

वार्षिक रिपोर्ट ANNUAL REPORT



कार्य प्रगति ACTIVITIES 1983 - 84

भारतीय डाक व तार विभाग (संचार मंत्रालय)
INDIAN POSTS & TELEGRAPHS DEPARTMENT
(Ministry of Communication)

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INTRODUCTION

This is the Annual Report of the P & T Department for the year 1982-83. A report on the Activities of the Department for the year 1983-84 upto 31-12-83 is also included in this volume. The P & T Department is the largest organization in the Ministry of Communications under the Government of India. The Ministry of Communications manages many other organizations connected with communications and also oversees the functioning of certain public sector undertakings which are under the administrative control of the Ministry. The P & T Department is headed by the P & T Board which exercises the powers of the Ministry in so far as financial and administrative powers are concerned. The Director General of Posts and Telegraphs functions as the Chairman of the P & T Board and the chief executive of the administrative offices under the P & T Board and the P & T Department.

ANNUAL REPORT 1982-83



A General Overview

1.1 The postal traffic, with an additional growth of nearly 22 crores in the year, touched 1085 crore pieces of mail handled. The growth in the traffic of registered articles was 5.2% against 2.4% in the previous year.

1.2 The rural postal network got a sharper focus during the year 1982-83. With the total number of post offices in the country as on 31-3-83 at 1,42,296 (15,174 in the urban areas and 1,27,122 in the rural areas) there is an average of one post office for 4,815 persons/ an area of 22.26 sq. kms for the country.

1.3 The year witnessed effective rationalisation of sorting in the RMS which has helped in elimination of multiple handlings at various points. This has contributed to economy as well as accelerated transmission of second class mails from one place to another.

1.4 To give early delivery advantage to some places the services of the third level airlines, Vayudoot are being utilised. Further utilisation of Vayudoot services is under consideration.

1.5 Philately continued to be a very attractive window of the Department to the outside world. Some of the issues like the four stamps on the Himalayan flowers and a set of stamps issued on the 9th Asian Games and the 7th Non-Aligned Summit meeting and the Commonwealth Day were a great success both in terms of sale and aesthetic beauty.

1.6 The number of Postal Life Insurance Policies and the value of business registered a growth of 8.26% and 16% respectively over the

figures of the preceding year. On 31st March, 1983 the PLI fund balance increased to Rs. 190.6 crores from Rs. 157 crores, indicating a growth of about 20%.

1.7 The Post Office Savings Bank maintained the position as the nation's largest Savings Bank with about 1,42,000 post offices and an aggregate investment of Rs. 11,111 crores, registering an increase of Rs. 17.78 crores. Some of the schemes introduced pertain to Social Security service, enhancement in the rate of interest on one-year and two-year time deposits extension of the scheme of sale of National Saving Certificates VI and VII issue to non-resident Indian.

1.8 The Postal Finances continued to show a gap between receipt and expenditure, mainly on account of high operational costs coupled with the national commitment to keep the postal service within the reach of all by charging moderate rates.

1.9 While on the one hand there was an expansion of Telegraph Offices, on the other the modernisation programme was launched by way of introducing a store and forward (SFT) systems. This system, developed by Tamilnadu Telecommunication Circle in collaboration with M/s ECIL Hyderabad has been installed at CTOs in Madras, New Delhi and Hyderabad. A programme for installation of the SFT system at Calcutta, Bombay, Agra and Patna is also on the anvil.

1.10 The year witnessed substantial growth of the Telecommunication systems, particularly in

the switching capacity, the direct exchange lines, the UHF, VHF and trunk circuits. During the year 2,15,000 local switching equipment capacity and 1,69,000 direct exchange lines have been provided by opening 767 new telephone exchanges and expanding the existing telephone exchanges, 4150 lines of TAX switching equipment have been added by opening new trunk automatic exchanges and expansion of existing exchanges.

1.11 Attention was also focussed on extension of STD facilities. 21 more STD routes on point to point basis were added during the year bringing the total number of such routes to 190. The microwave network was expanded by adding 661 route Kms and commissioning 1,806 channels of microwave routes. 580 routes / Kms of VHF and 336 channels were added to the UHF network. Besides, about 1200 channels were commissioned on open wire carrier systems.

1.12 International telephone service is available to 44 countries. Switched telephone service continued to be available to almost all the countries of the world and direct operator dialling to 55 countries were available from many important cities in the country. A microwave link was commissioned between India and Nepal thus making a more reliable automatic telephone service available between India and Nepal.

1.13 Fully automatic telex services are available to 89 countries via., Bombay, New Delhi, and Madras.

1.14 One of the important achievements of the year was the special telecommunication arrangements made during the Non-Aligned Summit Meeting and the Ninth Asian Games held in New Delhi.

1.15 There was an increase of over Rs. 100 crores in the telephone billing and the amount realised.

1.16 Telecommunication Research Centre continued to design new equipments some of which have been cleared for production. These have been in radio, satellite, switching, electronic switching divisions.

1.17 The production in the four Tele-ommunication factories at Bombay, Calcutta, Jabalpur and Bhilai was the highest achieved so far. A programme for modernisation, expansion and diversification of these factories is under implementation. Some of these pertain to setting up of a modern mechanised foundry at Kharagpur in replacement of the existing out-dated foundry at Telecommunication factory at Calcutta, modernisation and expansion of cordage shop and manufacture of BPO-3000 type telephone relay at Telecommunication factory, Bombay, setting up of a modern integrated tool making plant at Telecom. Factory, Jabalpur and modern galvanising plants at Telecom Factories at Calcutta and Jabalpur.

1.18 The Telecommunication Consultants of India (TCIL) a public sector undertaking under the P & T Board submitted 31 offers in foreign countries for various types of consultancy and turn key projects out of which 21 have been accepted during 1982-83. 19 of the 31 offers submitted in India have been accepted. The progressive total value of the contracts secured by the Company is of the order of Rs. 63.46 crores. The Company operates in Kuwait, Yamen, Arab Republic, Jordan, Iraq, Nigeria, Mozambique, Somalia, Zambia & Saudi Arabia. The Company earned a net profit of Rs. 344.12 lakhs in 1982-83 as against Rs. 281.72 lakhs during 1981-82.

Financial Review

2.1 The P & T Department as a whole continues to show a surplus. Against a surplus of Rs. 67.47 crores during the year 1981-82, the surplus in the year 1982-83 was Rs. 168.83 crores. The Department's total revenue in the year 1982-83 was Rs. 1290.26 crores. Its expenditure (including a sum of Rs. 70.76 crores paid as dividend to the General Revenues) totalled Rs. 1,121.38 crores.

2.2 Capital investment on fixed assets in the Department was Rs. 556.66 crores. This brings up the total investment on such assets at the end of the year to Rs. 3,346.70 crores. Out of this, the dividend bearing Capital outlay was Rs. 1,277.72 crores. The investment on fixed assets on Postal side during the year was Rs. 23.58 crores and that on the Telecommunication side accounted for Rs. 533.08 crores.

2.3 Out of the total receipts of Rs. 1,290.26 crores, the Postal revenues accounted for Rs. 378.01 crores (29%) while the Telecommunication side accounted for Rs. 912.25 crores (71%). The total cost of operations was Rs. 523.43 crores, the Postal operations accounted for Rs. 369.80 crores (71%). The cost of Telecom operations stood at Rs. 153.63 crores (29%). To this should be added the

cost of engineering maintenance and depreciations on the Telecom side which accounted for Rs. 363.51 crores. Administrative expenditure was higher in the Telecom Branch than in the Postal Branch. The figures for the two branches are : Telecom Rs. 52.52 crores and Postal Rs. 35.13 crores.

2.4 Since the Post Office plays an extensive role in spreading communications over the farflung areas of the country and is designed to provide an inexpensive and reliable communication service, its tariff is deliberately kept much lower than its operational cost keeping into accounts the social and economic considerations. The major part of the postal revenues comes from the sale of postage stamps which are used to pay for vital postal communication services. In almost every case, the cost of the service far exceeds the tariff payable by the public. On the Telecom side, the major part of the revenue comes from the telephone service. As against the total billing of Rs. 670 crores in the year 1981-82 the billing for 1982-83 went upto Rs. 807.5 crores. As against a total recovery of Rs. 666 crores in the year 1981 82, the total realisation of telephone revenues went up to Rs. 800.40 crores.

Postal Services

Expansion of Postal Net Work

3.1 The current Sixth Five Year Plan provided for expansion of rural Postal net work in the country on a selective basis with special emphasis towards backward and tribal areas. In Implementation of the Plan programme, further development of rural postal network continue to take place in the country during the year 1982-83. A target of opening 1,000 post offices in rural areas was fully achieved during the year. Out of the total number of rural post offices opened, 279 were opened in tribal areas and 194 in backward areas. The total number of post offices in the country as on 31-3-83 stood at 1,42,296 (15,174 in urban areas and 1,27,122 in rural areas), giving an average of one post office for 4,815 persons / an area of 22.26 sq. kms. for the country.

3.1.1 In addition 2,003 additional villages were provided with mobile counter service facilities during the year. Total number of villages provided with mobile counter facilities at the end of the year stood at 73,588.

3.1.2 For strengthening arrangements for daily delivery of mails and clearance of letter boxes in rural areas, 1,000 additional extra Departmental delivery agents were appointed during the year.

Mail Traffic

3.2 The postal traffic continues to show a steady growth. In the year 1981-82, the postal services handled nearly 1,063 crore pieces of mail excluding money orders. There was a growth of nearly 22 crores in the year under review, the figure reaching 1,085 crores pieces of mail handled. The growth in the traffic of

registered articles was 5.2% against 2.4% in the previous year. The total number of registered articles handled in the year under review was 2,738 lakhs. Newspapers and periodicals still form a sizeable chunk of the total volume of mail. Nearly 1,221 lakh inland money orders of the total value of Rs 1,532 crores were issued; the commission realised on the money orders was Rs. 43.6 crores; the average value of a money order was Rs 125.52 (previous year's average : Rs 113.33) The average commission earned per money order was Rs. 3.57 (previous year's figure : Rs. 2.89). The total value of postal orders was Rs. 13.66 crores represented by 164.5 lakh postal orders. The commission realised on the postal orders was Rs. 42.83 lakhs; the average value of a postal order was Rs. 8.30 (previous year's figure : Rs. 7.94).

3.2.1 There was a marginal decrease in the number of value payable articles. The total number of such articles handled was 120 lakhs (previous year's figure : 122 lakhs) representing decrease of about 1.2%.

3.2.2 Foreign outward parcels showed decline. The total number of foreign outward parcels was 5.26 lakhs (previous year's figures : 6.21 lakhs); the foreign inward parcels handled numbered 5.42 lakhs (previous year's figure : 7.26 lakhs), showing a decrease, 21,171 parcels were exchanged in transit.

Returned Letter Offices

3.3 Returned Letter Offices (RLO) situated at different places in the country handled about 302 lakh pieces of mail having insufficient or illegible addresses. The staff could successfully

locate the addresses and the senders in 54.09% and 25.06% cases respectively, the total percentage of success being 79 (approximately). Valuables worth Rs. 253 lakhs were directed to the correct addresses or restored to their senders.

Rationalisation of Sorting in the RMS

3.4 The sorting pattern followed in the mail offices in the country has been reviewed and rationalised. This has helped in eliminating multiple handling at various points.

Review of Air Bags

3.5 A review of air mail bags closed by the mail offices at metropolitan towns has been successfully carried out in order to eliminate infructuous expenditure in the shape of air freight.

Conversion of Sorting Section into Transit Sections

3.6 As sorting in running sections is found to be fatiguing as well as uneconomical a review has been undertaken to examine the utility of RMS sorting sections. As a result of this review, 82 sorting sections considered redundant were converted into transit sections during the period from 1-4-1982 to 31-3-1983 without adversely affecting the efficiency. This has reduced double handling of mail resulting in achieving economy and also accelerated transmission of second class mails from one place to another in the country.

Utilisation of Vayudoot Service for Carriage of Mails

3.7 To give early delivery advantage at Ludhiana, Dehra Dun and Tezu (Arunachal Pradesh) the services of the third level air-lines, Vayudoot are being utilised with effect from 15-12-1982. The utilisation of Vayudoot services in some other sectors is also under consideration.

Mail Vans

3.8 Orders for construction of 33 bogie mail vans have been placed on the Railways.

Pin Code

3.9 A fresh addition of All India Postal Index Number (Pin) Code Directory corrected upto 31-12-1982 has been brought out to fulfil the long felt need of the general public.

Introduction of Air Mail/Parcel Service

3.10 We have introduced airmail service with the Peoples Republic of Kampuchea w.e.f. 15-9-1982 via., Vietnam. We have also introduced insured Air Parcels service with Zimbabwe on 10th January, 1983.

Opening of Air Mail Sorting Office

3.11 With effect from 21-2-1983 an outward Airmail Sorting Office was opened at Cochin (Kerala) in order to expedite processing of outward foreign airmail. Cochin is the fifth sorting office in India for the sorting of foreign airmail.

Mechanization and Modernisation

3.12 The results of the experiment of booking of Money Orders on the machines have been very encouraging. 51 Cash Registers have been installed at 31 Head Post Offices during the year. In order to develop proper skills amongst the officials, five cash register have also been supplied to the Postal Training Centres for imparting training to the Postal operatives. The introduction of the machines in the booking of money orders has reduced the waiting time of the customers at the counter, and has led to increased productivity in money order operations.

3.12.1 70 modified Registerex Cash Registers have been supplied for booking of registered articles/parcels. These have been supplied to 30 Post Offices in important cities.

3.12.2 A Research and Development Organisation for Postal Services is being set up.

3.12.3 A programme for indigenisation of Adding and Listing machines has been taken up. A few indigenously developed microprocessor based machines are under field trial.

3.12.4 Policy decision on computerisation in postal services has been taken, and certain feasibility studies for computerisation in the fields of inventory control and air mail accounting have been initiated.

Departmental Mail Motor Service

3.13 The Departmental Mail Motor Service functioned in 82 stations in the country during the year 1982-83. During the year 18 additional Mail Motor Vehicles have been purchased and pressed into service to help in efficient conveyance of Mails in the country. In addition 113 new vehicles were purchased to replace the over-aged and condemned vehicles, in order to improve and maintain the efficiency in the transmission of mails. Departmental Mail Motor Service were also introduced at the following stations in the country :

1. Agartala — In North Eastern Circle.
2. Vellore — In Tamil Nadu Circle.
3. Ooty — In Tamil Nadu Circle.

3.13.1 Departmental Mail Motor Services were also sanctioned for Ita Nagar / New Ita Nagar and North Lakhimpur in N.E. Circle and Ambala in N.W. Circle. The total fleet strength of the Mail Motor Vehicles at the end of 1982-83 was 995. These vehicles covered a total distance of about 193 lakh Kms. The total expenditure was to the tune of Rs. 738 lakhs. The average cost per kilometre was Rs. 3.83.

Philately

3.14 During the year 1982-83, 39 commemorative/special stamps and 2 definitive stamps were issued. The commemorative/special stamps include a set of four stamps on the Himalayan flowers, a set of two stamps on Contemporary Art, a set of two stamps on the IV India National Philatelic Exhibition (INPEX-82), a set of two stamps on the VII Non-aligned Summit Meeting and a set of two stamps on the Commonwealth Day. The remaining eight stamps, out of a series of twelve stamps, were also issued on the IX Asian Games.

3.14.1 The Department participated in two International Philatelic Exhibitions viz.,

CANADA-82 held at Toronto on 20-24 May, 1982, and ANPEX-82 held at Brisbane (Australia) in October, 1982. In addition, State level philatelic exhibitions were held by North-East Circle (NEPEX-82), Orissa Circle (ORPEX-82), Madhya Pradesh Circle (MAPPEX-82) and Kerala Circle (KERAPEX-82) for promotion of philately in their respective circles.

3.14.2 The Fourth India National Philatelic Exhibition (INPEX-82) was held at New Delhi from 30th December, 82 to 5th January, 83. As many as 469 entries were accepted for display in 1500 frames, which were the largest number so far received for any National Exhibition held in the past. As many as 237 medals and 22 trophies were awarded which included 7 Gold medals and 22 vermail medals. The exhibition was held in the Indraprastha Stadium and was a success.

3.14.3 Four new philatelic bureaux were opened raising the total number of philatelic bureaux and Philatelic counters in the country as on 31-3-83 to 38 and 135 respectively.

3.14.4 The total revenue earned through export/sales of stamps abroad was Rs. 10 lakhs (approximately).

International Postal Relations

3.15 The period 1982-83 has seen India play a vital role in the international postal relations.

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

3.15.2 India is a member of the Universal Postal Union (specialised Agency of the United Nations) comprising 166 countries and the Asian Pacific Postal Union (a Restricted Postal Union) which has a membership of 19 countries. India continues to be actively involved in the activities of these two international organisations.

3.15.3 India is one of the 40 members of the Executive Council of UPU and was represented at the annual Executive Council Session held at Bern (Switzerland) from 19-4-1982 to 13-5-1982. The Executive Council of the Universal Postal Union is the most important organ of the Union and it is responsible for ensuring the continuity of work of the Union between two Congresses of the Union.

3.15.4 India participated in the annual sessions of the Executive Council of the Asian Pacific Postal Union and the Governing Board of the Asian Pacific Postal Training Centre held in Seoul (Republic of Korea) from the 4th to the 14th of October, 1982. As Chairman of the APPU Committee on Technical Assistants India was closely associated at these meetings to study the APPU's policy on technical assistance in the region. Our Administration also conducted a study on the need of a Postal Research and Study Centre for the region, which was accepted by the APPU in the EC meeting at Seoul (Republic of Korea) in 1982.

3.15.5 India is a member of the Consultative Council of Postal Studies of UPU and participated in its annual meeting held in Bern from 8-11-1982 to 19-11-1982. The Consultative Council for Postal Studies of the Universal Postal Union, is responsible for carrying out studies and framing recommendations on different aspects of postal services (operational, economic, and technical) in the world.

3.15.6 India was represented at the meeting of the Working Group of Postal Services of South Asian Countries held in Thimpu (BHUTAN) between 2nd and 4th of November, 1982 in order to study and suggest improvements to the Postal services of the South Asia region.

3.15.7 India also participated in the 6th Conference of the Commonwealth Postal Administrations held at Melbourne from 14-2-1983 to 25-2-1983.

3.15.8 India continued to render technical assistance to the developing countries under the UNDP, ESCAP UPU projects.

3.15.9 Under the UPU Special Fund, India continued to offer six fellowships for the benefit of the middle level postal officers of developing countries. In 1982-83 India's offer of six fellowships was availed of by the officials from the following Administrations :

1. Bangladesh
2. Ethiopia
3. Somalia (Dem. Republic)
4. Botswana
5. Nepal

It also lent the services of Indian Postal Officers to work as UPU experts consultants in developing countries to assist them in various aspects of postal work.

Savings Bank

3.16 The Post Office Savings Bank maintained its position as the nation's largest Savings Bank with about 1,42,000 Post Offices (1,27,000 in rural areas) providing the service throughout the country. On 31-3-1983, the aggregate investment in all forms of National Savings amounted to Rs. 11,111 crores as compared to Rs 9,333 crores in 1981-82, registering an increase of Rs. 1,778 crores. These investments, except for Rs. 2,976 crores lying in Savings Certificates, are held by over 619 lakh depositors in Savings, Cumulative Time Deposit, Recurring Deposit, Time Deposit, Fixed Deposit and Public Provident Fund Accounts.

3.16.1 A new series of Savings Certificates, namely, social security certificates was introduced with effect from 1-6-1982 in denominations of Rs. 500 and Rs. 1,000. The maturity value after 10 years will be Rs. 1,500 and Rs. 3,000 respectively. Purchasers of these certificates should not be less than 18 years and not more than 45 years of age and be in sound health. If the purchaser dies within two years of purchase due to some

natural cause, excluding self-injury or suicide, or after 2 years regardless of the cause, full maturity amount is payable to the nominee or legal heir of the purchaser.

3.16.2 The sale of National Savings Certificate VI and VII Issues has been extended to non-resident Indians with repatriation benefits with effect from the 1st January, 1983. A citizen of India or a person of Indian origin who is a non-resident or not-resident of India, as defined in the Income Tax Act, 1961, may purchase the certificates by making investments out of foreign originated funds. The rate of interest payable to non-resident Indians on this investment has been raised from 12% to 13% per annum with effect from 1-3-83.

3.16.3 The Public Provident Fund Scheme, 1968 was amended with effect from 16-3-83 raising the limit of subscription to Rs. 40,000/- a year from Rs. 30,000/- a year. With effect from 1-4-83 certain branches of nationalised banks were authorised to receive subscriptions under this scheme, in addition to Head Post Offices and branches of the State Bank of India. The account offices were authorised to condone defaults by charging a fee of Rs. 10 along with arrears of subscription of Rs. 100 for each year of default. In addition, a subscriber was allowed to continue his account with or without making further deposits for further block periods of 5 years after completion of the first 15 years with all benefits.

3.16.4 The rate of interest on one year and two year Time Deposits was raised from 8.5% and 9.5% to 9% and 9.75% respectively with effect from 1st April, 1982. The rate of interest on 5 year Time Deposit was raised from 10.5% to 11.5% with effect from 1st March, 1983.

3.16.5 The maturity value of Recurring Deposit account of Rs. 10 denomination was raised from Rs. 778.10 to Rs. 786.80 with effect from 1-4-82. It was further raised to Rs. 807.60 with effect from 1-3-83. The maturity value of other denominations will be proportionate.

3.16.6 To speed up settlement of claims arising from the death of depositors of Savings and other accounts and Savings Certificates, the verification of consent statements produced by a claimant who has made a declaration on oath of solemn affirmation before the sanctioning authority, was dispensed with. The procedure for administering the oath was clearly spelt out for the information of the sanctioning authorities.

3.16.7 The procedure for making nomination after opening of Savings or other accounts or for cancelling or varying a nomination already made was modified. The submission of the pass book by departmental Sub Post Offices to the Head Post Office for this purpose will not be required henceforth.

3.16.8 During the year, 3,231 officials of the Savings Bank department of Post Offices have been trained in the Postal Training centres in Savings Bank work.

3.16.9 In the XVII half-yearly Post Office Savings Bank Prize Incentive Draw held on 31-7-82, 62.41 lakh Savings accounts participated: 18,926 prizes of the aggregate value of Rs. 29.33 lakhs were awarded. The XVIII Prize Draw was a bumper draw held on 31-1-83 in commemoration of the Post Office Savings Bank Centenary year. 67.55 lakh savings accounts participated in the draw; 22,451 prizes of the total value of Rs. 38.25 lakhs were awarded. The value of the first prize was Rs. 2 lakhs as compared to Rs. 1 lakh in the other draws. The number of third prizes of Rs. 20,000/- each was increased from 10 to 20 and the number of fourth prizes of Rs. 5,000 each increased from 100 to 150.

Broadcast Receiver Licence

3.17 On 31-12-82 the number of Radio and TV Licences registered was 1,22,00,725 and 31,84,982 respectively.

3.17.1 During the period from 1st January, 1982 to 31-12-82 a sum of Rs. 25.4 crores was collected as licence fee and surcharge on Radio and TV sets.

3.17.2 More than 3 lakh cases of unlicensed Radio and TV sets were detected by the Anti-evasion staff resulting in the prosecution of more than 21,000 persons.

Postal Life Insurance

3.18 As in the preceding year, efforts were made to expand the Postal Life Insurance business and 1,05,157 new policies were issued of a total sum assured of Rs. 1,08,44,34,500.

3.18.1 The number of policies in force as on 31-3-83 was 10,06,910 and the value of business was Rs. 6,85,32,45,125; both registering a growth of 8.26% and 16% respectively over the figures of the preceding year.

3.18.2 On 31-3-83 the PLI Fund balance increased to Rs. 190.6 crores from Rs. 157 crores, registering a growth of 20% approx.

3.18.3 The following rates of Bonus on the PLI policies were declared on 21-1-83 on the basis of the actual valuation of the Fund for the period of 1-4-78 to 31-3-81.

- (i) Full Life Insurance Policy :
Rs. 44/- per thousand.
- (ii) Endowment Insurance Policy :
Rs. 35/- per thousand.

Postal Complaints

3.19 During the year under review 8,83,335 public complaints were received and enquired into as against 8,47,184 in the preceding year. The percentage of complaints to the total traffic handled was of the order of .008 and taking into account the increase in the traffic the level of complaints remained the same as in the previous year.

Postal Staff College

3.20 The Postal Staff College provides induction training to officers belonging to Indian Postal Service and Indian P & T Accounts and Finance Service and also organises in service courses, Seminars and workshops on various aspects of postal operations and financial management besides conducting Executive

Development Programme sponsored by DOP & AR, Ministry of Home Affairs. In all 198 officers were trained during 1982-83. Six officers from foreign Postal Administrations were trained in different aspects of postal management. Under the auspices of the UNDP and the UPU, a course under TCDC programme for Consultant Specialists was organised at Postal Staff College in which 12 officers from eight countries participated.

Regional Postal Training Centre

3.21 There are five Regional Postal Training Centres at Saharanpur (U.P.), Darbhanga (Bihar) Vadodra (Gujarat), Mysore (Karnataka) and Madurai (Tamilnadu) and these provide induction and other in-service training to operative and supervisory staff. In all 10,077 officials were imparted training. Under the auspices of UPU Special Fund Technical Assistance in Kind scheme, five officers of foreign administrations were imparted 12 weeks training at Saharanpur and Mysore Training Centres.

Curtailement of Delivery

3.22 With a view to rationalising the deliveries of mails a decision has been taken to restrict the number of deliveries of mails as far as possible in the existing delivery offices to three (including the delivery of accountable articles) per day.

Management Information System

3.23 For designing a proper Management information System for the Postal Wing a study has been entrusted to Indian Institute of Management, Ahmedabad.

Closure of Post Offices on Postal Holidays

3.24 All post offices, except Night post offices and Telegraphs Branch of the combined post offices are closed on all Postal Holidays with effect from 1-6-82 to effect economy. ✓

Postal Stores Organisation

3.25 The Postal Seals Industrial Co-operative Society Ltd., Aligarh has for long been the supplier of Stamps and Seals for P & T

Department. P & T Board have decided that this responsibility should be undertaken by the Department. A Departmental factory is envisaged for the purpose.

3.25.1 The mechanisation of the inventory control of Postal Stores Depots is contemplated. A feasibility study has already been done by a professional agency. Further action is underway.

Benefits to the Extra-Departmental Staff

3.26 From 1-5-1982 the following benefits were afforded to ED-Agents in order to improve their service conditions :

- (i) Office maintenance allowance at the rate of Rs. 10 - per month has been sanctioned to all EDBPMs and all EDSPMs.
- (ii) The Cycle allowance to the eligible categories of EDAs will now be paid over and above their maximum consolidated allowance subject to the fulfilment of conditions laid down in the rules.
- (iii) The EDBPMs are now entitled to the grant of Re. 1/- per point instead of 80 P. per point on account of increase in their workload beyond 20 points.

- (iv) All categories of EDAs except EDBPMs and EDSPMs have been sanctioned a special allowance of Rs. 5/- per month in addition to their consolidated allowances.

Building Activities

3.27 Budgetary allocation for 1982-83 for construction of Postal buildings and staff quarters was Rs. 22.19 crores. During the year, 122 Postal buildings and 943 staff quarters were constructed. As on 31-3-1983, 242 Postal Buildings and 3,305 staff quarters were under construction. Construction of Yogayog Bhawan, for housing the office of PMG, West Bengal Circle, costing about Rs. 3 crores was completed.

Monitoring Organisation for the Postal Development Plans

3.28 The 70 Inspectors (Plan monitoring and Implementation) posted in the various parts of the country visited 20,719 villages during the year 1982 83 to monitor the quality of rural postal services instituted under the plan and recommended improvements where needed. In addition, the APMsG and ADs PS(PMI) posted one in each circle made 1,211 rural visits. Necessary action has been taken on the monitoring reports.

CHAPTER IV

Telecommunication Services

Telegraph offices

4.1 The number of telegraph offices rose to 35,890 from 33,616 in the previous year. At the end of the year, there were 462 Departmental Telegraph Offices, 32,870 Combined Departmental Telegraph offices, and 2,558 Licensed Telegraph Offices working under the Railway and Canal administrations. Also, there were 2,683 Licensed Telegraph Offices working exclusively for the use of Railway and Canal administrations. Thus, the total number of all types of telegraph offices on 31-3-1983 stood at 38,573.

Inland Telegrams

4.2 753 lakh inland telegrams were booked during the year under review (previous year's figure 759 lakhs). Thus there is a marginal decrease in the number of inland telegrams. 10.2% of the telegrams were booked on state business and 0.8% on press business.

Phonograms

4.3 136.5 lakh messages were booked and 27.4 lakhs were communicated over the phone.

Greeting Telegrams

4.4 63.4 Lakh greeting telegrams were transmitted during the year. Of these 0.67 lakh were deluxe telegrams.

Devanagari Telegraph Service

4.5 The number of telegraph offices which provided this service was 14,489 on 31-3-1983.

Abbreviated Addresses

4.6 At the close of the year, the total number of abbreviated telegraph addresses was 1,68,121 in Roman script and 5,392 in Devanagari script.

Photo Telegrams

4.7 3,262 Inland, 1,118 outgoing and 1,019 incoming foreign photo telegrams were handled.

Telexograms

4.8 This service is available in 69 telegraph offices in the country. 30.5 lakh telegrams were booked and 20.1 lakh were delivered over telex.

Modernization of Telegraph Network

4.9 To speed up the transmission of telegrams by avoiding the transit delays in transit telegraph offices, an experimentation of a prototype Store and Forward System was conducted during the year 1982-83. After finding the experiment successful, the Store and Forward Telegraph System developed by Tamil Nadu Telecom. Circle in collaboration with M/s ECIL, Hyderabad has been installed for extended field trials. A 14 + 2 lines capacity Store and Forward Telegraph System based on Micro processor technology and VLSI Chips are now located at CTOs in Madras, New Delhi and Hyderabad. Installation of the SFT System at Calcutta, Bombay, Agra, Patna stands approved for introduction.

4.9.1 Under the modernization programme, an Electronic Store and Forward Gentex System

(SFG) developed by M/s I T I, Bangalore is under experimentation at CTO, Madras. Facilities of circuit switching for teleprinter terminals located in telegraph offices have been provided which help in avoiding manual retransmitting of the messages. As many as 45 stations were connected to this SFG system by the end of 20-11-1982.

4.9.2 Efforts are being made to develop a large-capacity store and Forward Telegraph System for speeding up the telegrams in the telegraph network.

Opening of New DTOs in the Country

4.10 During the year 1982-83, 36 new CTOs/DTOs have been opened in the country raising the total number of CTOs / DTOs to 462.

Introduction of Inland Photo Telegraph Service

4.11 Photo Telegraph Service has been introduced between New Delhi CTO and Bombay-Jaipur- Ahmedabad- Jullundur- Lucknow- Bangalore-Pune-Patna and Trivandrum CTOs during the year 1982-83.

Local Telephone System

4.12 During the year 1982-83, local switching equipment capacity was increased by 2,15,000 and 1,69,000 direct exchange lines have been provided by opening 767 new telephone exchanges and expanding many other existing telephone exchanges. With these additions, the total number of telephone exchanges in the country has reached 9,288 as on 31st March, 83 with equipped capacity of 28.27 lakhs and working connections of 24.65 lakhs.

Long Distance Switching

4.13 4150 lines of Trunk Automatic Exchange switching equipment have been added during the year 1982-83 by opening 2 new trunk automatic exchanges at Aurangabad and Siliguri together with expansions of existing exchanges. As on 31st March, 1983, there were 24 trunk automatic exchanges in the country with equipped capacity of 54,520 terminatives. 25 additional stations were connected to the TAX

network during the year 1982-83 bringing the total number of stations connected to the TAX network to 205. 21 more subscribers trunk dialling routes on point-to-point basis were added during the year bringing the total number of such routes to 190 at the end of March, 1983. Besides, 254 manual trunk switchboard were installed and 2,547 trunk circuits were added to work on the manual trunk boards for handling the trunk traffic.

Long Distance Transmission Systems

4.14 796 route kms of co-axial cable systems were added and 2040 more channels of coaxial cable systems were provided during the year bringing the total route kms. of coaxial cables to 17,881 and number of channels to 28,542 on these systems as on 31st March, 1983. The microwave network was expanded by adding 661 route kms. and commissioning 1806 channels of microwave route during the year. At the end of March, 1983, 19,186 route kms. of microwave systems were working in the country with 16,866 channels.

4.14.1 580 route kms. of UHF systems and 336 channels were added in the UHF network of the country. A total of 4503 route kms. of UHF systems with 1858 number of channel were working as on 31st March, 1983.

4.14.2 Besides, about 1200 channels were commissioned on the open wire carrier systems during 1982-83.

Action Plan for Improvement of STD Services

4.15 A Plan of Action for improvement of STD services, has commenced for implementation from January, 1983.

Establishment of Network Control Centres

4.16 It has been decided to establish zonal Network Control Centres at New Delhi, Calcutta, Bombay and Madras and also a National Network Control Centre at New Delhi. Preliminary work on establishment of the Centres has been started.

4.16.1 Electronic Trunk Automatic Exchange was commissioned in Bombay to improve the STD working. This type of exchange is being installed in other metro cities also.

Manual Trunk Service

4.17 There was a slight increase in the number of trunk calls booked manually, the figure for the year under review being 24.5 crores against 23.8 crores for the previous year. Against a total number of 17.5 crores effective calls in the previous year, the total number of effective calls for the year under review was 17.9 crores.

No Delay Service

4.18 Thirty two new demand route were commissioned during the year bringing the total to 948.

Service between Delhi and State Capitals

4.19 The position is the same as in the last year. Out of 21 State Capital, 19 are connected to Delhi by STD. The state capitals of Manipur (Imphal) and Tripura (Agartala) being Manual Exchanges have No Delay Service with Delhi.

Service Between Delhi and Union Territory Capitals

4.20 Among the Union territories Chandigarh, Panjim, Pondichery and Aijwal have STD with Delhi. Port Blair and Kavarati, capitals of Andaman Nicobar and Minicoy respectively have direct link with Delhi, Itanagar, the Capital of Arunachal Pradesh and Silvassa, Capital of Dadar Nagar, Haveli, do not have direct link as yet.

4.20.1 The position at the end of the year is as below :

	Total No.	STD	No Delay Service	Direct link	Having no direct link
State Capital	21	19	2	21	—
Union Territory (excluding Delhi, Chandigarh is a Union territory as well as State Capital)	8	4	—	2	2

4.20.2 Trunk facilities between State Capital and Distt. Hqs :

	As on 31-3-1982	As on 31-3-1983
Total No. of Distt. Hqs other than State Capitals (Excluding Distt. Hqs of Union Territories.)	370	373
No. of Distt. Hqs linked with State Capitals	352	355
No. of Distt. Hqs without direct link to State Capitals	18	18

4.20.3 No. of Routes having STD facilities from :

(a) State Capitals to Distt. HQS	126	140
(b) Distt. Hqs to State Capitals	126	140
No. of Routes having Demand Service :		
(a) From State Capitals to Distt. Hqs	278	278
(b) From Distt. Hqs to State Capitals	286	286

4.20.4 On some routes Demand Service has been disconnected due to introduction of STD service.

Trunk Circuits

4.20.5 2,547 Trunk circuits were added during the year bringing the total to 49,459.

International Telephone Service

4.21 Direct telephone service continues to be available with 44 countries of which 42 countries are connected through satellite circuits. Switched telephone service is available to almost all the countries of the world. Subscribers at the metropolitan cities e.g. New Delhi, Bombay, Calcutta and Madras can dial subscribers in U.K., Australia, Singapore and Hongkong on fully automatic basis. Our ITX Operators at New Delhi, Bombay, Calcutta, Madras, Ernakulam, Bangalore, Hyderabad, Pune, Ahmedabad, Chandigarh, Jalandar, Lucknow, Jaipur, Ludhiana and Panjim can dial subscribers in 55 countries on semi-automatic basis.

4.21.1 A microwave link was commissioned between India and Nepal in May, 1983.

4.21.2 Semi-Automatic telephone service is now available between India and Srilanka and between India and Nepal over microwave link.

4.21.3 International manual telephone traffic during 1982-83 has been of the order of 16.59 lakhs effective calls.

4.21.4 Gateway switching systems for telephone working are available at New Delhi, Bombay and Madras to provide additional international Telephone circuit and extension of ISD to other countries.

International Telex Service

4.22 Fully automatic telex service to 89 countries is now available via Gatex Bombay/New Delhi/Madras. Besides fully automatic service through Gatex, service on manual and

semi automatic basis is also available to the subscribers.

Special Telecommunications Arrangements

4.23 Special Telecommunication arrangements were made in following cases :

- (A) V.I.P. visit to India ;—
 - (i) Chief Martial Law Administrator Lt. General H. M. Ershad of Bangla Desh.
 - (ii) H. E. Zia-UI-Haque, President of Islamic Republic of Pakistan.
 - (iii) Mr. Gaston Tharn, President of Commission of European countries.
 - (iv) President of France.
 - (v) President of Arab Republic for Egypt.
 - (vi) Highnesses of Agakhan and Begum Aga Khan.
 - (vii) President of Nigeria.
 - (viii) Prime Minister of Nepal.
 - (ix) Prime Minister of Mauritius.
- (B) During the election period in Assam.
- (C) During the Non-Aligned Meet in Vigyan Bhavan.
- (D) 9th Asian Games held in New Delhi.
- (E) Special telecommunication arrangements were made for the visit of Hon'ble Prime Minister of India to U.S.A. and U.S.S.R.

Disruption in Telecommunication Services

4.24 Telecommunication services were temporarily disrupted in the following areas :

- (A) Orissa due to cyclone
- (B) Andhra Pradesh due to cyclone
- (C) Gujarat due to cyclone
- (d) Bombay due to fire
(Malabar Hill I & II exch.)

4.24.1 The communications affected due to cyclone and fire were restored expeditiously.

4.24.2 During Assam bandh telecommunication services were kept in reasonably working order.

4.24.3 A, 100 lines small automatic exchange at Dhing Assam, was seriously damaged by a Bomb Blast.

4.24.4 A, 100 lines small automatic exchange at Pathshala was damaged by a Bomb Blast.

Monitoring of Performance

4.25 P & T Directorate Observation Team carried out performance of 54 telephone

systems during the period from 1-4-82 to 31-3-83. Factors which adversely affected the performance of telephone systems were analysed and brought out to the notice of concerned field units.

External Plant

4.25.1 The achievements and targets for works related to upgradation of external plants are given below :-

Sl. No.	Item	Target 1982-83	Achievement 1982-83	Target 1983-84
1.	Replacement of faulty Telephone Instruments Nos.	1,85,000	77,977	1,00,000
2.	Replacement of Aluminium wire by copper wire in subs. office fittings.	1,00,000	1,07,685	1,00,000
3.	Replacement of iron wire by drop wire in subs. office fittings.	63,000	63,783	70,000
4.	Sheath Km. of cable pressurised.	1,250	1,306	1,300
5.	Ducting of cable in kms.	40	17	50

Wireless Links

4.26 A total of 14 wireless stations on HF/VHF R & G were opened during the period thus raising the number of wireless stations from 399 to 413 with route kilometers from 69335 to 72440 kms.

Telephone Revenue

4.27 The following table gives an abstract of telephone Revenue collection :

	1981-82	1982-83
	(Rs. in lakhs)	
1. Total amount billed for	67065.0	80750.4
2. Total amount collected	66585.5	80040.7
3. Total amount outstanding as on 1st July of the subsequent year in respect of bills issued during the year	763.1	1351.7
4. Percentage of item (3) to item (1) above	1.1	1.7

Telecommunications Research Centre (TRC) PCM and Lines Group

(a) PCM Group:

4.28 2Mb/s digital line equipment: The equipment designed by TRC was successfully

engineered by GCEL Baroda and underwent field trial at Madras. The field trial has been completed and productionisation of this equipment at GCEL and ITI is in progress.

4.28.1 8448 Kb/s PCM MUX: TRC has successfully designed this equipment in accordance with CCITT Rec. G.744. This equipment is first of its kind and so far not developed by any other manufacturer. The lab prototype model has been fabricated and tested successfully.

4.28.2 34 Mb/s Digital MUX: Two models of lab. prototype were tried in Calcutta District and have been found to be extremely good.

(b) Lines Group :

4.29 Production clearance for 4 MHz coaxial cable system, 2.6 MHz and 12 MHz pilot check meters and 12 chl. interstice carrier system has been given to M/s. ITI.

4.29.1 8 Mb/s digital multiplex and 8 Mb/s optical fibre cable design and development has been completed by TRC and trial order for this equipment has been given to ITI.



4.29.2 Network synchronisation plan has been finalised.

4.29.3 Revision of environmental specification was undertaken and based on the investigations and discussions, a revised IPT 1001 was prepared.

Radio Division

4.30 After successful developmental effort the following equipments were cleared for production during the year.

- (i) 6 GHz 1800 Chls. Analog M/W Systems
- (ii) 7 GHz 300 Chls. Analog M/W Systems
- (iii) 60 Chls. UHF Equipment.

4.30.1 In order to keep with the modern trend, developmental activity for 34 M/bs 7GHz Digital M/W System was started and the work is in progress as per schedule.

4.30.2 Work on many other developmental projects like 2 GHz 8 m/bs, 30/120 Chl. PCM-PSK UHF, 7 + 5 ADM PSK Systems is on hand.

4.30.3 Radio Paging Service was provided by TRC during Asiad 82 and Non-aligned Meet in March 83.

4.30.4 Studies in the field of Propagation/interference, feasibility of use of P&T M/W towers for low power TV broadcasts and EMI/EMC were also conducted.

Workshop facilities for fabricating work was strengthened.

Satellite Division

4.31 The trial/demonstrations of transportable Earth Terminal culminated in operational use during Asiad boat race at Ramgarh Lake, Jaipur. In addition the terminal was used for a bothway tele-symposium between ALTTC Ghaziabad and IIT Kharagpur. The development of Digital Communication Multiple Access and TV with Multiple Audio (6 channels of 7 KHz or 3 channels of 15 KHz) was completed and trials carried out with APPLE Satellite. Technical studies were carried out for definition of Proto-INSAT / INSAT-2.

Switching Division (S)

4.32 The Autrax Terminal (TE-550), capable of monitoring 500 leads was installed at Bareilly TAX.

Production clearance was issued for :-

- (a) U/S type MAX-II.
- (b) Channel Flick Counter for STD channels.
- (c) 50 line SAX (MAX-II) incorporating SIC recommendations.
- (d) Hybrid version of STD Relay set (TRC/AC 1279).
- (e) Microprocessor based Automatic Subscriber Line Routiner.
- (f) The modified 3 + 9 PBX with LED indicators.

4.32.1 The following projects were also cleared for production :-

- (a) Small size 20/200 lines Electronic Telex Exchange upto a capacity of 100 lines.
- (b) Auto Routiner for Group and Final selectors in SXs Telex Exchanges.
- (c) Telex power off indicator unit.
- (d) Telex line units for working with keyboard signalling.
- (e) Line unit for Telex using cadle type relays.

4.32.2 The production clearance / prototype approval was given for the (a) Heat shrinking techniques for repairing leaks on joints and cable damages in polythene sheath pressurised cables (b) Crimping techniques for jointing drop wire with GI wire (c) Fibre glass DP's (d) 45 watt static ringer of new design using pulse width control techniques and (e) Digital cable fault locator.

4.32.3 In 1982, P & T Department entered into an agreement with M/s. SOFRECOM, France to purchase six selected computer programs of CNET (Research Group of French PTT) for adoption in Indian Network.

Electronic Switching Division (EN)

4.33 The Electronic Switching Division (EN) started functioning from January 1983. The

identified areas of activity for this Division are the following :

— Technology absorption, upgrading updating and R & D back up following the Agreements concluded in July 1982, subsequent to the French bilateral offer made in December 1981 and following the Technology policy of the Government.

— System Selection relating to the Tender for the establishment of the second large ESS factory.

4.33.1 This Division has at the moment, two groups, each headed by a Deputy Director. The Activities of these groups have been as follows:-

Technology Absorption Group

4.34 This group deals with the technology absorption relating to the E 10B System of M's CIT ALCATEL with whom Agreements have been concluded in July, 1982, for the Transfer of Technology and Direct Import. The following jobs have so far been undertaken :-

- * Preparation of General Technical Specification for the switching system(s) envisaged under the Direct Import (of approximately 2,00,000 lines) and for the indigenous manufacture.
- * Participation in the Task Force constituted for solving the issues following the introduction of Digital Electronic Switching in the network.
- * Technical advice regarding E10B Technical matters and participating in the discussions for preparation A/T schedule for the switching systems under the direct supply.
- * Preparation of working papers for the evolution of standards relevant for the introduction of digital switching in the network.

Software and System Selection Group

4.35 This group provides the working material for the System Sub-Committee constituted for the Tender for identifying the collaboration for the second large ESS factory.

4.35.1 This group has so far undertaken the following jobs :

- * Preparation of the first interim report of the System Sub-Committee.
- * Preparation of the question and clarifications to be sought from the participating bidders in the area of System Selection.
- * Analysis of the response received from the bidders and preparation of the corresponding documents.
- * Monitoring of the coherence of the standards in the context of the evaluation of the systems.

Electronic Switching Division (EM)

4.36 A project for development and fabrication of 4 numbers of 1,000 lines updated SPC-1 exchange for containerised application was sanctioned. Considerable work in the development of the updated processor using LS1 technology and also improved versions of terminal and switching network matrix was completed. The CAD Centre of TRC was extensively used for providing art masters for the various PCBs involved in the above designs.

4.36.1 Research and development assistance agreement was negotiated and finalised for implementation with M/s CIT-ALCATEL of France. This assistance provides a number of computer aided tools for both design and production for the future development of our SPC systems. The R & D assistance agreement also provides technical consultancy for the development of the next generation of digital switching system. A project for indigenous development of this next generation system named SPC-2 has been formulated and is being processed.

'X' Division

4.37 TRC has been monitoring the performance of the ICP trial exchanges to local and TAX design and incorporating modifications in the final documentation. It is also giving technical guidance to Rae Bareilly factory in debugging the test programmes for the various equipment frames wired ICP circuits.

4.37.1 Evaluation was completed on a 64-line digital integrated local and trunk exchange by connecting it to the Delhi Telephones network. Field trial of a 50-line electronic small automatic exchange using PAM techniques was carried out at Vellore (Tamil Nadu Circle). Feedback of operation and maintenance problems of SPC-16 ESAX lab. model (installed in the North West Circle) has been obtained and modifications incorporated in the production prototype model.

4.37.2 TRC has given type approval to STD barring attachments in the telephones. TRC has also been evaluating the CBT-80 coin collection box, telephone manufacture by Bombay Telecom. Factory and push button telephone developed by I T I.

Telecom. Factories

4.38 The four Telecom. Factories at Bombay, Calcutta, Jabalpur and Bhilai manufacture manual exchange equipments, trunk exchange equipments, coin box telephones, automanual equipments, testing equipments, cable distribution and termination equipments, open wire line store materials, and microwave towers etc.

4.38.1 Each of the Telecom. Factories at Bombay, Calcutta and Jabalpur is under the charge of a General Manager. The Telecom. Factory at Bhilai is under the charge of a Manager who is reporting to General Manager, Telecom. Factory, Jabalpur. Policy matters and important issues are decided by the Board of Management of Telecom. Factories, chaired by the Chairman, P&T Board.

Production Performance

4.39 The Telecom. Factories manufactured stores and equipment worth Rs. 2,656.62 lakhs during 1982-83. The factory-wise production was — Bombay : Rs. 539.56 lakhs, Calcutta : Rs. 832.30 lakhs, Jabalpur: Rs.1213.17 lakhs and Bhilai : Rs. 71.59 lakhs. The production during this period was the highest achieved so far.

Modernisation, Diversification and Expansion of Telecom. Factories

4.40 In view of the expansion programme of telecommunications services in the country, the

Department has taken in hand a programme for modernisation, expansion and diversification of these factories to meet the growing demands for telecommunication equipments and also to keep pace with the advancements in technology. Some of the important schemes under implementation are :-

Setting up of a Modern Mechanised Foundry at Kharagpur (West Bengal) in replacement of the existing old and Outdated Foundry at Telecom. Factory Calcutta.

4.41 This project is for the manufacture of sockets, saddles of sorts, BATs, etc. with a capacity of 12,500 tonnes per year augmentable to 16,000 tonnes per year. The project has made considerable progress. Civil construction works are in progress at site. Supplies of plant and machinery are being received. Infrastructural facilities are being built up.

Modernisation and expansion of Cordage Shop at Telecom. Factory Bombay.

4.42 This project was aimed at enhancement of production capacity from 2.5 lakh metres of cordage per annum to 8 lakh metres of cordage per annum was achieved by Telecom. Factory, Bombay.

Setting up of a Modern Integrated Tube Making Plant (With capacity 6.25 lakhs Tubes annum) at Telecom. Factory Jabalpur.

4.43 This project was sanctioned at the end of 1982-83. Order has been placed on a specialised foreign for designing and supplying of special plant and machinery.

Modern Galvanising Plants at Telecom. Factories, Calcutta and Jabalpur.

4.44 The work is in progress. Imported items for Calcutta plant were received during 1982-83. The Galvanising Plant project at Jabalpur is also in progress.

Manufacture of BPO-3000 Type Telephone Relays in Telecom. Factory, Bombay.

4.45 This project will be implemented by acquiring the technical know-how from M/s

ITI, Bangalore. Most of the technical details have been collected from M's ITI., Bangalore. The work is in progress.

Taking up manufacture of modern design Cable Termination Boxes in Telecom. Factory, Calcutta.

4.46 Based on the recommendation of High Powered Committee constituted for the purpose of identifying the most suitable types of C. T Boxes for the Indian Telecom. net works, detailed manufacturing proposals were invited from short-listed firms. These were received during the end of 1982-83. Further action in the matter has been initiated.

Manufacture and Development in New Items

4.47 The development of following new items was completed during 1982-83. These are proposed to be introduced as additional items of production in the Telecom. Factories progressively :-

- (a) A standardised D.P. Box made of fibreglass.
- (b) A modular type cable distribution cabinet made of FRP.
- (c) 3+9 PBX Board with L.E.D. facility and a modular cord circuits.
- (d) A rural tandem public call telephone.
- (e) An electronic Trunk Timing Indicator.
- (f) Cable duct plug and swivel for cable laying.

Workers participation in Management

4.48 In order to have better staff relations between the management and workers, three representatives of the Industrial workers, one each from the three Telecom. Factories at Bombay, Calcutta and Jabalpur, have been included in the Board of Management of Telecom. Factories. Joint Councils/Shop Councils and Works Committees are also functioning in Telecom. Factories to enable the representatives of the workers and management to discuss various measures for improvement of efficiency and welfare facilities in Telecom. Factories.

4.48.1 A Central Trade Review Committee was set up in October, 1982 for review and rationalisation of industrial trades in Telecom. Factories Organisation. A labour member from Industrial workers was also nominated as a Member of the Committee.

Telecommunications Consultants India Ltd.

4.49 The TCIL is a public sector undertaking under the administrative control of the P & T Board. The Company started functioning from 1st August, 1978 with headquarters at New Delhi.

Objectives

4.50 The main objective of the company are to provide technical, economic and consultancy services in all fields of telecommunications in India and abroad, specially in the developing countries, on commercial basis, for expansion and modernisation of telecom. network.

Capital

4.51 The authorised and paid-up share capitals of the company are Rs. one crore and Rs. 30.00 lakhs respectively. All the 30,000 equity share of Rs. 100/- each are held by the Government of India.

Operational Activities and Result

4.52 The company submitted 31 offers in foreign countries for various types of consultancy and turnkey projects out of which 21 have been accepted during the year 1982-83. Similarly 19 of the 31 offers submitted in India have been accepted. The progressive total value of the contracts secured by the company by the end of the year is Rs. 63.46 crores. The company operates in Kuwait, Oman, YAR, Jordan, Iraq, Nigeria, Mozambique, Somalia, Zambia and Saudi Arabia.

Financial Results

4.53 The company earned a net profit of Rs. 344.12 lakhs during 1982-83 as against the profit of Rs. 281.72 lakhs during 1981-82. It declared a dividend of 25% on paid-up capital for the year 1982-83.

Motor Vehicles

4.54 The fleet strength of telecom. vehicles (both petrol and diesel driven) has become 2,624 four wheelers and 590 two wheelers. The departmental consumer fuel pumps have been set up at Bangalore, Calcutta, Delhi, Hyderabad and Madras under the control of General Managers of the respective Telephone Districts. Regional Repair Work-shops have been opened at Delhi, Calcutta and Hyderabad. The Calcutta workshop is to be shifted to a new site for full fledged repair facility. The case is being processed for setting up of Regional Repair Workshop at Madras, Ahmedabad, Bombay and Bangalore.

Telecom. Training

4.55 Telecom. Training for the technical staff attached to the Telecom. Wing is being imparted through training centres which are spread all over the country structured in 3-tier System:

1. Advanced Level Telecom. Training Centre at Ghaziabad 1
2. Telecom. Training Centre, Jabalpur..... 1
3. Regional Telecom. Training Centres 12
4. District and Circle Telecom. Training Centres 26

4.56 AL TTC Ghaziabad is imparting training including in service refresher training to officers of Group 'B' and above. It is also conducting seminars for the senior level officers.

4.57 The Telecom. Training Centre, Jabalpur and 12 Regional Telecom. Training Centres are imparting training of basic nature to Junior Engineers and allied cadres like ASTT etc. It also imparts in-service as well as refresher training for JEs and AEs. The lower ranks are trained in district/circle telecom. training centres. These training centres conduct in-service as well as the refresher courses for 15 cadres. The total number of personnel training in various cadres during 1982-83 is :

1. Initial courses 19,358
2. Refresher courses 5,569

4.58 A change in the training strategy was proposed a few years back and consequently a decision has been taken to start modular courses which should be job-oriented and of shorter duration. Some modular courses have already been developed and a beginning has been made to implement the scheme of modern courses.

4.59 Some batches have already been imparted training in the approved six speciality in the cadre of Junior Engineers. These courses of order of 7 to 8 month duration have replaced the conventional training for Jr. Engineers, which were of a duration of 10 to 12 months. This is in line with the present training needs of the Telecom. Organisation and also as per the modern approach developed by ITU.

4.60 The magnitude of the in service refresher courses is being increased substantially as per the recommendation of COT that 25% of the staff should be trained in latest technology every year. Efforts are being made to improve the training efficiency of the 26 Training Centres of the Circle/ Distt. level which provide training for the grassroot technical and the skilled staff. At some of the places like Jaipur, Lucknow and Poona, the training centres are being upgraded to fall in the second level tier in our present training structure.

4.61 To keep our staff abreast with the latest technologies and modern development in the field of telecommunication, staff have been deputed abroad for training in various areas of study.

Inward Training for 1982-83

4.62 We have been able to develop certain new faculties in technical and managerial fields. Consequently not only our own officers have availed themselves of these facilities for undergoing in-service refresher training which are designed for orientation and conversion purpose, but countries like Bhutan, Sri Lanka, Bangladesh, Thailand, Nepal etc. This year we have been able to extend training facilities

to 70 persons belonging to developing countries either under Colombo or similar plans through APT.

Public Telephones manned by handicapped Persons

4.63 A scheme for opening public telephone manned by handicapped persons was initiated in January, 1981 to mark the International Year for Disabled Persons. 1,436 public telephones manned by handicapped persons were working on 31-3-82. 489 more such public telephones have been opened during the period from 1-4-1982 to 31-3-1983.

P & T's Contribution to Asian Games and Non-Aligned Summit

4.64 In connection with the Asian Games 1982, the P & T Department was called upon to provide uninterrupted communication arrangements. Facilities for the participating delegations, the public, the security agencies, the media and data circuits for results information were installed and earned praise from all sections of the users including the organisers of the Games.

4.64.1 Public photo transmission service introduced during the year extended to other stations on the eve of the Seventh Non-Aligned Meet, March, 1983. During the Non-Aligned Meet held in March, 1983, extensive telecom. arrangements were made to cater for the telecom. requirements of the heads of the Non-aligned countries, their aides and the media. A media centre was established at Vigyan Bhavan to facilitate transmission of trunk calls, photos and telegrams in the country, and to other foreign countries. The efficiency of the telecom. services was acclaimed by all the participant countries and the media.

General Telephone Facilities

4.65 The procedure for verification of the bonafides of a subscriber / applicant has been simplified.

4.65.1 The Department has decided that the first telex and first telephone connection under OYT should be given to the entrepreneur in

the Free Trade zone without consideration of the foreign exchange earning.

4.65.2 The priced application forms for new telephone connections has been modified on the recommendations of the Committee on Telecommunications.

4.65.3 One telephone connection to elected Members of Cantonment Board will be provided on out-of-turn priority basis without OYT deposit.

4.65.4 It has been decided to permit accessories on temporary telephone and telex connections subject to the condition that rental will be leviable for such accessories for a minimum period of one year.

Management Information System

4.66 The following journals were published which project the activities in the telecommunication branch :—

4.66.1 Telecom. Network : Performance Summary and Analyses and Telecom. Financial Performance Appreciation.

4.66.2 Telecom. Network : Volume and growth (half yearly and annual covering the period April 1982 to September 1982 and April, 1982 to March, 1983 respectively).

4.66.3 Inclusion of additional parameters in the MIS formats of Telephone Districts/Telecom. Circles/Telecom. Maintenance Region prescribed on the basis of recommendations of the "Committee on Telecommunication (COT)". Besides, revision and standardization of MIS formats as per recommendation of the above committee.

4.66.4 In the year 1982-83 the Quality Assurance Organisation has continued to function very effectively and fulfil its aims and objectives as defined in the earlier reports by taking the following steps.

4.66.5 Inspection and Testing Organisation has tested the items of stores purchased by the P & T Department to the extent of stores worth Rs. 307 crores.

Investigation of Feed Back Data

4.67 On an average as many as 114 cases per quarter were investigated during the year 1982-83.

Relaxation to Specifications

4.68 Only a limited number of 32 relaxation on an average per quarter was recorded.

4.68.1 As many as 320 regular prototype approvals on General Manager Telecom. Stores orders and 470 (equipment) / 41 (components) advance proto-type approvals without purchase orders were issued in 1982-83 after test and evaluation.

4.68.2 Certain components and sub-assemblies going into the equipment have been identified as critical. A compendium for such purposes has been issued by the Quality Assurance Organisation in August 1982 as an effort to identify such components which have been approved. The compendium supplies information regarding sources of supply, procedure applied, period of validity of type approval, review of validity period and laboratory selected and approved for life tests of these critical items with a view to controlling the quality of finished products.

4.68.3 Keeping in view the actual needs of the network for the efficient functioning with due consideration to its reliability and maintainability, the Quality Assurance Cell has drawn up the *Customer Manual of Standards on Cable and Telephone*. The manufacturers have also been advised to conform to the Customers Standard so that the problems of the network are averted at the source rather than their being tackled after they occur in the field.

4.68.4 About 210 specifications, 150 for Crossbar equipment and 60 for Strowger equipments have been drawn up by the Quality Assurance Cell. Specifications for the local underground cables have also been reviewed and discussed with HCL management to ensure better quality of cable so that the efficiency of the service is maintained.

4.68.5 Two course modules on Quality Assurance were got prepared through M/s Indian Statistical Institute and applied to the personnel of QA Cell so that they are in a better position to discharge their duties effectively. World Bank Consultants in their report made the specific recommendations for the implementation of improved Quality Control procedures and manufacturing techniques to upgrade the quality of manufactured equipments. The Public Sector Undertakings have prepared their quality manuals and set up Quality Control Organisations to achieve the target of quality.

Rural Communications

4.69 The year 1982-83 started with a commendable change in the field of rural communication when for the first time Multi-Access Rural Radio System was introduced in the country to provide telecommunication facility in the 12 selected areas identified as backward, hilly and tribal. It was a positive step towards socio-economic development of such areas by filling the communication gap between rural inhabitation and the places of community interest.

4.69.1 Out of 300 such selected locations for Radio Public Telephones 29 were provided with this facility upto 31st March, 1983. It gave a new fillip to the rural communication field.

Internal Check Wing of Telecom. Accounts

4.70 Internal Check Wing of Telecom. Accounts was set up in 1974. The Internal check inspection of the Telecom. Accounts is conducted periodically by the Internal check set up in each Telecom. Circle / Telephone Distt / Projects / Maintenance / Stores / Factory Organisation. It brings out the important accounting and financial irregularities to the notice of the IFAs/GMs for remedial action.

4.70.1 The Internal Check Cell of the Directorate is monitoring and coordination the functioning of the IC Units in the field. It also conducts IC Inspection of the office of the Heads of Telecom. Circles/Distts, and other functional units and places annual performance report of the IC units before the P & T Board.

General Administration

The Civil Engineering Wing

5.1 During the Sixth Five Year Plan the building activities of the Department have increased considerably to keep pace with expansion programmes of Telecommunications and Postal services. The Capital outlay on buildings provided in the Sixth Five Year Plan is Rs. 378 crores for Telecom. and Rs. 140 crores for Postal. Out of this Rs. 45 crores for Telecom. and Rs. 20 crores for Postal works were earmarked for the year 1982-83. The entire amount has been utilised by the Civil wing. The expenditure on building works and maintenance was Rs. 73 crores in 1982-83 compared to Rs. 64 crores in 1981-82.

5.2 Some of the important achievements of the civil wing during the year 1982-83 are mentioned below:

5.2.1 P&T Civil wing executed the Civil works of buildings and tower foundations/ antenna foundations for the time bound project of INSAT. These works were executed in remote places and completed in record time. After successful completion of building works connected with the INSAT project, P&T Civil wing has been entrusted with the construction of buildings for installation of E-10B Equipment from ALCATEL of France, and DIGITAL TAXS.

5.2.2 Another important activity of Civil wing is construction of Cable ducts, Cable duct works were taken up at Bombay, Madras, Bangalore, Pune, Hyderabad besides works already in progress at Delhi and Calcutta.

This work involves providing a protective cover of PVC pipes on telephone cables and then embedding the PVC pipes in concrete to minimise faults in telephones caused by frequent road digging and rains. The civil works of cables ducting are required to be executed on busy public roads involving close coordination with municipal, water supply and sewerage, electricity and traffic authorities.

5.2.3 P & T Civil wing executed the civil works required for the India International Trade Fair held in the capital during November, 1982. The P & T Civil wing executed all construction works connected with telecommunications during ASIAD and also during the Non-Aligned Meet.

5.2.4 The Civil wing also intensified activities in the Field of Airconditioning in telephone exchanges. Two Airconditioning workshops one in Delhi and other in Cochin are already working. The Department has set up mobile workshop at Delhi for attending to Airconditioning units and water coolers of the Department.

5.3 Various categories of buildings completed upto 31-3-83 in the year 1982-83 are indicated below :

<i>Category</i>	<i>Number of buildings completed during 1982-83</i>
(i) Telecom. buildings 172
(ii) Postal buildings 122
(iii) Staff quarters 1,362

Material Management

5.4 To keep pace with the increasing development efforts of the Telecommunication wing of the Department the Material Management activities including those activities of the Stores Organisation at Calcutta were stepped up. These activities covered not only procurement but also distribution of the telecommunication materials both for capital works and maintenance, with special emphasis on rural development.

5.4.1 During 1982-83 the turnover of stores through the Stores Organisation was of the order of Rs. 264.85 crores in receipt and Rs. 258.69 crores in issue as against Rs. 241.38 crores and Rs. 212.94 crores respectively in preceding year, registering an appreciable increase in the activities for current year. Till last year there was a huge shortage of store items, such as GI wire, ACSR wire, drop wire etc. but in the year 1982-83 there has been vast improvement in the supply of these items.

5.4.2 During 1982-83 there has been around increase in the production of ITI, HCL and HTL. The production of these factories during 1982-83 was :

ITI Rs. 130 crores against Rs. 129 crores during 1981-82

HCL Rs. 95 crores as against Rs. 86 crores during 1981-82

HTL Rs. 7 crores as against Rs. 7.83 crores during 1981-82

From this it will be seen that there has been appreciable increase in the production of all the factories supplying equipment to the P & T Department.

5.4.3 The total value of stores procured through private sources by the Stores Organisation during the year 1982-83 was about Rs. 109.50 crores compared to Rs. 80 crores during 1981-82. Consistent with the increased intake of the material from the various suppliers the Inspection and Testing Organisation of the Department has also been re-organised and

suitably expanded at various procurement centres.

5.4.4 For reviewing the supply position of materials two rounds of Regional Management Meetings for all the four regions viz., Northern, Eastern, Western and Southern regions were held during 1982-83 under the chairmanship of Secretary(C). In these meetings the actual achievements in the matter of supply of materials, shortfalls, if any, in relation to targets and supplies expected during the year by General Manager Telecom. Stores, Telecom. Factories and Public Sector Undertakings, i.e., M/s ITI, HTL, and HCL are discussed. As a result of these meetings the supply of materials, specially line stores has been considerably improved.

5.4.5 Apart from the above the Department has to import some materials pertaining to the system involving sophisticated technology viz., satellite system, electronic switching including electronic PABXs for important hotels in connection with the Asiad 82, Non-Aligned Meet, Digital Microwave System and small sized jelly filled cables etc. Against Rs. 84.47 crores (FOB) during 1981-82 the imports during 1982-83 were of Rs. 126 crores (FOB).

Welfare Activities

5.5 A sum of Rs. 1.52 crores was allocated as grants-in-aid to the Central P & T Welfare Fund. The Central P & T Welfare Fund Committee which administers the fund met at Simla in June, 1982, and at Panaji in January 1983. The Committee decided to institute a scheme for grant of annual awards to the meritorious school going children of the P & T employees. It also raised the limit of subsidy from 50% of the cost of artificial limbs etc. to 75% and confirmed the scheme for grant of necessary financial assistance to the employees and the members of their families suffering from serious illness or undergoing major surgical operations, as a permanent measure.

5.5.1 The Committee did not agree to raise the pay limit from Rs. 1,200/- pm for grant of

financial assistance out of the Welfare Fund. It however, decided that exceptionally hard cases of the families of the deceased employees who were in receipt of pay above Rs. 1,200/- may be considered by the Directorate for grant of financial assistance in relaxation of existing orders. The number of scholarships per year granted for technical education was raised from 600 to 700.

A Sub-Committee was formed under the aegis of the Central P & T Welfare Fund Committee, to suggest the ways and means for optimum utilisation of the welfare fund and also to examine the report of the working group of Recreation Club and Dormitories.

5.5.2 At present 18 Holiday Homes are functioning in different places of tourist historical and religious importance. The Welfare Fund Committee in its meeting at Simla approved establishment of 38 more Holiday Homes at different places all over India.

Medical Services

5.6 As on 31st March, 1982, 51 P & T dispensaries were functioning at various places in the country covering about 1,15,000 P & T employees plus members of their families. Two more P & T dispensaries, one each at Patiala and Bhopal sanctioned during 1981-82 will start functioning as soon as accommodation will be available. One more P & T dispensary has been sanctioned at Ahmedabad during 1982-83. These dispensaries are very useful for providing timely outdoor medical facilities to the P & T employees.

5.6.1 Besides these, seven part-time dispensaries have been functioning for the benefit of trainees in seven Postal and Telecom. Training Centres. Ambulance rooms are also functioning in six Telecommunications Factories/Stores for providing medical care to the employees of these Factories Stores in accordance with the provisions of the Factory Act, 1948.

5.6.2 P & T pensioners are also allowed medical facilities from the P & T dispensaries

under "P & T Retired Employees Contributory Health Services Scheme". The facilities provided to the P & T pensioners are, however, limited only to those which are available at the P & T Dispensaries. The pensioners are not allowed the facilities of hospitalisation, specialist consultations and special investigations. The scheme is optional and the optees are required to pay a nominal contribution.

5.6.3 The scheme for providing Family Welfare Advice and free supply of Nirodh continued in all P & T dispensaries. Family Welfare staff is, however, in position only in 22 selected P & T dispensaries.

The Inspection Organisation

5.7 Inspection Organisation carried out inspection of 4 Postal and 11 Telecommunication Administrative units and one P & T Civil Circle office. Surprise visits were paid to large number of Postal and Telecom. installations with special reference to rural areas.

5.7.1 Instructions were issued for strengthening the quality of supervision over the functioning of operative units.

5.7.2 Internal inspection of the offices of the Area Managers by the Directors themselves was prescribed.

5.7.3 In pursuance of the recommendation of the Committee on Telecommunications, orders were issued to all Administrative Heads to tighten up the checks and supervision over functioning of all operative units.

5.7.4. Several suggestions made by the Inspection Organisation were accepted by the concerned Technical Sections and implementation orders issued.

5.8. Instructions were issued to all Heads of Circles for ensuring adherence to the provisions of recovery of the establishment charges in cases of Press Sorting Offices, opened in the interest of Press.

5.9 Consequent on the upgradation of the posts of Superintendent Sr. Superintendent foreign posts in Madras, Calcutta and Delhi to the rank of Junior Administrative Grade orders were issued entrusting inspection of these units to the respective Postmasters General.

Vigilance

5.10 In all 3,109 allegations of corruption were dealt with. While 29 cases were enquired into by the CBI, 1,617 were investigated departmentally. Major penalties were imposed on 342 persons and minor penalties including recordable warnings were awarded to 657 persons.

5.10.1 The programme of training of the field officers in the technique and methodology of holding departmental enquiries and presentation of cases was started in August 1980. By the end of March 1983, the Vigilance Training Cell has trained 568 Inquiry officers and 334 Presenting officers. In addition 52 Vigilance officers were also trained. A new course for training of the Disciplinary Authorities in the technique of handling such cases expeditiously was started during the year and the first course was held at Hyderabad in which 25 officers were imparted training. The holding of courses for the Inquiry officers, Presenting officers, Vigilance officers and disciplinary authorities is a regular feature.

Work Study

5.11 During the year under review the Work Study-I Section brought out a total of 22 Reports. Nine of them related to the Postal side (including Finance) and 13 belonged to Telecom Wing (including Finance).

5.11.1 Work Study-II Section issued 14 Reports in respect of sections in the P & T Directorate during the same period.

5.11.2 During 1982-83 Work Study-II Section also sponsored 50 officers for training in various courses of management at different institutions.

Efficiency Bureau

5.12 The Efficiency Bureau is responsible for in-depth study of specific problems in the working of the P & T Department with primary objective of improving efficiency, effectiveness and economy.

5.12.1 The Bureau brought out the following six reports during the year :

1. Raising of the level of operational efficiency of Telecom. Divisions.
2. Delegation of financial powers - phase III (Telecom.).
3. Delegation of administrative and financial powers of officers of P & T Directorate (common).
4. Delegation of financial and administrative powers of officers of P & T Department Phase IV (Postal).
5. Removal of Customers irritants in settlement of the Savings Bank Cash Certificate claims of the deceased.
6. Evolution of norms for the post of Assistant Engineer (MCW) over and above the post of Assistant Engineer (Buildings).

5.12.2 The Bureau also organised the Heads of Circles Conference held in June 1982.

Economic Study Cell

5.13 During 1982-83 the following report was released :—

P & T's relationship with Railways 1982 (June).

5.13.1 This report describes the century long association between P & T and the Railways and the mutual benefits and obligations derived on account of this relationship.

Indian Telecommunication Statistics 1982 (Dec.)

5.13.2 The Volume presents the Telecom. network Statistics its physical size, manpower, traffic and financial performances. It also contains statistical information on broad

economic and demographic features of the country which are relevant for conceptual understanding of telecom. development.

Telex Demand Projections (1983, Jan.)

5.13.3 The report incorporates the demand for Telex at all India level and also provides estimates for individual cities which have recorded a significant growth in Telecommunications.

The use of Hindi

Hindi Information Service on Phone

5.14 The service was introduced in Delhi in 1975 and subsequently in Lucknow, Jaipur, Patna, Bhopal and Bombay. It provides Hindi equivalents of English words and phrases and vice-versa and meaning of Hindi words and proverbs, information about dates of various Indian festivals, information regarding activities of the Government Department for use of Hindi as miscellaneous information about Devanagari, Telegrams, Dictionaries etc. The regional information service '177' i.e., Kannada Hindi, Gujrati Hindi, Telugu Hindi and Malayalam Hindi will be introduced very soon.

5.14.1 All essential P & T forms except those prescribed by Universal Postal Union are printed bilingually, i.e., both in Hindi and English.

Hindi Week Observation

5.15 Hindi Week was observed in P & T offices located in Hindi speaking areas from September 14, 1982. All P & T employees were exhorted to work in Hindi as much as practicable.

Telephone Directories

5.16 Telephone Directories of Delhi, Bombay, Hyderabad, Jaipur, Kanpur, Nagpur, Indore, Lucknow and Patna Telephone Districts are being published in Hindi also. Besides these Telephone Directories in Hindi are also published on divisional basis in Bihar, Madhya Pradesh, Haryana, Himachal Pradesh, Rajasthan and U.P. Circles.

Operation of Official Language Rules, 1976

5.17 As on 31-12 82, 554 P & T offices have been notified under Rule 10 (4) of the Rules framed under the Official Language Act.

Formation of Official Language Implementation Committees

5.18 1,003 Official Language Implementation Committees have been formed in P&T offices.

5.18.1 Three meetings of the Dak Tar Hindi Salahkar Samiti were held during the period under review.

Publicity

5.19 Multi-media publicity for INPEX and the participation of P&T in the Asiad were organised. Hoardings for which designs were got done by well known artists proved very attractive. P&T participated in a big way in the comprehensive programme for the World Communication Year 1983 organised by the International Telecommunications Union as a United Nations Programme. Some of the P&T Units at State capitals put up tableaux in Republic Day Parade. The Films Division is producing seven films on different P&T themes. An essay writing competition for the young people was also organised. This was in addition to the UPU competition.

Magazine

5.20 The special issue of the house journal Dak Tar on INSAT IA won plaudits from readers within the country as well as abroad. The Dak Tar literary and photographic competitions attracted a large participation.

5.20.1 Features on productivity, Small Savings, Staff Welfare, Planning, Sports, Health, Management, PLI, PR in P&T as also stories of honesty and devotion to duty of P&T personnel proved popular amongst the readers.

Commercial Publicity Cell

5.21 The Commercial Publicity Cell secured the advertisement jobs on :

Post Cards	1.6 crores
Inland Letter Cards	3.48 crores
Pass Books	0.3 crores for the period 82-83 (March).

5.21.1 It has plans to diversify business by developing the media of posters and stamps cancellation.

Deputations / Delegations Abroad

5.22 The details of deputations / delegations abroad are as follows :—

Number of Deputations / Delegations sent abroad during 1982-83	48
Number of Officials included in Deputation / Delegations sent abroad during 1982-83	99
Total expenditure during 1982-83	Rs. 31.65 Lakhs.

Civil Defence

5.23 Full advantage continues to be taken of the facilities provided by the Ministry of Home Affairs for training of P&T Department personnel in Civil Defence. A total of 15 Departmental officers were trained at the National Civil Defence College, Nagpur.

5.23.1 Instruction regarding precautionary measures against fire incidents and arrangements for fire fighting were issued to all Heads of Circles and other Administrative officers.

Charge

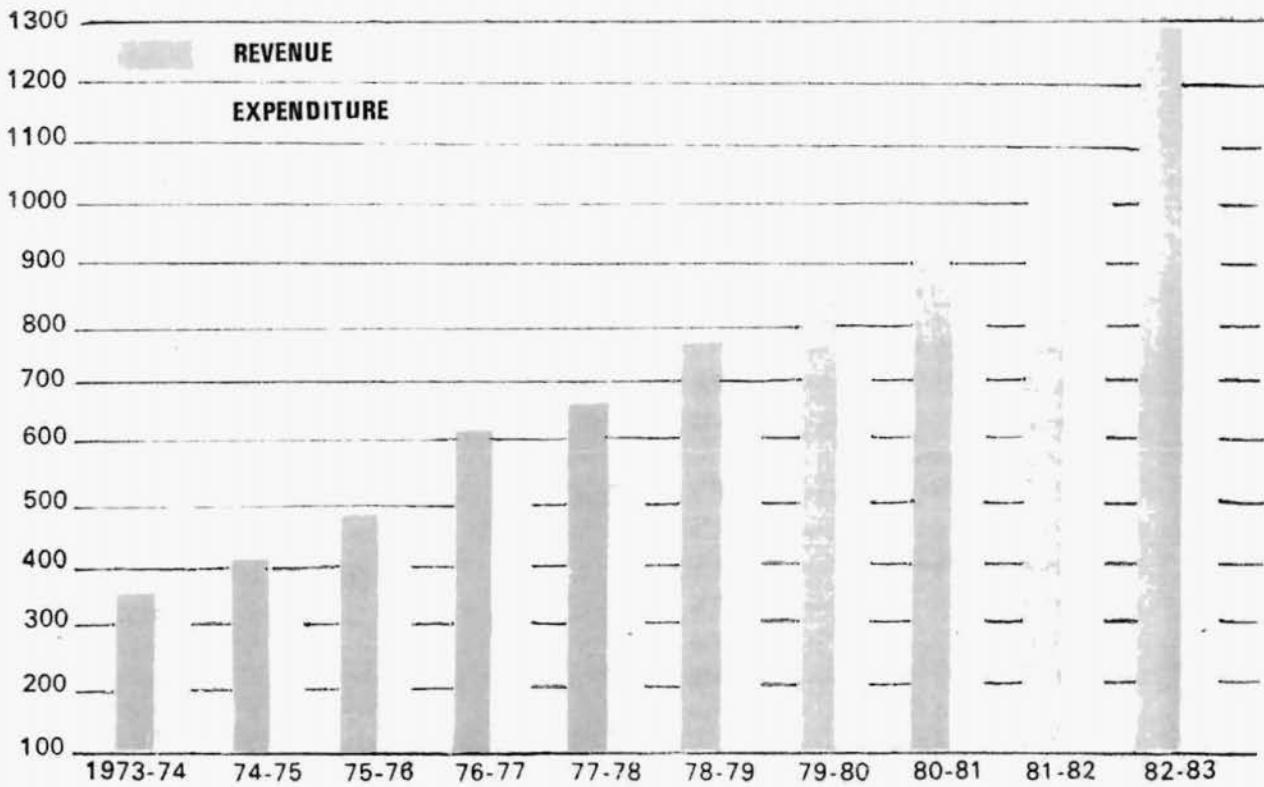
5.24 Shri S. K. Ghose continued as Director General, Posts and Telegraphs and Chairman of the Board in addition to his duties as Secretary to the Ministry of Communications. Six Members of the Board retired during the period under review. Shri A. D. Pisharody took over as Member (Postal Operations) on 1-5-1982 vice Shri M. L. Gaind who retired on 30-4-1982. The other Postal Member of the Board, Shri V.E. Arunachalam (Member, Postal Development) retired on 30-11-1982. Shri Shivanath took over in his place on 1-12-82. Shri K. Thomas Kora, Additional Secretary in the Ministry of Communications took over as Member (Telecom. Operations) on 20-12-82 vice Shri M. M. Wagle who retired on 31-7-1982. Shri T. S. Subramanian assumed charge as Member (Telecom. Development) on 24-11-1982 on retirement of Shri M. M. Kini on 31-10-1982. Shri K. N. Singh took over as Member (Finance) on 29-10-82 in succession to Shri R. R. Savoor who retired on 31-7-1982. Shri B. N. Dubey took over as Member (Postal Development) on 1-3-1983 consequent to the retirement of Shri Shivanath on 28-2-1983. Shri S. N. Sinha took over as Secretary, P & T Board on 18-9-82 in place of Shri H. S. Shah who was reverted to his parent organisation on 31-7-1982.

Staff Strength

5.25 The total staff strength on 31-3-83 was 9.36 lakhs including 2.94 lakhs ED employees and 7,108 industrial workers, 29 officers and 3,916 other ranks (including 242 under training) were on deputation to the Army Postal Service.

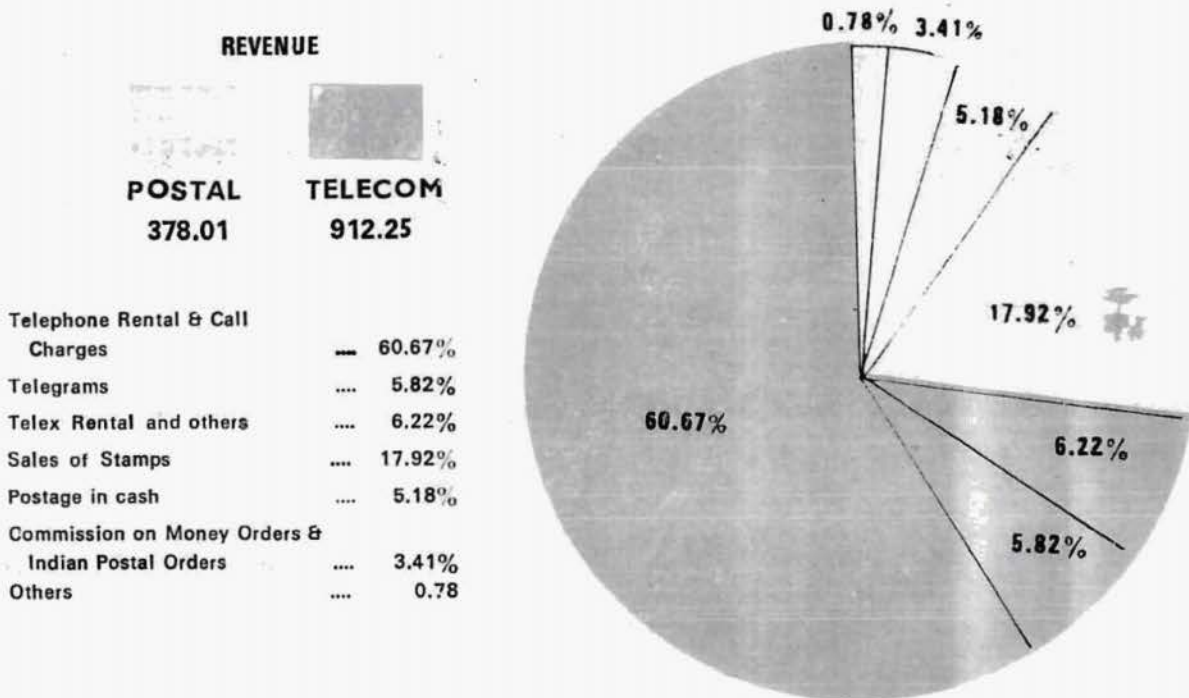
REVENUE AND EXPENDITURE

(Rupees in Crores)



REVENUE AND EXPENDITURE

(Rupees in crores)
1982-83

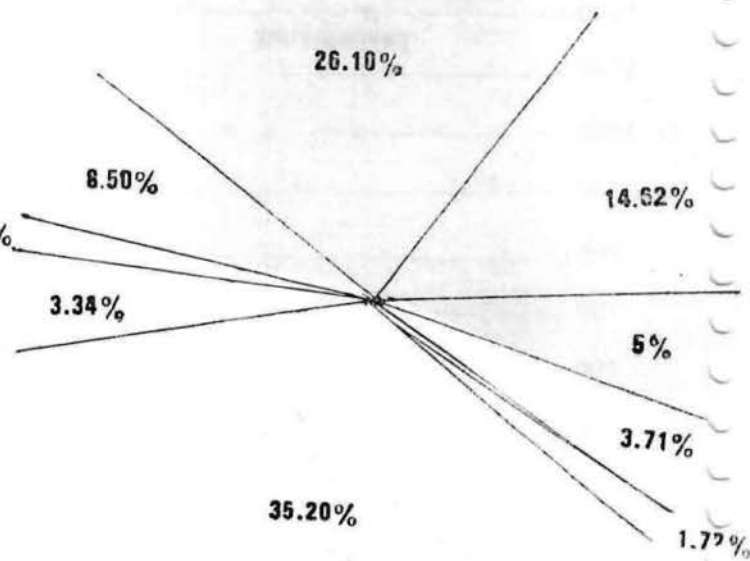


REVENUE AND EXPENDITURE

(Rupees in Crores)

1982-83

POSTAL	462.00
TELECOM	588.62
General Administration (T)	5.00%
Operation (T)	14.62%
Engineering	26.10%
Depreciation & contribution towards Capital (T)	8.50%
Others (T)	1.81%
General Administration (P)	3.34%
Operation (P)	35.20%
Agency Service (P)	1.72%
Others (P)	3.71%



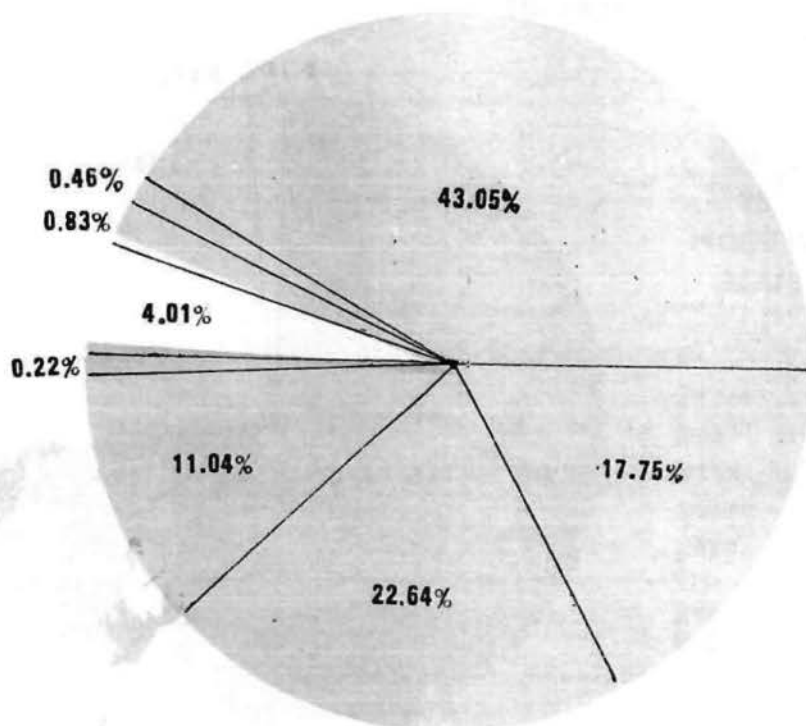
CAPITAL OUTLAY

(Rupees in Crores)

1982-83

POSTAL 23.58

TELECOM 533.08



Land & Building (T)	11.04%
Cables (T)	22.64%
Lines & Wires etc. (T)	17.75%
Apperatus and Plants (T)	43.05%
Motor Vehicles (T)	0.46%
Others (T)	0.83%
Land & Building (P)	4.01%
Apparatus Plants & Others(P)	0.22%

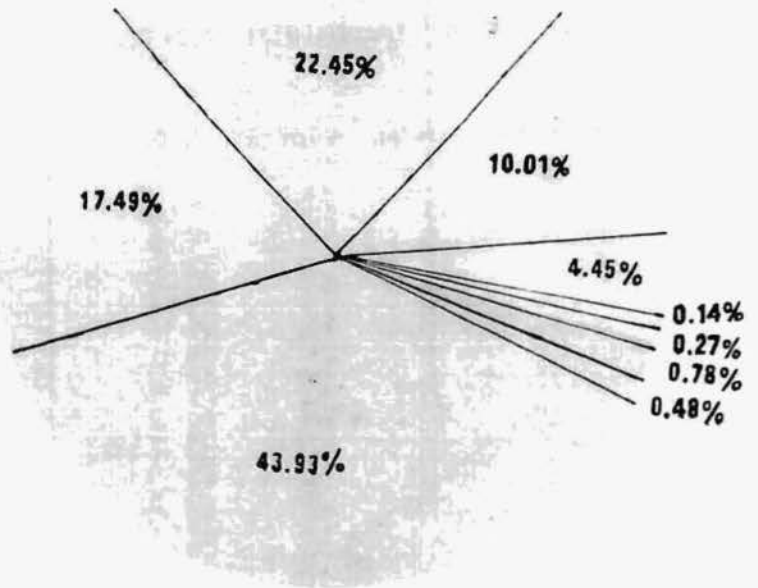
CAPITAL OUTLAY UPTO 1982-83

(Rupees in Crores)

POSTAL 162.81

TELECOM 3183.89

Land and Buildings (T)	10.01%
Cables (T)	22.45%
Lines and Wires etc. (T)	17.49%
Apparatus and Plants (T)	43.93%
Motor Vehicles (T)	0.48%
Others (T)	0.78%
Land and Buildings (P)	4.45%
RMS Vans (P)	0.14%
Apparatus, Plants and others (P)	0.27%



PROFIT AND LOSS

(Rupees in Crores)



STAFF STRENGTH AS ON 31-3-1983

DEPARTMENTAL 6,34,139

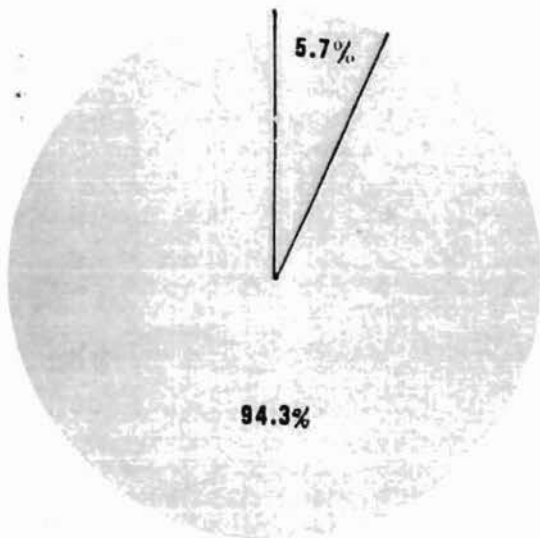
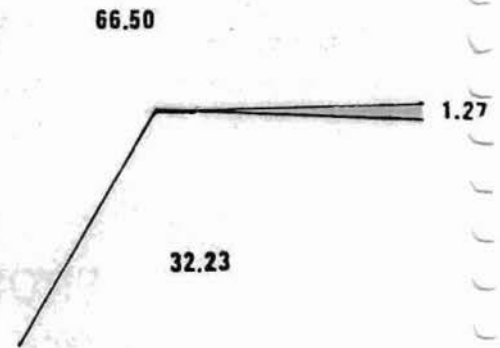
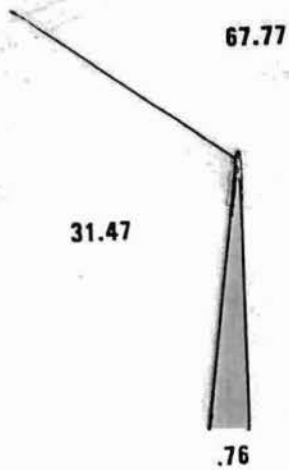
EXTRA DEPARTMENTAL 2,94,451

INDUSTRIAL WORKERS 7,108

GAZETTED 11,900

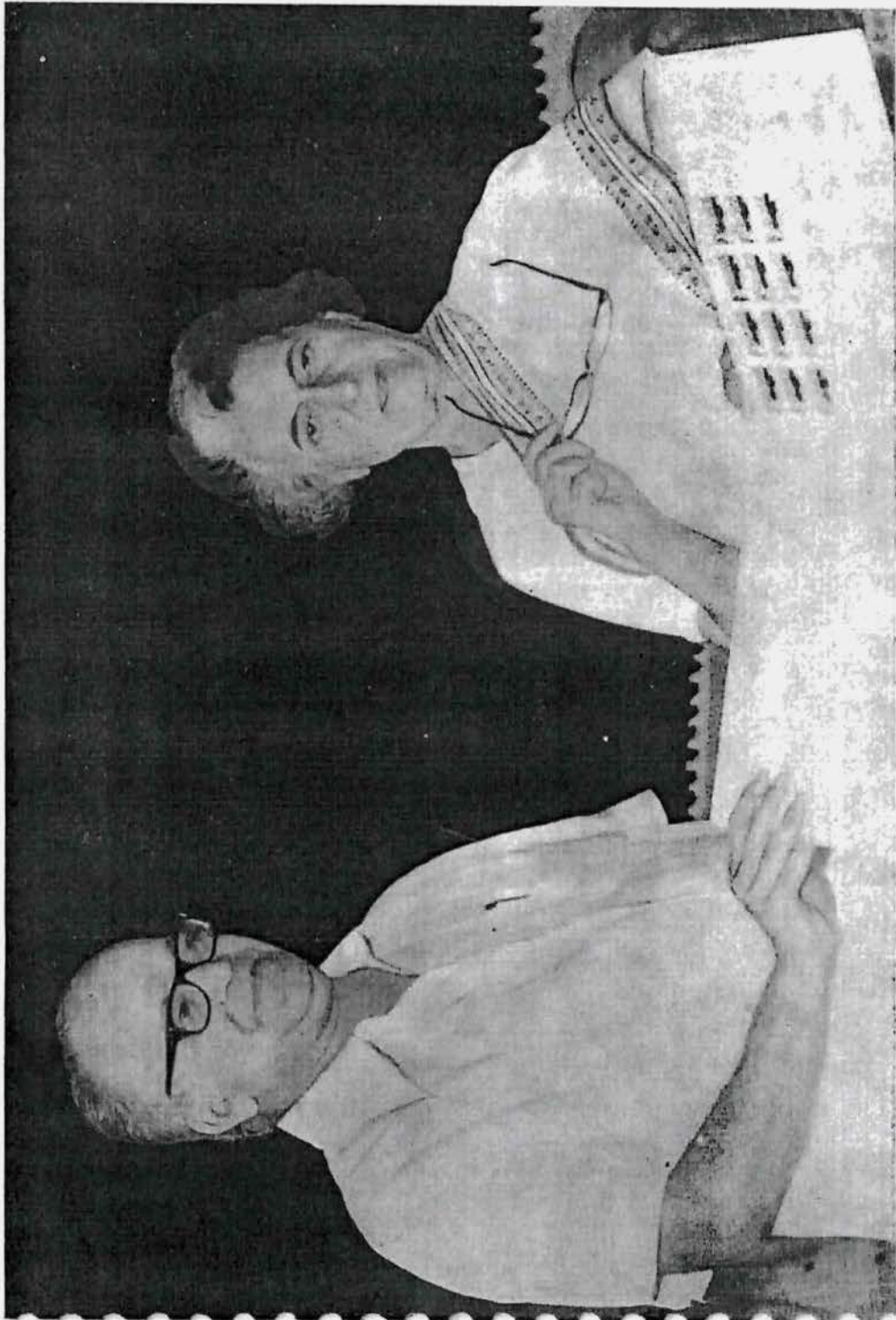
NON-GAZETTED 6,22,239

EXTRA DEPARTMENTAL AND INDUSTRIAL WORKERS 3,01,559



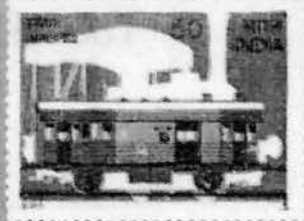
MALE 8,82,513

FEMALE 53,185



Prime Minister Shrimathi Indira Gandhi releasing a set of three stamps on India's struggle for Freedom on 9th August 1983



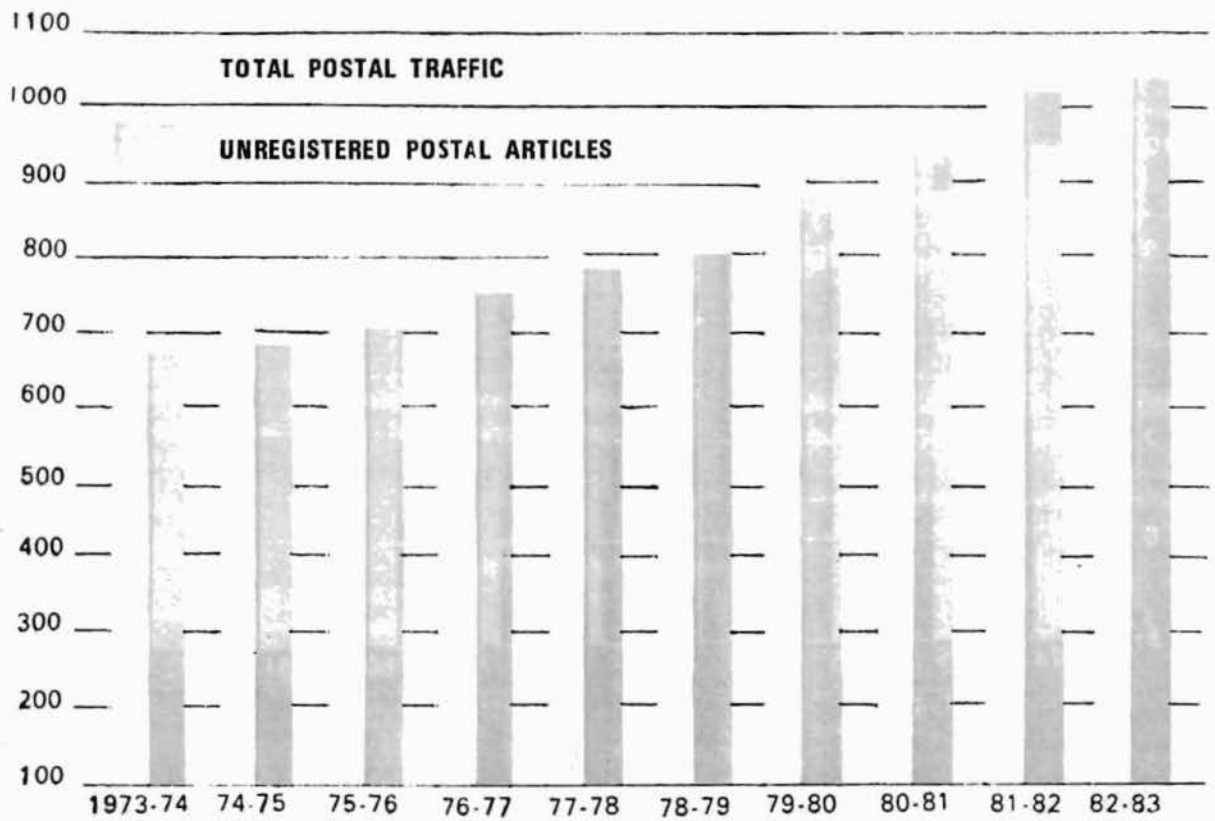


STAMPS
टिकट



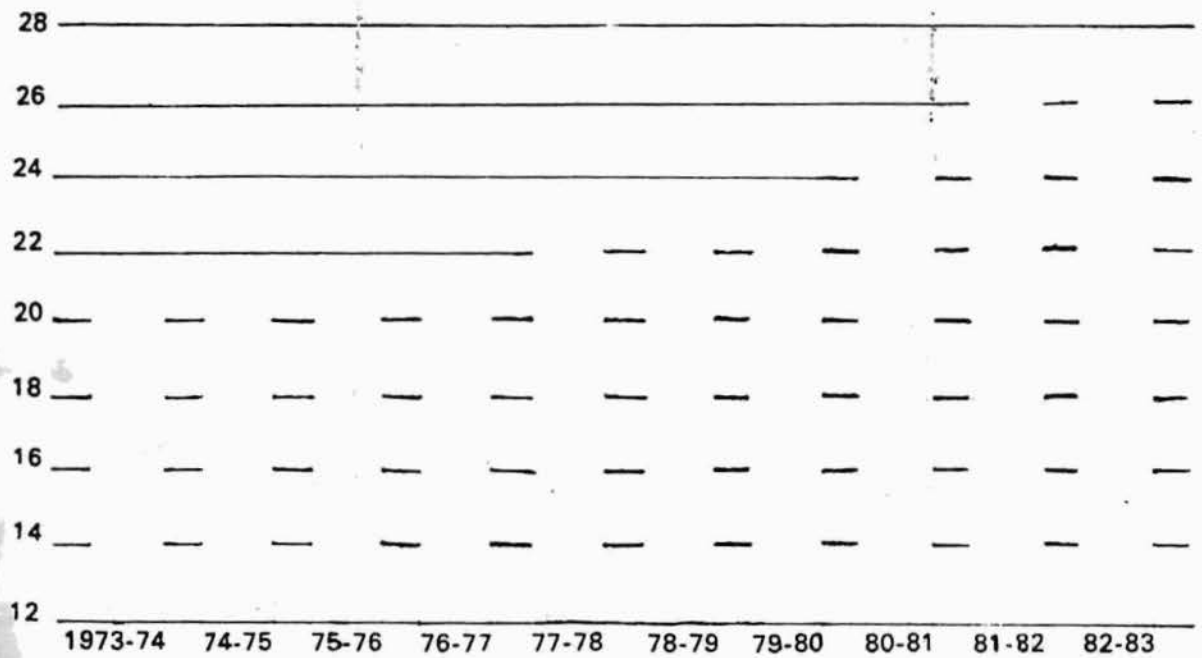
Total Postal Traffic & Unregistered Postal Articles

(Figures in Crores)



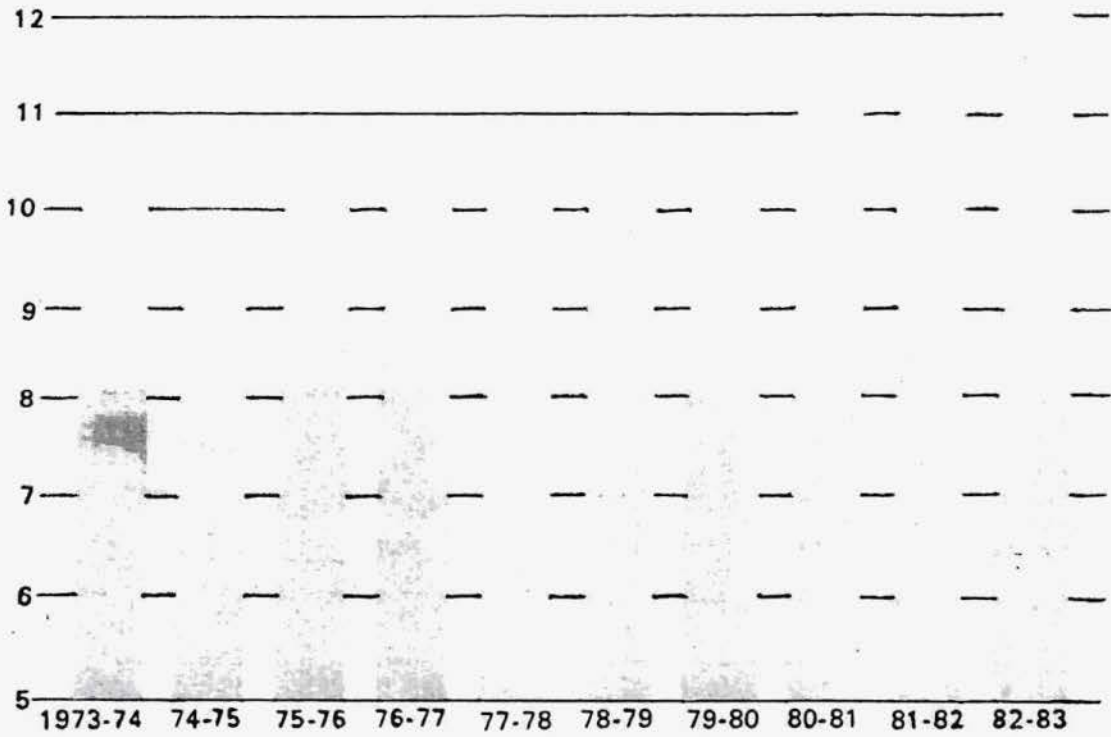
Number of Registered Articles

(Figures in Crores)



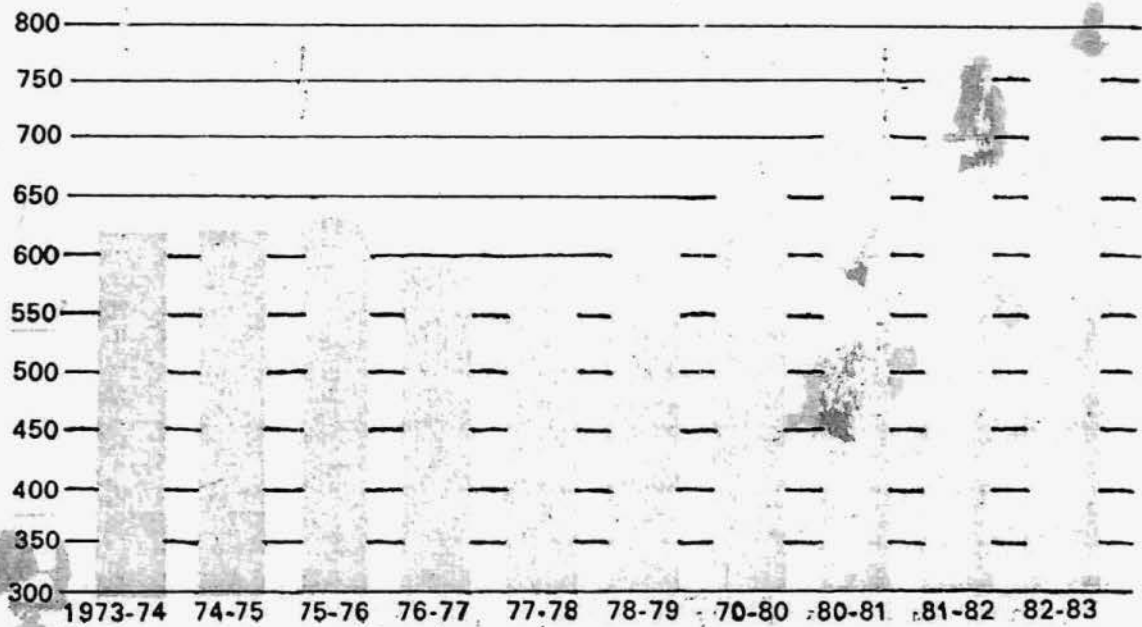
NUMBER OF MONEY ORDERS

(In Crores)



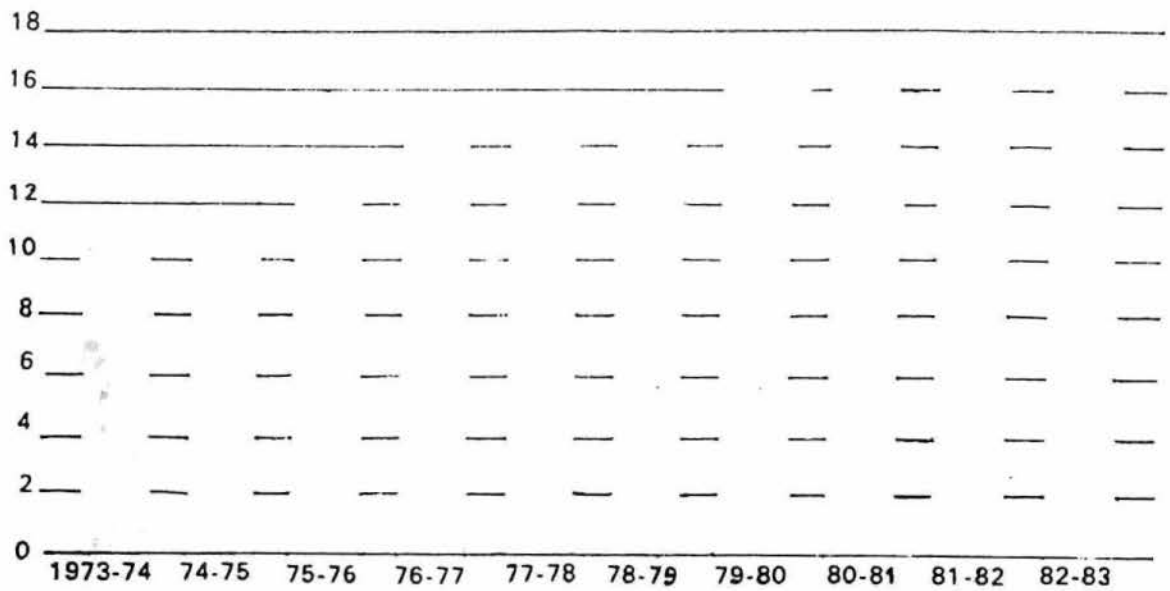
NUMBER OF INLAND TELEGRAMS BOOKED

(In Lakhs)



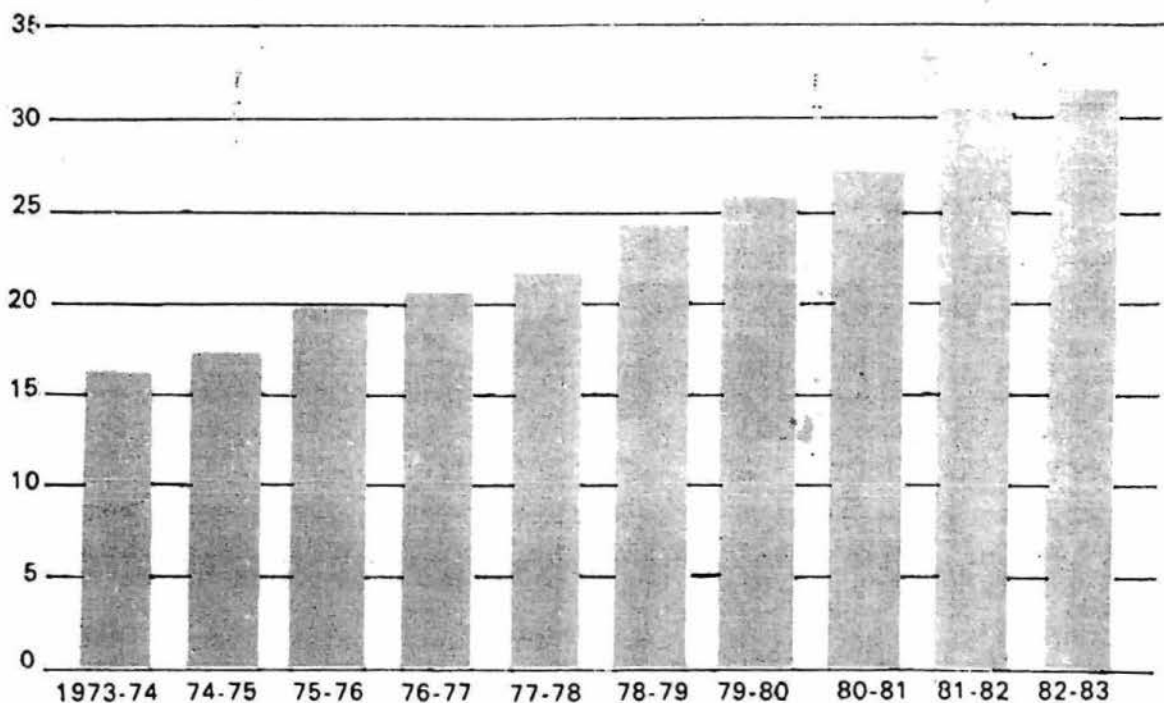
NUMBER OF EFFECTIVE TRUNK CALLS

(in Crores)



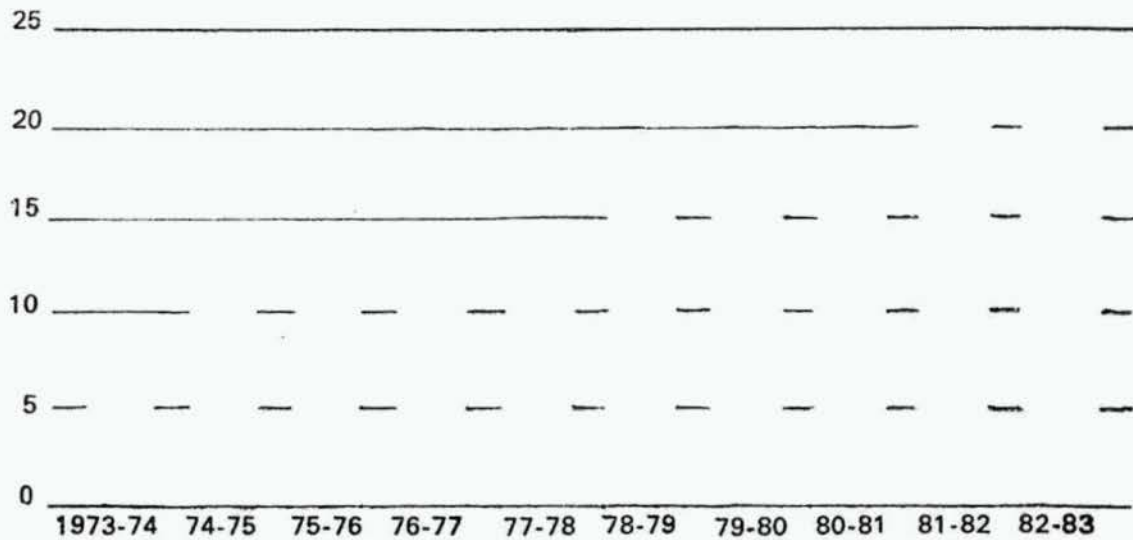
NUMBER OF TELEPHONE SETS

(in Lakhs)



NUMBER OF TELEX CONNECTIONS

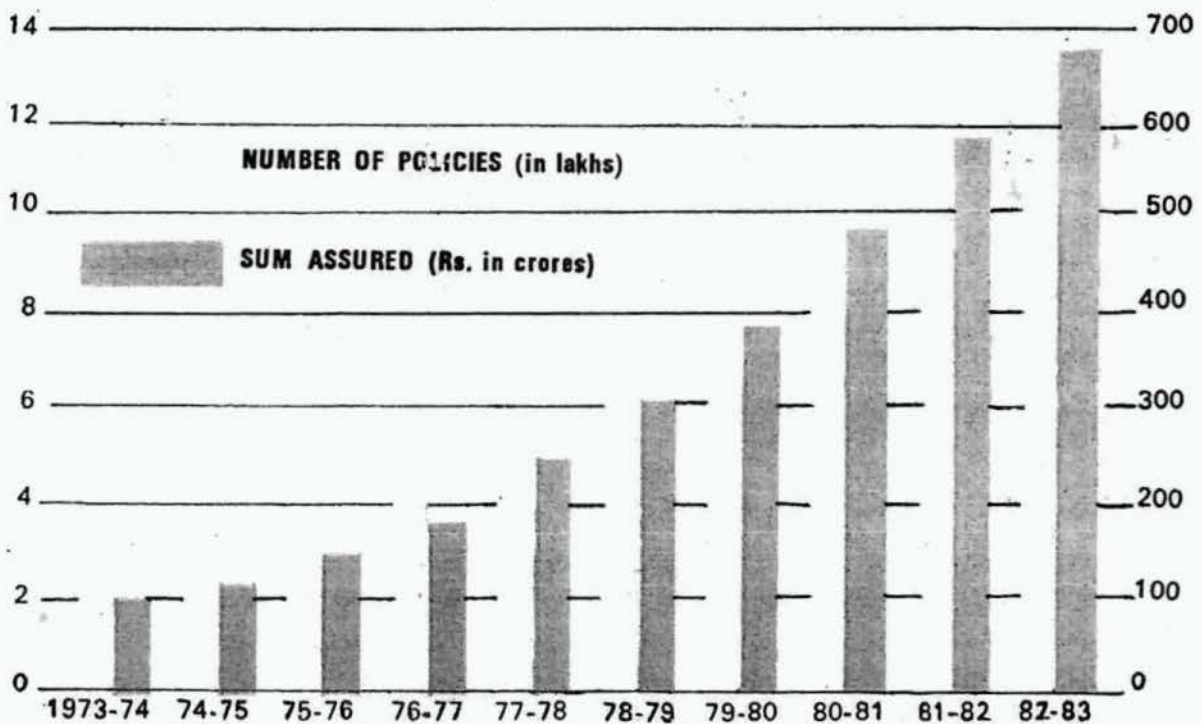
(in Thousands)



POSTAL LIFE INSURANCE

No. of Policies
in Lakhs

Sum Assured
Rs. in Crores





ACTIVITIES 1983-84

CHAPTER I

GENERAL ADMINISTRATION

The Board

There was no change in the constitution and functions of Posts and Telegraphs Board.

Shri K. Thomas Kora, who was Member (Telecom Operation) took over as Director General Posts and Telegraphs and Chairman of the Board in addition to his duties as Secretary to the Ministry of Communication on 2nd November, 1983 vice Shri S.K. Ghose who retired on 31st October, 1983. Shri Neepesh C. Talukdar who was Member (Administration) took over as Member (Postal Operation) on 8th September 1983 vice Shri A.D. Pisharody who retired on 31.8.83. Shri A. Banerjee took over as Member (Administration) on 8th September, 1983. Shri K.R. Murthy took over as Member (Postal Development) on 19th September 1983 vice Shri B.N. Dubey, who proceeded on deputation abroad on 31.8.83. Shri V. Devarajan took over as Member (Finance) on 12th December, 1983 vice Shri K.N. Singh transferred to the Ministry of Finance on 1st November, 1983. Shri M.P. Agarwala took over as Member (Telecom Operation) on the 27th December 1983.

Inspection Organisation

The Inspection Organisation carried out inspection of four Postal and six Telecommunications administrative units. In addition, one P&T Civil Circle was also inspected. Surprise visits were paid to a large number of telephone exchanges and Postal field offices. Important points arising from the inspections were discussed with the concerned Heads of Circles/Administrative units so that prompt remedial action could be taken.

38th and 39th sittings of the Departmental Suggestions Committee under Chairmanship of Secretary (C) accepted 25 suggestions for implementation.

Inspections of the Area Managers Office in Metropolitan and Major Telephone Districts by the General Managers was introduced. Internal inspection of these units was also prescribed.

Medical Facilities

As on 31st December 1983, 52 P&T Dispensaries were functioning at 44 stations in the country covering about 1.22 lakhs P&T employees and the members of their families. A new P&T Dispensary sanctioned at Silchar has started functioning from 9.1.1984.

In places where the Central Governments Health Scheme has been extended, the P&T employees are also covered by that Scheme. The Scheme at present covers 15 stations namely Delhi/New Delhi, Bombay, Allahabad, Meerut, Kanpur, Lucknow, Calcutta, Patna, Nagpur, Pune, Jaipur, Ahmedabad, Hyderabad, Madras and Bangalore. About 85,000 P&T employees are covered by the Scheme except in 4 cities of Jaipur, Ahmedabad, Lucknow and Pune where P&T Dispensaries are functioning covering about 32,500 employees. In these four cities P&T employees are not given coverage under C.G.H.S. They are provided medical facilities through the P&T Dispensaries under the provisions of CS(MA) Rules.

Work Study & Efficiency Bureau

29 Work study reports/EB reports were submitted during this period. 37 officers were sponsored/sponsored for training in various management courses.

The Efficiency Bureau organised a Heads of Circles conference from 23.4.83 to 27.4.83.

Promotion of Hindi

Hindi Week was observed in P&T offices located in Hindi-speaking area from September 14, 1983. All P&T employees were exhorted to work in Hindi as much as practicable.

Two meetings of the Dak Tar Salahkar Samiti were held during the period under review.

Publicity

During the year the activities of the Department remained under sharp focus through events like

NAM, CHOGM and WCY. Competitions organised for young people at the instance of UPU and Pakistan Post Office also helped the department come closer to the people.

In the letter competition, an Indian entry received the 2nd best award amongst South Asian Countries. A tableau on the Republic Day Parade on the theme of WCY was successfully put up. P&T Week on the theme of "P&T promotes National Integration" was organised from 9th January 1984 to 15th January 1984.

Dak Tar

The Dak Tar (English & Hindi editions) recorded improvements in contents and get up.

The WCY-83 Number of Dak Tar devoted to the Communications Year was highly appreciated for its contents and production. It earned substantial advertisement revenue.

The Special Number of Dak Tar (Hindi edition) brought out on the occasion of the Third World Hindi Conference was also widely appreciated, including the participants in the Conference and noted Hindi writers.

Business-wise too, 1983-84 proved good for Dak Tar.

Deputations and Delegations abroad

A total number of 61 officers represented India in 38 deputation and delegations abroad. The total expenditure on these delegations was Rs. 13.90 lakhs.

Civil Defence

Thirteen Officers of the P&T Department were trained during the period from April, 1983 to Dec. 1983 in Civil Defence under the various courses conducted by the Ministry of Home Affairs.

Commercial Publicity

The Department earned a revenue of Rs. 41.57 lakhs, out of which Postal stationery accounted

for about Rs. 32 lakhs, P.O.S.B. Pass Books Rs. 2.5 lakhs, M.O. Forms Rs. 5.45 lakhs and special cancellation over Rs. 1.62 lakhs. A business of Rs. 5 lakhs more is expected during the last quarter of the financial year 1983-84.

Vigilance

In all 1562 allegations of corruption were dealt with. While 10 cases were enquired into by the C.B.I. 913 were investigated departmentally. Major penalties were imposed on 139 persons and minor penalties including recordable warnings were awarded to 254 persons.

The programme of training of the field officers in the technique and methodology of holding departmental enquiries and presentation of cases was continued. By the end of Dec. 83, the Vigilance Training Cell has trained 60 Inquiry Officers and 69 Presenting Officers. A new course for training of the Disciplinary Authorities in the technique of handling such cases expeditiously was started during the year and 148 officers have been imparted training.

Welfare Activities

The Welfare Advisory Board met in Hyderabad on 25.6.1983 and again at Pune on 2.1.1984. The Board decided that the Group Housing amongst the P&T employees should be encouraged with a view to providing housing facilities to the employees. For this purpose the Heads of Circles have been directed to help the Employees Group Housing Societies to obtain loans from the state financial institutions.

Buildings

The total number of various categories of buildings likely to be completed during 1983-84 are 2,820, of which, Telecommunication Buildings would be 97; Postal Buildings, 92; Staff Quarters, 2587 and other Buildings, 44.

CHAPTER II

POSTAL SERVICES

Rationalisation of Sorting in RMS

Review of Sorting Pattern

The sorting pattern both preliminary and detailed was subjected to further review in all the mail offices in the country so as to ensure maximum preparation of labelled bundles. Equipment necessary for the purpose was arranged to be supplied to many mail offices. The introduction of long cover sorting was made in important mail offices throughout the country.

Conversion of Sorting Section into Transit Section

With the progressive implementation of conversion of sorting sections into transit sections so far 19 sorting sections have been abolished and 132 sorting sections converted into transit sections, as a result of which a rapid transit system for conveying parcel and other 2nd class mails for and from metropolitan cities has been established. This has enabled rapid and smooth movement of bags between the four metropolitan cities of India.

R.M.S. Buildings

A review was undertaken to speed up the construction of RMS buildings at Railway stations under the deposit scheme and to acquire sites for RMS wherever possible. As a result new RMS buildings have been constructed at Kamareddy, Khammam and Gudivada in Andhra Circle, Mokameh and Kiul in Bihar Circle and Surendra Nagar in Gujarat Circle. The construction of RMS buildings at Tadepallegudem, Tuni and Palasa in Andhra Circle, Mysore and Bangalore City in Karnataka Circle, Ambala Cantt, Sonapat, Rohtak, Phagwara and Moga in N.W. Circle and Muzaffar Nagar and Orai in UP Circle is in progress.

Utilisation of Vayudoot Services for Carriage of Mails

The services of Vayudoot were extended to be utilised for conveying of mails for Silchar, Agartala and Aizawl in N.E. Circle. This has resulted in speeding up 1st class mails and their earlier delivery in the region.

Rationalisation of Sorting and Disposal of Invitations, Greetings and Registered Newspapers

In order to ensure that the invitations, greetings and registered newspapers are properly handled and disposed of without any hold up or detention, the sorting pattern of these mails was rationalised. Instructions were issued to handle these mails in mail offices only and to introduce direct bags for the concentration centres in each Circle. This has resulted in the rapid movement of these mails without their being handled in PSOs.

Postal Expansion and Planning

The targets for the year 1983-84 and the achievements upto 31.12.1983 are as follows:-

	Targets 1983-84	Achievement upto 31-12-83
(a) Opening of post offices:		
(i) In normal rural areas	1365	1102
(ii) In backward areas	505	238
(iii) Tribal areas	580	391
Total ..	2450	1731
(b) Appointment of additional EDDAs for improving the delivery and clearance of letter boxes:		
(i) Normal & backward areas	1400	919
(ii) Tribal areas	450	266
Total	1850	1185
(c) Providing counter facilities to villages in the rural areas:		
(i) Normal & backward areas	1415	1071
(ii) Tribal areas	365	305
Total ..	1780	1376
(d) Installation of letter boxes:		
(i) Normal rural areas	702	631
(ii) Tribal areas	188	200
Total	890	831

Mail Motor Service

Departmental Mail Motor Vehicles have been sanctioned at Quilon in Kerala Circle with two vehicles and Tuticorin in Tamil Nadu Circle with one Vehicle and proposal for the introduction of departmental mail motor service are under consideration at Dimapur-Kohima route in N.E. Circle; Tinsukhia in N.E. Circle; Jamshedpur in Bihar Circle; Dhanbad in Bihar Circle; Bhav Nagar in Gujarat Circle; Raipur in M.P. Circle; Aurangabad in Maharashtra Circle and Nagercoil in Tamil Nadu Circle.

8 additional vehicles have so far been sanctioned for the year 1983-84 for covering more number of Post Offices for the efficient conveyance of mails in the major towns/cities in the country.

About 95 vehicles have been purchased for replacement of the condemned vehicles for the year 1983-84 in order to improve and maintain the efficiency in the transmission of mails in the country. It is anticipated that 35 more vehicles will be purchased during the remaining period of the current year 1983-84 to replace the condemned vehicles to augment the existing fleet strength and also for new introduction of departmental Mail Motor Service.

Modernisation and Mechanisation

Cash registers for registration of parcel booking have been in use since 1979. These machines were introduced to reduce the waiting time of the customers at the counters and to relieve officials of the drudgery and monotony associated with certain repetitive operations. Seventy more cash registers have been supplied to post offices during 1983-84. The new modified cash registers are an improvement on the earlier version, in that they are now capable of booking fully paid articles, partly paid articles, service articles and unpaid articles. Cash Registers are in use successfully for money order booking. More cash registers, electronic or electro-mechanical are likely to be installed during the financial year 1983-84 to improve the counter services.

Two bag Washing Plants out of 11 targetted for the Sixth Five Year Plan have already been commissioned, one in Gujarat Circle and the other in

Andhra Circle. Land has been purchased for installing bag washing plants in Bihar, Karnataka, UP, Rajasthan and Orissa Circles and work is in progress in all these places. During 1983-84 it is expected that the plants in Orissa, Karnataka, Rajasthan and UP would be commissioned.

Work relating to computerisation of Foreign Mail Accounting and inventory control and a few other areas is likely to be taken up.

Proposal for introduction of Integrated Mail processing systems in Bombay is under active consideration.

Indigenous electronic Adding and Listing Machines have been developed. These machines are expected to be available in sufficient numbers to substitute imported machines now in use.

Research and Development Wing for Postal Services has been established. It is expected to be fully functional when the various positions are filled up.

Philately

Twenty Seven commemorative/Special stamps were issued including a set of three stamps on India's struggle for freedom (Quit India), a set of two stamps on Indian Wild Life, a set of two stamps on Bi-centennial of Man's First Flight, and a set of two stamps on commonwealth heads of Government meeting (CHOGM).

Stamps of following issues were reissued:

- (a) Hybrid 100 P Handloom weaving 200 P in six definitive series.
- (b) Rubber Tapping 500 P in six definitive series.
- (c) Atomic Reactor 1000 P in six definitive series.

Two service postage stamps of 200 P and 500 P denomination were issued.

Two new Philatelic Bureaux have been opened at Panaji (Goa) and Dehradun, bringing the number of bureaux and Philatelic Counters to 40 and 135 respectively as on 31.12.83.

The Department participated in two International Exhibitions viz. Brasilia 83 at Brazil from 27.7.1983 to 2.8.1983 and Bangkok 83 at Bangkok from 4.8.1983 to 13.8.1983. Five State/Distt. level exhibitions were organised by Maharashtra Circle Mahapex-83 and Goapex-83 Bihar Circle-Colepex-83, N.W. Circle Norpex-83 and Karnataka Circle-Dharpex-83.

In addition to it one exhibition Philex 83 at Bombay was held by the Philatelic Society of India, Bombay and one exhibition Citapex-83 was organised at Satna (MP) by Central India Philatelic Society, Satna.

In the first quarter of 1984, it is proposed to issue 15 stamps including one set of four stamps on President's Review of Naval Fleet and another set of four stamps on Forts of India.

In the first quarter of 1984 two state level exhibitions UPILEX-84 and Dakiane-84 will be organised by UP and Delhi Circles at Lucknow and New Delhi respectively. A distt. level exhibition Dakapex-84 is proposed to be held at Mangalore by Mangalore Philatelic Club, Mangalore.

International Postal Relations

India continued to play a leading role in International Postal relations. India is a member of the Universal Postal Union and its bodies, i.e. the Executive Council and the Consultative Council for Postal Studies. India is also a member of the Asian Pacific Postal Union (a Restricted Union of the Postal Administrations of the Asian and Pacific Region). India contributed significantly and effectively to the activities of the International Postal Organisations.

The meetings of the Executive Council, an important organisation of the UPU, was held at Berne (Switzerland) from 28th April to 13th May, 1983. The Executive Council ensures the continuity of the work of the Union between the UPU Congresses, which are held once in five years. India was represented at the EC Meetings. The next meeting of the EC will be held at Berne (Switzerland) from 27th Feb. to 8th March, 1984 and India is likely to participate in the meeting.

On the recommendations of the Universal Postal Union, India organised a Letter Writing Competition for young people in May, 1983 in Hindi, English and the Regional languages at the Circle headquarters and at the headquarters of the Regional Directors of Postal Services.

India participated in the ESCAP sponsored seminar on "Post in the 80's" at Bangkok (Thailand) from 31st May to 6th June, 1983. The aim of the Seminar was to focus attention on the role of post in the region, its importance in the overall development of the region and the various problems it is faced with.

The meetings of the Executive Council of the Asian Pacific Postal Union and of the Governing Board of the Asian-Pacific Postal Training Centre were held at Port Moresby (Papua New Guinea) from 6th to 15th September, 1983. As Chairman of the Standing Committee on Technical Co-operation, India presented a report on the Technical Assistance needs of the region.

India took part in the Annual Session of the Consultative Council for Postal Studies which was held at Berne (Switzerland) from 10th October to 21st October, 1983. The CCPS carries out studies and gives opinions on technical, operational and economic questions concerning the postal services. At the CCPS Session, a colloquium on "Promotion of Postal Savings Bank in Developing Countries" was presided over by the Indian representative. After the CCPS session the Indian representative participated in the International Atomic Energy Agency Seminar on Shipping of Radioactive Materials by post at Vienna (Austria) from 24th October to 27th October, 1983. Under South Asian Regional Co-operation, the meeting of the Technical Committee on Postal Services was held at Thimphu (Bhutan) from 27th October to 29th October, 1983, in which India participated.

Besides figuring prominently at the International Forums, India continued to render technical assistance to other developing countries. Fullest possible assistance was continued to be extended to the 3-year UNDP-UPU Project (RAS/18/036). India has offered six fellowships for the benefit of middle grade officers of the developing countries under

the UPU Special Fund. The Indian Postal Administration also lent the services of a number of officers as UPU experts/consultants to plan, organise and improve their postal services.

International Postal Service

Insured air parcel service with the Postal Administration of Hungary is being introduced with effect from 1st January, 1984.

The rates of aerogramme from India to Pakistan were reduced from Rs. 2.70 to Rs. 2.30 with effect from 1.11.1983.

Training

Purchase of land at Jaipur and Calcutta has been sanctioned during the year for establishing two more Regional Postal Training Centres for meeting the growing needs of the Department.

The Postal Staff College, New Delhi will be imparting training to about 300 officers during 1983-84. The College organised a special training course for officers of Foreign Postal Administrations under a UPU programme in which 10 officers from the different countries in the region participated.

The regional Postal Training Centres will be imparting training to about 15,000 operative and Supervisory officials during the year 1983-84. More stress has been laid during the year on training of the staff in Refresher courses by doubling the intake for such courses. The induction training course for Postal Assistants and Sorting Assistants has been re-designed and its duration increased by a fortnight. It has also been decided to introduce induction training course for Lower Division Clerks in the Savings Bank Control Organisation.

A training course for middle grade officials from the developing countries in the region will be conducted during 1983-84 as a part of our assistance in kind to the Universal Postal Union.

About 74,000 Extra Departmental Branch Postmasters will receive refresher training during the year in the training camps being organised by the Heads of Postal Circles.

Sale of Postage Stamps and Delegation of Powers to Heads of Circles

An embargo had been put on sale of Postage Stamps and postal stationery through licenced Agents in the year 1979 due to the shortage of various items of stationery and stamps. Now the embargo has been released and a scheme has been reintroduced for sale of Postal Stamps and Postal Stationery through licenced Agents from 1.9.83. One of the features of this scheme is to give preference to the categories of persons like Ex-service-men, P&T Pensioners, Dependents to deceased P&T employees, Educated Unemployed and physically handicapped while appointing as Agents.

Powers have been delegated to DDsG concerned for sanctioning—(i) Projects estimates upto Rs. 2 crores and (ii) Detailed estimates beyond Rs. 2 crores.

Enhanced powers have been delegated to SSPOs/SSRMs for—

- (i) Purchase of publication.
- (ii) Local purchase of stationery.
- (iii) Printing in private presses.
- (iv) Purchase and repair of furniture

Heads of Postal Circles have been empowered to authorise certain POs in Bombay, Calcutta, Madras, Nagpur and Delhi to extend the facility of pre-payment of Postage in cash to the V.P. Packets also subject to the same terms and conditions applicable to registered articles.

Instructions have been issued for superscribing the words "Greetings" or "Invitations" on Book Packets for easy identification and quick transmission with effect from 7.11.1983.

Savings Bank

As on 31.12.1983, outstanding investments in Post Office Savings Bank grew to Rs. 12,422 crores from Rs. 11,111 crores on 1.4.1983.

Extra Departmental sub and branch post offices were authorised to accept cheques for deposits in Savings accounts with effect from 10.6.1983

The facility of withdrawals by cheque in Savings Accounts was extended to minors accounts operated by guardians on their behalf with effect from 9.1.1984.

The rate of interest for Public Provident Fund accounts was raised to 9% per annum for the year 1983-84 from 8.5% for 1982-83.

A decision has been taken to introduce certificates of Rs. 10,000/- denomination in National Savings Certificates VI & VII Issues.

About 3,000 Postal Assistants and Supervisors have been given training in Savings Bank work upto 31.12.1983 under the special Savings Bank training scheme. About 1,000 more officials are proposed to be trained under this scheme between January 1984 and March 1984.

In the XIX half-yearly Post Office Savings Bank Prize Incentive draw held on 30.7.1983, 65.05 lakh Savings accounts participated. The XX draw was held on 31.1.1984.

Broadcast Receiver Licence

The total number of Radio and TV licences in force on 30.9.1983 was 92.41 lakhs and 27.72 lakhs respectively. A sum of Rs. 24.95 crores was collected as licence fee and surcharge on Radio and T.V. sets during the same period.

More than 3.5 lakh cases of unlicensed Radio and TV sets were detected by the anti-evasion

staff resulting with prosecution of more than 15,000 persons who were detected to be in possession of such sets.

With a view to encouraging timely renewal of TV licences by the public the rate of surcharge has been increased from Re. 1/- to Rs. 3/- per month. The increased rate of surcharge takes effect from 1.6.1983.

Postal Life Insurance

The Deptt. of Personnel & Administrative Reforms (Administrative Reforms Wing) of the Ministry of Home Affairs which was entrusted with a study of several matters relating to Postal Life Insurance, submitted its report. While action on some of the recommendations has been taken, others are being processed.

The establishment of the office of the Director, Postal Life Insurance, Calcutta, was reorganised on the pattern of the office of the Heads of Postal Circles.

The premium rates were reduced with effect from 1-10-1983. It was decided to introduce a new plan called 'ANTICIPATED ENDOWMENT ASSURANCE' in two terms—15 years and 20 years with effect from 1st Feb. 1984, the day on which the Postal Life Insurance completed 100 years of its existence. A special commemorative postage stamp was issued on 1st February 1984 to mark the centenary of the Postal Life Insurance.

CHAPTER III

TELECOMMUNICATION SERVICES

Telecommunication Development

Annual Plan Targets and Achievements

The financial outlay for the year 1983-84, as approved by the Planning Commission, stands at Rs. 645 crores. The annual physical targets and physical achievements upto 31st December, 1983 are given below:-

	Targets for 1983-84	Achievements upto 31.12.83
a) Local Telephone System		
i) No. of Exchanges	700	128
ii) Switching Equipment capacity (lakh lines)	3.02	1.07
iii) Direct Exchange lines (lakhs)	2.20	0.71
b) Long Distance Switching System		
i) Trunk Automatic Exchange (TAX)	6	3
ii) Trunk Automatic Exchange (lines)	31,200	19,000
iii) Manual Trunk Board	250	46
iv) Subscriber Trunk Dialling (STD) routes	10	5
c) Long Distance Transmission Systems		
i) Coaxial Cable systems (route Kms)	1263	153
ii) Microwave Systems (route KMs)	2997	719
iii) UHF Systems (route KMs)	2395	275
iv) HF Systems (route KMs)	—	280
v) Open Wire Carrier Channels	1250	603
d) Long Distance Public Telephone (PTs)		
	1500	321
e) Telex Network		
i) No. of Exchanges	25	2
iii) Switching Equipment Capacity (Local + transit) (lines)	20,700	4820
f) Telegraph Offices		
	1500	78

Electronic Digital Exchange

In line with the policy of rapid modernisation of the telecommunication system, steps have been taken to induct Digital Electronic Exchanges in the telecommunication network. Government has sanctioned approval for calling the global tender for the second Electronic Switching System Factory and import of 200,000 lines from CIT Alcatel.

Wireless Links

21 rent and guarantee wireless stations have been opened during the period April-December, 1983. The number of wireless stations is expected to reach 443 by the end of March, 1984.

The coastal communication has further been strengthened by commissioning of 4 KWHF transmitters at Calcutta and Bombay.

Material Management

The details of stores procured and issued during the year are as follows:

	Actuals from 1.4.83 to 31.12.83	Anticipated from 1.1.84 to 31.3.84
	(Rs. Crores)	(Rs. Crores)
Value of stores procured through private sources	61.89	23.00
Turnover of Stores Organisation/ Receipts during the period	145.49	52.75
Issues	114.33	40.00

Quality Assurance

Quality Assurance Committees for the equipments manufactured by ITI, HTL, HCL, Telecom. Factories and Telecom. Stores have been set up. Quality Control Manuals for the equipments manufactured at ITI and HCL have been prepared.

During April-December, 1983 the Inspection and Testing Wing have tested stores and equipments worth Rs. 175 crores.

CHOGM

In connection with the Commonwealth Heads of Governments Meet (CHOGM) from November 23 to 29, 1983, a 300 line Electronic Exchange was installed at Fort Aguada Beach Resort, Goa. In addition the communication requirements of the heads of the Government, Press, Television and Radio were provided at various centres in Delhi, Goa and other places.

Telecommunication Operations

Telegraph Services

The Store and Forward Telegraph (S.F.T.) System using micro processor technology has been found significantly successful and has been extended to 9 stations viz. Ahmedabad, Bombay, Calcutta, Ernakulam, Hyderabad, Jaipur, Madras, New Delhi and Patna. So far (upto November, 1983) 1 million telegrams have been passed through these systems.

An Electronic Store and Forward Gentex (SFG) System developed by M/s I.T.I. is under trial at C.T.O., Madras. 45 stations have been connected to this SFG System. So far upto November, 1983, one lakh messages have been passed through the system. The development of large capacity Store and Forward Telegraph System is under active consideration.

Inland Photo Telegraph Service has been introduced between New Delhi and 10 stations in the country. These stations are Ahmedabad, Bangalore, Bombay, Hyderabad, Jaipur, Jalandhar, Lucknow, Patna, Pune and Trivandrum.

During the period April-December, 1983, 17 new Departmental Telegraph Offices (DTOs) have been opened in the country, raising the total number of CTOs/DTOs to 479.

Organisational changes at the Headquarters and field levels have been implemented by creating a post of Deputy Director General, Telegraph Services and Director, Telegraph Service Planning in the Headquarters as well as by upgrading the posts of Chief Superintendents and Regional Con-

troller Telegraph Traffic to the Junior Administrative Grade in the four metropolitan cities.

National and International Trunk Service

The total booking of the trunk calls during the year 1983-84 is likely to cross 25 crores. In addition a substantial amount of trunk telephone traffic is carried via trunk automatic exchange and on point to point STD service. The total number of trunk boards in use as on 31.12.1983 was 7810. The total number of stations connected to the STD network (point to point and TAX) was 296 as on 31.12.1983.

Three Stored Programme Controlled (SPC) Electronic TAXs have been commissioned raising the total TAXs to 27. These Electronic TAXs mark the beginning of network modernisation of Long Distance Trunk Service.

International Subscriber Dialling (ISD) facility has been extended to Australia, Hongkong and Singapore. Remote Operator Dialling (ROD) facility has been provided at Panaji and Trivandrum.

Training

During the year 1983-84 the number of new entrants and existing employees likely to be trained is of the order of 26,000.

About 160 Telecom. Officers would be participating in Training Programme/Seminars abroad during the year.

The capital budget for the training activities during the year is of the order of Rs. 5.36 crores. It has been decided to have RTTCs at Lucknow, Jaipur, Pune and Mysore. With the establishment of three RTTCs, the Institutions at Bangalore, Bombay and Nasik would be closed. The RTTC at Ghaziabad would conduct only in-service training in high technology areas for the JEs. Departmental land has been acquired for all the existing and the proposed RTTCs except Jaipur.

A scheme for upgrading the RTTCs, CTTCs and DTTCs is being worked out.

58 Telecom. personnel for Nigeria have been trained at ALTTC, Ghaziabad. In addition a number of Telecom. personnel from other developing countries received training in Training Centres as part of international co-operation.

World Communication Year

The Year '1983' proclaimed by the United Nations as 'World Communication Year' was observed in various parts of the country. Seminars were held in Ahmedabad, Bangalore, Bombay, Calcutta, Delhi, Hyderabad, Kanpur and Madras culminating in a National Seminar at New Delhi in December, 1983. The importance of communications, especially of telecommunications, the inadequacies as regards quantity and service were discussed and reasons identified.

Network Upgradation

The external plant improvement plan for the year 1983-84 provides for pressurisation of 1300 Kms. ducting of 50 Kms. replacement of 1 lakh of faulty telephone instruments, replacement of aluminium wire by copper wire at 1 lakh subscribers' premises and replacement of 70,000 overhead iron wire connections by drop wire.

Monitoring of Performance of Telecom. Services

To identify the factors adversely affecting the performance of the telecommunication systems, observations on the performance of 52 telephone systems were carried out during the period April-December, 1983.

Close monitoring of the "action plan" for improvement of STD Service is being performed and various important parameters are being monitored.

Customer Service

The Department permitted "Subscriber Owned PABXs" and "Subscriber Owned Telephone Instruments" subject to technical compatibility with the P&T's telecommunication network.

Indian Telegraph Act

The Indian Telegraph Act (Amendment) Bill was introduced in the Monsoon Session of Rajya Sabha on 26.8.1983.

Management Information System

The Annual Report of "Telecom. Network Performance Summary and Analyses" and "Telecom. Financial Performance Appreciation" 1982-83 was published to highlight the performance of the Telecom. Wing. The Annual Report "Telecom.

Network Volume and Growth" for the year 1982-83 was published to highlight the status of Telecom Network as on 31.3.1983.

Half Yearly Report of "Telecom. Network Performance Summary and Analyses and Telecom. Financial Performance Appreciation" for the half yearly period April to September, 83 and Half Yearly Report of "Telecom. Network Volume and Growth" for the half yearly period April to September, 1983 were also published.

The Booklet Yearly Telecom. Operation Plan Targets and Guidelines for the year 1984-85 was also published. Also, a revised version of the Book "Telecom. Performance Measurement Plans and Practices" an instructional manual for collection of Technical & Financial information by the field units of Telecom. Wing was published.

Telecommunication Factories

Annual Production Targets & Achievement

The four Telecom. Factories at Bhilai, Bombay, Calcutta and Jabalpur have achieved production worth Rs. 22.14 crores during April-December, 1983. The production during the current financial year 1983-84 is expected to cross Rs. 30 crores.

Staff Relations

About 56% of the industrial staff were covered under the incentive scheme.

The Scheme for Workers' Participation in Management continued to function in the factories.

The Central Trade Review Committee (CTRC) set up in October, 1983 for review and rationalisation of industrial trades in Telecom. Factories have submitted its report. The Committee included a Labour Member also. The report is under examination.

Modernisation of Telecommunication Factories

The project for setting up of a modern mechanised foundry at Kharagpur, West Bengal in replacement of the existing old and outdated foundry at Telecom. Factory, Calcutta, is likely to be commissioned during 1984-85. The initial capacity of the plant will be 12500 tons of casting per year augmentable to 16000 per year.

The erection work of the Modern Galvanising Plant at Telecom. Factory, Calcutta commenced in October, 1983. The plant is expected to be operational by May, 1984.

The equipment supply for the modern galvanising plant at Jabalpur has commenced.

The project for setting up of a modern integrated tube making plant with a capacity of 6.25 lakh tubes per annum at Jabalpur has been sanctioned. The equipment supply is expected to commence in the last quarter of 1984-85.

Letter of intent for the manufacture of Cable Termination (CT) Box has been placed on a foreign firm. The collaboration agreement is expected to be finalised by March, 1984.

The production of the new items viz. Fibre Glass Distribution Point (D.P.) Box, Fibre Glass Cable Distribution (CD) Cabinet, 3+9 PBX Board with LED facility, Rural/Tandem Public Call Telephone and Cable Duct Plug and swivel have been taken up.

Telecommunications Consultants India Limited

During the period from 1.4.1983 to 31.12.1983 the Company submitted 26 offers in foreign countries for various types of consultancy and turn-key projects out of which 18 have been accepted. Similarly 10 of the 16 offers submitted in India have been accepted for the same period. The progressive total value of contracts secured by the Company by the end of December, 1983 is Rs. 87.45 crores. The Company earned a net profit of Rs. 290.84 lakhs during 1983-84 upto 31st December, 1983.

Telecommunication Research Centre

A brief summary of the main activities of the Centre during the period under review is given below.

Radio Systems

VHF/UHF Systems

Field trials were conducted on single channel VHF systems (ITI, Naini) and ADM 7+5 DX VHF systems. 60 channel analog UHF system developed by Messrs. GCEL was cleared for production after field trial.

120 channel digital UHF system is under development at BEL and ITI. BEL make equipment was evaluated in August, 1983. Factory evaluation of ITI make is scheduled for March, 1984.

30 Channel PCM-PSK UHF system is expected to be available for evaluation shortly.

Analog M/W Systems

Field trial of 4 GHz 1800 channel (ITI system) is to commence shortly. Development work on switching, supervisory and RLO was undertaken. Various options for add on RF channels is being studied. 300 channel Drop/insert equipment and TV + 4 sound channel equipment are under evaluation.

Digital M/W Systems

7 GHz 34 Mb/s systems has been developed and equipment is expected to be ready for HOP evaluation in May 1984. Field trial of 2 GHz system completed successfully 1+1 type of similar equipment is expected to be evaluated during this year. For 140 Mb/s system, sub system development of equipment has been taken up. Frequency plan for 7 GHz 34 Mb/s system finalised.

Propagation measurements

Propagation measurements are in progress. Results of rain attenuation measurements at 13 GHz in Calcutta have been used to evolve guidelines for planning of radio systems above 10 GHz. Preparations for gathering of propagation data suitable for digital radio planning are underway. Automatic data acquisition system has been procured which will facilitate the task of data collection. VHF/UHF propagation data will be collected on a link being engineered in Madras in collaboration with IIT, Madras.

Radio compatibility/Interference studies

Experiment/theoretical studies for (i) 2 GHz frequency band sharing between Department of Space and P&T, (ii) EMI hardening of 6 GHz RF bays, (iii) EMI/EMC problems of immediate concern between Radio Navigation, Radio location and Radio Communication services and (iv) Investigation of interference to GCEL UHF equipment on Surat-Bharuch route were done. Frequency co-ordination cases and frequency plans in 2 GHz and 7 GHz bands were undertaken. Project for acquisition of an automatic EMI measurement system and shielded enclosure started.

Mobile Radio

A trial Digital Paging System was procured after conducting system studies. This system was installed just before CHOGM and operated during CHOGM. Experiments will continue. A Radio Mobile System of automatic type with 8 channel capacity was procured and experiments on this will be conducted shortly. A study for introduction of various Mobile Services was completed. A study on Emergency Relief Systems has been taken up.

Transmission Systems

34 Mb/s Optical Fibre System

A prototype of this system has been completed. The field trial will be taken up shortly.

140 Mb/s Digital Coaxial System

The installation of the 140 Mb/s digital coaxial system on the Kanpur-Lucknow route was completed. The system was energised and tested. Indigenous development of this system has been taken up and the design and development specification were finalised.

4 MHz Coaxial Cable System

This system was installed between Ambala-Chandigarh and after field trial it was handed over to maintenance. The production clearance for this system has since been issued to Messrs. ITI.

Open Wire Systems

The engineering of the 8 chl. open wire carrier system was revised and finalised. The 3 channel staggered and normal version of the open wire carrier was also modified.

Primary 30 channel PCM System

Primary 30 channel PCM system was updated with an advanced type of Codec chip and necessary technical knowhow was passed on to ITI and to four State Electronic Corporations, namely, KELTRON, MELTRON, PCL and APTRON, to engineer the equipment for production. The engineering model from ITI is under evaluation.

Higher Order PCM/Digital MUX Equipment

The field trial on the engineering model of 34 Mb/s digital MUX equipment was completed successfully in Calcutta. The production model is

ready and will be tested at Calcutta. The design of 140 Mb/s digital MUX equipment has been successfully completed and the knowhow is passed on to ITI for engineering the equipment.

Low-capacity Digital Multiplexing Equipment

The development of the engineering model of 10 chl. PCM was completed. The engineering model, after evaluation, is undergoing field trial in Delhi Telephones.

VFT Systems

The TDM VFT system has been evaluated and production model from ITI is undergoing field trial between Bombay and Madras.

Switching Systems

Data Switching

A pilot study project for 300 bps data switching using Electronic Telex Switching System type EDX has been planned for Bombay and New Delhi. Studies are being conducted for 2400 bps switched data service using EDX. Development work has been initiated on the following:

- (i) packet switched networks.
- (ii) information retrieval systems.
- (iii) message switching systems, and
- (iv) equipment for converting line signalling for Telex from high level DC to VF range.

Data Systems

Production clearance has been given for manufacturing 300 bps DATA PSTN modem and strapable equaliser. Modifications have been suggested with respect to HTL base Band modem and 600/1200 bps PSTN modems. Evaluation is being carried out for Group Band Data working and NEC FAX machines.

Telex

The following projects are at various stages of development/field trial—Solid state polarised relay, solid state Auto Dialling Unit, Routiner for Relay Repeaters and line unit keyboard selection. Besides a collaboration proposal for manufacture of Telex equipment is being scrutinized. Guidelines on the National Telex Plan have been decided.

External Plant

Production approval was given for

- (i) A.L.S.S. Jointing kits utilising ALSS—Heat shrink sleeve jointing technique for jointing dry core cable;
- (ii) XAGA jointing kits utilising heat shrink sleeve jointing technique for jointing Jelly filled cable;
- (iii) Compressor Dryer unit required for pressurisation of cables, and
- (iv) Loading coil with building out capacitance.

Field trial of (1) Halide leak detector with indigenous sensing element for leak localisation, (2) Negative Impedance Repeater, (3) Pneumatic Earth Boring equipment and (4) Improved cabinet for cables are in progress. Laboratory trials are in progress for pressure monitoring system for coaxial cable and pressure monitoring system for local cables with digital display.

Power Plant

Field trials were completed for powering small electronic exchange by solar energy and for insulation monitoring terminal. Field trials are in progress for powering 25 line SAXs and 3 channel open wire carrier system by solar energy.

Manual Systems

Microprocessor based manual trunk working and computerisation of Directory Enquiry Service are under development.

Maintenance aids

For improving the quality of service in large telephone systems, a project has been initiated for establishing a computerised network quality analyser. The type of equipment for a trial system is now under finalisation. A microprocessor based system for automatic message accounting developed in association with a manufacturing unit is scheduled to be field tried on a wider scale for assessment of performance. A project for replacement of electro-mechanical meters in telephone exchange systems by electronic metering has been initiated.

Electronic Exchange Systems

Production of updated SPC-1 electronic exchange using LSI and microprocessor technology commenced in ITI. Designs of printed circuit boards

(PCBs) of all double layer and multi-layer boards utilising computer aided designs systems of the TRC have been completed. For the fabrication and testing of the PCBs finally, Artmasters and the tapes for Numerically Controlled Drilling machines have been sent to ITI. Call processing software for local call as well as installation test programmes are under test.

In terms of R&D agreement with Messrs. CIT ALCATEL, procurement action has been initiated for setting up of infrastructural facilities like computer-aided design tools, software development facilities and EIOS model exchange.

General technical specifications for the electronic switching systems covered under the direct imports agreement with Messrs. CIT ALCATEL were prepared along with acceptance testing schedules for the first E10B installation.

TRC is currently finalising hardware configuration of the operational software centre related to the E10B exchanges. It is also arranging for the site preparation for setting up of the software centre.

Electronic PABXs/SAXs

A 64 line ESAX is undergoing field trial in Tamilnadu Circle. Based on the feedback obtained during testing at Delhi, a new unit of digital integrated-local-and-trunk exchange equipment with 128 lines is under fabrication and will be installed in Kerala Circle by the end of 1983-84. A production prototype model of SPC 16 ESAX is under development and will be put on field trial shortly.

Subscriber's terminal equipment

A modified push button telephone with '677' hardware using the AMI chip has been designed and is under final stages of evaluation.

A technical specification for an electronic telephone instrument having the latest state-of-the-art sub-systems and providing decadic and DTMF dialling was finalised. A Committee has been set up by DOE for finalising the purchase of technology for manufacture of electronic telephone instruments and related special components TRC is entrusted with the job of technical evaluation of the samples received from intending manufacturers. The detailed technical tests on the telephone instruments received are in progress and will be completed in March, 1984.

A technical specification of STD Coin Box Telephone to be manufactured in telecom. factories was updated for including the sub-systems based on the latest technology.

Prototypes of approved attachments to the telephone instrument like STD harring device, auto dialler etc., submitted by the indigenous manufacturers were evaluated.

Indian Crossbar System

The performance of the trial exchanges at Janpath V (Local) and Bareilly (TAX) of the ICP system is being continuously monitored to detect any design deficiency. Technical assistance to the ICP factory coming up in Rae Bareilly is being rendered. Engineering instructions in installation practices have been finalised.

The performance of the ITI X-bar relay was evaluated by conducting life tests and discussions were held with a relay expert from Messers. BTM who investigated into the processes involved in the production of relay. Several modifications have been suggested to ITI to tighten up the production processes which were responsible for unreliable performance of the relay. Further tests are in progress and the final report will be ready by the end of 1983-84.

Several electronic modules like quintuple relays, MFC equipment, master clock, etc., for incorporation in the Penta, Conta/Indian Crossbar System are under evaluation.

Satellite Systems

A number of experiments planned in the Apple Utilisation Programme (AUP) were completed. The major experiments related to computer networking (COMNEX) utilising, Random Access Packet Switching techniques and Spread Spectrum Multiple Access system (SSMA). The data collected during the experiments were collated in the form of technical reports and AUP review seminar was held in November, 1983.

Based on the experience gained through the various experiments, a feasibility report for the pilot project for satellite based telegraph network for the North-Eastern region has been prepared.

SSMA hardware for integration with the Small Remote Terminal (SMART) is being developed in collaboration with ITI. Specifications for low cost terminals were finalised and the development work undertaken in collaboration with ITI. The work of development of 64 Kbs digital SCPC equipment and indigenisation of FM SCPC was also taken up. Technical studies relating to WARC orbit 1985-88 were initiated. Interference co-ordination and technical advice work relating to INSAT-1 continued throughout the year.

New Computer System for TRC

Considering the need for a large scale computer system for undertaking the various tasks assigned to TRC, a project for procurement and installation of such a system was got sanctioned. Global tenders were invited and offers evaluated and the report submitted to the Department of Electronics. Final clearance of the Approval Committee is awaited for placing of orders for the computer system.

Rural Development

A new policy for providing LDPTs in rural hilly/backward areas on Radio System under MARR Scheme (Multi-access Rural Radio) has already been introduced in the Department. Long Distance Public Telephones at about 300 places are being opened by utilising imported multi-access Rural Radio equipment. The areas covered under the above scheme are Nizambad (A.P.), Godhra (Gujarat), Mehsana (Gujarat), Bhind (M.P.), Dhulia (MH), Imphal (N.E.), Agartala (N.E.), Kaithal (Northwest), Nanguneri (Tamilnadu), Mirzapur (U.P.), Banda (U.P.) and Pauri (U.P.).

Equipment for all except Imphal, Agartala and Pauri areas have been received. The work of installation of LDPTs is in progress. With the objective that most inhabitations should get access to a telephone within 5 kms the whole country is to be divided into a number of hexagons of 5 kms side. Necessary survey and the study on this account has been completed by National Council for Applied Economics and Research. The reports have since been received and sent to the Field Units for scrutiny and drawing up future plans accordingly. Further implementations of the scheme will be carried out utilising indigenous equipment.

CHAPTER IV
FINANCIAL REVIEW

The Budget and Revised Estimates for 1983-84 and the Budget Estimates for 1984-85 are as under:

<i>DETAILS</i>	<i>(Rs. in crores)</i>		
	<i>B.E.</i> <i>1983-84</i>	<i>R.E.</i> <i>1983-84</i>	<i>B.E.</i> <i>1984-85</i>
<i>Revenue</i>	<i>1581.01</i>	<i>1515.22</i>	<i>1750.00</i>
<i>Working Expenses (Net)</i>	<i>1257.67</i>	<i>1256.67</i>	<i>1441.53</i>
<i>Net Receipts</i>	<i>323.34</i>	<i>258.55</i>	<i>308.47</i>
<i>Dividend to General Revenues</i>	<i>81.01</i>	<i>96.48</i>	<i>121.24</i>
<i>Surplus</i>	<i>242.33</i>	<i>162.07</i>	<i>187.23</i>
<i>Appropriation to Revenue Reserve Fund</i>	<i>1.33</i>	<i>0.07</i>	<i>0.23</i>
<i>Appropriation to Capital Reserve Fund</i>	<i>241.00</i>	<i>162.00</i>	<i>187.00</i>

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. 3694.58 crores, Rs. 20.78 crores and Rs. 116.05 crores respectively.

Statistical Supplement

T A B L E S

1. Revenue and Expenditure
2. Capital outlay during and upto the end of 1982-83
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
14. Number of Ex-servicemen in Employment

TABLE 1

Revenue and Expenditure

(Rupees in crores)

Year	Revenue	Expenditure			Total	Surplus (+) Deficit (-)
		Working Expenses excluding Depreciation	Depreciation	Due Dividend during the year		
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
1981-82	1070.60	876.45	76.85	49.83	1003.13	(+) 67.47
1982-83	1290.26	959.52	91.10	70.76	1121.38	(+) 168.88

TABLE 2

Capital outlay during and upto the end of 1982-83

Fixed Assets

(Rupees in crores)

	Other Assets	Postal	Telecom.	Total
1. Land		2.76	6.24	9.00
		14.18	31.55	45.73
2. Buildings		19.54	55.22	74.76
		134.87	303.32	438.19
3. Railway Mail Vans owned by Post Offices		—	—	—
		4.57	—	4.57
4. Cables		—	126.00	126.00
		—	751.31	751.31
5. Telegraph and Telephone Lines and Radio Masts and Aerials		—	98.80	98.80
		—	585.46	585.46
6. Apparatus and Plant		1.22	239.62	240.84
		8.33	1,470.05	1,478.38
7. Motor Vehicles		0.06	2.58	2.64
		0.85	15.97	16.82
8. General Administration/Direction and Execution Establishment and other charges etc.		—	4.62	4.62
		—	26.23	26.23
9. Other Expenditure		—	—	—
		0.01	—	0.01
10. Gross Fixed Assets		23.58	533.08	556.66
		162.81	3,183.89	3,346.70
11. Deduct—Receipts and Recoveries on Capital Account		0.02	0.90	0.92
		0.25	11.46	11.71
12. Total Fixed Assets (i.e., total of items 1 to 9)		23.56	532.18	555.74
		162.56	3,172.43	3,334.99
13. Deduct—Amount met from Advance Rentals under OYT and other Schemes		—	13.60	13.60
		—	193.37	193.37
14. Deduct—Expenditure met from Posts and Telegraphs Capital Reserve Fund		—	175.00	175.00
		1.29	887.46	888.75
15. Deduct— Amount of contribution from Revenue		—	—	—
		27.86	460.01	487.87
16. Deduct—Depreciation on historical cost transferred from Revenue		1.77	89.87	91.64
		14.14	676.83	690.97
17. Total Deductions (i.e., total of items 13 to 16)		1.77	278.47	280.24
		43.29	2,217.67	2,260.96
18. Net Fixed Assets (i.e., item 12 minus 17)		21.79	253.71	275.50
		119.27	954.76	1,074.03

TABLE 2

(Contd.)

Other Assets	Postal	Telecom.	Total
19. Consumers' Co-operative Society	—	—	—
	—	—	—
20. Stores and Manufacture Suspense	—	18.59	18.59
	—	206.33	206.33
21. Civil Engineering Store Transactions	—	(-) 2.21	(-) 2.21
	—	(-) 2.64	(-) 2.64
22. Total other Assets (i.e., total of items 19 to 21)	—	16.38	16.38
	—	203.69	203.69
23. Total Dividend bearing Capital outlay (i.e., total of items 18 and 22)	21.79	270.09	291.88
	119.27	1,158.45	1,277.72
24. Deduct—Portion of Capital outlay financed from Ordinary Revenue	—	—	—
	1.05	—	1.05
25. Total Capital outlay (Voted) (i.e., total item 23 minus 24)	21.79	270.09	291.88
	118.22	1,158.45	1,276.67

Note : Figures in bold are for Total Capital outlay.

TABLE 3
Profit and Loss
 (Rupees in crores)

Year	Postal Services	Telecommunication Services	Grand Total
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
1981-82	(-) 93.69	(+) 161.16	(+) 67.47
1982-83	(-) 90.93	(+) 259.81	(+) 168.88

TABLE 4

Summary of Stores Suspense

(Rupees in crores)

	Opening Balance as on 1-4-1982	Receipt during the year	Issues during the year	Closing Balance as on 31-3-1983
Stores & Manufacture Suspense				
General Stores	153.19	264.85	258.69	159.35
Workshop Stores	24.37	43.41	35.18	32.60
Manufacture Suspense	10.19	48.77	44.58	14.38
Total Stores and Manufacture Suspense	187.75	357.03	338.45	206.33
Civil Engineering Stores				
Civil Engineering Stores	10.70	25.73	23.99	12.44
Purchases	(-) 17.41	14.40	18.50	(-) 21.51
Miscellaneous Civil Engineering Works advances	6.27	15.34	15.18	6.43
Total Civil Engineering Stores	(-) 0.44	55.47	57.67	(-) 2.64
Total Stores Suspense	187.31	412.50	396.12	203.69

TABLE 5

Financial Working
 (Rupees in crores)

	Total	Postal	Telecom.
Receipts			
Postal & Telecom. Revenue	1290.26	378.01	912.25
Expenditure			
General Administration	87.65	35.13	52.52
Operation	523.43	369.80	153.63
Agency Services	18.10	18.10	—
Stores & Factories	9.34	—	9.34
Research & Development	1.26	—	1.26
Accounts & Audit	17.29	11.54	5.75
Engineering Maintenance	282.73	8.55	274.18
Amenities to Staff	9.86	5.02	4.84
Pensionary charges	51.19	26.22	24.97
Stamps, Stationery & Printing	55.97	42.22	13.75
Depreciation	91.10	1.77	89.33
Supplementary Depreciaton	—	—	—
International Co-operation	0.28	0.28	—
Social Security & Welfare Programmes	0.14	0.06	0.08
Credits to Working Expenses	97.72	56.69	41.03
Net Working Expenses	1,050.62	462.00	588.62
Net Receipts	239.64	(-) 83.99	323.63
Dividend to General Revenues	70.76	6.94	63.82
Surplus (+) / Deficit (-)	(+) 168.88	(-) 90.93	(+) 259.81

TABLE 6

Revenue Reserve Fund

(Rupees in crores)

Branch	Balance as on 1-4-1982	Amount Appropriated to the Fund		Interest on the balance at the credit of the Fund	Amount appropriated from the Fund	Closing Balance as on 31-3-1983
		From Surplus	Loan from General Revenue			
Postal	(-)487.80	(-)90.93	—	(-)35.52	—	(-)614.25
Telecom.	505.09	91.81	—	36.70	—	633.60
Total	17.29	0.88	—	1.18	—	19.35

TABLE 7

Capital Reserve Fund

(Rupees in crores)

Branch	Balance as on 1-4-1982	Contributions		Interest	Withdrawals	Closing Balance as on 31-3-1983
		Supplementary Depreciation	From Surplus			
Postal	0.10	—	—	—	—	0.10
Telecom.	115.48	—	168.00	7.46	175.00	115.94
Total	115.58	—	168.00	7.46	175.00	116.04

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	1,703	14,535	16,238	3,298	17.04
2. Bihar	611	9,984	10,595	6,599	16.41
3. Delhi	405	171	576	10,799	2.57
4. Gujarat	787	7,690	8,477	4,021	23.11
Diu	2	4	6	5,070	6.66
Daman	2	8	10	4,856	7.20
Dadar & Nagar Haveli	—	29	29	3,575	16.93
5. Jammu & Kashmir	145	1,268	1,413	4,237	71.75
6. Kerala	671	3,992	4,663	5,459	8.33
Lakshadweep	—	10	10	4,025	3.20
Mahe	4	—	4	7,103	2.25
7. Karnataka	1,312	8,206	9,518	3,902	20.14
8. Madhya Pradesh	895	9,330	10,225	5,103	43.30
9. Maharashtra	1,231	10,270	11,501	5,459	26.75
Goa	31	205	236	4,270	15.68
10. North East					
Assam	248	2,957	3,205	6,208	31.07
Arunachal Pradesh	7	204	211	2,994	396.10
Manipur	31	507	538	2,641	41.55
Meghalaya	35	400	435	3,071	51.69
Mizoram	21	241	262	1,885	80.48
Nagaland	18	211	229	3,384	72.17
Tripura	45	566	611	3,360	17.14
11. North West					
Punjab	457	3,278	3,735	4,495	13.48
Haryana	292	2,119	2,411	5,360	18.34
Himachal Pradesh	89	2,308	2,397	1,786	23.22
Chandigarh	33	7	40	11,290	2.85
12. Orissa	507	6,868	7,375	3,576	21.12
13. Rajasthan	829	8,669	9,498	3,607	36.03
14. Tamilnadu	1,893	9,911	11,804	4,101	11.07
Pondicherry	30	64	94	6,005	4.79
15. Uttar Pradesh	1,814	15,979	17,793	6,331	16.54
16. West Bengal	1,004	6,950	7,954	6,862	11.04
Sikkim	7	116	123	2,582	59.34
Andaman & Nicobar Island	14	66	80	2,359	103.66
Total	15,173	1,27,123	1,42,296	4,815	22.26

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)	
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
1981-82	1,12,703	106.9	9,30,007	590.4	157.3
1982-83	1,05,157	108.4	10,06,910	685.3	190.6

TABLE 10

Telephones, Telex Exchanges and Telegraph Offices

Circle / District	No. of Telephone Exchange	Telex Exchange	Telegraph Offices	
			Departmental	Combined
Circles				
Andhra Pradesh	1,565	12	49	4,405
Bihar	319	7	24	2,256
Delhi	—	—	25	112
Gujarat	701	16	22	1,623
Jammu & Kashmir	78	2	6	286
Karnataka	817	8	36	2,698
Kerala	510	7	16	1,961
Madhya Pradesh	493	8	24	1,758
Maharashtra	943	19	48	2,182
North Eastern	271	6	18	729
North Western	613	9	30	1,823
Orissa	220	4	12	1,012
Rajasthan	474	5	19	1,707
Tamil Nadu	918	15	52	4,423
Uttar Pradesh	702	14	55	4,615
West Bengal	338	4	26	1,280
Districts				
Agra	2	1	—	—
Ahmedabad	15	1	—	—
Amritsar	2	1	—	—
Bangalore	10	1	—	—
Bombay	48	3	—	—
Calcutta	46	1	—	—
Calicut	2	1	—	—
Chandigarh	8	1	—	—
Coimbatore	10	1	—	—
Delhi	49	3	—	—
Ernakulam	6	1	—	—
Gauhati	4	1	—	—
Hyderabad	14	1	—	—
Indore	6	1	—	—
Jaipur	6	1	—	—
Jullundur	5	1	—	—
Kanpur	8	1	—	—
Lucknow	5	1	—	—
Ludhiana	2	1	—	—
Madras	19	1	—	—
Madurai	3	1	—	—
Nagpur	4	1	—	—
Patna	6	1	—	—
Pune	11	1	—	—
Rajkot	3	1	—	—
Surat	5	1	—	—
Trivandrum	3	1	—	—
Vijayawada	13	1	—	—
Vadodra	6	1	—	—
Varanasi	5	1	—	—
Total	9,288	170	462	32,870

TABLE 11

Telephones

Circles / Districts	Direct Exchange lines including junction	Extns. from DELs (Plan extns.)	PABXs and PBXs			L.D.PCOs connected to trunk exchanges		Total Telephone set connected to Departmental net work
			No.	Extns.	Junctions from parent exchanges	No.	Extns.	
	1	2	3	4	5	6	7	8
Circles								
Andhra Pradesh	1,10,643	7,443	416	8,160	1,561	935	327	1,25,947
Bihar	46,256	3,040	113	3,029	344	1,064	121	53,155
Gujarat	1,14,975	8,000	636	5,465	1,112	516	180	1,28,865
Jammu & Keshmir	15,924	2,122	137	5,689	357	182	59	19,491
Karnataka	87,460	10,076	338	5,532	1,124	963	361	1,03,568
Kerala	82,758	6,146	234	2,761	555	57	14	91,213
Madhya Pradesh	66,274	5,857	225	6,678	778	1,252	468	79,751
Maharashtra	1,27,418	10,538	935	11,660	2,368	947	269	1,45,515
North Eastern	29,877	4,029	116	4,107	267	425	71	38,242
North Western	1,02,656	5,962	179	6,363	498	957	62	1,15,192
Orissa	28,500	3,765	117	4,000	511	606	382	36,879
Rajasthan	60,138	6,400	145	4,915	770	789	784	70,294
Tamil Nadu	1,19,150	10,767	616	6,229	1,908	2,041	302	1,36,321
Uttar Pradesh	92,891	5,914	390	8,853	680	2,956	258	1,03,518
West Bengal	38,000	3,313	168	5,240	498	716	123	48,156
Total for Circles	11,22,920	93,372	4,765	88,681	13,331	14,406	3,781	12,96,107

TABLE II

(Contd.)

Circles / Districts	Direct Exchange lines including junction	Extns. from DELs (Plan extns)	PABXs and PBXs			L.D. PCOs connected to trunk exchanges		Total Telephone Sets Connected to Departmental net work
			No.	Extns.	Junctions from parent exchanges	No.	Extns.	
	1	2	3	4	5	6	7	8
Districts								
Agra	11,013	438	33	1,613	122	—	—	12,942
Ahmedabad	63,284	9,342	695	10,087	1,956	—	—	80,757
Amritsar	14,175	1,886	39	975	114	—	—	16,919
Bangalore	63,201	11,704	729	16,468	2,963	—	—	88,410
Bombay	3,24,315	55,866	5,889	1,02,450	17,320	—	—	5,06,768
Calcutta	1,84,084	32,189	3,316	48,102	9,819	—	—	2,64,375
Calicut	9,380	1,522	70	1,069	235	3	—	11,739
Chandigarh	15,602	2,338	113	2,211	482	3	—	20,456
Coimbatore	13,413	2,484	210	2,486	638	—	—	17,745
Delhi	2,22,839	57,103	2,296	50,681	9,137	—	—	3,21,131
Ernakulam	15,129	3,105	217	4,385	825	2	2	21,783
Gauhati	7,586	1,130	77	1,647	214	7	—	10,156
Hyderabad	44,621	9,451	691	13,204	2,363	—	—	64,913
Indore	14,742	2,581	83	1,513	301	—	—	18,535
Jaipur	23,001	4,202	134	4,249	365	2	5	31,218
Jullundur	10,715	1,693	66	1,533	187	3	—	12,953
Kanpur	24,408	2,240	137	3,146	646	—	—	29,148
Lucknow	18,667	3,583	113	5,476	685	11	—	26,870
Ludhiana	18,258	1,606	53	922	171	1	—	20,616
Madras	85,842	19,671	1,875	27,884	5,488	—	—	1,27,909
Madurai	11,183	1,676	115	1,691	370	—	—	14,180
Nagpur	15,273	2,454	198	3,646	577	—	—	20,488
Patna	14,306	2,976	90	2,943	352	2	—	20,227
Pune	35,785	12,967	657	10,483	1,901	—	—	57,334
Rajkot	11,480	1,773	213	991	213	—	—	13,253
Surat	20,411	1,091	328	2,113	922	—	—	23,452
Trivandrum	12,925	2,523	128	4,760	675	4	—	19,533
Varanasi	10,252	307	29	1,181	111	23	—	11,629
Vijayawada	10,026	1,582	60	1,054	233	19	2	12,450
Vadodra	16,420	1,953	244	3,848	838	—	—	21,383
Total for Dists.	13,42,336	2,53,436	18,898	3,32,811	60,223	80	9	19,19,272
Grand Total	24,65,256	3,46,808	23,663	4,21,492	73,554	14,486	3,790	32,15,379
Percentage in Dist. to Grand Total	54.45	73.08	79.86	78.96	81.87	0.55	0.24	59.69

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	148	—	148
Chief Engineer (Civil)	1	—	1
Secretary, P & T Board	1	—	1
P & T Accounts & Finance Service—Group A			
Senior Administrative Grade	5	—	5
Junior Administrative Grade	32	—	32
Senior Time Scale	123	—	123
Junior Time Scale	55	—	55
P & T Accounts and Finance Service—Group B (Accounts Officers)			
Postal Wing	—	232	232
Telecom. Wing	—	707	707
Telegraph Engineering Service—Group A			
Junior Administrative Grade	365	—	365
Senior Time Scale	1,323	—	1,323
Junior Time Scale	192	—	192
Telegraph Engineering Service—Group B	—	6,070	6,070
Telegraph Traffic Service—Group A			
Junior Administrative Grade	—	—	—
Grade I and Grade II	35	—	35
Telegraph Traffic Service—Group B	—	210	210
Indian Postal Service			
Junior Administrative Grade	89	—	89
Time Scale	367	—	367
Postal Superintendent Service	—	475	475
Postmaster's Service	14	160	174
Indian P & T Traffic Service			
Presidency Postmaster	2	—	2
Central Secretariat Service			
Grade I	18	—	18
Junior Analysts	—	5	5
Section Officers	—	71	71
Private Secretaries (Grade A)	—	9	9
Senior Personal Assistants (Grade B)	—	53	53
Desk Officers	—	15	15
Other General Central Services	454	662	1,116
Total	3,231	8,669	11,900

TABLE 12
(Contd.)
Non-Gazetted

	Group C	Group D	Total	
P & T Directorate	1,221	323	1,544	
Postal Service				
Postal	2,11,629	42,259	2,53,888	
Railway Mail Service	27,986	18,082	46,068	
Mail Motor Service	2,051	597	2,648	
Returned Letter Office	749	89	838	
Postal Life Insurance	217	36	253	
Telegraph Service				
Telegraph Traffic	22,918	12,202	35,120	
CAO Telegraph Check	236	47	283	
Telegraph Engineering	2,34,322	32,738	2,67,060	
Telecommunication Factories				
Administrative	1,082	491	1,573	
Stores				
Postal	1,234	1,602	2,836	
Telecommunication	1,274	889	2,163	
Training Centres	{ Postal	136	168	304
	{ Telecom.	1,079	371	1,450
Civil Engineering Wing	3,740	1,902	5,642	
P & T Dispensaries	288	281	569	
Total	5,10,162	1,12,077	6,22,239	
Extra Departmental Industrial Workers			2,94,451	
Factories			5,697	
Stores			1,411	

	Summary			
	Gazetted	Non-Gazetted	Others	Total
Departmental	11,900	6,22,239	—	6,34,139
Extra Departmental Industrial Workers			2,94,451	2,94,451
			7,108	7,108
Total	11,900	6,22,239	3,01,559	9,35,698

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 31-3-1983

Class	Scheduled Castes	Percentage to Total No. of employees	Scheduled Tribes	Percentage to Total No. of employees
Group 'A'	303	9.4	40	1.2
Group 'B'	1,153	13.3	133	1.5
Group 'C'	79,081	15.5	20,751	4.1
Group 'D' (excluding sweepers)	21,018	19.3	6,068	5.6
Group 'D' (Sweepers)	2,649	89.0	329	11.0

TABLE 14

Number of Ex-servicemen employed as on 31-3-1983

Class	Ex-servicemen	Percentage to Total No. of Employees	Disabled Ex-servicemen	Percentage to Total No. of Employees
Group 'A'	—	—	—	—
Group 'B'	3	0.03	—	—
Group 'C'	5,303	1.04	85	0.02
Group 'D'	2,402	2.14	50	0.04

DATA ENTERED

