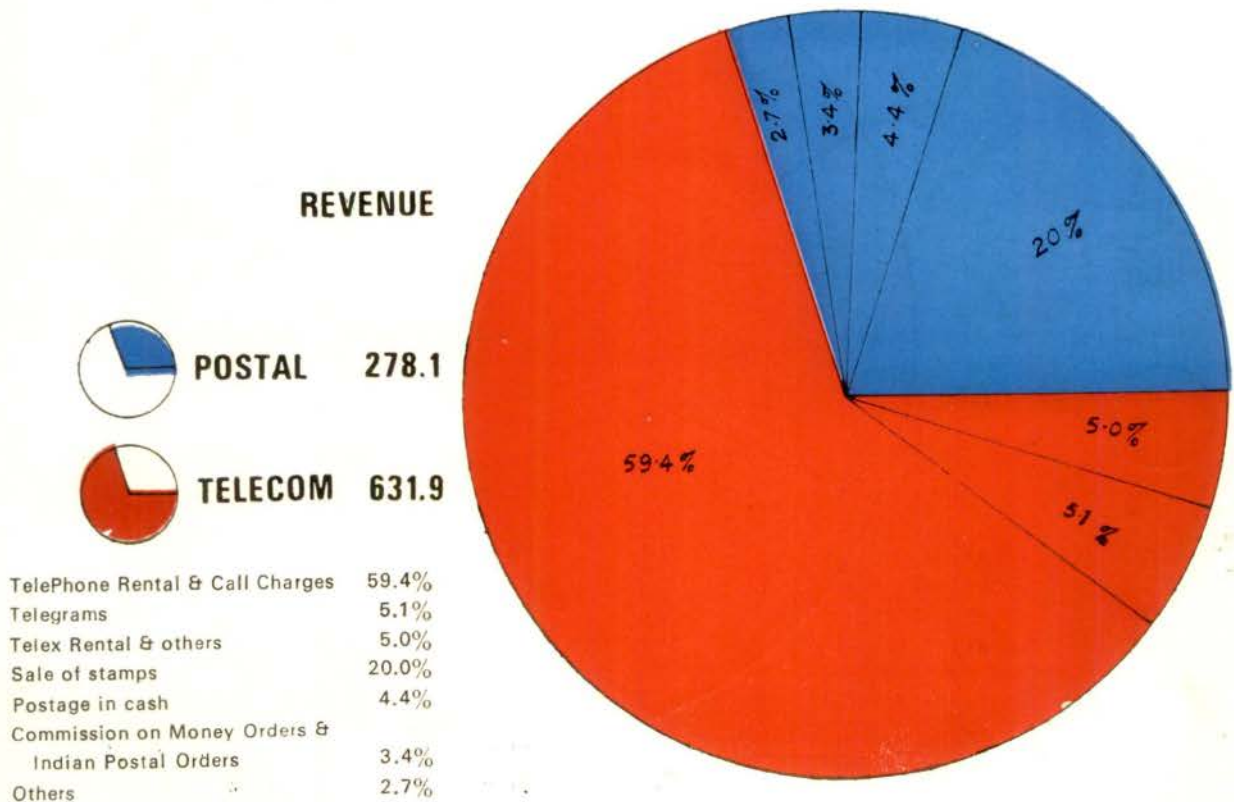
(Rupees in Crores)



# Revenue and Expenditure

(Rupees in Crores)

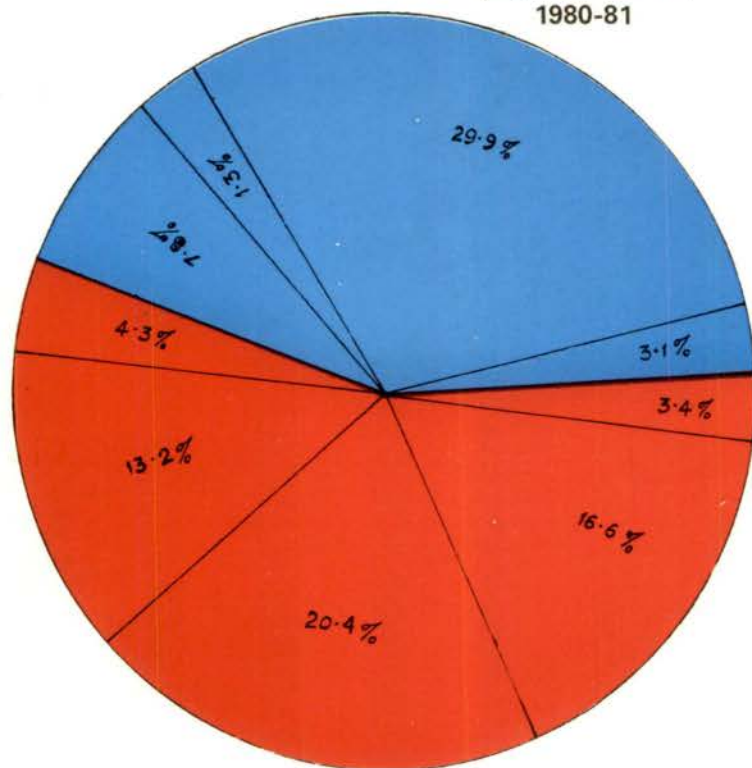
1980-81



# Revenue and Expenditure

(Rupees in Crores)

1980-81



## EXPENDITURE



**POSTAL** 345.7



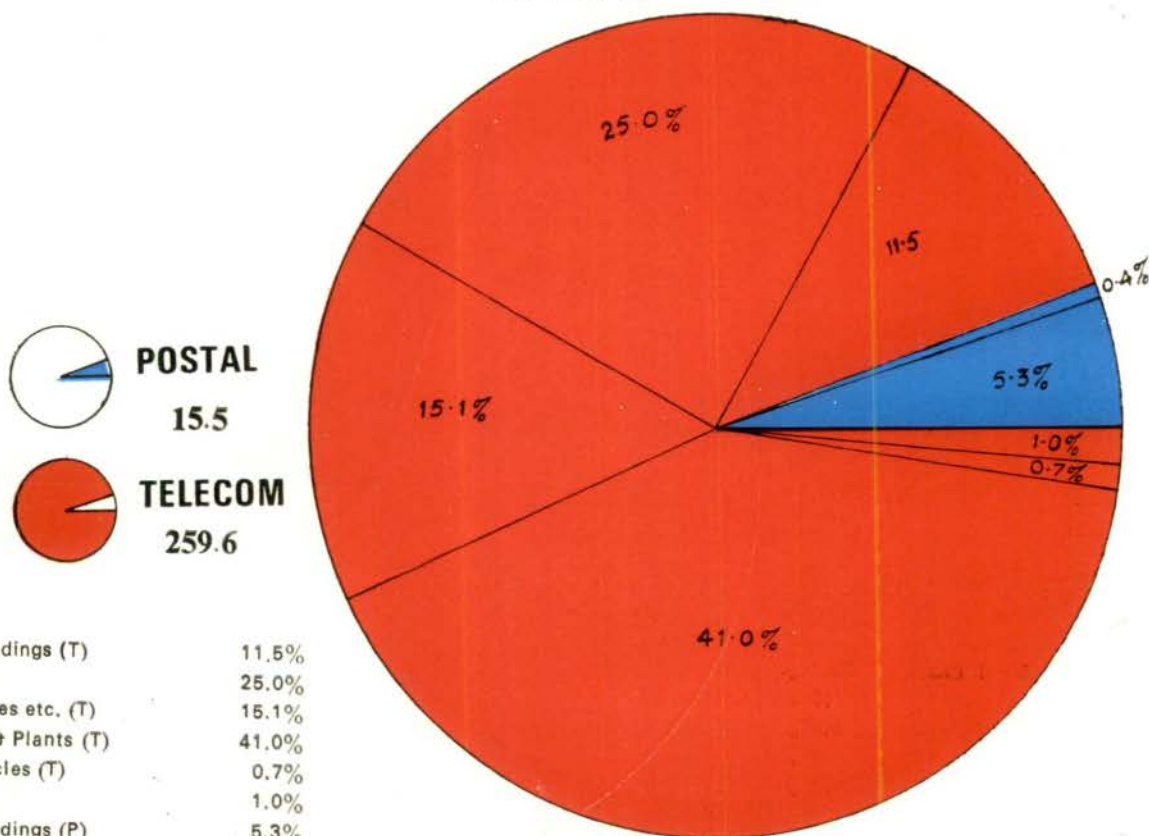
**TELECOM** 475.4

General Administration (T)	4.3%
Operation (T)	13.2%
Engineering (T)	20.4%
Depreciation & contribution towards Capital (T)	16.6%
Others (T)	3.4%
General Administration (P)	3.1%
Operation (P)	29.9%
Agency Service (P)	1.3%
Others (P)	7.8%

# Capital Outlay

(Rupees in Crores)

For 1980-81



**POSTAL**

15.5

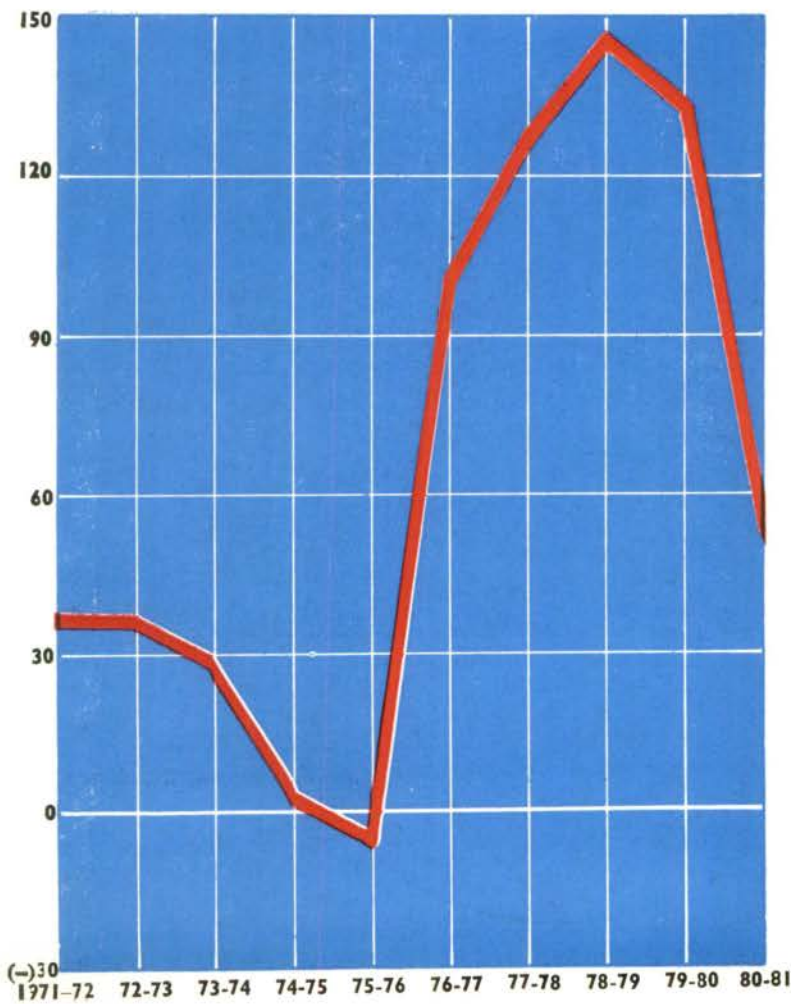
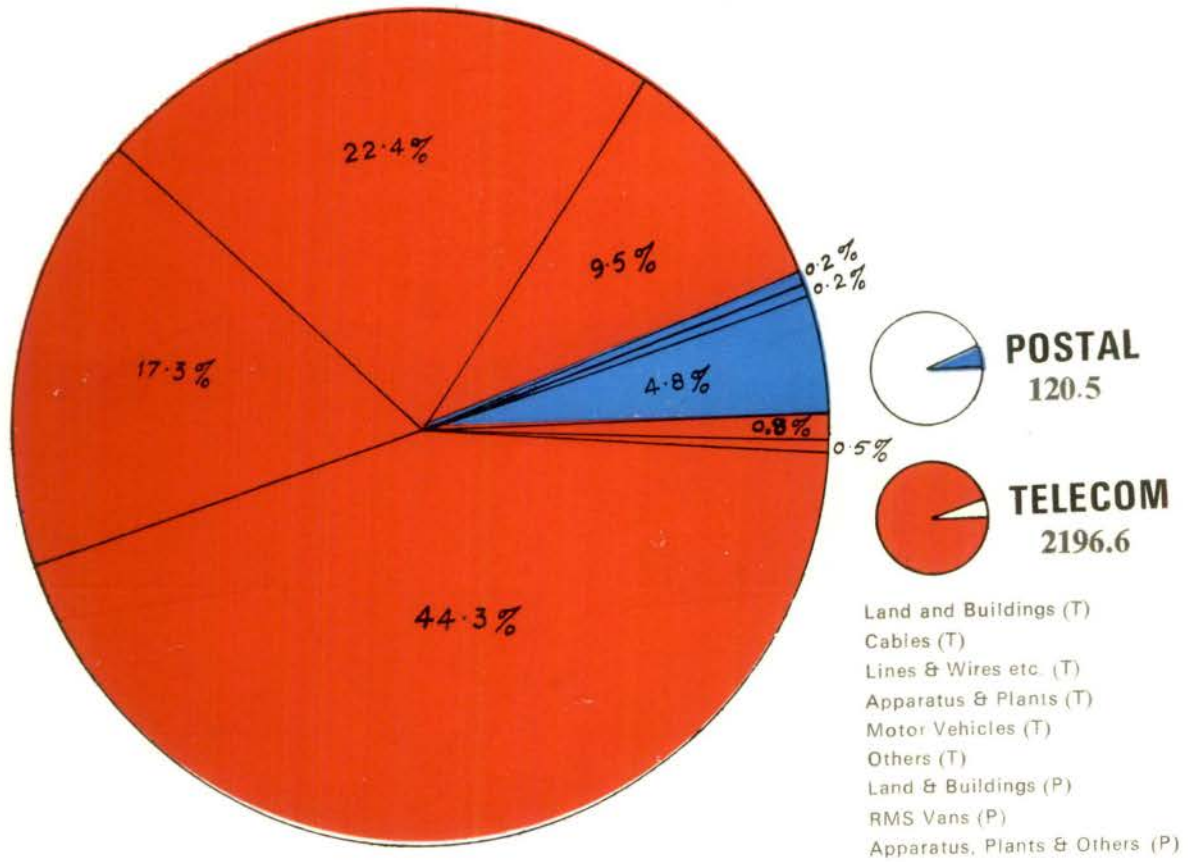


**TELECOM**

259.6

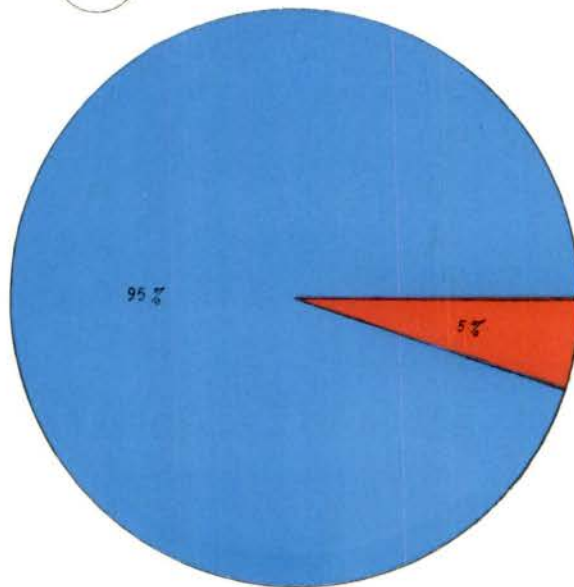
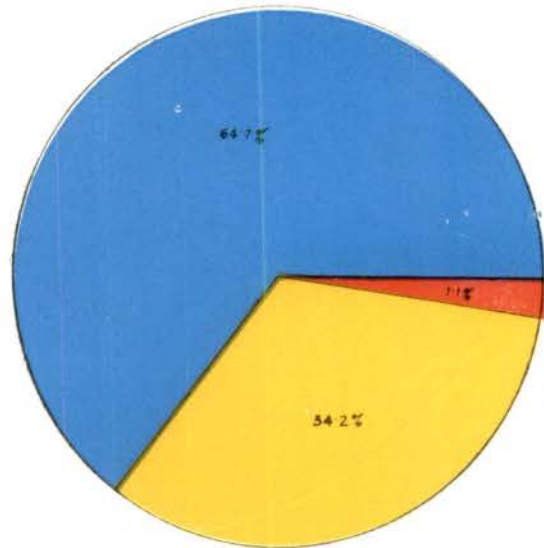
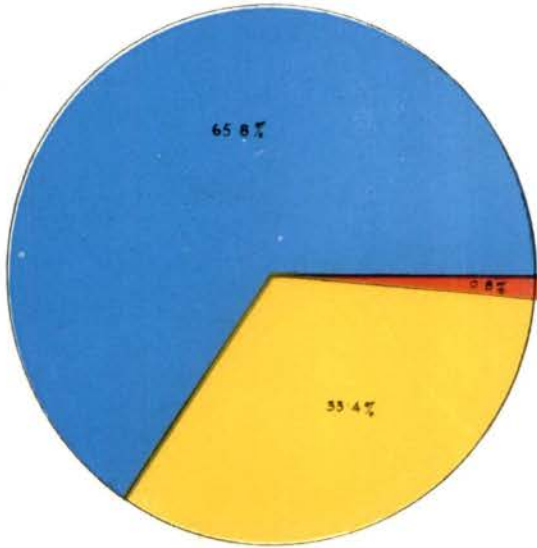
Land & Buildings (T)	11.5%
Cables (T)	25.0%
Lines & Wires etc. (T)	15.1%
Apparatus & Plants (T)	41.0%
Motor Vehicles (T)	0.7%
Others (T)	1.0%
Land & Buildings (P)	5.3%
Apparatus, Plants & Others (P)	0.4%

## Capital Outlay (Rupees in Crores) upto 1980-81



**Profit and Loss**  
(Rupees in Crores)

# Staff Strength as on 31-3-1981





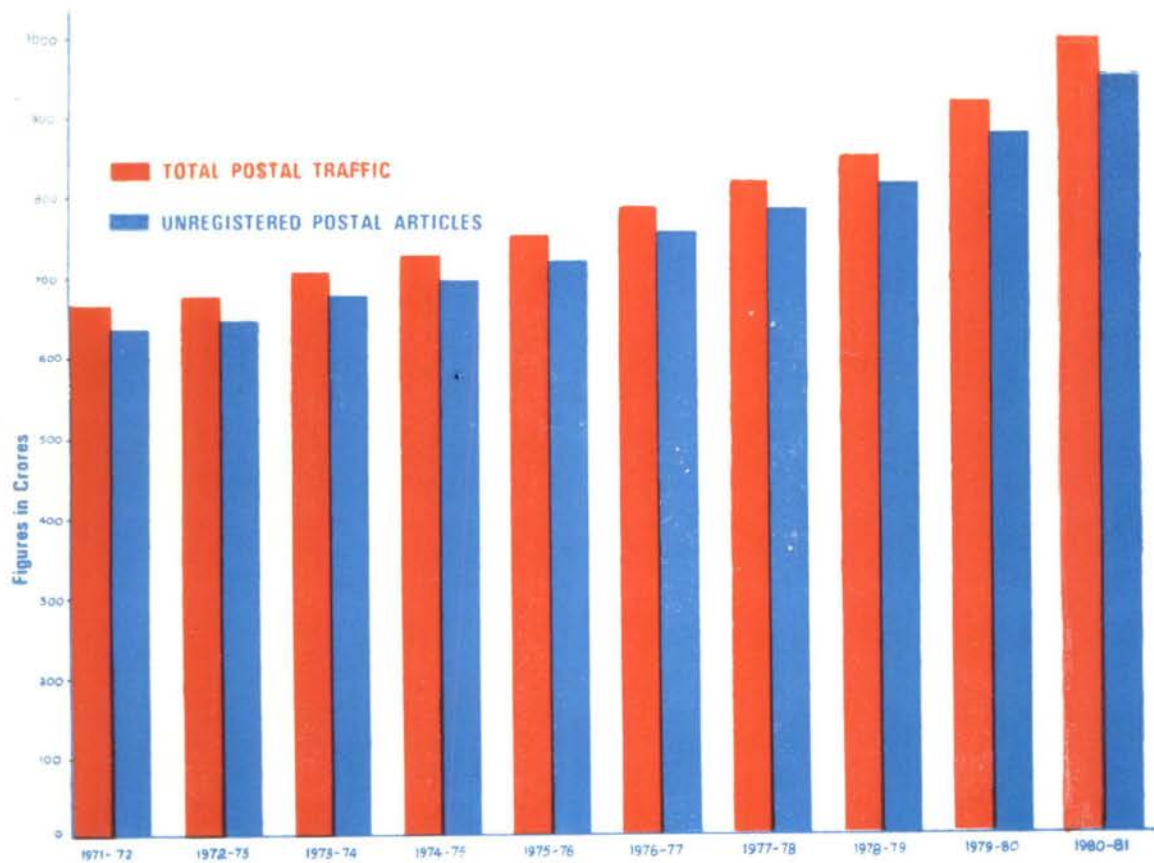
# COMMEMORATIVE



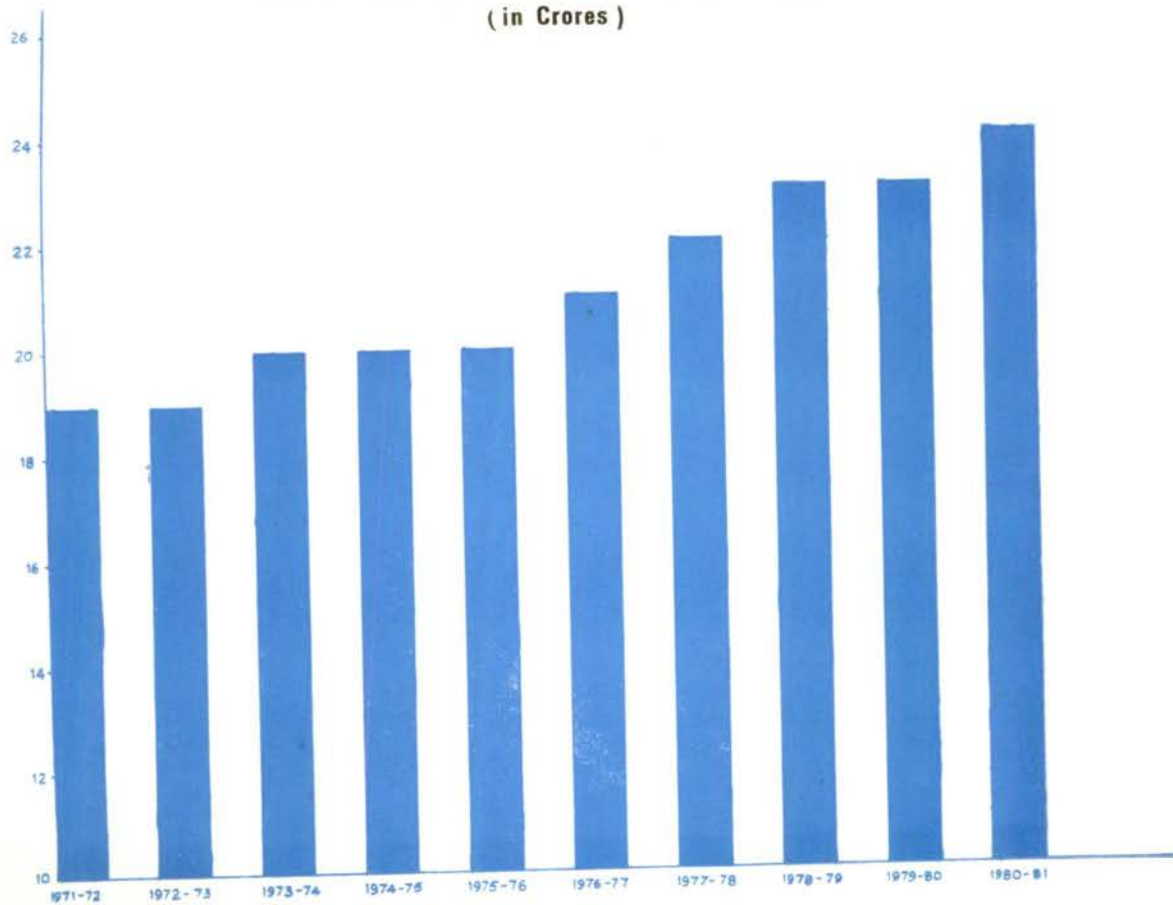


STAMPS

## Total Postal Traffic and Unregistered Postal Articles



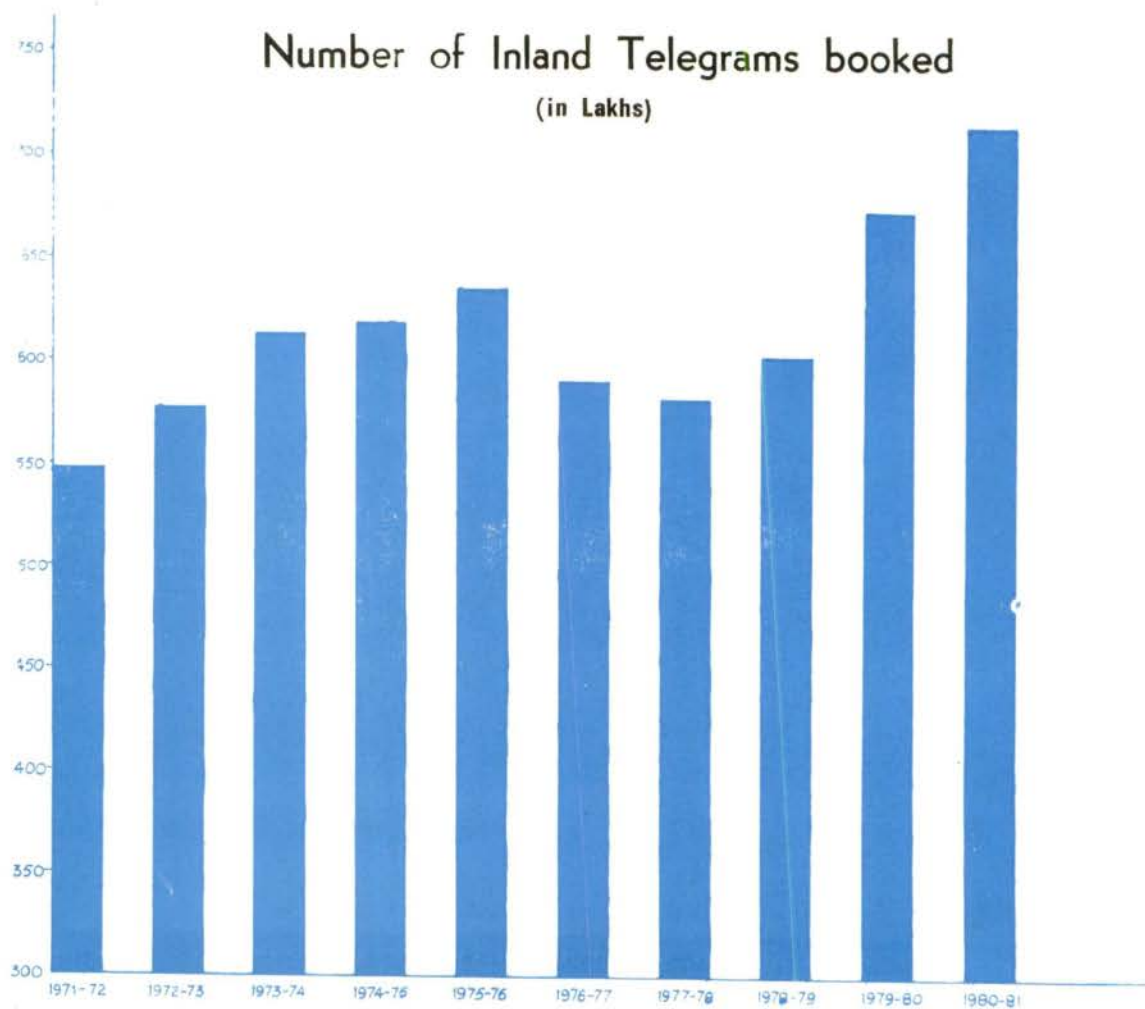
## Number of Registered Articles (in Crores)



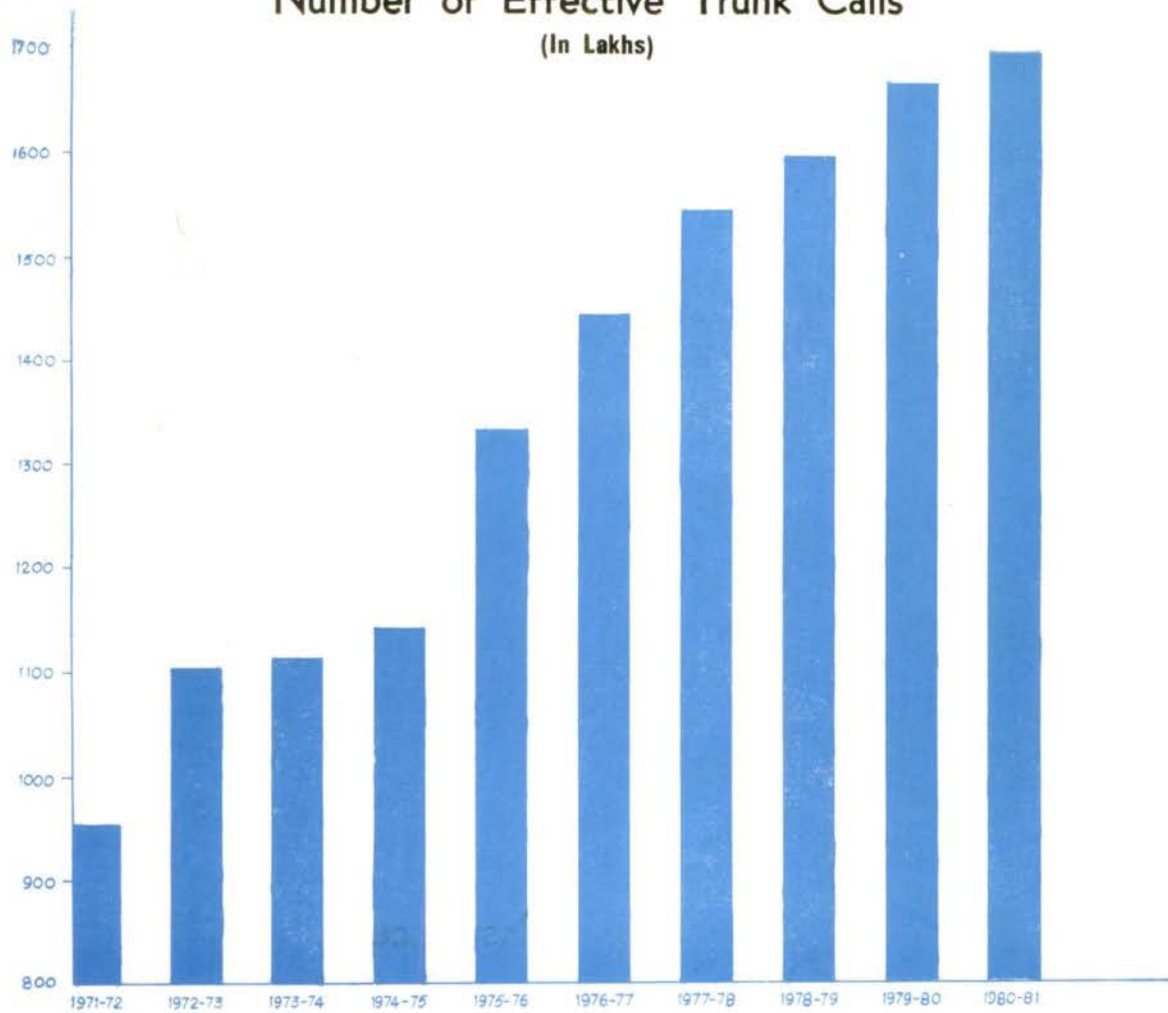
## Number of Money Orders (in Crores)



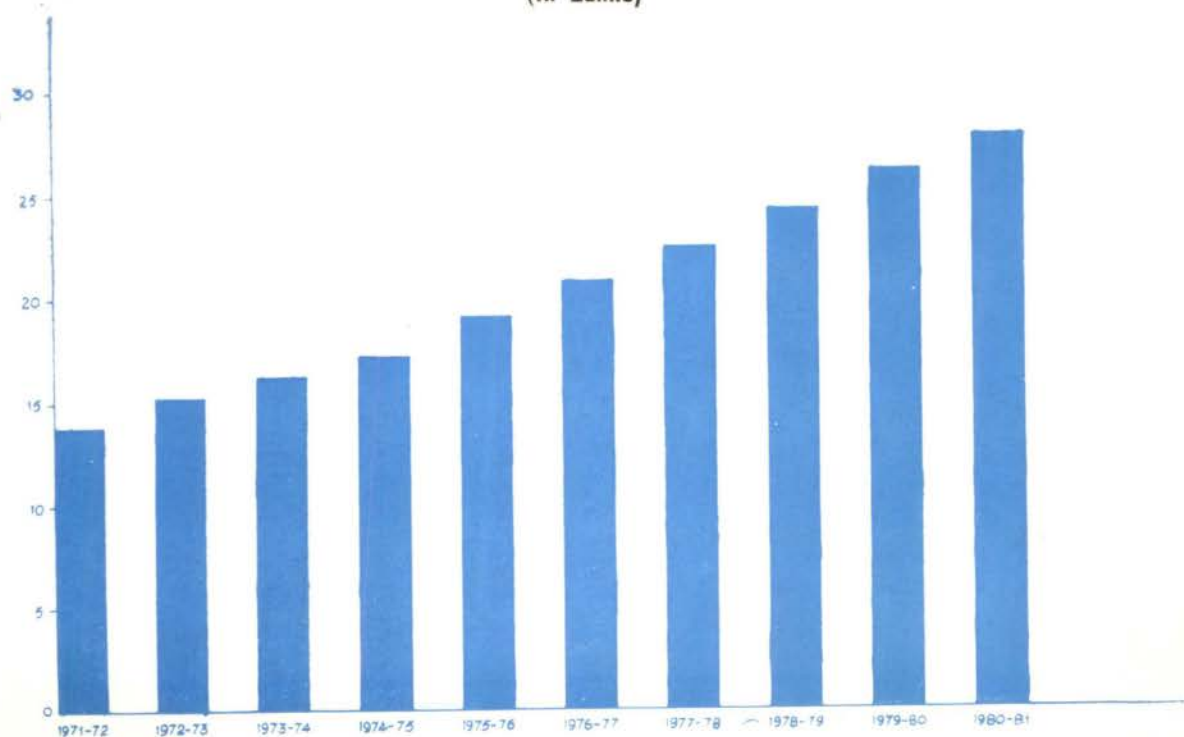
## Number of Inland Telegrams booked (in Lakhs)



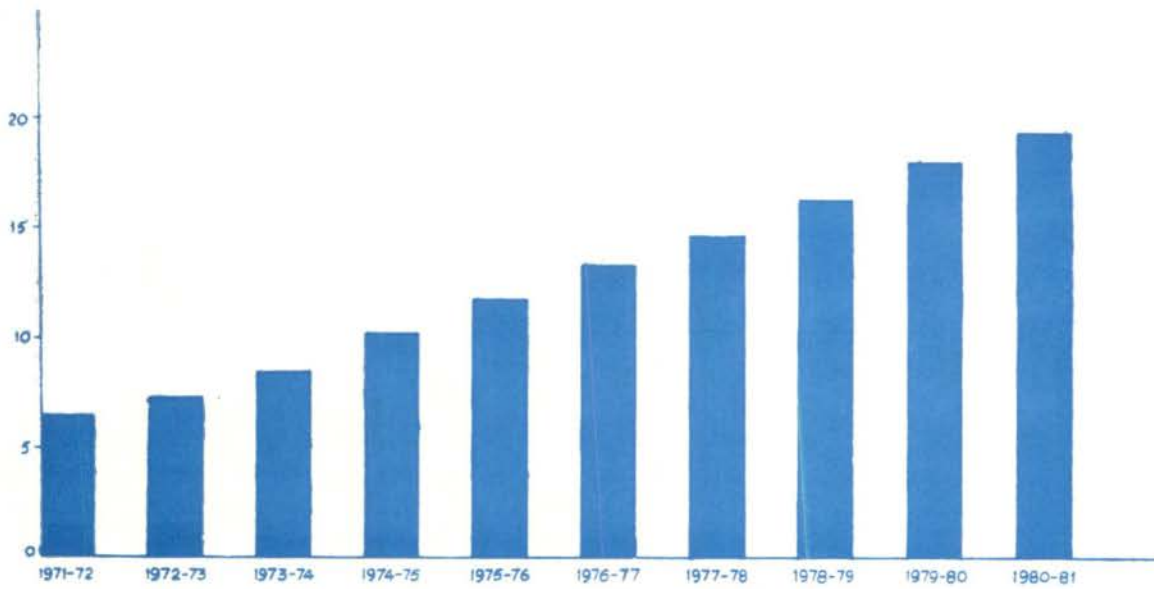
## Number of Effective Trunk Calls (In Lakhs)



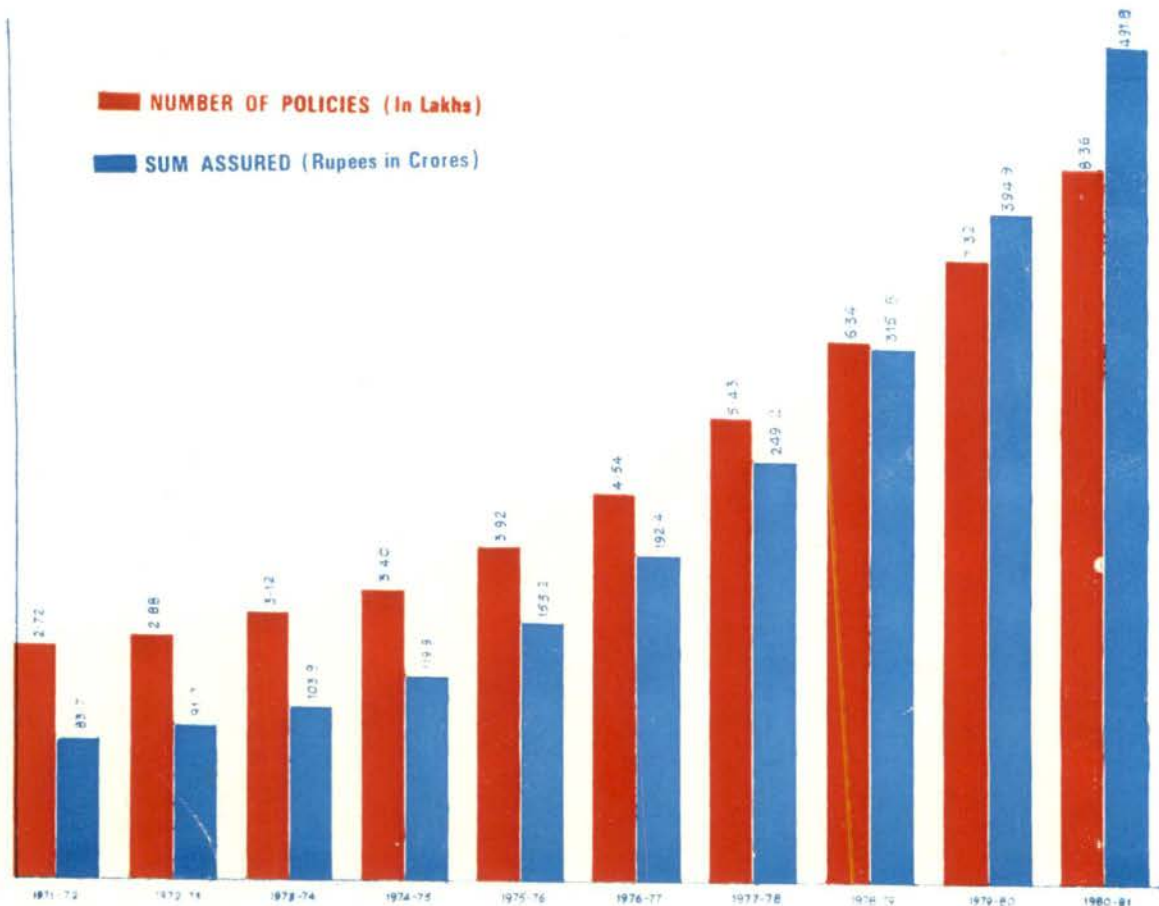
## Number of Telephone Sets (In Lakhs)



## Number of Telex Connections (in Thousands)



## Postal Life Insurance



the preponderance of departmental candidates in the cadre of Time Scale Clerks, the staff Section of the P & T Directorate-General issued revised orders on the intake of departmental candidates and transfer of officials from one place to another at their own request according to the provisions of Rule 38 of the P & T Manual, Vol. IV.

1.13.2 The schedules of inspection and questionnaires for inspection of Telecom. installations and offices were reviewed and a new compilation was brought out in the form of a Handbook. The existing procedure for the monitoring of the inspection work of the Telecom. installations were revised to ensure better monitoring.

1.13.3 156 suggestions were received from departmental employees for improvement of procedures and effecting economy. A sum of Rs. 7950/- was granted as cash awards to 14 officials for the suggestions made by them. Letters of commendations were issued to eight other officials.

#### 1.14 Civil Defence

28 officers of the Department were trained in Civil Defence under the various Courses conducted by the Ministry of Home Affairs.

#### 1.15 Buildings

Activity on the building front continued to be extensive as well as intensive. The budgetary allocation for postal building works was Rs. 18.3 crores and that for telecommunication building works Rs. 42.2 crores. Civil works and tower/antenna foundations for the INSAT project were completed. These works are situated in remote places but were completed in time. Among the difficult locations for these works are those at Port Blair, Minicoy and Leh. Staff quarters were also constructed for the project at Leh.

1.15.1 Pre-stressed and partially stressed concrete poles are now being manufactured departmentally by the Civil Engineering Wing. Three pole casting yards have been set up at Nellore, Vishakhapatnam and Hyderabad. A casting yard for partially pre-

stressed concrete poles was commissioned at Madras.

1.15.2 A training course in computer technology and another on air-conditioning was held at Madras and Hyderabad respectively for imparting expert training in these subjects to Civil Engineers.

#### 1.16 Deputations/Delegations Abroad

The total expenditure on foreign deputations/delegations was Rs. 10.24 lakhs. 27 deputations/delegations went abroad consisting of a total number of 49 persons.

#### 1.17 Material Management

In the Postal Branch, two important studies were concluded. One study pertains to the proposal to introduce polyster cotton mixed cloth for preparation of uniforms for P & T employees. The findings of the study were approved by the P & T Board and polyster cotton mixed cloth instead of plain cloth will be used for the fabrication of uniforms w.e.f. 1.4.84. Also, instead of having the uniforms stitched according to a few standard sizes at Government cost, it was decided that unstitched cloth will be made over to the employees and the cost getting the uniforms stitched will be paid to them in cash. These two decisions were hailed by the Staff Federations and Unions.

1.17.1 The other study pertains to the co-operative society at Aligarh which has been traditionally engaged in the job of manufacturing stamps and seals for the P & T and other Government Departments. The study recommended departmentalisation of the society and taking over all its assets and liabilities. The report is under consideration of the Board at present.

1.17.2 Extra Departmental employees who are working in areas which are marshy/swampy will now be supplied gum-boots as a protection against the environment.

## CHAPTER II

# Postal Services

2.1 *New yardsticks were evolved for classifying areas as backward for purposes of postal development. New schedules of tribal and backward areas in the country, to which relaxed norms for opening of Post Offices are applicable, were drawn up. A study was undertaken to revise the formula for determining the cost and income of experimental Post Offices.*

### 2.2 New Post Offices in Rural Areas

*The target for opening new Post Offices in the rural areas for the year 1981-82 is 1,600. Against this, 1,054 Post Offices (including 247 in tribal areas) were opened upto 31.12.81. Also, 157 Post Offices were opened in the urban areas during the period under review. As on 31.12.81, the total number of Post Offices in the country was as follows :*

Rural	1,25,743
Urban	14,692
Total	<u>1,40,435</u>

*The target for the year is likely to be achieved.*

### 2.3 Postal Counter Facilities in Villages

*Against the target of 2,000 villages to be covered by Mobile Post Offices in rural areas, 1,187 had been so far covered by 31.12.81. This includes 276 villages in tribal areas. As a result of the continuous review of the working of such Mobile Post Offices in the villages, the facility had to be withdrawn from a number of villages because it was found that it was not being utilised fully. The total number of villages which were receiving this benefit of postal services*

*through Mobile Post Offices was 82,800 as on 31.12.81. The target for the year is likely to be achieved.*

### 2.4 Letter Boxes in Villages

*Against the target of 1000 Letter Boxes, 891 had been installed untill 31.12.81. This was in addition to 548 in the urban areas, bringing the total number of Letter Boxes in the country to 4,95,853.*

### 2.5 Mail Collection and Delivery Services in Rural Areas

*A continuing scheme for appointing extra-departmental agents in rural areas for the improvement and strengthening of mail collection and delivery systems has resulted in the appointment of a large number of such agents, incidentally providing much needed employment in the rural areas. Against, the target of 2,000 for the year 1981-82, 899 (including 254 personnel from the scheduled tribes) had been appointed during the period under review.*

2.5.1 *Out of 5,75,936 villages in the country, daily mail delivery service was available to 5,74,714 villages.*

### 2.6 Mail Sorting and Transmission Systems

*Twelve mail sorting and two transit mail offices were opened. One transit section (i.e. a railway mail service unit handling closed bags only) was opened, while one sorting section was converted into a (non-sorting) transit section.*



2.6.1 In view of the increasing complexity of mail arrangements and the growing volume of mail traffic it was considered necessary to create a special organisation for forward planning and monitoring of the existing mail arrangements. A Mail Planning & Operations Cell was created in the office of the DG, P&T. The Cell is at present engaged in studies on improving and streamlining mail sorting arrangements with a view, particularly, to augmenting the efficiency of sorting while making it more cost-effective.

## 2.7 Mail Motor Service

During the year, 64 additional Mail Motor Vehicles have been sanctioned for efficient conveyance of mails in the four metropolitan cities of Bombay, Calcutta, Delhi and Madras and 16 other towns taking the total fleet of Mail Motor Vehicles to 984. In addition, 45 new vehicles were purchased to replace the over-aged and condemned vehicles in order to improve and maintain the efficiency in transmission of mails. A Departmental Mail Motor Service was also sanctioned for Dindigul town in Tamil Nadu.

## 2.8 Modernisation and Mechanisation

The experiment of using a modified Registerex Cash Register for the booking of money orders was extended to Madras and will be extended to other important cities/big towns of the country before the end of the year. The concerned staff were trained in the use of the new machine. Seminars and staff meetings were held at Delhi, Madras, Bangalore and other places to explain to the staff the working of the machines and to motivate them for enthusiastic acceptance of introduction of the machine. As a result of the continuous liaison with the manufacturers of the Registerex Machines, important modifications were carried out in the machines by the R&D wing of the manufacturing company. One model of the machine will be used for multi-purpose Post Office counters.

2.8.1 The Regional Workshop for Postal Machines at Delhi evolved a modification kit for stamp can-

celling machines manufactured at Hindustan Teleprinters, Madras. This modification kit will enable recommissioning of more than 150 machines which have been lying idle for several years.

## 2.9 Philately

Thirty-four commemorative/special postage stamps were issued including four series of four stamps each on "Tribes of India", "Flowering Trees", "Butterflies" and "Asian Games". In addition, two stamps in the Sixth Definitive Series were also issued.

The Department gave effective publicity to the IX Asian Games due to be held in India in November, 1982 by printing the logo and mascot of the games on postcards, letter cards and aerogrammes.

The National Philatelic Museum participated in two international Philatelic Exhibitions held at Vienna and Tokyo in May and October, 1981. Four Circle level exhibitions were organized by Gujarat, Rajasthan, Tamilnadu and Bihar Postal Circles.

Three Philatelic Bureaux and two Philatelic Counters were opened, raising the number of such Bureaux and Counters in the country to 33 and 139 respectively.

## 2.10 International Postal Relations

A meeting of the Executive Council of the Universal Postal Union was held at Berne in April-May, 1981. India was represented through Shri M.L. Gaiind, Member (PO) and Shri P.K. Chatterjee, Asst. Director General. At the 5th Conference of the Commonwealth Postal Administrations at Arusha (Tanzania) in June-July, 1981, India was represented by Shri V. N. Patil, Dy. Minister and Shri N.C. Talukdar, Member (Administration). At the Annual Session of the Consultative Council for Postal Studies held at Berne in October, 1981, India was represented by Shri V. E. Arunachalam, Member (PD). India was the reporting country for the following studies :-

1. Study 511—"Postal Mechanization in young countries".
2. Study B 105—"Technological advances in Postal Services of new and developing countries during the next 10 to 20 years".
3. Study 517—"Promotion of Postal Savings Bank in developing countries—Inquiry".

2.10.1 The Annual Session of the Executive Council of the Asian Pacific Postal Union and of the Governing Board of the Asian Pacific Postal Training Centre was held in New Delhi in November, 1981. The membership of the Union extends to 16 countries of whom 14 were represented at the Conference. The Indian delegation to the Conference was led by Shri V.E. Arunachalam, Member (PD), India, as Chairman of the Standing Committee on Technical Assistance set up in the last APPU Congress held in Yogyakarta, submitted a number of papers on the subject. India was also entrusted with the task of preparing a memorandum envisaging the role of the APPU in technical assistance to member countries of UPU. India was also appointed Chairman of the Study Group on "Terminal Dues". The Conference of the APPU was the first International Postal meet ever to be held in India and it marked an important milestone in the international co-operation in Postal Services.

2.10.2 An Indian delegation led by Shri V.E. Arunachalam, Member (PD) visited Jeddah and Riyadh at the invitation of the Postal Administration of Saudi Arabia. The purpose of the visit was to study the Postal Services in that country and thereafter offer consultancy services to the Administration in the various fields of administration. The offer has been made.

2.10.3 India hosted the UPU/UNDP Project RAS/81-036-Regional Project for the training of Postal Specialists for Technical co-operation among developing countries. The project was organised by the Postal Staff College of India. India also lent the services of a number of its experts on UPU missions to various developing countries.

2.10.4 Money Order Services was introduced from Algeria to India with effect from 1.8.81.

## 2.11 Training

The Postal Staff College conducted during the year 15 training courses including two for foreign trainees sponsored by the Universal Postal Union.

## 2.12 Savings Bank

The total investment in the Post Office Savings Bank rose from Rs. 78,59 crores on 31.3.81 to Rs. 84,01 crores on 30.9.81.

2.12.1 Counterfoiled pay-in slips were introduced for deposits in all Post Offices. Powers to close Time Deposit Accounts were delegated to Departmental Sub Post Offices. The rate of interest for Public Provident Fund was raised from 8% to 8.5%. Maturity Bonus of 10% to the face value was introduced for 7 year NSCs issued from 1.5.81. The Maturity Bonus @ Rs. 50/- for accounts of Rs. 10/- denomination and proportionately for other denominations was allowed on 10 Year CTD accounts. Two new National Savings Certificates, carrying high rate of interest, were introduced. The sale of Gift Coupons and of the National Savings Certificate IV and V Issues and National Development Bonds was discontinued.

2.12.2 Statutory Rules governing the Post Office Savings Bank were re-structured and rationalised.

2.12.3 1,800 officials and 10 Accounts Officers working in the Savings Bank branches of the Post Offices were trained in special courses on Savings Bank work.

2.12.4 The XV half-yearly Post Office Savings Bank Prize draw was held on 28.7.81 with 58.76 lakh accounts participating, showing an increase of 1.70 lakh accounts.

## 2.13 Broadcast Receiver Licences

More than 205 lakh cases of unlicensed radio and TV sets were detected by the anti-evasion staff resulting in the prosecution of more than 23,000

persons who were detected to be in possession of such sets. The total number of radio and TV licences in force on 30.9.81 was 90.5 lakhs and 13.5 lakhs respectively. The decision taken by Government of India during the year delicensing one and two band radio/transistor sets is expected to reduce the total number of licences considerably.

2.13.1 Video Cassette Recorders equipped with RF tuner sections (VHF/UHF) and/or monitor were brought under the licencing system with effect from 1.11.1981.

#### 2.14 Postal Life Insurance

A major break-through was achieved by extending the Postal Life Insurance Scheme to the employees of Nationalised Banks, Subsidiary Banks of the State Bank of India and five financial institutions, viz., (1) Industrial Development Bank of India, (2) Industrial Finance Corporation of India, (3) Industrial Credit and Investment Corporation of India, (4) Industrial Reconstruction Corporation of India and (5) Unit Trust of India. It is expected to procure 94,742 proposals for new policies of value of Rs. 8,478.94 lakhs during the period from 1.4.1981 to 31.12.1981. Introduction by Government of India of the Group Insurance Scheme for employees of the Central Government with effect from the 1st of January, 1982, will, of course, have

an adverse impact on new Postal Life Insurance Business.

2.14.1 Physically handicapped persons who may be otherwise eligible for insurance under the PLI Scheme are now permitted to take out a PLI Policy upto the value of Rs. 10,000/-.

#### 2.15 Staff Management

In order to reduce the adverse affect on the efficiency of services due to staff absenteeism, a Standing Pool of trained reserve candidates for Post Offices and RMS was introduced with effect from October, 1980. This measure has helped considerably in tackling the problem of staff shortage. The system of short duty staff has been extended to cover cases of absenteeism also. The procedure for recruitment to the operative cadres has been streamlined and the provision for recruitment against unanticipated vacancies has been raised from 25% to 40% of the total number of vacancies for any recruitment.

#### 2.16 Increase in the Allowance of ED Agents

Remuneration payable to ED Agents was being revised biennially so far. It is now being revised annually. The first annual revision took place on 1.9.80, benefitting more than 2 lakh ED agents.

## CHAPTER III

# Telecommunication Services

### 3.1 Telegraph Services

#### 3.1.1 Modernisation of Telegraph System

*Intensive trials on Gentex net work were conducted during the period from June, 1981 to December, 1981 to analyse the applicability of the Gentex to the national telegraph network as well as its limitations. The Gentexes at New Delhi and Bombay have since been expanded by 25 lines each. The New Delhi Gentex started working with the additional capacity during January, 1982. The equipment at Bombay is under testing for commissioning. This will add 14 new stations. The Gentexes at Madras and Calcutta are scheduled to be commissioned by September, 1982.*

#### 3.1.2 Experimentation of Store and Forward Technology

*During the year 1981-82, it was decided to experiment the Automatic Message Switching System involving Store and Forward technology. A prototype equipment, designed and developed by Electronics Corporation of India Limited, Hyderabad, has been received at Madras. The 14 plus 2 line SFT system is under trial for testing at Madras. To understand the inter-working problems, another 14 plus 2 line system is being set up in Andhra Pradesh Circle, the equipment for which is expected to be available by the end of April, 1982. The successful introduction of this prototype system on the telegraph network is likely to reduce the transit operations and thereby bring significant improvement. On successful completion of the experiment, an all India scheme for the Store and*

*Forward system will be drawn up and implemented in due course.*

#### 3.1.3 Introduction of New Teleprinter Links

*82 Teleprinter lines were introduced between CTOs|DTOs and Combined Offices as part of the modernisation programme.*

#### 3.1.4 Opening of Departmental Telegraph Offices

*36 Departmental Telegraph Offices, by conversion of Combined Posts and Telegraphs Offices, were opened during the year.*

### 3.2 Telephone Service

*3.2.1 The annual Plan for telecom. services for the year 1981-82 has been approved with a financial outlay of Rs. 4,52 crores. It is proposed to add 1.5 lakh lines of telephone switching capacity and 1.8 lakh telephone lines during 1981-82. Achievements so far have not been kept pace with the targets because of labour problems in ITI which affected supply of vital equipments.*

*3.2.2 1,40,000 lines were added to the switching capacity of the telephone system of the country during 1980-81. Capacity of another 50,000 lines has been added to the system during 1981-82 up to December, 1981. About 1,40,000 working telephone lines were added during 1980-81 and about 75,000 direct exchange lines during 1981-82 up to December, 1981. More than 180 telephone exchanges were commissioned in the country during 1980-81.*

3.2.3 One trunk automatic exchange of 1500 lines capacity was commissioned during 1980-81. Six additional STD routes on point-to-point basis were commissioned.

3.2.4 Three new Telex Exchanges were opened, 382 lines of telex switching capacity were added to the existing lines and more than 700 telex connections were provided.

3.2.5 On the transmission side, 305 route Kms. of microwave systems and 805 route Kms. of UHF/VHF systems were commissioned. Besides, 978 open wire carrier channels were set up. 600 VFT channels and more than 393 long distance public telephone connections were installed

### 3.2.6 Electronic Exchanges

Electronic switching technology for telex, trunk automatic exchanges and local telephone exchange systems will soon be inducted on a sizeable scale in the network of the country. Installation of the first stored programme control (SPC) telex exchange is nearing completion at Bombay and this is expected to go into operation in March, 1982. This will be followed by SPC telex exchanges at Delhi, Calcutta and Madras. Electronic trunk automatic exchanges (TAXs) at Delhi and Bombay are under installation. These electronic switching systems will usher in a high switching efficiency. To complete the projects efficiently and effectively, an Electronic Switching Cell has been formed in P&T Headquarters office and in the four Metropolitan cities where these exchanges will be installed in the first instance.

3.2.7 Tenders have been invited for setting up two large (Public) factories in the country for manufacturing digital switching equipment. Tenders for setting up an electronic switching factory at Palghat for manufacturing Private Automatic Branch Exchanges (PABX's) and Trunk Automatic Exchanges (TAX's) are under evaluation.

## 3.3 National and International Trunk Service

### 3.3.1 National Trunk Service

23.3 crores of trunk calls were handled during 1980-81, out of which 16.94 crores were successful. During the period 1.4.1981 to 31.12.1981, 17.2 crore trunk calls were booked out of which about 12 crores were put through. In addition to this, considerable long distance telephone traffic is carried over the Trunk Automatic Exchange network as well as on point-to-point Subscriber Trunk Dialling (STD) routes. For this, there are 246 stations connected on the point-to-point STD network and another 164 stations connected to National Subscriber Dialling network (NSD) as on 31.12.1981. For handling manual trunk traffic, 7,396 trunk boards have been installed and are in use. This is an addition of 290 boards over the number of trunk boards existing on 31.3.1980. For handling the subscriber dialled traffic, 22 Trunk Automatic Exchanges have been installed. For handling all this long distance telephone traffic, a total of 46,031 trunk circuits have been put in use. A number of steps are proposed to be taken to further improve the manually handled trunk service. These include linking of various important trunk centres to distant Trunk Automatic Exchanges, providing electronic dialling units to the operators and establishing separate transit trunk centres. "Demand Trunk Service" is being liberally extended to cover a number of new routes. As on 31.3.1981, 935 "Demand" routes were existing. A new type of service called "Metered-Demand" service has been finalised and approved for introduction in the country and a few experimental routes have been commissioned.

### 3.3.2 International Trunk Service

A wide-band microwave link between India and Sri Lanka was installed on which 36 channels have been commissioned to provide direct circuits from New Delhi, Bombay, Madras and Madurai to improve the trunk service between India and Sri Lanka. Operator dialling has also been introduced on this route. A revised Telecommunication Agreement was signed between India and Bangla-

desh on 19.5.1981. Direct microwave circuits from Calcutta and New Delhi to Dacca have been provided under this Agreement. This has also resulted in improvement in the trunk/telephone/telex service between India and Bangladesh. In addition, direct links were also provided from India to U.S.S.R through a Troposcatter link. Direct dialling circuits from a number of trunk centres have been provided into the Inter-Continental Exchanges at New Delhi and Bombay to expedite international traffic. At present, International Subscriber Dialling is available from New Delhi, Bombay and Madras to U.K. A Committee has been set up to study the feasibility of extending ISD to other cities in India as well as to additional countries. To facilitate this, gateway switching centres are expected to be commissioned at New Delhi, Bombay and Madras shortly.

### 3.4 Other Telecom. Activities

#### 3.4.1 Telecom. Training

The Telecom. Training Wing of the P & T Department has been deputing officers for training abroad in advanced countries under the following programmes :

- (i) UNDP Country Programme
  - (a) Ind/74/044 Fellowship Ind. Project
  - (b) Ind/72/037-ALTTC Project
- (ii) Colombo Plan
- (iii) Indo-France/German Technical Co-operation
- (iv) Netherland Govt. Fellowships.

Since 1975/76, 125 officers have been deputed for training to countries like USA, UK, France, Japan, Canada, Australia, Sweden, etc., under various Technical Assistance Programmes :

Year	Total UNDP	Colombo Plan	Indo-France	Indo-German	Nether-lands
1975/76	16	7	5	4	—
1976/77	15	9	6	—	—
1977/78	28	17	6	3	2
1978/79	12	9	1	—	2
1979/80	20	19	1	—	—
1980/81	34	26	1	3	4

Besides the technical assistance programmes mentioned above, 68 officers were deputed for training in 1980-81 to the works of the equipment manufactured in Japan and West Germany to provide them with first hand knowledge of modern equipment like SPC Telex/TAX being imported from these countries.

#### 3.4.2 Customer Services

With the advancement in the field of telecommunications technology, demands from individual users and large Organisations, both in the private and public sectors, are being received by the Department for various dedicated leased services and equipment. Many demands are being received for high speed data transmission circuits. A Customer Services Cell has been established in the P & T Directorate to process such special demands. For attending to the problems of the telephone users and prospective users, 34 Customer Service Centres have been opened in big cities in the country.

#### 3.4.3 Public Telephones manned by handicapped persons

The P&T Department launched a scheme for opening public telephones to be manned by disabled persons and ex-servicemen during 1981, the international year for Disabled Persons. These Public Telephones were proposed to be opened at

Airports, Railway Stations, Bus Terminals, Public Parks, Hospitals and other public places and were to be manned by the physically handicapped/ex-servicemen.

The Department had to provide them with a booth and a cash chest suitably embedded. The hirer had to guarantee a minimum revenue of Rs. 100/- p. m. and had to furnish a security of Rs. 500/- for the equipment and the cash handled by him. Against this, he/she is entitled to receive a remuneration of 20 paise per call originated from the public telephone, by charging the public at the rate of 50 paise a call and paying the Department at 30 paise a call.

Under this scheme, 978 such Public Telephones have been opened upto December, 1981. The tempo of opening more such Public Telephones is being maintained during 1982 and 124 telephones have been opened during January, 1982 itself.

#### 3.4.4 Committee on Telecommunications

The Government of India constituted a Committee on Telecommunications vide Ministry of Communications resolution No. A-42011/3/81-C&P dated 27th May, 1981, to recommend :

- a) Measures which need to be taken to improve the efficiency of telecommunication systems, operational, technological and managerial in both long and short terms and in a time bound frame;
- b) Organisational changes including those in headquarter set up to achieve (a) above.

The Committee submitted, from time to time seven Interim Reports and the final summary of all the seven reports was submitted in December, 1981. In all, recommendations have been made by the Committee covering almost all important aspects of the activities of the Telecommunications Wing of the P&T Department. Many of the recommendations have already been accepted and some of these have already been implemented

or are under continual implementation. A few recommendations were rejected after careful consideration. The remaining recommendations are under active consideration.

#### 3.4.5 Asian Games

The P & T Department has undertaken the responsibility of providing the necessary additional Postal and Telecommunication facilities in connection with Asiad, 1982. Extensive cable-laying covering a total length of 148 kilometers for providing about 1400 direct telephone lines and over 900 non-exchange and control circuits are in progress. These works will be completed by the end of June, 1982. Also 16 electronic PABXs (EPABXs) are being imported and installed in the new 5-Star Hotels that are being set up in Delhi in connection with the Asiad, from which about 10,000 new PABX extensions would be provided. Some of these EPABXs will be installed in existing 5-Star Hotels. Departmental Telegraph Offices and Post Offices are being installed to provide adequate Telegraph and Postal facilities. Ten special postage stamps are to be released by the time the Asiad starts. Out of these, 4 have already been released. To meet the special requirement of the Press and Media Services a large number of telex connections and trunk and international public telephones will be installed.

#### 3.5 Network Upgradation

Several schemes for upgradation of the telecom. network were taken up during 1980-81. These are being pursued this year also. 545 Kms. of Junction, Primary and Secondary cables were pressurised, 750 Kms. of aluminium house wiring were replaced by copper house wiring, 700 Kms. of iron wire alignments were replaced by drop wire and 8.5 Kms. of duct routes were constructed during the period from 1.4.81 to 31.12.81.

To strengthen the external plant net work in Delhi and Calcutta, Special Task Forces have been set up under the leadership of an Additional General Manager. Apart from carrying out supervising the implementation of schemes like ducting, pre-

ssurisation, installation of intra-city microwave routes on the basis of a time-bound programme spread over three years, the Task Force at Calcutta has been engaged in drawing and implementing the schemes of cable diversions necessitated due to the construction of the underground railways of the MTP.

### 3.6 Monitoring of Performance

The Observation Team of the Directorate General of Posts & Telegraphs carried out observation/inspection of 26 telephone systems with a total equipped capacity of more than 5,15,000 lines.

### 3.7 Spares for Telephone Instruments

A Committee was formed to conduct a study on the requirement of spares of telephone instruments of various types.

### 3.8 Disruption of Telecom. Services

The heaviest rainfall in Rajasthan's living memory occurred in Jaipur in July, 1981, resulting in disruption of long-distance coaxial cable systems from Jaipur towards Agra and Ahmedabad. Restoration work was hampered by disruption of the roads. Through communication was, however, maintained through diversion and temporary restoration was completed on the Agra-Jaipur route within three days of damage and on the Jaipur-Ahmedabad route within six days of damage. The cyclone that hit the Saurashtra coast in November, 1981 affected a large number of open wire line systems in Veraval, Bhavangar and Jamnagar. Most of the lines were restored within two days inspite of the fact that road traffic remained interrupted for a much longer period.

### 3.9 Wireless Links

Departmental Wireless Circuits were opened at Badarwah and Kishtwar in J&K. The Coastal communications were further strengthened by commissioning high power transmitters at Madras in replacement of old life-expired transmitter.

15 new Wireless Stations were commissioned, bringing the total number of Wireless Stations in the country to 389.

### 3.10 Management Information System

A report entitled "Telecom. Network Performance Summary and Analyses and Telecom. Financial Performance Appreciation" pertaining to the year 1980-81, was published. Another report entitled "Telecom. Network Volume and Growth" pertaining to the year 1980-81 was published. The Quality Assurance Cell continuously monitored the quality of various products supplied to the Department by public and private sector factories and undertakings. The public sector undertakings working under the control of the Department/Ministry of Communications have also set up their Quality Control Organisations.

3.11 The Advanced Level Telecom. Training Centre and other Training Centres continued to impart training to senior and middle level Managers and operative staff of the telecommunication establishment. An estimated number of 200 foreign trainees will be trained at the ALTTC, Ghaziabad during the year 1981-82.

### 3.12 Central Computer Project

The P&T Board approved in 1978 a scheme to acquire and install In-house Computer Systems at the four metropolitan Telephone Districts for Telephone Billing and credit control, compilation and printing of Telephone Directories, maintenance of Cable and Commercial Records and Inventory Control. The proposal received the approval of the Public Investment Board in January, 1981 and Cabinet approval in July, 1981. The total cost of the Project is Rs. 5.35 crores with a foreign exchange component of Rs. 2.91 crores. Steps have already been taken towards the development of Software Packages with the assistance of outside experts like NCS DCT, (CMC) & RCC, Jadavpore University. The project is expected to be commissioned before 31-12-83.



3.12.1 A nucleus cell has been opened in each of the Metropolitan Telephone Districts and also in the Directorate General of P&T for the efficient execution of the computer development work. Specialised training in computer technology is being imparted to management and operative personnel at the ALTTC, Ghaziabad.

### 3.13 Complaints

A new system for handling telephone complaints was introduced with effect from June, 1981, streamlining and rationalising the old system and introducing an element of monitoring to ensure prompt disposal of complaints.

### 3.14 Motor Vehicles

46 motor vehicles including six Ambassador Cars were sanctioned for various Telecom. Circles/Districts during the year.

### 3.15 Telecommunication Factories

Against the production target of Rs. 22,30 lakhs for the year 1981-82, production worth Rs. 14,04 lakhs was achieved by the departmental telecommunication factories upto the end of December, 1981. Almost half of the industrial staff was now covered by an incentive scheme directed towards stepping up production.

3.15.1 The modernisation, diversification and expansion programmes for these factories as detailed in the Annual Report 1980-81 are under way. The Modernisation Plan 1980-85 for the factories in the question has an outlay of Rs. 30 crores and the production target for the whole Plan is Rs. 138.88 crores. The target is expected to be achieved.

### 3.16 Research in Telecommunication Research Centre

3.16.1 Closed Door Maintenance at night had been introduced in Janpath-V Exchange from October, 1980. Ten new circuits for special services centre and for interconnection of ICP (Indian

Cross Bar Exchange) to MAX I & MAX II have been designed. A part of the Bareilly TAX (ICP version) viz., the Delhi-Bareilly route was commissioned on 25-4-81. Engineering details were worked out for the first 20 Exchanges to be equipped according to the ICP design.

3.16.2 Commercial trials for stored program controlled Electronic Exchange (Local), were completed in April, 1981. The processors used in SPC-I were updated to form a part of the present programme. They were debugged and made operational. The first prototype of a bit sliced microprogrammed processor emulating majority of 17 bit SPC-1 processor instructions was designed and tested in conjunction with system 29 CCU and writable control store. Action was initiated for hardware and software development tools required for SPC-2.

3.16.3 The Computer Aided Design equipment for designing PCB's was commissioned.

3.16.4 The P&T's experimental earth station was shifted to Chinglepet. This and the Transportable Remote Area Communication Terminal (TRACT) were commissioned and used to relay APPLE inaugural Programme on 13th August and other important events on subsequent occasions. Experiments using updated STEP hardware and new developmental works for Random Access Packet Switching (RAPS) and Spread Spectrum Multiple Access (SSMA) are in progress. Trials on integration of satellite derived circuits with Trunk Automatic Exchange (TAX) network using INTELSAT leased transponder circuits are in progress.

3.16.5 Two versions of 7GHz300 Chl. Analog Microwave System (one with IMPATT amplifier and other with GaAsFET amplifier) were put on field trial at Coimbatore-Mettupalayam and Indore-Mhow routes.

3.16.6 Production of a factory model of the 8Mb/s Optical Fibre System under field trial at Pune for the last few years, is now proposed in view of

the successful trial. Certain design improvements will also be incorporated in order to enhance the system capability.

3.16.7 The 34 Mb/s Digital Multiplex (3rd order in the hierarchy) designed and constructed by the ITI was tested and evaluation report furnished to them for production of a B-model. Similarly, TRC design of 34 Mb/s multiplex equipment has been completed and the laboratory model is being assembled.

3.16.8 Performance evaluation of the ISI version of 30 Chl. PCM designed by TRC and engineered by GCEL, Baroda was completed and the system put on field trial at Pune in May, 1981 to carry traffic.

3.16.9 A 6 channel PCM multiplex was designed for Defence use and laboratory model is under fabrication. Separately a 10 Chl. PCM multiplex is also being designed and fabrication of the A-model of this equipment by ITI is under negotiation.

3.16.10 A 4800 BPS data modem transmitter has been designed and a laboratory model is being fabricated. Production clearance for 300 BPS and 600/1200 BPS data modems Mark-II (re-engineered version by HTL) has been given.

3.16.11 Analog and digital facsimile equipment received for experimental use has been successfully tested in the laboratory. Field trials are being initiated. Field trials of CP 7 FM VFT (24 channels) of ITI design have started.

3.16.12 Except for a few deviations, a 2 hops 60 Channel System in 400 MHz band, produced by M/s GCEL, Baroda to TRC specifications, has successfully undergone environmental evaluation and field trials are to commence.

3.16.13 Trials for obtaining data and subscribers response (Radio Paging) were started at Pune on 21-11-81. Vendor development for manufacture of paging receivers has been taken up.

3.16.14 The Indian Institute of Technology, Madras has been enrolled by the TRC to take up

detailed studies on a funding basis with technical parameters to be specified by the TRC. Detailed studies of high-way mobile systems have been undertaken and parameters of such system for Karnataka have been worked out.

3.16.15 A small Electronic Telex Exchange for 20/200 lines was installed at Gurgaon for commercial field trial.

3.16.16 Modification of 3+9 PAX incorporating LED indicators and Electronic buzzer has been finalised and field trials will be carried out shortly on receipt of prototype models from Telecom. Factory, Bombay.

3.16.17 A 600 line MAX exchange using uniselector system has been designed and is under installation at Chilakalurpet in Andhra Pradesh. Field trial of automatic trunk ticketing equipment (ATT) has been successfully completed. Field trial of Subscriber Line routiner jointly by TRC and ITI is under progress in Delhi.

3.16.18 Laboratory evaluation of a 64 line digital ILT has been completed.

3.16.19 Prototype evaluation of indigenously developed Halide leak detectors has been completed; field trial of a new version of imported gas leak detector has been completed. Laboratory evaluation of new jointing techniques for jelly-filled as well as for pressurised cables has been completed.

3.16.20 Laboratory trial is also in progress for utilising solar power for small electronic exchanges.

### 3.17 World Bank Aid

The World Bank and International Development Association, the soft loan affiliate of the Bank, has been providing foreign exchange assistance for Indian Telecommunications since 1962. Since then a total of 802 million dollars has been provided by way of credits/loans. Out of 802 million dollars 267 million dollars were for import of finished equipment by the P&T, 46.2 million dollars

were for modernisation of the three telecommunication factories, namely, ITI, HCL and HTL, 44.8 million dollars for setting up three new telecommunication factories one at Palghat for digital TAX equipment, the second at Hyderabad for setting up a new cable factory to manufacture 30 lakh kms. per annum under the HCL and the third at Hosur for manufacturing electronic teleprinters under the HTL. In addition, 444 million dollars have been provided for import of raw materials and components to manufacture finished goods to be supplied to the P&T by these Telecom. factories.

During the year 1981-82 the International Development Association approved the 8th telecommunication project and granted the credit of 314 million dollars, the highest so far given by the Bank for telecommunication. Out of this 80 million dollars is for the direct import of the finished equipment, 26.2 million dollars is for modernisation of the three factories, 44.8 million dollars is for setting up three new factories mentioned above and 163 million dollars is for import of raw materials by these factories.

## CHAPTER IV

# Financial Review

4.1 *The Budget Estimates and Revised Estimates for the year 1981-82 and the Budget Estimates for 1982-83 are as under :*

*Rupees in Crores*

	B.E. 1981-82	R.E. 1981-82	B.E. 1982-83
<i>Revenue Receipts</i>	1130.00	1043.00	1297.96
<i>Working Expenses (Net)</i>	873.07	951.37	995.07
<i>Net Receipts</i>	256.93	91.63	302.89
<i>Dividend to General Revenues</i>	39.60	47.02	58.17
<i>Surplus</i>	217.33	44.61	244.72
<i>Appropriation to Revenue Reserve Fund</i>	1.33	1.61	1.72
<i>Appropriation to Capital Reserve Fund</i>	216.00	43.00	243.00

4.2 *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. 2777.32 crores, Rs. 17.43 crores and Rs. 115.58 crores respectively.*

4.3 *Internal Check Inspection of Telecom. Accounts was introduced. The functioning of Telecom. Accounting units has shown significant improvement after the introduction of the system. In addition to the periodical inspection of Telecom. Accounts, a special study of the utilisation of the vehicles in the Project/Maintenance Circles was conducted.*

### 4.4 Rates

*The rates for telephone and telegraphs between India and Bangladesh were revised with effect from 1.12.81.*

4.4.1 *Telephone rentals and call charges were revised with effect from 1.7.1981.*

4.4.2 *International postal rates were revised with effect from 1.11.81.*

## STATISTICAL SUPPLEMENT

### T A B L E S

1. Revenue and Expenditure
2. Capital outlay during and upto the end of 1980-81
3. Profit and Loss
4. Summary of Stores Suspense
5. Financial Working
6. Revenue Reserve Fund
7. Capital Reserve Fund
8. Post Offices
9. Postal Life Insurance
10. Telephones, Telex Exchanges and Telegraph Offices
11. Telephones
12. Personnel-Gazetted and Non-Gazetted
13. Number of Employees—Scheduled Castes/Tribes

TABLE I  
Revenue and Expenditure  
(Rupees in crores)

Year	Revenue	Expenditure			Total	Surplus (+) Deficit (-)
		Working Expenses excluding Depreciation	Depreciation	Due Dividend during the year		
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
1980-81	910.01	751.67	69.45	36.47	857.59	(+) 52.42

TABLE 2

## Capital outlay during and upto the end of 1980-81

## Fixed Assets

	Other Assets	Postal	Telecom.	Total
		Rs.	Rs.	Rs.
1. Land		1,45,60,846 <i>10,87,42,435</i>	2,40,17,700 <i>20,36,67,135</i>	3,85,78,546 <i>31,24,09,570</i>
2. Buildings		13,12,07,285 <i>99,23,22,344</i>	29,19,51,606 <i>2,00,66,01,216</i>	42,31,58,891 <i>2,99,89,23,560</i>
3. Railway Mail Vans owned by Post Offices		— <i>4,21,17,839</i>	— <i>—</i>	— <i>4,21,17,839</i>
4. Cables		— <i>—</i>	68,91,02,932 <i>5,18,45,42,664</i>	68,91,02,932 <i>5,18,45,42,664</i>
5. Telegraph and Telephone Lines and Radio Masts and Aerials		— <i>—</i>	41,62,09,353 <i>4,01,27,16,614</i>	41,62,09,353 <i>4,01,27,16,614</i>
6. Apparatus and Plant		94,82,226 <i>5,42,73,440</i>	1,12,89,70,438 <i>10,25,62,38,211</i>	1,13,84,52,664 <i>10,31,05,11,651</i>
7. Motor Vehicles		38,006 <i>77,79,156</i>	1,80,31,773 <i>12,05,30,733</i>	1,80,69,779 <i>12,83,09,889</i>
8. General Administration/Direction and Execution, Establishment and other charges etc.		— <i>—</i>	2,77,09,974 <i>18,12,17,899</i>	2,77,09,974 <i>18,12,17,899</i>
9. Other Expenditure				
(i) Other Expenditure		43,307 <i>68,307</i>	— <i>—</i>	43,307 <i>68,307</i>
(ii) Deduct—Receipts and Recoveries on Capital Account		1,92,748 <i>22,33,064</i>	43,17,464 <i>9,97,35,210</i>	45,10,212 <i>10,19,68,274</i>
10. Total Fixed Assets (i.e., total of items 1 to 9)		15,51,38,922 <i>1,20,30,70,457</i>	2,59,16,76,312 <i>21,86,57,79,262</i>	2,74,68,15,234 <i>23,06,88,49,719</i>
11. Deduct—Amount met from Advance Rentals under OYT and other Schemes		— <i>—</i>	12,56,45,753 <i>1,68,11,17,505</i>	12,56,45,753 <i>1,68,11,17,505</i>
12. Deduct—Expenditure met from Posts and Telegraphs Capital Reserve Fund		— <i>1,29,51,278</i>	53,00,00,000 <i>6,39,46,39,308</i>	53,00,00,000 <i>6,40,75,90,586</i>
13. Deduct—Amount of contribution from Revenue		3,67,49,000 <i>23,63,74,000</i>	67,79,33,000 <i>3,83,12,88,000</i>	71,46,82,000 <i>4,06,76,62,000</i>
14. Deduct—Depreciation on historical cost transferred from Revenue		1,32,33,364 <i>10,88,09,680</i>	68,51,13,636 <i>5,11,28,28,223</i>	69,83,47,000 <i>5,22,16,37,903</i>
15. Total Deductions (i.e., total of items 11 to 14)		4,99,82,364 <i>35,81,34,958</i>	2,01,86,92,389 <i>17,01,98,73,036</i>	2,06,86,74,753 <i>17,37,80,07,994</i>
16. Net Fixed Assets (i.e., item 10 minus 15)		10,51,56,558 <i>84,49,35,499</i>	57,29,83,923 <i>4,84,59,06,226</i>	67,81,40,481 <i>5,69,08,41,725</i>

TABLE 2

*(Contd.)*

Other assets	Postal	Telecom	Total
	Rs.	Rs.	Rs.
17. Consumers' Co-operative Society	—	—	—
	<i>12,740</i>	—	<i>12,740</i>
18. Stores and Manufacture Suspense	—	40,62,47,631	40,62,47,631
	—	<i>1,54,46,99,947</i>	<i>1,54,46,99,947</i>
19. Civil Engineering Store Transactions	—	(—) 93,03,067	(—) 93,03,067
	—	<i>(—) 6,14,56,028</i>	<i>(—) 6,14,56,028</i>
20. Total Other Assets (i.e., total of items 17 to 19.)	—	39,69,44,564	39,69,44,564
	<i>12,740</i>	<i>1,48,32,43,919</i>	<i>1,48,32,56,659</i>
21. Total Dividend bearing Capital outlay (i.e. total of items 16 and 20)	10,51,56,558	96,99,28,487	1,07,50,85,045
	<i>84,49,48,239</i>	<i>6,32,91,50,145</i>	<i>7,17,40,98,384</i>
22. Deduct—Portion of Capital outlay financed from ordinary Revenue	—	—	—
	<i>1,05,16,649</i>	—	<i>1,05,16,649</i>
23. Total Capital outlay (Voted) (i.e. total item 21 minus 22)	10,51,56,558	96,99,28,487	1,07,50,85,045
	<i>83,44,31,590</i>	<i>6,32,91,50,145</i>	<i>7,16,35,81,735</i>

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



TABLE 3

## Profit and Loss

(Rupees in crores)

Year	Postal Services	Telecommunication Services	Grand Total
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
1980-81	(-) 72.15	(+) 124.57	(+) 52.42

TABLE 4

## Summery of Stores Suspense

(Rupees in crores)

	Opening Balance as on 1-4-1980	Receipt during the year	Issues during the year	Closing Balance as on 31-3-1981
<b>Stores &amp; Manufacture Suspense</b>				
General Stores	87.27	162.94	125.46	124.75
Workshop Stores	18.78	32.11	31.00	19.89
Manufacture Suspense	7.81	40.47	38.45	9.83
Total Stores and Manufacture Suspense	113.86	235.52	194.91	154.47
<b>Civil Engineering Stores</b>				
Civil Engineering Stores	3.00	12.46	11.49	3.97
Purchases	(—)12.39	8.00	9.56	(—)13.95
Miscellaneous Civil Engineering Works advances	4.16	7.12	7.45	3.83
Total Civil Engineering Stores	(—)5.23	27.58	28.50	(—)6.15
<b>Total Stores Suspense</b>	<b>108.63</b>	<b>263.10</b>	<b>223.41</b>	<b>148.32</b>

TABLE 5

## Financial Working

(in thousands of rupees)

	Total	Postal	Telecom.
<b>Receipts</b>			
Postal & Telecom. Revenue	9,10,00,62	2,78,10,90	6,31,89,72
<b>Expenditure</b>			
General Administration	60,68,87	25,38,06	35,30,81
Operation	3,89,14,16	2,80,41,74	1,08,72,42
Agency Services	12,85,26	12,85,26	—
Stores & Factories	6,81,29	—	6,81,29
Research & Development	1,06,83	—	1,06,83
Accounts & Audit	12,74,89	8,55,95	4,18,94
Engineering Maintenance	1,89,44,32	6,60,60	1,82,83,72
Amenities to Staff	6,70,76	3,41,50	3,29,26
Pensionary charges	34,63,93	18,17,61	16,46,32
Stamps, Stationery & Printing	29,71,70	23,77,92	5,93,78
Depreciation	69,45,14	1,32,33	68,12,81
Supplementary Depreciation	—	—	—
Contribution towards Capital Expenditure	71,46,82	3,67,49	67,79,33
International Co-operation	22,36	22,36	—
Social Security & Welfare programmes	12,88	7,00	5,88
Other items	—	—	—
Credits to Working Expenses	63,97,53	38,79,39	25,18,14
Net Working Expenses	8,21,11,68	3,45,68,43	4,75,43,25
Net Receipts	88,88,94	(—)67,57,53	1,56,46,47
Dividend to General Revenues	36,47,29	4,57,78	31,89,51
Surplus (+)/Deficit (—)	(+) 52,41,65	(—)72,15,31	(+)1,24,56,96

TABLE 6

## Revenue Reserve Fund

(Rupees in crores)

Branch	Balance as on 1-4-80	Amount Appropriated to the Fund		Interest on the balance at the credit of the Fund	Amount appropriated from the Fund	Closing Balance as on 31-3-81
		From Surplus	Loan from General Revenue			
Postal	(—) 276.74	(—) 72.15	—	(—) 19.08	—	(—) 367.97
Telecom.	290.31	72.57	—	19.93	—	382.81
Total	13.57	0.42	—	0.85	—	14.84

TABLE 7

## Capital Reserve Fund

(Rupees in crores)

Branch	Balance as on 1-4-80	Contributions		Interest	Withdrawals	Closing Balance as on 31-3-81
		Supple- mentary Depreciation	From Surplus			
Postal	0.09	—	—	—	—	0.09
Telecom.	109.76	—	52.00	6.67	53.00	115.43
Total	109.85	—	52.00	6.67	53.00	115.52

TABLE 8

## Post Offices

Circles	Urban	Rural	Total	Population served by a P.O. (based on 1981 census)	Area served by a Post Office (Sq. Kms.)
1. Andhra Pradesh	1,634	14,392	16,026	3,332	17.27
2. Bihar	596	9,688	10,284	6,789	16.90
3. Delhi	386	162	548	11,307	2.70
4. Gujarat	782	7,589	8,371	4,057	23.41
Diu	2	4	6	3,985	6.66
Daman	2	8	10	3,874	7.20
Dadar & Nagar Haveli	—	28	28	3,703	17.53
5. Jammu & Kashmir	141	1,198	1,339	3,720	165.97
6. Kerala	571	4,005	4,576	5,551	8.49
Lakshadweep	—	10	10	4,024	3.20
Mahe	4	—	4	5,784	2.25
7. Karnataka	1,251	8,086	9,337	3,967	20.53
8. Madhya Pradesh	886	9,048	9,934	5,248	44.57
9. Maharashtra	1,169	10,040	11,209	5,593	27.45
Goa	27	192	219	3,631	16.89
10. North East					
Assam	242	2,873	3,115	6,389	31.97
Arunachal Pradesh	7	185	192	3,271	43.52
Manipur	31	455	486	2,950	46.00
Meghalaya	35	383	418	3,177	53.80
Mizoram	20	231	251	1,943	84.01
Nagaland	18	195	213	3,630	77.59
Tripura	45	556	601	3,428	17.43
11. North West					
Punjab	450	3,259	3,709	4,494	13.57
Haryana	279	2,088	2,367	5,429	18.68
Himachal Pradesh	88	2,246	2,334	1,816	23.85
Chandigarh	33	7	40	11,252	2.85
12. Orissa	462	6,758	7,220	3,639	21.57
13. Rajasthan	814	8,526	9,340	4,615	36.85
14. Tamilnadu	1,853	9,790	11,643	4,148	11.17
Pondicherry	30	64	94	6,427	5.10
15. Uttar Pradesh	1,705	15,662	17,367	6,383	16.95
16. West Bengal	952	6,784	7,736	7,043	11.35
Sikkim	6	113	119	2,653	61.33
Andaman & Nicobar Islands	14	64	78	2,414	106.32
Total	14,535	1,24,689	1,39,224	4,912	23.62

TABLE 9  
Postal Life Insurance

Year	New Business		Total Business in force		Life Insurance Fund (Rs. in crores)
	No. of Policy	Sum assured (Rs. in crores)	No. of Policy	Sum assured (Rs. in crores)	
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
1980-81	1,20,170	102.1	8,36,455	491.8	129.7

TABLE 10

## Telephones, Telex Exchanges and Telegraph Offices

Circle/District	Local Departmental Telephone Exchange		Telex Exchange	Telegraph Offices	
	Manual	Auto		Departmental	Combined
<b>Circles</b>					
Andhra Pradesh	129	1113	10	32	3414
Bihar	65	233	7	22	2387
Delhi	—	—	3	21	108
Gujarat	149	464	13	21	1229
Jammu & Kashmir	16	44	2	3	284
Karnataka	132	542	6	31	2543
Kerala	35	421	7	15	1904
Madhya Pradesh	86	371	8	18	1688
Maharashtra	168	605	16	44	1820
North Eastern	40	198	7	15	732
North Western	113	370	6	29	1642
Orissa	47	133	3	12	849
Rajasthan	119	273	4	17	1253
Tamil Nadu	77	728	12	42	3722
Uttar Pradesh	117	501	13	48	4060
West Bengal	30	260	4	25	1121
<b>Districts</b>					
Agra	—	1	1	—	—
Ahmedabad	—	14	1	—	—
Amritsar	—	2	1	—	—
Bangalore	—	9	1	—	—
Bombay	—	43	1	—	—
Calcutta	3	42	1	—	—
Chandigarh	—	6	1	—	—
Coimbatore	—	10	1	—	—
Delhi	—	44	—	—	—
Ernakulam	—	6	1	—	—
Hyderabad	—	15	1	—	—
Indore	—	2	1	—	—
Jaipur	—	5	1	—	—
Jullundur	1	4	1	—	—
Kanpur	—	8	1	—	—
Lucknow	—	5	1	—	—
Ludhiana	—	2	1	—	—
Madras	—	19	1	—	—
Madurai	—	2	1	—	—
Nagpur	—	4	1	—	—
Patna	—	5	1	—	—
Pune	1	10	1	—	—
Rajkot	—	3	1	—	—
Surat	—	5	1	—	—
Trivandrum	—	3	1	—	—
Vijayawada	—	12	1	—	—
Vadodra	—	6	1	—	—
<b>Total</b>	<b>1,328</b>	<b>6,543</b>	<b>147</b>	<b>395</b>	<b>28,756</b>

TABLE 11  
Telephones

Circles/District	Working connection including junctions	Extensions			L.D. PCOs	Junctions to PBXs/PABXs	Total Telephone sets connected to P&T Departmental net work
		From PBXs/PABXs	From DELS	From PCOs			
<b>Circles</b>							
Andhra Pradesh	86,114	6,036	6,799	292	2,424	1,157	100,508
Bihar	43,302	4,146	3,266	139	1,616	475	51,994
Gujarat	95,738	4,003	7,429	211	489	824	107,046
Jammu & Kashmir	14,194	6,454	1,767	33	162	226	22,384
Karnataka	72,803	4,892	7,659	505	1,045	996	85,908
Kerala	76,818	2,582	5,803	17	174	600	84,794
Madhya Pradesh	60,040	6,272	5,472	393	1,112	612	72,677
Maharashtra	106,953	10,193	8,610	442	1,432	1,985	125,645
North Eastern	33,867	5,547	5,222	81	413	426	44,704
North Western	85,664	5,617	4,814	73	870	396	96,642
Orissa	25,495	3,281	3,220	370	515	358	32,523
Rajasthan	49,592	3,763	3,767	916	697	362	58,373
Tamil Nadu	101,833	5,189	9,145	273	1,592	1,293	116,739
Uttar Pradesh	93,821	8,660	5,102	515	2,661	680	110,079
West Bengal	34,000	4,454	3,258	165	570	384	42,063
<b>Total for Circles</b>	<b>980,234</b>	<b>81,089</b>	<b>81,333</b>	<b>4,425</b>	<b>15,772</b>	<b>10,774</b>	<b>1,152,079</b>
<b>Districts</b>							
Agra	10,238	1,597	492	—	—	120	12,207
Ahmedabad	57,387	9,230	6,735	—	—	1,908	71,444
Amritsar	13,827	823	1,395	—	—	74	15,971
Bangalore	51,500	14,682	9,529	—	—	2,570	73,141
Bombay	280,366	95,377	50,142	—	—	16,360	409,525
Calcutta	174,248	52,294	36,545	—	—	9,819	253,268
Chandigarh	12,037	2,614	1,822	—	3	379	16,097
Coimbatore	13,177	2,274	2,022	—	—	570	16,903
Delhi	192,010	39,836	47,500	—	—	7,656	271,690
Ernakulam	13,665	3,824	2,385	—	2	719	19,157
Hyderabad	40,170	12,434	8,407	—	—	2,204	58,807
Indore	13,360	1,146	2,040	—	—	257	16,289
Jaipur	17,804	2,834	3,582	5	2	471	23,756
Jullundur	9,996	1,438	1,087	—	1	196	12,326
Kanpur	21,968	2,995	2,196	—	—	496	26,663
Lucknow	16,373	3,847	2,143	—	8	472	21,899
Ludhiana	14,534	631	1,077	—	1	103	16,140
Madras	81,239	25,965	17,763	—	—	5,187	119,780
Madurai	10,266	1,535	1,427	—	—	349	12,879
Nagpur	13,323	3,059	2,019	—	—	568	17,833
Patna	12,901	2,502	2,243	—	1	306	17,841
Pune	32,630	9,628	7,786	—	1	1,740	48,305
Rajkot	10,810	1,134	900	—	—	159	12,685
Surat	19,807	1,764	1,294	7	—	483	22,389
Trivandrum	11,549	3,967	1,659	—	—	585	16,590
Vijayawada	9,040	840	1,356	—	19	200	11,055
Vadodra	15,011	3,297	1,289	—	—	720	18,877
<b>Total for Districts</b>	<b>1,169,236</b>	<b>301,567</b>	<b>216,835</b>	<b>12</b>	<b>38</b>	<b>54,671</b>	<b>1,633,017</b>
<b>Grand Total</b>	<b>2,149,470</b>	<b>382,656</b>	<b>298,168</b>	<b>4,437</b>	<b>15,810</b>	<b>65,445</b>	<b>2,785,096</b>
Percentage in District to Grand Total	54.40	78.81	72.72	0.27	0.24	83.54	58.63



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	104	—	104
Chief Engineer (Civil)	1	—	1
Secretary, P & T Board	1	—	1
<b>P &amp; T Accounts &amp; Finance Service—Group A</b>			
Senior Administrative Grade	4	—	4
Junior Administrative Grade	24	—	24
Senior Time Scale	111	—	111
Junior Time Scale	33	—	33
<b>P &amp; T Accounts and Finance Service—Group B</b> (Accounts Officers)			
Postal Wing	—	199	199
Telecom. Wing	—	649	649
<b>Telegraph Engineering Service—Group A</b>			
Junior Administrative Grade	218	—	218
Senior Time Scale	961	—	961
Junior Time Scale	184	—	184
Telegraph Engineering Service—Group B	—	4,475	4,475
<b>Telegraph Traffic Service—Group A</b>			
Junior Administrative Grade	—	—	—
Grade I and Grade II	27	—	27
Telegraph Traffic Service—Group B	—	167	167
<b>Indian Postal Service</b>			
Junior Administrative Grade	81	—	81
Time Scale	432	—	432
Postal Superintendent Service	—	450	450
Postmasters' Service	10	97	107
<b>Indian P &amp; T Traffic Service</b>			
Presidency Postmaster	2	—	2
<b>Central Secretariat Service</b>			
Grade I	16	—	16
Junior Analysts	—	5	5
Section Officers	—	71	71
Private Secretaries (Grade A)	—	8	8
Senior Personal Assistants (Grade B)	—	41	41
Desk Officers	—	12	12
<b>Other General Central Services</b>	406	691	1,097
<b>Total</b>	<b>2,622</b>	<b>6,865</b>	<b>9,487</b>

TABLE 12  
(Contd.)  
Non-Gazetted

	Group C	Group D	Total	
<b>P &amp; T Directorate</b>	1,245	308	1,553	
<b>Postal Service</b>				
Postal	1,83,009	35,670	2,18,679	
Railway Mail Service	29,842	19,814	49,656	
Mail Motor Service	1,825	541	2,366	
Returned Letter Office	832	105	937	
Postal Life Insurance	220	34	254	
<b>Telegraph Service</b>				
Telegraph Traffic	21,000	11,914	32,914	
CAO Telegraph Check	264	50	314	
Telegraph Engineering	2,03,517	26,580	230,097	
<b>Telecommunication Factories</b>				
Administrative	1,083	490	1,573	
<b>Stores</b>				
Postal	1,092	1,580	2,672	
Telecommunication	1,251	848	2,099	
Training Centres [Postal	108	132	240	
Telecom	977	313	1,290	
Civil Engineering Wing	3,453	2,018	5,471	
P & T Dispensaries	249	228	477	
Total	4,49,967	1,00,625	5,50,592	
<b>Extra Departmental Industrial Workers</b>			2,84,419	
Factories			5,642	
Stores			1,442	
			<b>Summary</b>	
	Gazetted	Non-Gazetted	Others	Total
Departmental	9,487	5,50,592	—	5,60,079
Extra Departmental	—	—	2,84,419	2,84,419
Industrial Workers	—	—	7,084	7,084
Total	9,487	5,50,592	2,91,503	8,51,589

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

TABLE 13

## Number of Employees—Scheduled Castes/Tribes as on 1-1-1981

Class	Scheduled Castes	Percentage to Total No. of employees	Scheduled Tribes	Percentage to total No. of employees
Group 'A'	172	7.7	19	0.8
Group 'B'	649	9.6	94	1.4
Group 'C'*	75,492	15.8	16,558	3.5
Group 'D'* (excluding sweepers)	18,537	24.1	4,915	6.4
Group 'D'* (Sweepers)	2,237	70.3	293	9.2

\*Provisional figures

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