



ANNUAL REPORT 2024-25

Department of Posts
Ministry of Communications
Government of India





Postal Stamps are not just meant for sending letters, envelopes and other important documents. They are also means of transmitting ideas, history and historic moments to the **Next Generation**.

Narendra Modi

Prime Minister





India Post has always been a symbol of public service, connecting bustling cities to the remotest corners of our nation. With an unparalleled network of over 1,64,000 post offices and a presence in more than 6.5 lakh villages, we serve as a bridge between citizens and their aspirations. For every five villages, there is a post office, and each village's postman delivers not just letters but emotions and connections. Dak Sewa truly embodies Jan Sewa.

Under the leadership of Hon'ble Prime Minister Shri Narendra Modi and the vision of Viksit Bharat, the Department of Posts is undergoing a remarkable transformation. We are committed to ensuring financial inclusion for every citizen through initiatives like Passport Seva Kendras, Aadhaar Centres, Dak Niryat Kendras, and International Business Centres.

India Post is evolving into a world-class logistics organization. With its vast integrated network and value chain pipeline, we ensure faster, more reliable deliveries, contributing to India's economic growth. Through strategic partnerships, we aim to expand our footprint in the global logistics industry, positioning India Post as a key enabler of global trade. This transformation will not only modernize operations but also redefine how we connect, serve, and innovate in a rapidly evolving world.

We look forward to a future where India Post continues to be a cornerstone of our nation's development and a beacon of hope for every citizen. The best is yet to come!

Dak Sewa Jan Sewa!

Jyotiraditya M. Scindia

Union Minister for Communications and
Development of North Eastern Region, Govt. of India





In an era of rapid digital transformation, India Post is evolving to meet the aspirations of a modern and self-reliant India. With a deep-rooted legacy (Virasat) and a forward-looking vision (Vikas), it continues to be more than just a postal network-it is a vital bridge connecting millions, ensuring that communication, commerce, and essential services reach every doorstep.

Guided by the vision of Hon'ble Prime Minister Shri Narendra Modi and aligned with the mission of Viksit Bharat, India Post is at the forefront of financial inclusion, rural empowerment, and last-mile connectivity. Through initiatives like Dak Ghar Niryat Kendras, Post Office Passport Seva Kendras, and Aadhaar enrolment centres, it is expanding its role in governance, economic growth, and citizen-centric service delivery.

The Union Budget 2025-26 has reinforced this transformation by positioning India Post as a key enabler of the rural economy. With its vast network of 1.5 lakh rural post offices and the support of India Post Payments Bank, the postal system is being strengthened to serve Vishwakarmas, new entrepreneurs, women-led businesses, self-help groups, and MSMEs. Backed by 2.4 lakh Dak Sevakas, India Post is evolving into a one-stop solution for financial transactions, e-commerce logistics, and government outreach, ensuring that prosperity reaches even the most remote corners of the country.

As part of its evolving role, India Post also continues to preserve India's rich cultural and historical heritage through its philatelic initiatives. The issuance of commemorative stamps not only serves as a sovereign function of the Government of India but also as a reflection of the nation's identity and milestones.

Looking ahead, India Post remains committed to innovation and modernization while staying true to its core values of nation-building. Every service, every initiative, and every delivery is a reaffirmation of its unwavering commitment to the people of India.

Dr. Chandra Sekhar Pemmasani

Minister of State for Rural Development and Communications
Government of India



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Chapter - A

Department of Posts:
An Overview

A. Department of Posts: An Overview

1. Introduction

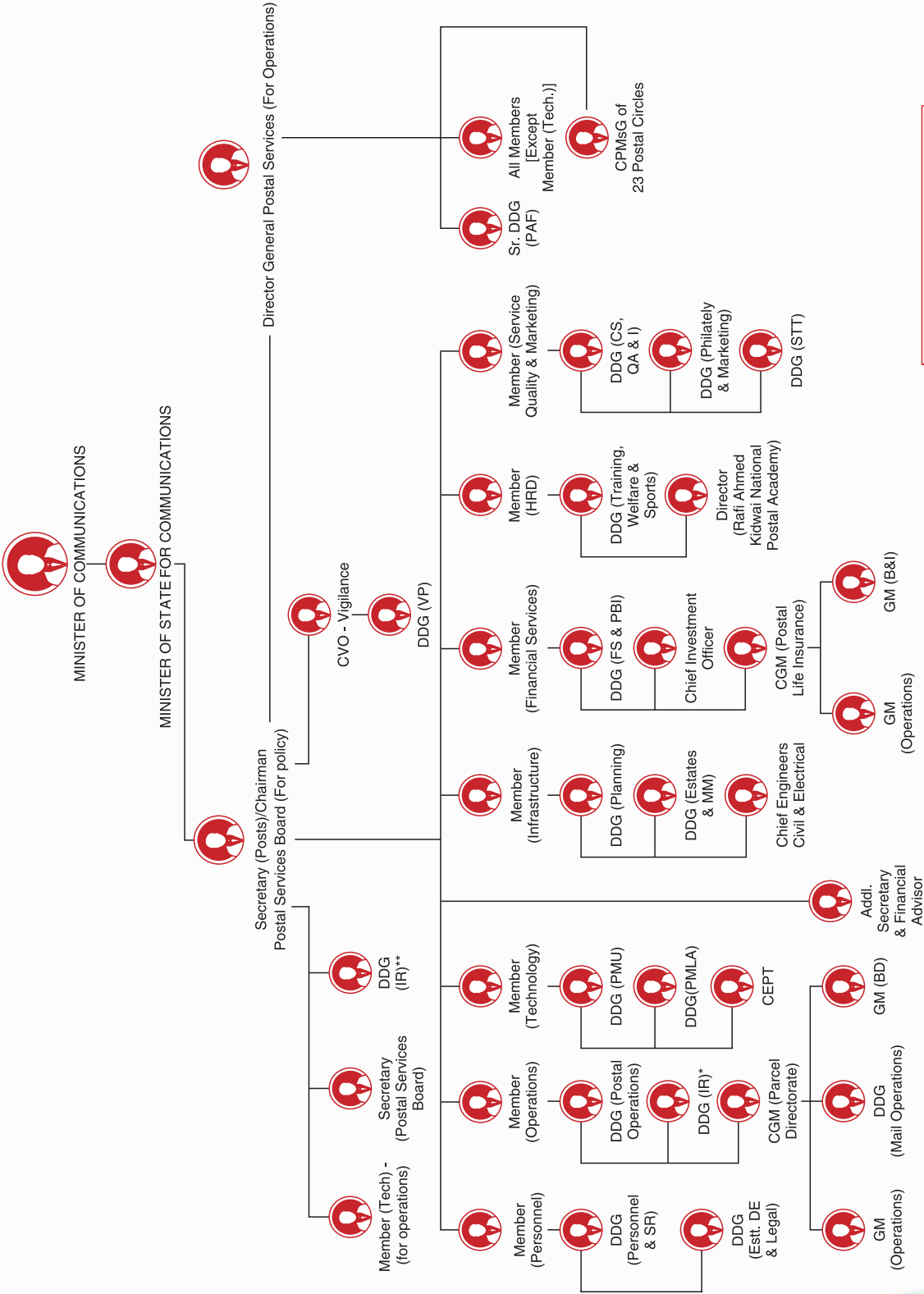
- 1.1 The Department of Posts is a part of the Ministry of Communications. Shri Jyotiraditya M. Scindia is the Minister of Communications and Dr. Chandra Sekhar Pemmasani is the Minister of State for Communications.
- 1.2 The Department is headed by the Secretary, Department of Posts, Government of India who is also the Chairman of the Postal Services Board. Director General Postal Services, is responsible for handling the operations of the Department.
- 1.3 The Postal Services Board (PSB) is the apex management body of the Department of Posts. It comprises the Chairperson, and seven Members. The Members of the Board look after areas of Personnel Management, Postal

Operations, Technology Induction and Implementation, Postal Life Insurance & Investment of Postal Life Insurance Funds, Banking, Human Resources Development, and Planning. The Additional Secretary and Financial Advisor (AS&FA) heads the Internal Finance Wing (IFW) of the Department. Secretary, Postal Services Board assists the Postal Services Board in its functioning. In addition, Chief General Managers of Business Development Directorate, Parcel Directorate and Postal Life Insurance Directorate and Deputy Directors General, Directors and Assistant Directors General at the headquarters provide necessary support to the Board.



Organizational Chart

DEPARTMENT OF POSTS



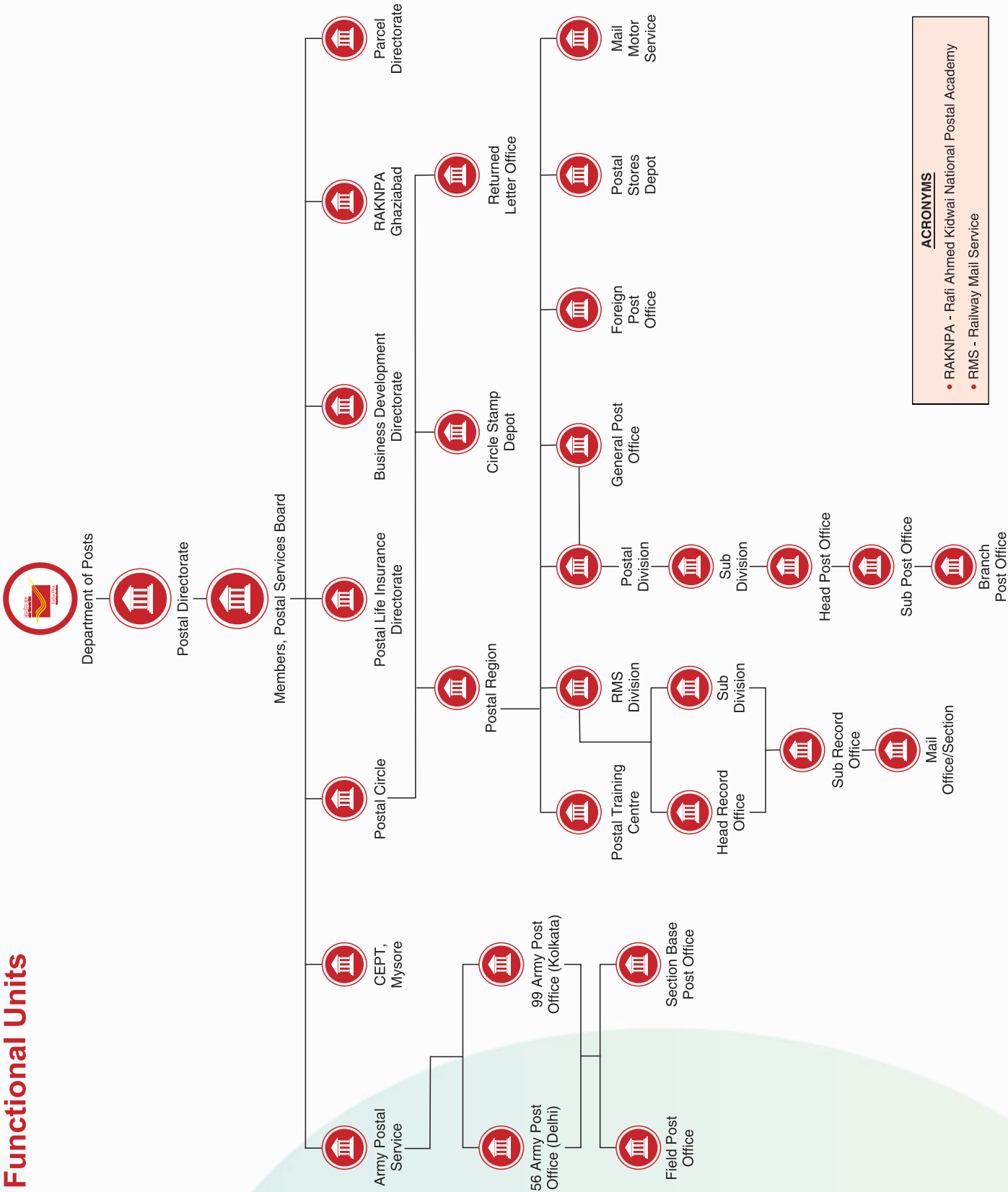
ACRONYMS

- CGM – Chief General Manager
- DDG – Deputy Director General
- GM – General Manager

* Only for International Mails
** Only for International Relations



Functional Units



ACRONYMS

- RAKNPA - Rafi Ahmed Kidwai National Postal Academy
- RMS - Railway Mail Service



2. About the Department

Department of Posts, with its network of 1,64,987 Post Offices as on 31.03.2024, is the largest Postal network in the world. The origin of this modern Postal network can be traced back to the year 1727, when the first Post Office was set up in Kolkata. Subsequently, General Post Offices (GPOs) were set up in the then three Presidency towns of Kolkata in 1774, Chennai in 1786 and Mumbai in 1793. The Indian Post Office Act of 1837 was enacted to bring out uniformity in Postal operations. This Act was followed by a more comprehensive Indian Post Office Act of 1854 which laid the foundation of modern-day Postal system in the country. In the same year, Railway Mail Service was introduced and the Sea Mail Service started from India to Great Britain and China. The Indian Post Office Act of 1898 further strengthened the Postal system in the country. On 24th December 2023, the Post Office Act, 2023 has been notified after receiving the assent of the President of India. The Post Office Act 2023 comes into effect from comes into force w.e.f. 18th June, 2024 and repeals the Indian Post Office Act, 1898.

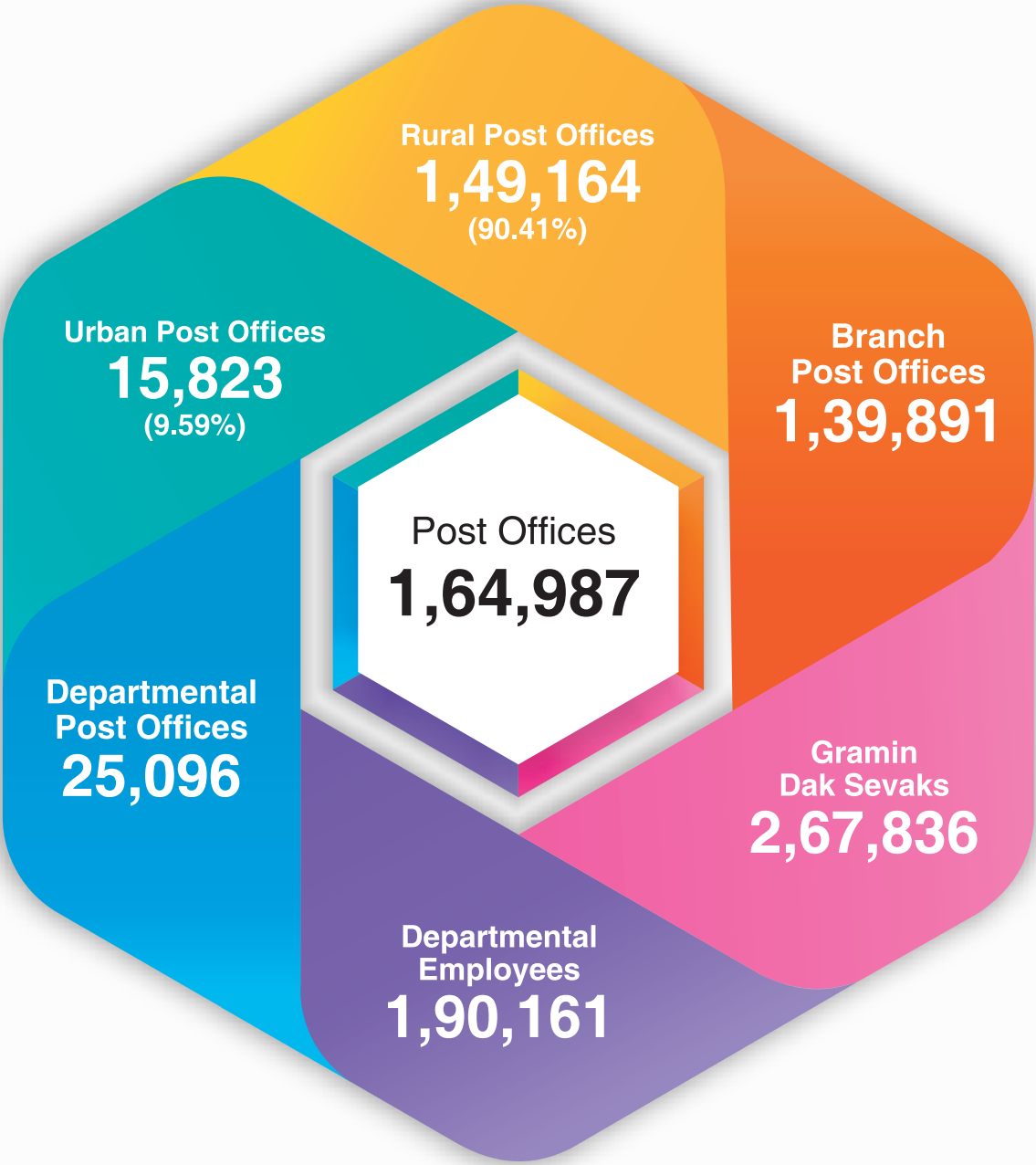
In 1852, the first ever adhesive postage stamp in Asia was issued in Sindh (Scinde) province. These stamps subsequently became famous as the Scinde Dawks. These stamps were in circulation upto June 1866. The first Postage stamp valid across the country was issued on

1st October, 1854 which provided an affordable and uniform rate of Postage based on weight. On 18th February, 1911, the world's first airmail flight took off from Allahabad to Naini. It traversed a distance of 18 kilometers (approx.) across the river Ganges. Since 1854, the Department of Posts has continued to play an important role in the socio-economic development of the nation by connecting the remotest corners of the country.

While the core activity of the Department is processing, transmission and delivery of mail and money remittance across the country, there are various other services undertaken by the Department for more than a century, which include banking and insurance services. Ever since the promulgation of Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA), the Department has also undertaken the disbursement of the Direct Benefit Transfer (DBT) benefits under various social security schemes launched by the Central and State Governments, even in remote rural and inaccessible areas in the country. To meet the challenges of the new digital environment, the Department is continuously upgrading its technology and diversifying into new areas. A major IT Modernization Project is currently being implemented in the Department with focus on improving operational efficiency of the network.



Department of Posts - The Last Mile Reach



On an average, a Post Office serves 8,490 people in the country; 6,068 people in the rural areas and 31,327 people in the urban areas.

Average area served by a Post Office : **19.92 sq.km.**



2.1 Vision

The products and services offered by Department of Posts will be the customer's first choice.

2.2 Mission

- To sustain its position as the largest Postal network in the world touching the lives of every citizen in the country.
- To provide mail parcel, money transfer, banking, insurance and retail services with speed and reliability.
- To provide services to the customers on value-for-money basis.
- To ensure that the employees are proud to be its main strength and serve its customers with a human touch.
- To continue to deliver social security services and to enable last mile connectivity as a Government of India platform.

2.3 Constitutional and Legal Provisions

- As per the Article 246 (1) of the Constitution of India, the Parliament has

exclusive power to make laws with respect to any of the matters enumerated in List I (or the "Union List") in the Seventh Schedule, Posts and Telegraphs, Communication is listed at entry number 31 of List I of the Seventh Schedule of the Constitution of India. As such, it is a Union subject and Parliament has exclusive powers to make laws on it.

- A new postal legislation "The Post Office Act, 2023" (43 of 2023) has been passed by the Parliament. On 24th December 2023, the Post Office Act, 2023 has been notified after receiving the assent of the President of India. The said Act has **come into force w.e.f. 18th June, 2024** vide notification in the Gazette of India bearing no. S.O. 2352(E) dated 17th June, 2024, **thereby repealing the Indian Post Office Act, 1898**



Chapter - B

Postal Network

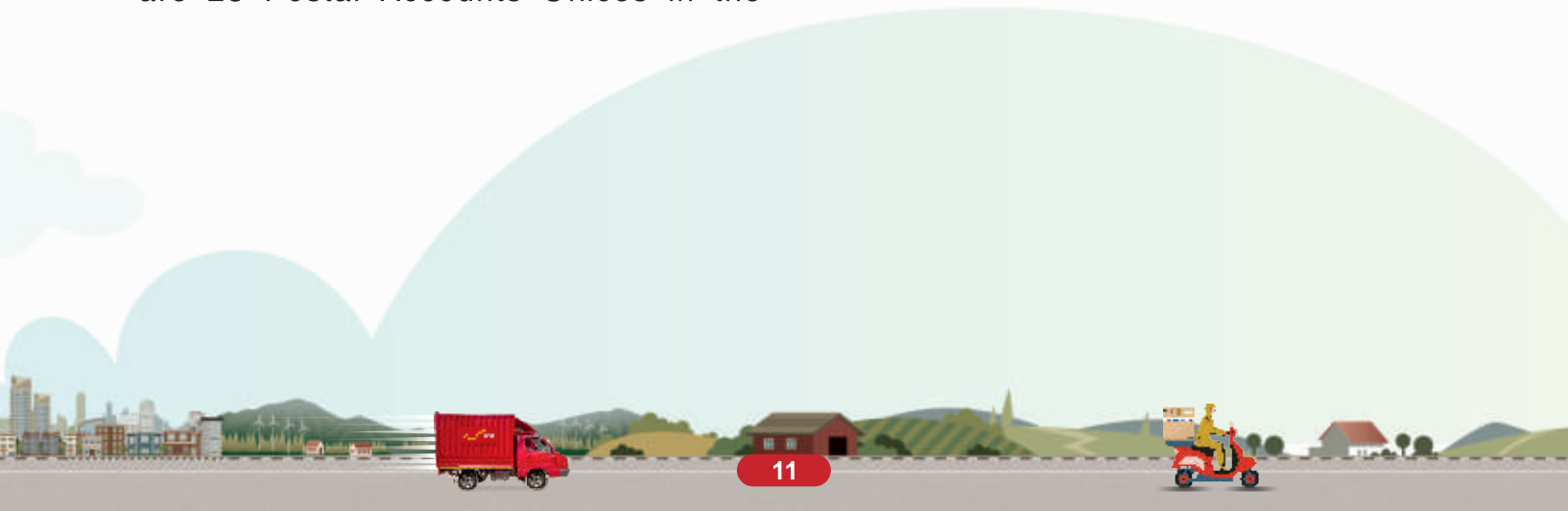
B. Postal Network

Postal Circles And Regions: The Postal network of the Country is divided into 23 Circles for administrative convenience. Circles are generally co-terminus with a State with some exceptions such as Gujarat Circle (which also administers the Union Territory of Daman & Diu and Dadra & Nagar Haveli), Kerala Circle (which includes the Union Territory of Lakshadweep), Maharashtra Circle (which has within its jurisdiction the State of Goa), North East Circle (which comprises six North Eastern States - Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland & Tripura), Punjab Circle (which also administers the Union Territory of Chandigarh), Tamil Nadu Circle (which also administers the Union Territory of Puducherry), West Bengal Circle (which also administers the State of Sikkim and the Union Territory of Andaman and Nicobar Islands) and Jammu & Kashmir Circle (which also administers the Union Territory of Ladakh). Each Circle is headed by a Chief Postmaster General. The Circles are further divided into Regions comprising groups of field units, called Divisions (Postal & Railway Mail Service). Each Region is headed by a Postmaster General. In the Circles and Regions there are other functional and supporting units like Postal and Circle Stamp Depots and Mail Motor Service (MMS). There are 23 Postal Accounts Offices in the

Department headed by SAG/JAG level officers. They also work as the Internal Finance Advisor to Chief Postmaster General.

Operational Units: Post Offices in the country are categorized into Head Post Office, Sub Post Office and Branch Post Office. Branch Post Offices are mostly located in rural areas and are manned by Gramin Dak Sevaks (GDS). The Sub-Post Offices are Departmental Offices located in both rural and urban areas. Head Post Offices are located in important towns and cities mostly at district levels.

Army Postal Service Corps: Apart from the 23 Circles, there is a separate wing called the Army Postal Services (APS) to take care of postal needs of the Armed Forces. The APS is designated as another Circle called the Base Circle. It is headed by the Additional Director General, Army Postal Service in the rank of Major General. Officers' cadre of Army Postal Service is drawn on deputation from the Indian Postal Service. Nearly 75 percent of the other ranks of the Army Postal Service are also drawn from the Department of Posts and the remaining personnel are recruited by the Army.



POSTAL NETWORK AT A GLANCE (As on 31.03.2024)

		(In number)
1	Postal Circles	23
2	Postal Regions	54
3	Postal Divisions	469
4	Postal Accounts Offices	23
5	Circle Stamp Depot	1
6	Postal Store Depots	26
7	Railway Mail Service Divisions	69
8	Postal Training Centres	6
9	Post Office	1,64,987
(A)	Rural Post Office	1,49,164
	Urban Post Office	15,823
(B)	Head Post Office	810
	Sub Post Office	24,286
	Branch Post Offices	1,39,891
10	Delivery Post Offices	1,57,436
11	Night Post Offices	130
12	Sorting Hubs	94
13	Countries covered under International Speed Post (Merchandise & documents - both)	100
14	Countries covered under International Speed Post (documents only)	6
15	Average person served per Post Office*	8,490
16	Average rural person served per Rural Post Office*	6,068
17	Average urban person served per Urban Post Office*	31,327
18	Average area served by a Post Office (in Sq. Km.)	19.92
* Estimated by using projected population as on 01.03.2024 from Report of the Technical Group on Population Projections (July, 2020), National Commission on Population, Ministry of Health & Family Welfare.		



Chapter - C

Financial Services

C. Financial Services

1. Post Office Savings Bank (POSB)

1. Introduction

1.1 Post Office Savings Bank (POSB) facility is available since 1882 to the remotest corner of the country. Department of Posts operates POSB Schemes on behalf of Ministry of Finance, Government of India. The facility is provided through a network of 1.65 lakh Post Offices across the country. Since the last 10 years, POSB operations have been made fully online and Anytime Anywhere banking using mobile Internet Banking and ATM has been made available to citizens. Department of Posts currently offers following ten (10) Small Savings Schemes:

(i) **Post Office Savings Account (SB):** Post Office Savings Bank Account can be opened by a single person or as a joint account (three adults) with a minimum balance of Rs. 500/-. This Account has the facility of regular deposits and withdrawals. ATM, e- Banking and Mobile Banking facilities are also available with this account. It offers an attractive Rate of Interest @ 4% per annum as on 31.12.2024. Interest earned up to Rs. 10,000/- earned in a particular Financial Year is exempted from taxable Income u/s 80TTA of the Income Tax Act.

(ii) **National Savings Recurring Deposit Account (RD):** Post Office Recurring Deposit Account can be opened by a single person or as a joint account (up to

three adults) with a minimum deposit of Rs. 100/- per month or any amount in a multiple of Rs. 10/- for a period of five years. It can further be extended for upto five years. It can be closed prematurely after completion of three years from the date of opening of account and Loan facility is also available after one year of account opening. The current rate of interest is 6.7% per annum as on 31.12.2024.

(iii) **National Savings Time Deposit Account (TD):** Post Office Time Deposit Account can be opened by a single person or as a joint account (up to three adults) by depositing a fixed amount initially for a period of one, two, three or five years with a minimum of Rs. 1000/- without any maximum investment limit. The current rate of interest for one, two, three and five year is 6.9%, 7.0%, 7.1% and 7.5% respectively as on 31.12.2024. TD accounts can be closed prematurely after completion of six months from the date of opening of accounts.

(iv) **National Savings Monthly Income Account (MIS):** Post Office Monthly Income Scheme Account can be opened by a single person or as a joint account (up to three adults) by depositing a fixed amount for a period of five years with a minimum deposit of Rs. 1000/- and maximum of Rs. 9 Lakh in single account and Rs. 15 Lakh in joint account. The



current rate of interest is 7.4% per annum as on 31.12.2024 payable monthly with a facility of automatic transfer of the monthly interest to his/her Post Office Savings Bank Account. These accounts can be closed prematurely after completion of one year from the date of opening of account.

- (v) **Senior Citizens Savings Scheme Account (SCSS):** Post Office Senior Citizens Savings Scheme Account can be opened by an individual attaining the age of 60 years or on Voluntarily Retirement above the age of 50 years but below 60 or retired Defence Service person attaining the age of 50 as a single or joint (with spouse only) for a fixed sum and fixed period of five years with minimum deposit of Rs. 1000/- and maximum Rs. 30 Lakh. The current Rate of Interest is 8.2% per annum as on 31.12.2024 is paid quarterly with a facility of automatic transfer of the quarterly interest to his/her Post Office Savings Bank Account. It also has premature closure facility.

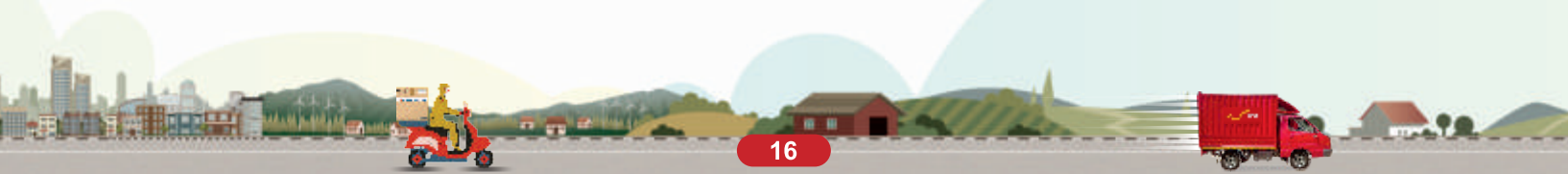
- (vi) **Public Provident Fund Account (PPF):** Post Office Public Provident Fund Account can be opened as a single account for a period of 15 years with a minimum of Rs. 500/-. It is a long- term deposit scheme which provides for exemption under section 80C of Income Tax Act on a minimum deposit of Rs. 500/- to a total maximum deposit of Rs. 1,50,000/- in a financial year. Only one individual PPF Account can be opened either in Post Office or Bank. Interest earned in PPF Account is exempted from Income Tax. Loan can be availed on PPF

Account from third financial year to sixth financial year. Partial withdrawal is permissible from seventh financial year from the date of opening of account. The current Rate of Interest is 7.1% per annum as on 31.12.2024.

- (vii) **Sukanya Samriddhi Account (SSA):** Post Office Sukanya Samriddhi Account can be opened by guardian of a girl child from the birth till she attains the age of ten years with a minimum deposit of Rs. 250/- to a maximum deposit of Rs. 1,50,000/- in a financial year for a period maximum up to 15 years from the date of opening of account. The current Rate of Interest is 8.2% per annum as on 31.12.2024. Interest earned in SSA Account is exempted from Income Tax. Up to 50% withdrawal is permissible after attaining age of 18 years by the girl child or after having passed 10th standard. Maturity period is 21 years from the date of opening. However, account can be closed at the time of marriage of girl child after attaining age of 18 years.

- (viii) **National Savings Certificates (VIIIth issue) (NSC):** National Savings Certificates (VIIIth Issue) can be purchased individually or on behalf of a minor/person with unsound mind or with another adult as joint account with a minimum investment of Rs. 100/- and without any maximum investment limit. The yearly deposit of Rs. 1,50,000/- is exempted under section 80C of the Income Tax Act. The current Rate of Interest is 7.7% (compounded annually) as on 31.12.2024.

- (ix) **Kisan Vikas Patra (KVP):** Kisan Vikas Patra can be purchased by a single



person or joint holders (up to three adults) with a minimum of Rs. 1000/- without any maximum limit. The current Rate of Interest is 7.5% (compounded annually) as on 31.12.2024. The deposit amount gets doubled in 120 months i.e. 10 years. KVPs can be encashed prematurely after 2 years and 6 months from the date of purchase.

- (x) **Mahila Samman Savings Certificate:** Mahila Samman Savings Certificate was introduced w.e.f. 01.04.2023. Account under this Scheme can be opened by a woman for herself or by the guardian on behalf of a minor girl. On an application to the Post Office, an individual can open the Account on or before 31.03.2025. A minimum of Rs. 1000/- and any sum in multiples of Rs. 100/- may be deposited in an account and no subsequent deposit is allowed. An individual may open any number of accounts in the Scheme subject to a maximum limit for deposit of Rs. 2 lakh in one account or in all the accounts under this Scheme held by an account holder. There is a time gap of three months between the existing account and the opening of another account. The Rate of Interest applicable is 7.5% per annum, which shall be compounded on quarterly basis. Premature withdrawal is allowed for a maximum of 40% of the eligible balance after expiry of one year from the date of opening of account.

1.2 New Initiatives Undertaken:

- (i) **Core Banking Solution:** Department has implemented Anytime Anywhere Core Banking in all 1.65 Lakh Post Offices and more than 27.9 Crore POSB

Accounts are being operated on the Finacle CBS platform.

- a. **ATM:** The first ATM service of the Department was inaugurated at Thyagaraya Nagar Head Post Office in Chennai in 2014. Presently 1000 ATMs are functioning all over the country. These ATMs became interoperable with banks from 31.12.2016. Management of Department of Posts' ATM has been handed over to India Post Payments Bank (IPPB) w.e.f. 30.08.2022.
- b. **e-Banking:** The Department has provided Internet Banking facility to its customers from 14.12.2018 and the same has been extended to the Branch Post Office Savings Account holders and at present more than 11.38 lakh customers are using this facility. Internet Banking users can avail the following POSB services:
- Opening and closing of Recurring Deposit (RD), Time Deposit (TD), Public Provident Fund (PPF), Kisan Vikas Patra (KVP) and National Savings Certificate (NSC) Accounts & withdrawal from PPF Account;
 - Fund transfers between Post Office Savings Accounts (POSA) and Bank Accounts through NEFT / RTGS;
 - Fund transfers from linked Post Office Savings Accounts to linked RD Account(s), PPF Account(s), Sukanya Samriddhi Yojana (SSY) Account(s), RD Loan Account(s) and PPF Loan Account(s);
 - Stopping of cheque payments;
 - Payment of PLI & RPLI renewal premium;
 - Enquiry of account balance, account



details and view transaction history of TD/ MIS/SSA/SCSS/NSC/KVP Schemes;

- View mini-statement of Savings Account, PPF Account and RD Accounts;
- View Nominee details, Tax Deduction details, Lien marked in the Account, View Stop/Issued cheques, checking of status of used/un-used cheques.

c. Mobile Banking: Customers of Department of Posts are also offered with Mobile Banking facility from 15.10.2019 & the same has also been extended to the Branch Post Office Savings Account Holders. At present more than 8.06 lakh customers are using this facility. Mobile Banking users can avail the following POSB services:

- Opening and closing of Recurring Deposit (RD) and Time Deposit (TD) Accounts.
- Fund transfer between Post Office Savings Accounts (POSA) and Bank Accounts through NEFT / RTGS;
- Fund transfer from linked PO Savings Accounts to linked RD Account(s), PPF Account(s), RD Loan Account(s) and PPF Loan Account(s);
- Request for stop payment and revoke payment of cheques;
- Request for new ATM Card and ATM PIN;
- Payment of PLI & RPLI renewal premium;
- View the account balance, details and Transaction history of Savings Account, RD, TD, PPF and NSC Accounts;
- View mini- statement of Savings Account and PPF Account.

d. PAN validation: PAN validation through NSDL was implemented w.e.f. 25.01.2022 in Finacle. This facilitates

verification of PAN Number given by the customers at the time of opening of new Account in Post Office Savings Bank on a real time basis.

e. ECS Facility: Electronic Clearing Service facility has been extended for the Post Office Savings Bank account holders to get the maturity and interest payments directly in their bank accounts.

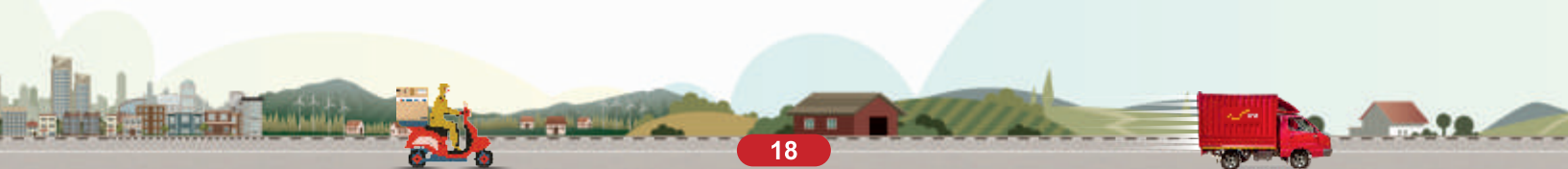
f. e-Passbook facility: This facility has been launched on 12.10.2022 for the customers for accounts balance enquiry and get mini statement through an online [web page link - https://www.indiapost.gov.in/Financial/Pages/Content/Post-Office-Saving-Schemes.aspx](https://www.indiapost.gov.in/Financial/Pages/Content/Post-Office-Saving-Schemes.aspx)

g. Inter-operability: Inter-operability solution through **NEFT** was deployed w.e.f. 18.05.2022. **RTGS** was also deployed w.e.f. 31.05.2022, with **IFSC-IPOS0000DOP**.

h. System based issuance of consolidated interest certificate across all the Accounts of a customer.

i. Restriction to link one mobile number with maximum of five customer information files (CIF) has been implemented.

(ii) Jan Suraksha Schemes: Jan Suraksha Schemes viz. Pradhan Mantri Suraksha Bima Yojna (PMSBY) and Pradhan Mantri Jeevan Jyoti Bima Yojna (PMJJBY) were launched w.e.f. 07.09.2015 in all CBS Post Offices. The Schemes are available to all Post Office Savings Account holders. Atal Pension Yojna (APY) was launched in 808 CBS Head Post Offices from 1st December, 2015 which is further extended to more



than twenty thousand CBS sub Post Offices (with NPS Lite Collection Centre registration).

(iii) National Pension System (All Citizens Model): India Post is a point of presence for National Pension System (NPS) (All citizens Model). Any citizen of India between 18 to 70 years of age can join NPS. The pension contributions are invested in various Schemes by different Pension Fund Managers appointed by Pension Fund Regulatory and Development Authority (PFRDA) as per the preference of the Subscriber. The facility to open a pension account under this Scheme is available at all Head Post Offices in the country. Department has started providing NPS (All Citizen Model) through online mode w.e.f. 26.04.2022. Any Citizen of India in the age group of 18-70 years can avail this online facility by visiting the official website of the Department of Posts (www.indiapost.gov.in) under the menu head “National Pension System -Online Services” (<https://www.indiapost.gov.in/Financial/Pages/Content/NPS.aspx>).

(iv) Introduction of PM CARES Scheme for Children, 2021: PM CARES Scheme for Children, 2021 has been introduced by the Government of India vide Ministry of Finance Gazette Notification dated 06.10.2021. Through this Scheme, Accounts of those children (beneficiary) were opened who had not attained the age of eighteen years between the period 11.03.2020 to 31.12.2021 and lost both parents or lost surviving parent or both adopted parents or sole legal guardian to COVID-19 pandemic. Under the Scheme, a calculated amount is credited in the account of each identified child in such a manner that the corpus for each child becomes Rs.10 lakh at the time of attaining 18 years of age. Children are entitled to receive monthly stipend between the age of 18 and 23 years, by investing the corpus of Rs.10 lakh into Monthly Income Scheme of Post Office. They will receive the amount of Rs.10 lakh on attaining the age of 23 years. This scheme is being operated only by Post Offices in the country for eligible children, in coordination with District Administrations. 4543 Accounts have been opened till December-2024.



1.3 Milestones reached as on 31.12.2024:

Sl.No.	Name of the Scheme	Number
1.	No. of Post Office ATMs functioning	1,000
2.	Sukanya Samriddhi Accounts (Live Accounts)	3.436 crore
3.	PMSBY (New /Auto Renewal) Enrolments	21.02 lakh
4.	PMJJBY (New/Auto Renewal) Enrolments	1.26 lakh
5.	APY Enrolments	4.06 lakh
6.	Mahila Samman Savings Certificate (MSSC)	32.84 lakh

SAVINGS BANK SCHEME: PROFILE (AS ON 31.03.2024)		
Name of the Schemes	Number of Accounts	Outstanding Balances upto March Supp-III (Rs. in Crores)
Savings Accounts (including MGNREGA with balance)	75063197	191692.42
RD Accounts	120264896	197136.76
TD Accounts	23226635	305776.14
MIS Accounts	9048116	269011.04
PPF Accounts	4616494	148216.54
Sr. Citizens Savings Scheme (SCSS)	3899879	175467.31
Sukanya Samridhi Account	32313330	157611.21
Total	26,84,32,547	14,44,911.42
Savings Certificate*		
National Savings Certificate VIII		183905.38
Kisan Vikas Patra		220560.32
MSSC		18276.68
Total		422742.38
Grand Total	26,84,32,547	18,67,653.80

"Data as per consolidated Circle abstract in E-Lekha".

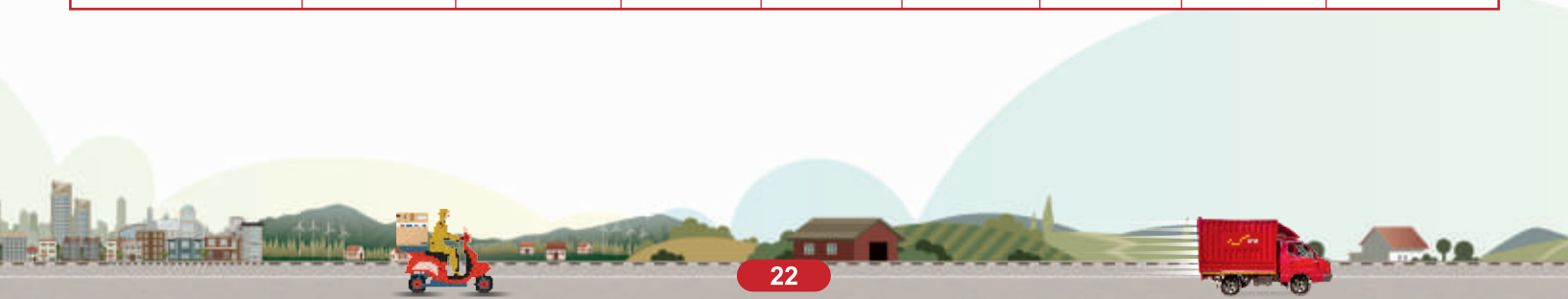
*The outstanding balance does not include the balance under discontinued savings schemes which is 1747.80 Cr.



ACCOUNTS OF SAVINGS SCHEMES as on 31.03.2024								
(In Number)								
Circle	Savings Bank	Recurring Deposit	Monthly Income Scheme	Senior Citizen Savings Scheme	Time Deposit	Public Provident Fund	Sukanya Samriddhi Accounts	Total
Andhra Pradesh	3517564	11020643	232284	109109	836039	105390	1484927	17305956
Assam	1899206	1660443	141237	19273	210640	50392	689315	4670506
Bihar	3442926	5239306	250447	27838	1655089	74122	1690109	12379837
Chhattisgarh	952273	1607583	78770	33671	259674	95028	996204	4023203
Delhi	1049850	796141	296249	107976	364310	201809	461724	3278059
Gujarat	4067756	5286775	805275	375119	2063120	254483	1476981	14329509
Haryana	1654378	1697166	144964	67480	525670	96256	793779	4979693
Himachal Pradesh	2329386	2098232	161270	30434	546023	56291	425627	5647263
Jammu & Kashmir	580790	271655	38628	8493	203177	19531	220626	1342900
Jharkhand	1646952	1935458	159029	33509	327062	35836	506085	4643931
Karnataka	7945624	5739036	379226	353442	842408	317395	2696864	18273995
Kerala	2788133	4443245	203515	222309	534885	155549	1028446	9376082
Madhya Pradesh	2298648	8021423	251148	113257	699607	80424	2540884	14005391
Maharashtra	5721792	13950137	950432	661453	2408924	643784	2868573	27205095
North-East	677885	868346	62554	14094	167319	13969	191983	1996150
Odisha	3438977	5257821	242727	101054	1146556	95231	1397025	11679391
Punjab	1932857	2473746	303989	119521	1154999	210624	784859	6980595
Rajasthan	2229562	5251584	303308	151526	855498	401543	2069228	11262249
Tamil Nadu	7185534	16314650	522484	661305	2361941	1080219	3399605	31525738
Telangana	3489412	4046011	140650	101273	231429	79671	1047901	9136347
Uttarakhand	1419266	1767358	152630	29002	459655	51124	539567	4418602
Uttar Pradesh	6622472	16037890	686320	133013	2057637	265237	3571175	29373744
West Bengal	8171954	4480247	2540980	425728	3314973	232586	1431843	20598311
Total	7,50,63,197	12,02,64,896	90,48,116	38,99,879	2,32,26,635	46,16,494	3,23,13,330	26,84,32,547



OUTSTANDING BALANCE OF SAVINGS SCHEMES AS ON 31.03.2024								
(₹ in crores)								
Circle	Savings Bank	Recurring Deposit	Time Deposit	Monthly Income Scheme	Senior Citizen Savings Scheme	Sukanya Samriddhi Accounts	Public Provident Fund	Total
Andhra Pradesh	4773.91	9059.46	8923.36	11182.96	5711.24	10824.86	3041.09	53516.89
Assam	6702.60	4939.42	3828.95	5315.23	1230.93	1724.26	1755.72	25497.11
Bihar	11144.59	10998.23	16862.77	9780.84	1325.27	5746.95	2192.98	58051.65
Chhattisgarh	3615.28	4465.35	3507.18	3244.98	2229.83	2290.42	1448.63	20801.67
Delhi	6071.41	5292.28	13147.02	7674.06	6892.29	4609.20	19341.21	63027.47
Gujarat	10834.09	7269.21	29449.44	17194.86	16195.67	4563.78	12936.32	98443.37
Haryana	5930.08	7796.12	9953.57	5244.49	3880.47	6915.77	6498.90	46219.40
Himachal Pradesh	6409.35	7537.06	5099.68	6301.97	1973.24	2806.38	2859.58	32987.26
Jammu & Kashmir	2122.34	1252.92	4149.53	1886.22	744.45	1509.06	692.38	12356.90
Jharkhand	2270.52	3125.41	5490.02	7297.36	2150.28	2620.95	1044.40	23998.94
Karnataka	49.04	8661.07	12181.51	10201.28	17682.46	17385.31	9566.90	75727.57
Kerala	5625.53	12881.65	4569.08	4874.66	8221.06	6077.84	2048.93	44298.76
Madhya Pradesh	10471.96	10536.40	8538.62	6906.31	5645.16	5423.20	3270.50	50792.15
Maharashtra	19228.33	12057.96	27250.67	37571.46	33317.47	14194.75	18771.62	162392.25
North-East	2578.63	2046.18	1924.61	1804.99	829.58	586.84	248.67	10019.49
Odisha	9040.77	8549.19	10343.58	6465.19	4813.53	5422.85	1490.56	46125.67
Punjab	7395.95	8357.72	18274.46	8609.73	6340.80	4808.39	14236.68	68023.74
Rajasthan	8933.85	14809.14	12206.25	9818.57	8000.20	8225.40	11387.19	73380.59
Tamil Nadu	20477.22	11249.83	13512.05	15074.07	18651.46	19675.46	11593.20	110233.29
Uttar Pradesh	20477.76	25008.95	31475.15	23739.31	7271.26	16375.18	11152.60	135500.21
Uttarakhand	5551.55	6070.05	5271.95	5706.39	1898.32	3838.29	2448.84	30785.40
West Bengal	26589.68	13562.02	54861.73	61841.67	16789.13	5380.54	8744.63	187769.41
Telangana	-4739.97	1321.88	4725.97	990.04	3628.56	6537.17	1347.66	13811.29
Base P.O.	137.94	289.26	229.00	284.38	44.64	68.35	97.36	1150.93
Total	191692.41	197136.76	305776.14	269011.04	175467.31	157611.21	148216.54	1444911.41



2. Postal Life Insurance (PLI) and Rural Postal Life Insurance (RPLI)

2.1 Introduction

Department of Posts offers two types of life insurance schemes, namely Postal Life Insurance (PLI) and Rural Postal Life Insurance (RPLI).

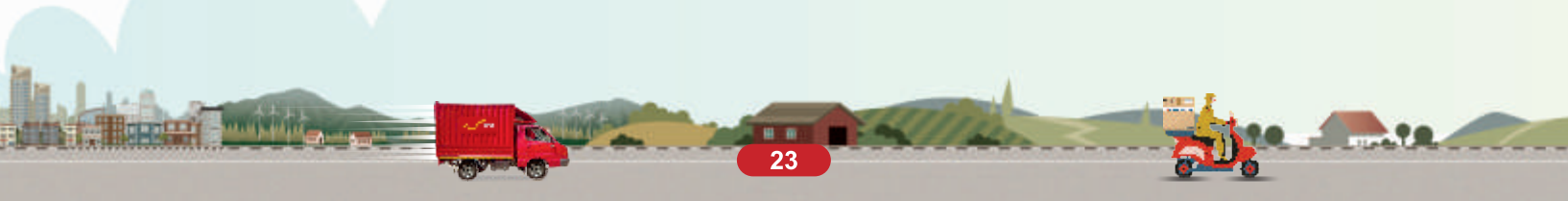
- (i) **Postal Life Insurance (PLI)**, introduced in 1884, is one of the oldest life insurance schemes in India for the benefit of employees of Central & State Governments, Defence and Para-Military Services, Public Sector Undertakings, Banks, Educational Institutions, Local Bodies, professionals (such as doctors, engineers, chartered accountants, MBAs, lawyers etc.), employees of companies listed with National Stock Exchange (NSE) / Bombay Stock Exchange (BSE) and Graduates/ Diploma holders. PLI offers following six (06) types of policies:
 - a. Whole Life Assurance (Suraksha)
 - b. Convertible Whole Life Assurance (Suvidha)
 - c. Endowment Assurance (Santosh)
 - d. Anticipated Endowment Assurance (Sumangal)

- e. Joint Life Assurance (Yugal Suraksha)
- f. Children Policy (Bal Jiwan Bima)
- (ii) **Rural Postal Life Insurance (RPLI)** was introduced in 1995 to extend the benefit of life insurance to the people living in rural areas. RPLI offers following six (06) types of policies:
 - a. Whole Life Assurance (Suraksha)
 - b. Convertible Whole Life Assurance (Suvidha)
 - c. Endowment Assurance (Santosh)
 - d. Anticipated Endowment Assurance (Sumangal)
 - e. 10 Years RPLI (Gram Priya)
 - f. Children Policy (Bal Jiwan Bima)
- (iii) Minimum and Maximum limit of insurance (sum assured) of PLI is Rs. 20 thousand and Rs. 50 lakh and of RPLI is Rs. 10 Thousand and Rs. 10 lakh respectively.

2.2 Performance of PLI/RPLI

The business procured during period Jan'24 to Dec'24 (actual) and Jan 25 to Mar'25 (anticipated) and the total sum assured in PLI /RPLI is as under:

PERFORMANCE OF POSTAL LIFE INSURANCE/RURAL POSTAL LIFE INSURANCE															
Name of Plan	Number of new policies procured (unaudited)			Sum Assured (Rs. in crore) (unaudited)			Aggregate Number of Policies (unaudited)			Aggregate Sum Assured (Rs. in crore) (unaudited)			Premium income (Rs. in crore)		
	Jan'24 to Mar'24	Apr'24 to Dec'24	Jan'25 to Mar'25 (anticipated)	Jan'24 to Mar'24	Apr'24 to Dec'24	Jan'25 to Mar'25 (anticipated)	Till Mar'24	Till Dec'24	Till Mar'25 (anticipated)	Till Mar'24	Till Dec'24	Till Mar'25 (anticipated)	Jan'24 to Mar'24	Apr'24 to Dec'24	Jan'25 to Mar'25 (anticipated)
PLI	258810	475962	284691	14176.17	26085.25	15936	7007182	7483073	7608307	278324.50	304399.70	311261.6	3287.62	9456.23	3780
RPLI	408015	915007	448816	7755.79	17396.25	8530	27049659	27965143	28206059	189813.29	207216.91	211796.8	1407.19	4054.77	1618



2.3 Bonus of PLI/RPLI

The bonus for continuing PLI and RPLI

Policies has been declared at the following rates:

RATE OF BONUS ON POSTAL LIFE INSURANCE/RURAL POSTAL LIFE INSURANCE			
Plan	Rates of Bonus per Rupees thousand sum assured per annum		
	Whole Life Assurance	Endowment Assurance	Anticipated Endowment Assurance
PLI as on 31.03.2023	Rs.76/-	Rs.52/-	Rs.48/-
RPLI as on 31.03.2023	Rs.60/-	Rs.48/-	Rs.45/-

2.4 Claims settlement of PLI/RPLI

(i) The claims in respect of PLI and RPLI policies settled from 1st Jan, 2024 to 31st

Dec, 2024 and during the FY 2024-25 (1st Jan, 2025 to 31st March, 2025 (anticipated figures)) are as under:

CLAIM SETTLED IN POSTAL LIFE INSURANCE/RURAL POSTAL LIFE INSURANCE*						
Details	PLI			RPLI		
Period	1st Jan, 2024 to 31st March, 2024	1st April, 2024 to 31st Dec, 2024	1st Jan, 2025 to 31st March, 2025 (anticipated figures)	1st Jan, 2024 to 31st March, 2024	1st April, 2024 to 31st Oct, 2024	1st Jan, 2025 to 31st March, 2025 (anticipated figures)
Number of Claims	85,715	2,17,714	80,139	98,681	3,06,386	95,742
Amount paid (Rs. in crore)	2409.82	6212.12	2380.06	798.99	2404.94	754.75

*includes Maturity, Survival and Surrender claims

(ii) The death claims in respect of PLI and RPLI policies settled from 1st Jan, 2024 to 31st Oct, 2024 and during the FY 2024-

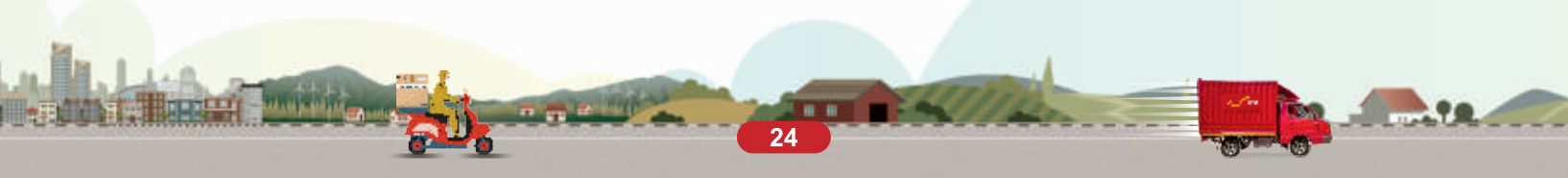
25 (1st Jan, 2025 to 31st March, 2025 (anticipated figures) are as under:

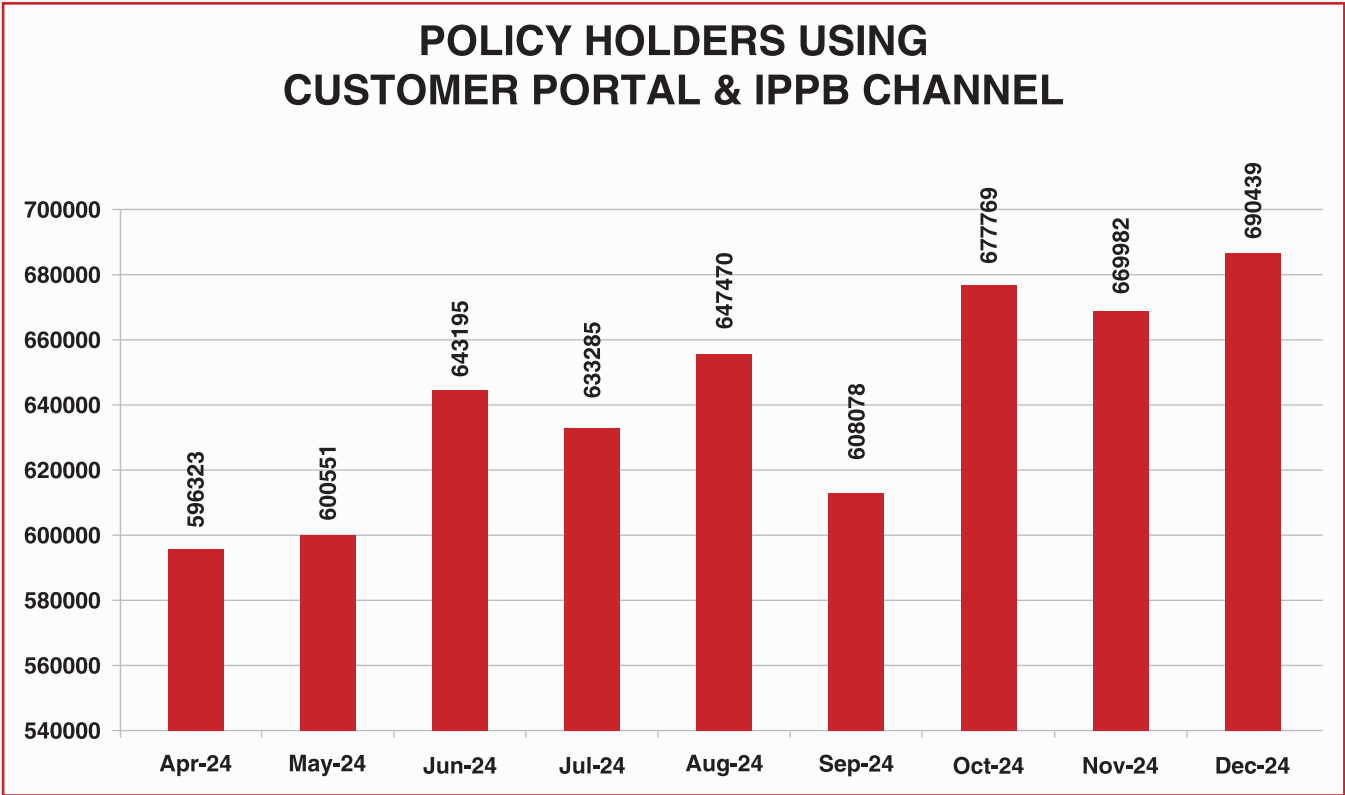
DEATH CLAIM SETTLED IN POSTAL LIFE INSURANCE/RURAL POSTAL LIFE INSURANCE						
Details	PLI			RPLI		
Period	1st Jan, 2024 to 31st March, 2024	1st April, 2024 to 31st Dec, 2024	1st Jan, 2025 to 31st March, 2025 (anticipated figures)	1st Jan, 2024 to 31st March, 2024	1st April,2024 to 31st Dec, 2024	1st Jan, 2025 to 31st March, 2025 (anticipated figures)
Number of Claims	2447	6950	2569	3337	10247	3503
Amount paid (Rs. in crore)	94.54	279.24	99.26	38.33	127.95	40.24

2.5 Performance of Customer Portal and IPPB channel for online payment of premium:

There has been an increase in the number of policy holders using PLI customer portal and IPPB Channel for

online payment of premium. The number of policy holders using customer portal and IPPB Channel has increased from 5,96,323 in April, 2024 to 6,90,439 in December, 2024.





2.6 Snapshots of Marketing Campaign



Dak Chaupal in
Nazafergarh village PO, New Delhi



Dak Mela at Jagannathpur market, Singbhum



3. India Post Payments Bank (IPPB)

3.1 About IPPB

India Post Payments Bank (IPPB) has been setup under Department of Posts, Ministry of Communications with the vision to build the most accessible, affordable and trusted bank for the common man in India. The fundamental mandate of IPPB is to remove barriers for the unbanked & underbanked and reach the last mile leveraging a network comprising of 1.64 lakh Post Offices and around 1.90 lakh GDS/ Postman.

IPPB's target market segments, being some of the most financially excluded & vulnerable sections of the society, the Bank has enabled assisted banking at the last mile through frugal innovation and simple and intuitive user interfaces. Whether it is offering account opening and transaction initiation enabled through biometric authentication, obviating the need to remember PIN/password or offering banking services at the doorstep of customers through the Postmen and Gramin Dak Sevaks (GDS) equipped with a smartphone and a biometric device connected real-time online to a Core Banking Platform, IPPB has transformed the banking and financial inclusion landscape in India.

IPPB is leveraging the vast postal network of 1.64 lakh post offices and more than 1.90 lakh GDS/ Postman in every district, town and village of the country to increase the size of rural banking infrastructure by almost 2.5 times.

This combination of Digital technology and Physical Infrastructure is a strong force to reckon in today's emerging digital

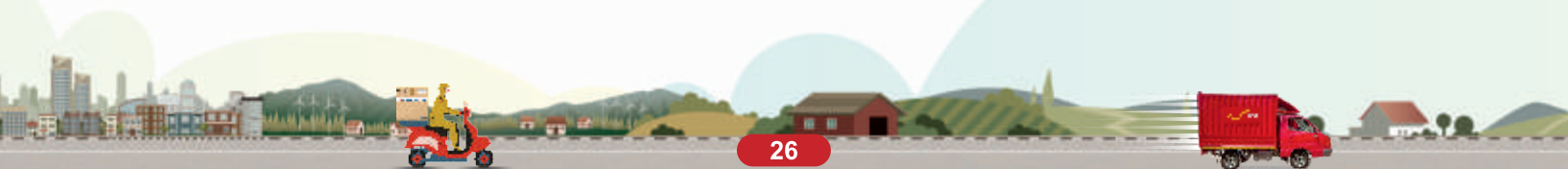
economy creating a Phygital Platform for Rural India. IPPB-DoP combine has harnessed this infrastructure, with a trustworthy brand & technology-led innovation through the collaboration of Fintechs, Government and institutions in banking ecosystem to deliver a variety of services under one roof establishing a robust service infrastructure.

IPPB's reach and its operating model is built on the key pillars of India Stack - enabling Paperless, Cashless & Presence-less banking in a simple & secure manner at the customers' doorstep, through a CBS-integrated smartphone and biometric device. Leveraging frugal innovation and with a high focus on ease of banking for the masses, IPPB delivers simple & affordable banking solutions through intuitive interfaces available in 13 languages.

IPPB is committed to provide a fillip to a less cash economy and contribute to the vision of Digital India. India will prosper when every citizen will have equal opportunity to become financially secure and empowered. Our motto stands true - Every customer is important; every transaction is significant, and every deposit is valuable.

3.2 New Products Rollout

- (i) **Cash Withdrawal services enabled through Individual Business Correspondents (BCs):** Bank has enabled Cash withdrawal services using AePS (Aadhaar Enabled Payment System) and Card+PIN through Individual BCs. This will help bank to

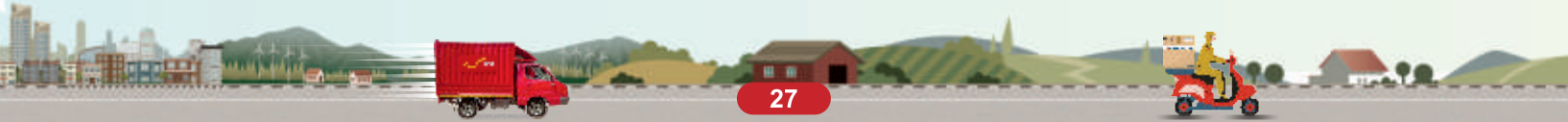


extended its reach beyond postal network also. 22000+ agents got on-boarded till 31st December, 2024.

- (ii) **Mini statement & Balance Check in Postal Accounts:** Bringing convenience at customer's doorstep, customer can view the account balance and mini statement of POSB (Post Office Saving Bank) accounts using IPPB services- <https://posbseva.ippbonline.com/india/post/signin>.
- (iii) **Setting up of Auto Bill Payment facility for IPPB Account Holders:** In our continued efforts to make the product better; we have upgraded the bill payment services with auto bill payment facility, where customer's bills will be fetched and paid before due date by the bank.
- (iv) **Life Insurance Products:** Guaranteed pension Goal (GPG) - This is non-linked, non-participating deferred & immediate annuity plan.
Smart Protect Goal (SPG) - This is a non-linked, non-participating, pure life term insurance plan.
- (v) **Group Accident Guard (GAG of TAGIC):** Accident is an unfortunate incident that happens unexpectedly and unintentionally, typically resulting in damage or injury. Group Personal Accident Insurance protects its members against accident leading to disability or death.
- (vi) **Bharat Bill Payment Services (BBPS) in Mobile Banking and Dak Pay (UPI PSP):** Recently IPPB launched upgraded version of BBPS in the IPPB Mobile Banking application and the Dak Pay- UPI PSP Application to offer many value-added services in bill payments segment. The value-added functionalities include enabling standing instructions for

recurring bill payments, pending bill reminders, biller management and improved mail alerts. Also, with an enhanced user experience driven by better interface.

- (vii) **Postal Life Insurance (PLI)/ Rural Postal Life Insurance (RPLI) premium payments through IPPB:** This service was a major requirement of customers pan India and by launching it IPPB has catered to & fulfilled the desires of a lot of customers. Now PLI/ RPLI premium payments could be made conveniently in a jiffy through IPPB channels. Along with ad-hoc premium payments, IPPB has also introduced the facility to set up auto-payments (Standing instructions) for PLI/ RPLI premium payments. With this any IPPB Account Holder can pay premium/ set up standing instructions for PLI / RPLI Payments through IPPB Mobile Banking or by visiting IPPB access Points (CBS/MATM) or by utilizing doorstep services (Micro-ATM).
- (viii) **Premium Account:** Different customers have different banking requirement & to cater the same, it is important to launch a differentiating product which can provide value added services, so that each customer has the freedom to choose a product which suits him/her best. 'Premium Khata' launched by IPPB is a step in that direction where it offers free doorstep services, free cash deposit and withdrawal services. A small annual service charged upfront annually bring hosts of discounts and waivers. Currently offered as SBPRM in CBS, this scheme shall become available on M- ATM soon.
- (ix) **UPI payment mode enabled at BO:** The Department of Posts (DoP) has been using Rural Information and Communication Technology (RICT) Handheld Device application for postal



operations at Branch Offices. IPPB has introduced UPI modes of Payments in the Branch Offices in line with the Digital India campaign. Currently the total number of Branch Offices is approx. 1,38,000. These Branch Offices are using UPI based Digital mode of payment, developed by India Post Payments Bank (IPPB) for providing the Postal & Retail services to the citizens.

- (x) Launch of eNACH payment facility for IPPB customers: During the Oct-2024 month, IPPB has gone LIVE with the eNACH facility which is an electronic payment system that enables automated recurring payments for Loans, Mutual Funds, monthly utility bills etc.

By integrating eNACH into IPPB, we have empowered our customers with a seamless and efficient way to manage their recurring financial obligations. With the the implementation of eNACH facility, the customer experience will be enhanced and this will also contribute to the growth and development of the payment ecosystem.

3.3 Key Highlights

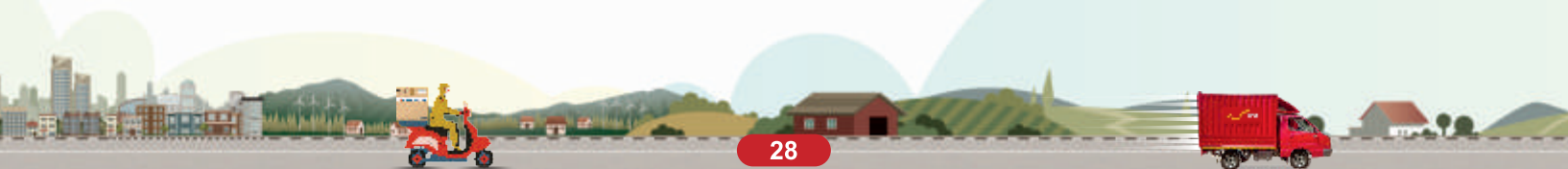
- 1.64 lakh IPPB Access Points enabled in post offices - 1.38+ lakh in rural areas.
- 11.06 Crore IPPB bank accounts opened in Digital and Paperless mode - 77% of the customers are from rural India.
- More than ₹ 15,319 crore customer deposit balance
- 48% of IPPB customers comprise female customers
- Accounts of 98% women have been opened at their Doorstep.
- More than 58% of Women account received DBT benefit.
- More than 1,101 crores financial transactions involving ₹ 11,01,646

crores.

- Assisted mode of transaction for IPPB customers through Postmen and Gramin Dak Sevaks who are equipped with smartphones and biometric devices and are providing simplified banking services to remote areas.
- More than 42.60 crore DBT Disbursement transactions worth ₹ 66,375 crore.
- More than 8.50 crore Mobile Aadhaar Updates & Child Enrolment Lite Client (CELC) Transactions have done.
- More than ₹33,199 crore cash disbursed to “customers of other banks” through over 11.17 crore Aadhaar Enabled Payment Service (AEPS) transactions.

3.4 Jeevan Pramaan Centre (JPC)

- (i) Jeevan Pramaan is a biometric enabled digital service for pensioners for submitting their Life Certificates digitally. The service was introduced by the Department on 30th June, 2015. In this service, all life certificates submitted manually by the pensioners are now being submitted digitally by using Aadhar number. The Department has set up Jeevan Pramaan Centre in all Head Post Offices across the country to facilitate the pensioners to register for Digital Life Certificate (DLC).
- (ii) Department has also started the facility of sending SMS to the registered mobile number of pensioners post generation of Digital Life Certificate. The facility of submitting DLCs at the doorstep of any pensioner has also been started by the Department at a nominal fee through India Post Payment Bank (IPPB). The pensioners can place a request on “Post info App” for availing the facility of DLC generation at their door step.
- (iii) A total of 3,93,355 Digital Life Certificates



(DLCs) have been registered from 1st October, 2024 to 31st December, 2024 (this exercise starts from 1st October every year).

- (iv) Aimed at easing the process for receiving pensions, IPPB offers the service for issuing and delivery of life certificate (Jeevan Pramaan) digitally at the

doorstep of pensioners. A completely paperless, hassle free and seamless process, this service is being offered to all pensioners, irrespective of having an account with IPPB or with any other bank as well. Nearly 24 lakh customers have been served at their doorstep





Chapter - D

Logistics and Supply Chain

D. Logistics and Supply Chain

1. Mail Services

1.1 Speed Post

Speed Post service was started in August 1986 for providing time bound and express delivery of letters and parcels weighing upto 35 kg between specified stations in India. Subsequently, the service was extended to the entire country including Branch Post Offices functioning in the rural areas. Speed Post is the flagship product of the Department of Posts and the market leader in the domestic express industry. Delivery norms of Speed Post are fixed considering the fastest available transport mode between the booking points and delivery destinations.

Transmission and delivery of Speed Post articles can be tracked online by using 13 digits Speed Post article number on India Post website (www.indiapost.gov.in). In addition, Speed Post article can be

tracked through an Android based mobile app 'Post Info'.

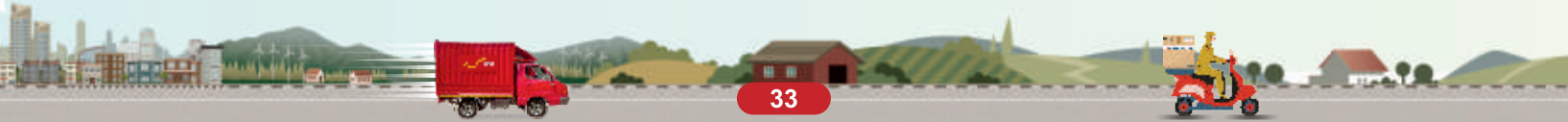
Salient Features of Speed Post:

- (i) Round the clock Speed Post booking facility is available in selected Offices in major cities.
- (ii) Credit facility under Book Now Pay Later (BNPL) scheme.
- (iii) Free Pick-up facility for bulk customers.
- (iv) Volume based discount facility.
- (v) Additional discount on advance payment.
- (vi) National Account facility for centralized billing for bulk customers.
- (vii) Cash on Delivery facility.
- (viii) Speed Post articles can be insured for up to a value of Rs. 1 Lakh.

Speed Post traffic and revenue during the last 5 years and current year:

Financial Year	Traffic (in Crore)	Revenue (Rs. in crore)
2020-21	35.24	1209.03
2021-22	42.92	1396.63
2022-23	50.85	1533.51
2023-24	67.46	1837.76
2024-25 (From 1 January 2024 to 31 December 2024)	64.82	1788.14

* Does not include Speed Post Parcel
* Revenue figures denote data collected from e-Lekha.

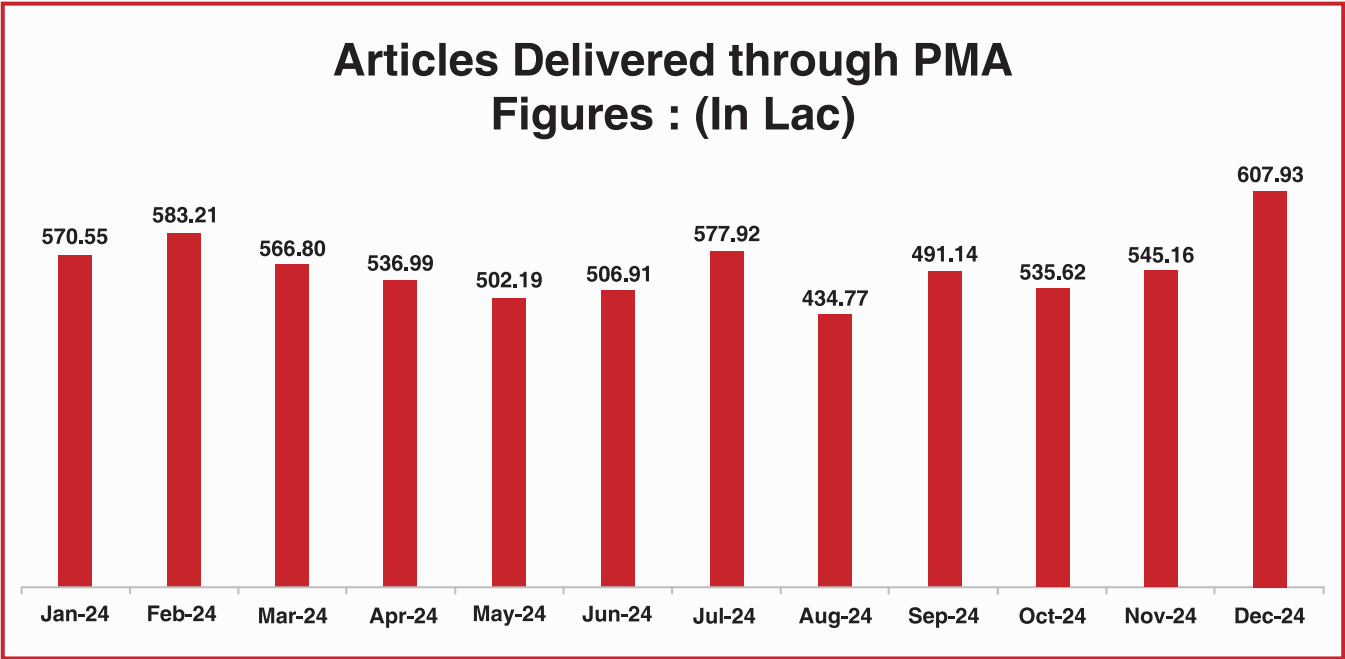


1.2 Real Time Delivery Updation

In order to provide real time delivery status to customers, Department of Posts has started delivery of Speed Post, Registered Letters/Parcels, Money Order and Cash on Delivery (COD) parcels through a mobile based delivery application known as the Postman Mobile Application (PMA). PMA has been downloaded in more than 1.8 lakh smart phones supplied to Postmen/ Gramin Dak Sewak (GDS) delivery staff across the country covering the urban as well as rural areas. Department has brought in a scheme of Bring your own device (BYOD)

whereby delivery staff can use their personal smart phones for real time delivery status update. About 21,000 smart phones have been registered in BYOD scheme so far.

Introduction of PMA has enabled sharing of real-time delivery information with latitude and longitude of the delivery locations with the customers. Use of PMA for delivery of accountable mail has shown a quantum jump from 4.33 lakh articles/ parcels in May, 2019 to 6.07 crore in December 2024.



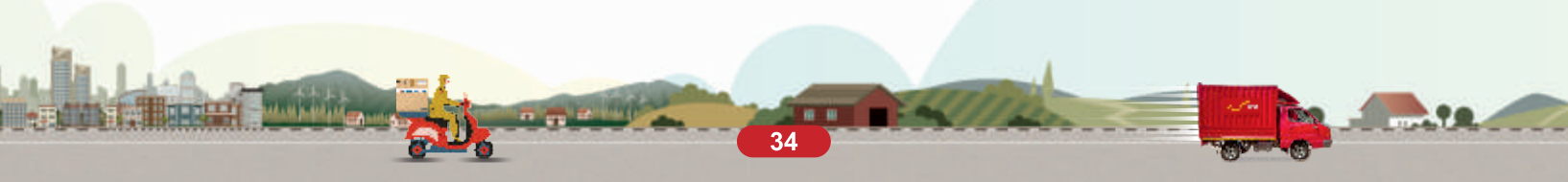
1.3 ELECTRONIC CLEARANCE OF LETTER BOXES

In order to have a digital footprint for the clearance of letter boxes, Department of Posts has implemented electronic clearance of letter boxes through in-house developed in house application. e-Clearance of letter boxes has brought about electronic visibility in the clearance

of letter boxes and a mechanism to monitor their timely clearance. As on December, 2024, e-clearance of letter boxes has been implemented for 53,792 letter boxes in the country.

1.4 Automated Mail Processing Centres

Department has established Automated Mail Processing Centers (AMPCs) in Delhi and Kolkata in 2010-11. These



centers are equipped with a Letter Sorting Machine (LSM) and a Mixed Mail Sorter (MMS) each with a sorting capacity of 35,000 and 18,000 items per hour respectively. Enhanced sorting capacity and mechanized processing facility have expedited sorting and enabled faster delivery of mail in these cities.

1.5 Delivery of Aadhaar Cards and Elector Photo Identity Cards (EPIC)

Newly Introduced Aadhar PVC Cards by Unique Identification Authority of India (UIDAI) and Electoral Photo Identity Cards (EPICs) issued by Chief Electoral Officer of all the States/UTs are being delivered to the recipient through Speed Post across the country. From April 2023 to December 2024 a total of 98.11 Lakh Aadhaar PVC Cards have been delivered to the addresses across the country. Similarly, from April 2024 to December 2024, 3.45 Crore EPICs have been delivered to the addressees across the country. Department has also delivered 12.90 Crore Aadhaar letters to the citizens from April 2024 to December 2024.

1.6 Online Working of Mail Processing Hubs

Core System Integration (CSI) solutions which provides for online functioning, has been implemented in all mail processing hubs of the Department. The implementation of CSI solutions has enabled real time exchange of data generated in hubs with the central server, thereby expediting the entire chain of mail transmission and processing. The initiative has led to improved delivery of postal articles to the customer. 260

Speed Post processing hubs, 303 Unregistered Mail offices, 823 Business Processing Center (BPCs), 47 BNPL Center and 411 Transit Mail Offices (TMOs) are performing their operations online in CSI solutions.

1.7 Radio Frequency Identification (RFID)

Radio Frequency Identification is being increasingly used in many sectors to increase efficiency, performance and competitiveness in movement of items and for automatic recording of their stage wise movement. It provides a contactless identification, tracking and tracing of mail and parcels in real time.

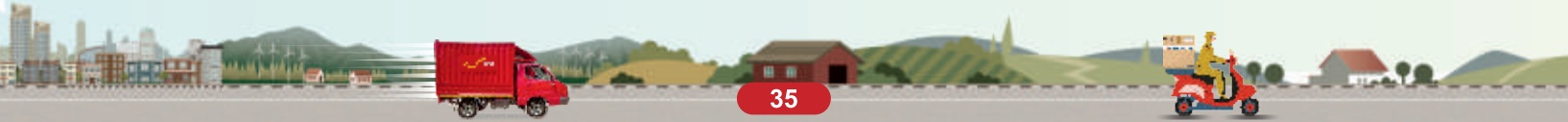
Department is in the process of inducting in a phased manner, RFID technology to monitor the time taken in transmission of mail and parcels on every leg from booking to delivery. RFID gates have been installed at 42 major mail exchange hubs across the country.

1.8 Self Locking Seals

Department of Posts has introduced self-locking seals to replace the sealing wax for closing mail bags which can cause giddiness, nausea, pulmonary diseases etc. to the employees working in mail offices. Replacing sealing wax with biodegradable plastic seals, a green initiative of the department is a part of ongoing special campaign 2.0 under Swachhata Abhiyan and coordinated by the Department of Administrative Reform and Public Grievances, Government of India.

1.9 Click N Book

Click N Book service of India Post enables booking of Speed Post (Document and



Parcels), Registered Articles and Registered Parcels online on India Post Web Page. Online Option to perform “Click N Book” is available on India Post Webpage. This facility is available for registered users only and the users have register themselves before booking of articles. Click N Book service has been launched in 1729 pin codes of 28 state capitals, 8 Union territories capitals and 38 other major cities.

1.10 Joint Parcel Product (JPP)

Department of Posts and Indian Railways have collaborated to introduce a ground breaking logistics solution called **Rail Post Gati Shakti Express Cargo Service**. This innovative service is strategically designed to cater to both Business to Customer (B2C) and Business to Business (B2B) markets, with a specific focus on the burgeoning e-commerce and MSME sectors, offering competitive pricing aligned with prevailing market trends for weight categories ranging from 35 kgs to 100 kgs. Department of Posts is managing the crucial First and Last Mile services, while Indian Railways will handle the vital Middle Mile services. The core idea behind this Joint Parcel Product revolves around the efficient handling of parcels at

the origin and destination points by the Department of Posts, encompassing activities like customer premise pickups, booking, delivery, and transmission between identified railway stations facilitated by Indian Railways.

The Proof of Concept (PoC) for the Rail Post Gati Shakti Express Cargo Service was initiated on March 31, 2022, with the introduction of a Parcel Van on the Tapti Ganga Express route from Surat to



JPP Parcels in mesh wire boxes being loaded in dedicated Parcel Van through scissor trolley

Varanasi. Building upon this success, a dedicated full parcel train commenced operations from Surat, Gujarat, to

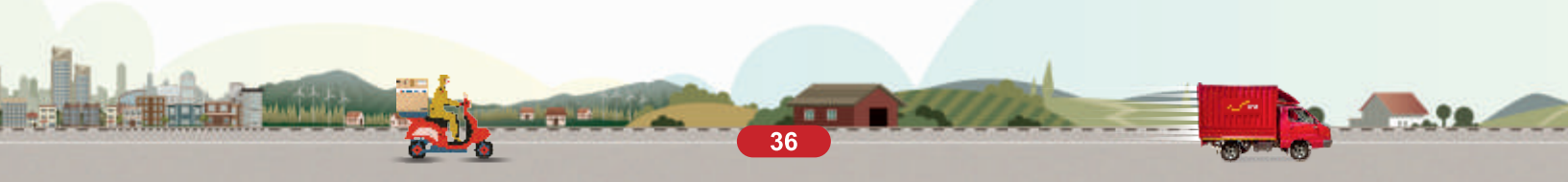


JPP Parcels offloading through conveyor belt at Aggregation Centre Surat, Gujarat



Specialized ball deck unit inside Parcel Van

Narayanpur Anant, Bihar, on October 20, 2022, specifically designed for the efficient transportation of parcels. Additionally, the PoC was expanded to



include SLR coaches, enabling the transportation of 1-2 tons of cargo on various routes nationwide, such as Mumbai to Delhi, Delhi to Guwahati, Mumbai to Howrah, Bengaluru to Hyderabad, and others.

To enhance customer confidence, a third-party insurance service is also offered at an affordable rate of 0.03% plus GST of the content value.

1.11 Self Booking Kiosk

The Department of Posts has launched Self-Booking Kiosks for Documents and Parcels to provide 24x7 convenient booking experience to the customers. Self-Booking Kiosks enables customers to book Documents/Parcels weighing up to 5 Kg. at any hour of the day. The service supports a variety of digital payment methods, ensuring a secure and hassle-free experience.

In the first phase 30 Self-Booking Kiosks have been deployed at 29 cities across the country which the customers can conveniently utilize at any point of time. Deployment of 70 more SBKs is to be completed during F.Y. 2024-25.

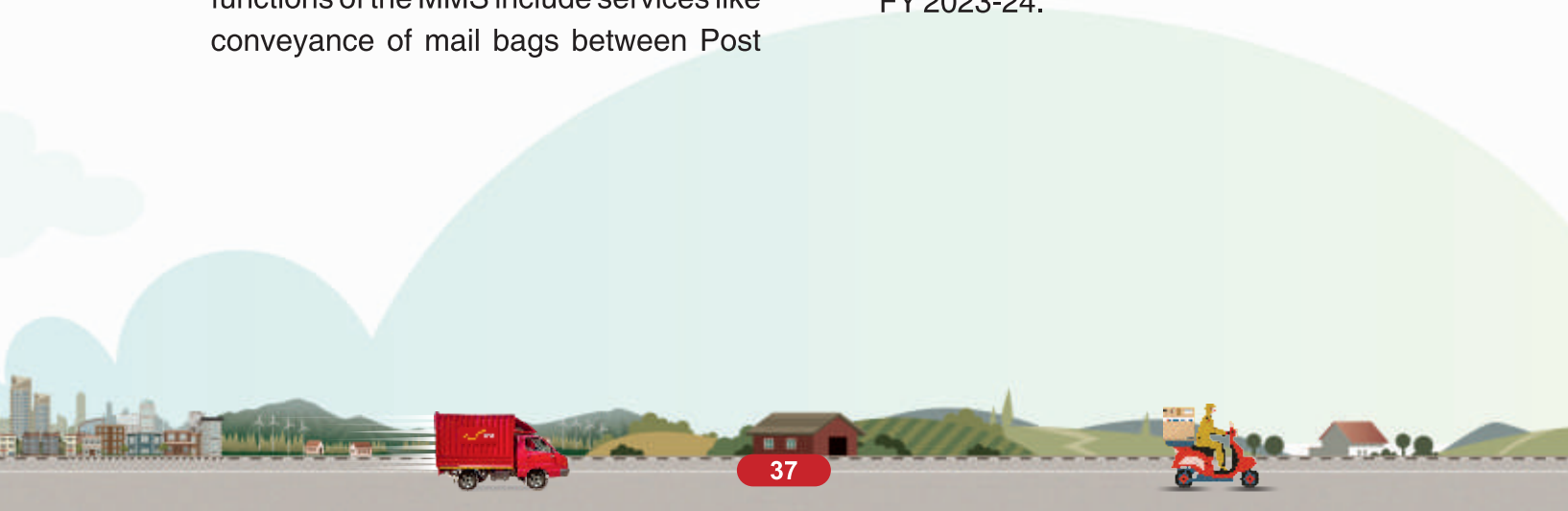
1.12 Mail Motor Service (MMS)

Mail Motor Service (MMS) came into existence in the year 1944 with a purpose to meet the requirement of Department of Posts for conveyance of mails. The functions of the MMS include services like conveyance of mail bags between Post

Offices, RMS Offices, Transit Mail Offices (TMOs), Railway Stations, Air Mail Sorting Offices, Sea Ports, Conveyance of cash, pickup and delivery of speed post/bulk mail, etc. In addition to above, MMS schedules are operated for Logistic Posts services in cities like Hyderabad, Bangalore, Delhi, Mumbai and Chennai. MMS workshops are attending to the repairs and maintenance of staff cars/inspection vehicles.

MMS is responsible for operation and maintenance of 1414 Mail Motor Vehicles and 428 inspection vehicles/staff cars which have been provided to all Circles. Out of these, 230 are CNG propelled Mail Vans in Agra, Ahmedabad, Delhi and Mumbai. The Department has started adding electric vehicles in its fleet which are provided with GPS based online tracking system. There are 103 MMS units throughout the country to operate the fleet of motor vehicles, out of which 17 MMS units are having full-fledged workshops which caters to repairs and maintenance of operational, staff cars and inspection vehicles of the Department.

Fund of Rs. 9 Crore has been utilized in the year 2023-24 by the Circles for purchasing new MMS vehicles against replacement of matured/prematurely condemned vehicles during the FY 2023-24.



2. Parcel Services

2.1 Parcels

Globally, the surge in e-commerce has created a significant opportunity for postal systems, including the Department of Posts, to grow their presence in the Courier, Express, and Parcel (CEP) market.

To adapt to the evolving demands of the CEP market, the Department established the Parcel Directorate in 2018 as a separate vertical. Its focus is on enhancing infrastructure, standardizing parcel operations and marketing parcel services to e-commerce and other customers.

Parcel Directorate has implemented various measures to enhance reliability and efficiency in parcel operations. These include operational measures such as establishing a network of Parcel Hubs for exclusive processing of parcels and Nodal Delivery Centres) for mechanized parcel delivery. A dedicated pan-India Road Transport Network has been developed to ensure secure and timely transmission of parcels. Technological developments include Application Programming Interfaces (APIs), Management Information System (MIS) portal, Customer Relationship Management (CRM) portal, and UPI payment at Post Office to cater to the specific needs of customers.

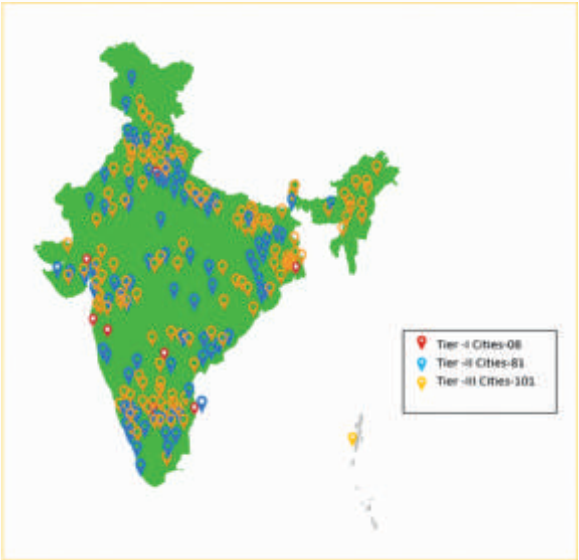
2.2 Major Initiatives:

(i) **Parcel Hubs:** A network of 190 Parcel Hubs comprising 78 Level-1 and 112 Level-2 hubs, has been established to facilitate swift and secure processing of

parcels. Standardized facility layouts and uniform equipment specific to the needs of parcel processing have been implemented across all Parcel Hubs to ensure operational efficiency and consistency.

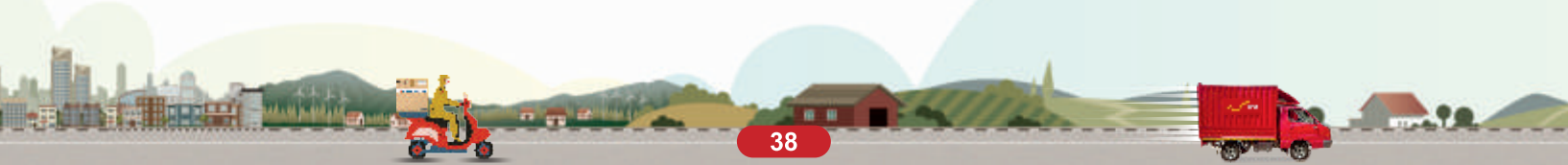
The map below depicts the geographical locations of PHs in Tier – I, Tier – II and Tier – III cities and towns in the country.

Semi-automated sorting systems with conveyor belts and dynamic weighing



system have been made functional at eight cities viz. Delhi, Mumbai, Bengaluru, Vijayawada, Jaipur, Kolkata, Lucknow and Hyderabad. These semi-automated centres have parcel processing capacity of up to 2500 parcels per hour and are especially designed to handle high volume of e- Commerce Parcels.

(ii) **Nodal Delivery Centres:** Nodal Delivery Centres have been set up for exclusive and expeditious delivery of parcels using two and four-wheeler vehicles. There are



Type of City	No of NDCs
Tier-I	73
Tier-II	103
Tier-III	57



Mechanized delivery of Parcels at NDC Jaipur GPO

233 such delivery centres, covering over 1600 PIN codes and delivering approximately 30 % of the total parcels delivered in pan-India in a day. These centres are strategically located in 145 cities.

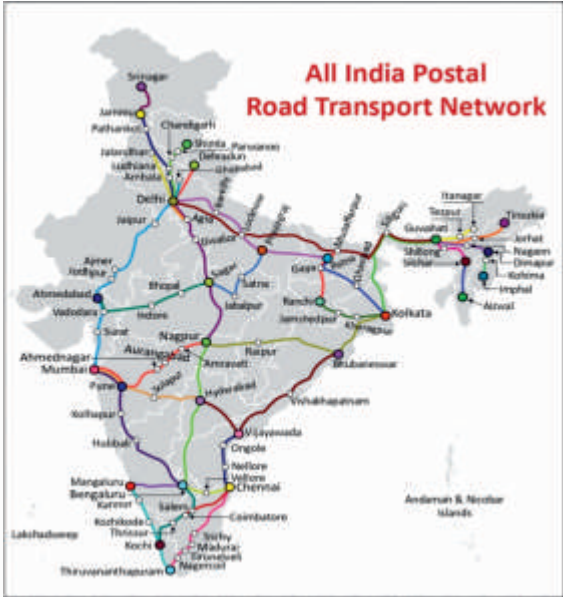
- (iii) **Standard Equipment:** Standard equipment such as roller containers, package trolleys, and sorting cases have been provided in Parcel Hubs and Nodal Delivery Centres for optimal and efficient processing of parcels at these facilities. Moreover, scalable facility designs and standardised process flow have been implemented across the country.
- (iv) **Transshipment Centres:** Nine (09) Transshipment Centres have been operationalized on the national Road Transport Network routes along highways to facilitate smooth vehicle movement and parcel exchange. These are located at Guwahati (Assam), Sagar (Madhya Pradesh), Chennai (Tamil Nadu), Siliguri (West Bengal), Bengaluru (Karnataka), Ludhiana (Punjab), Hyderabad (Telangana), Nagpur (Maharashtra) and Nabadiganta (West Bengal).

- (v) **Postal Road Transport Network:** A dedicated Road Transport Network,



connecting all states and the PHs located therein is being operated to ensure timely and expeditious transportation of parcels.

Planned Postal Road Transport Network Routes



Seventy-Six national routes covering over 50,000 km per day are operational



Fleet of Postal Road Transport Network

as on 31.12.2024, supplemented by state-level routes.

- (vi) **Parcel Packaging Policy:** A Parcel Packaging Policy has been formulated to ensure the secure and safe transmission

of parcels. Parcel Packaging Units (PPUs) have been established in 1408 Post Offices and packaging services including different sized packages, sealing material etc. are available for the



Parcel Packaging Unit, Hyderabad

benefit of retail customers. These include:

- a. External packaging (flyer, Boxes, Bi-axially Oriented Polypropylene (BOPP) tapes & strapping rolls).
- b. Internal packaging (loose fill like Bubble wrap, airbags & cardboard fillers)

(vii) Application Programming Interface: Various Application Programming Interface (APIs) have been developed for seamless data exchange between the Department of Posts and its customers, facilitating services such as pick-up, tariff calculation, PIN code validation, and label generation.

(viii) Mail Monitoring Unit: Dedicated Mail Monitoring Units (MMUs) have been set up at different levels, from the Divisions, Regions and Circles in the field to the Parcel Directorate, to monitor and improve mail and parcel operations. These units focus on ensuring adherence

to defined parameters, resolving operational and technical issues faced by field units, and enhancing delivery efficiency.

(ix) Strategic Alliance in E-commerce: The Department of Posts is currently working with many e-commerce companies. In a



MoU signed between Department of Posts and Amazon

significant development aimed at strengthening logistics and e-commerce in India, the Department and Amazon Seller Services Private Limited signed a Memorandum of Understanding (MoU) to deepen their collaboration. The MOU has been done with an objective of jointly exploring opportunities in logistics and business expansion, enabling Amazon to increase the use of DoP's extensive postal network for parcel delivery across India.

2.3 Parcel Traffic Handled During the Year 2022-23 and 2023-24

Traffic figures for Speed Post Parcel, Business Parcel and Registered Parcels are as under:

Parcel Traffic	2022-23	2023-24
Speed Post Parcel	1,56,21,656	2,51,74,468
Business Parcel	50,70,237	61,87,535
Registered Parcel	3,33,79,655	3,02,42,034
Total	5,40,71,548	6,16,04,037

ARTICLE-WISE MAIL TRAFFIC DURING 2022-2023 AND 2023-2024 (Registered, Unregistered and Premium Products)		
(in Crore)		
Article	2022-23	2023-24
1. Postcard *	66.70	64.83
2. Letters		
i) Speed Post	52.42	69.97
ii) Registered Letter	18.72	17.18
iii) Insured Letter	0.06	0.07
iv) Value Payable Letter	0.07	0.08
v) Unregistered Letter #	230.30	221.05
Total Letter Mail	301.57	308.35
3. Registered Newspaper	35.64	34.48
4. Parcel		
i) Registered Parcel	2.05	2.26
ii) Insured Parcel	0.06	0.05
iii) Value Payable Parcel	0.13	0.09
iv) Unregistered Parcel	7.99	7.36
Total Parcel Mail	10.23	9.75
5. Packet		
i) Registered Packet	1.05	0.58
ii) Value Payable Packet	0.04	0.05
iii) Unregistered Packet	56.58	56.48
Total Packet Mail	57.67	57.11
Grand Total (1 to 5)	471.81	474.53

* Include acknowledgements.
"# Include letter cards and insufficiently paid letters.



3. International Mail Services

3.1 Products and Services

- (i)

International EMS Service:

Also known as International Speed Post, EMS is the premium service among the International offerings of the Department of Posts. End-to-End tracking is provided to customers and compensation is payable for loss/damage and delay in delivery as per prescribed norms. Currently the service is available for 106 countries.

(ii)

International Tracked Packet Service (ITPS):

International Tracked Packet is specially designed to cater to needs of e-Commerce sector for cross border transactions and exports. It is a competitive service offered in the category of up to 2.0 kg weight slab with end-to-end tracking. Currently this service is available for 41 countries including major export destinations such as USA, Great Britain, Australia, Canada, Germany, UAE etc.

(iii)

Letter Post:

The India Post provides its letter mail services for 215 countries and destinations. The "Letter Post" applies to the following classes of postal articles:

a.

Items containing documents:

Letters, Aerogramme, Postcards, Printed Papers (including Books and Registered Newspapers) up to 2.0 kg; Literature for the Blind (up to 7.0 kg.) and M Bag (Bulk Bag) up to 30.00 kg.

•

Aerogramme:

An Aerogramme consists of a sheet of paper suitably folded and gummed. Aerogramme is a category intended for transmission exclusively by air and has no corresponding category in the surface mail (when it is transmitted by surface for any reason it is treated as a letter).

•

Postcard:

Postcard is used for transmission of short messages written on a Postcard and is transmitted by air, wherever available. Privately manufactured postcards are rectangular and are required to be made of material similar to that used for the postcards issued by the Post Office.

•

Printed Paper:

The “Printed Paper” service in the Foreign Post corresponds to the “Book Packet” service in the Inland Post, with some variations in the conditions. There are only two categories in the Foreign Post viz., ordinarily printed papers and newspapers registered with Head of a Circle like Inland registered newspapers.

•

M Bag:

M Bags, also known as Bulk bags, are special bags containing Newspapers, Periodicals, Books and other printed papers addressed to same addressee at the same address in foreign countries.

•

Literature for the Blind:

Articles assimilated to literature for the blind (“Blind Literature” or “Cecogrammes”) are those which contain papers of any kind (including letters), Periodicals, Books and Plates impressed in “Braille” or any other special type for the use of the blind. Sound records as literature for the blind are admitted only if these are sent by or addressed to an officially recognized Institute for the blind. A list of such Institutions in India are published by Director Generals Circulars and Postal Notices.

b.

Items containing goods:

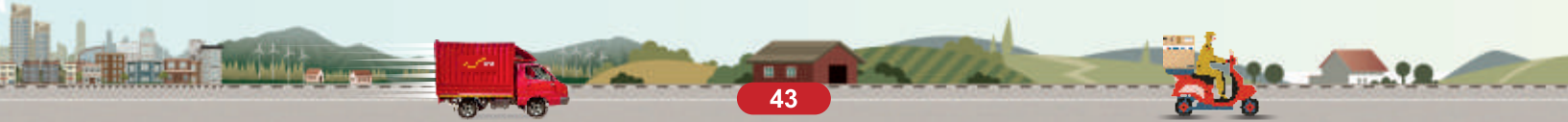
Small Packets (up to 2.0 kg.). This service is intended to

42

enable transmission of small quantities of goods by Letter Post. Gifts, items of saleable value and samples of merchandise can be transmitted by Small Packets service. However, Small Packets should not bear any inscriptions or contain documents in the nature of current and personal correspondence or any document exchanged between persons other than the sender and the addressee. They should not contain any postage stamp or form of prepayment, whether cancelled or not or any paper representing a monetary value.

(iv) International Parcel Service: International Parcel Service is a dedicated service for corporate and retail customers to provide economical and fast merchandise services. International parcels can be booked in all the departmental post offices across the country. Department of Posts provides an online Track & Trace facility for International Parcels. These services are available for more than 191 destination countries and territories across the globe and cover all major destinations.

COUNTRIES COVERED UNDER INTERNATIONAL SPEED POST SERVICE as on 31.03.2024.			
FOR DOCUMENTS AND MERCHANDISE			
1	Afghanistan	51	Kuwait
2	Argentina	52	Latvia
3	Australia	53	Lithuania
4	Austria	54	Luxembourg
5	Bahrain	55	Macao
6	Bangladesh	56	Malawi
7	Barbados	57	Malaysia
8	Belarus	58	Maldives
9	Belgium	59	Mauritius
10	Bermuda	60	Mexico
11	Bhutan	61	Mongolia
12	Botswana	62	Morocco
13	Bosnia and Herzegovina	63	Namibia
14	Brazil	64	Nauru
15	Brunei Darussalam	65	Nepal
16	Bulgaria	66	Netherlands
17	Cambodia	67	New Zealand
18	Canada	68	Niger
19	Cape Verde	69	North Macedonia



COUNTRIES COVERED UNDER INTERNATIONAL SPEED POST SERVICE as on 31.03.2024.			
FOR DOCUMENTS AND MERCHANDISE			
20	Cayman Islands	70	Norway
21	China (People’s Republic)	71	Oman
22	Cuba	72	Pakistan
23	Cyprus	73	Panama
24	Denmark	74	Papua New Guinea
25	Ecuador	75	Philippines
26	Egypt	76	Poland
27	El Salvador	77	Portugal
28	Eritrea	78	Qatar
29	Estonia	79	Romania
30	Ethiopia	80	Russian Federation
31	Fiji	81	Saudi Arabia
32	Finland	82	Senegal
33	France	83	Singapore
34	Georgia	84	South Africa
35	Germany	85	Spain
36	Ghana	86	Sri Lanka
37	Greece	87	Sudan
38	Hong Kong	88	Sweden
39	Hungary	89	Switzerland
40	Iceland	90	Taiwan
41	Indonesia	91	Tanzania
42	Iran	92	Thailand
43	Ireland	93	Tunisia
44	Israel	94	Turkey
45	Italy	95	Uganda
46	Japan	96	Ukraine
47	Jordan	97	United Arab Emirates
48	Kazakhstan	98	United Kingdom
49	Kenya	99	United States of America
50	Korea (Republic)	100	Vietnam
FOR DOCUMENTS ONLY			
1	Democratic Republic of Congo (Zaire)	4	Nigeria
2	Guyana	5	Rwanda
3	Iraq	6	Yemen



3.2 Recent Initiatives in 2024-25

3.2.1 Dak Ghar Niryat Kendras (DNKs) are being established to promote commercial export through Postal channel. It facilitates online filing of Postal Bill of Export, which is mandatory for commercial export and self-booking of commercial items, with generation of labels having dynamic barcode & invoice through the DNK Portal. The staff of Dak Ghar Niryat Kendras handholds the exporters and guides in documentation, packaging, prohibitions & restrictions and other requirements for export. The exporters, artisans, traders, women, Self-Help Groups from small towns and villages are using DNK services to export their products globally.

- 3.2.2 Department of Posts has authorized 1013 DNKs up to district level across the country by 31st October 2024. Around 2.26 lakh shipments with value of around Rs. 55.43 crores have been exported in the financial year 2024-25 as on 31st October 2024.
- 3.2.3 India acceded to the Postal Payment Services Multilateral Agreement of the UPU for the cross-border remittances through Postal channel.
- 3.2.4 Department of Posts have revised discount scheme for International EMS and International Tracked Packet service to boost e-commerce exports from India.



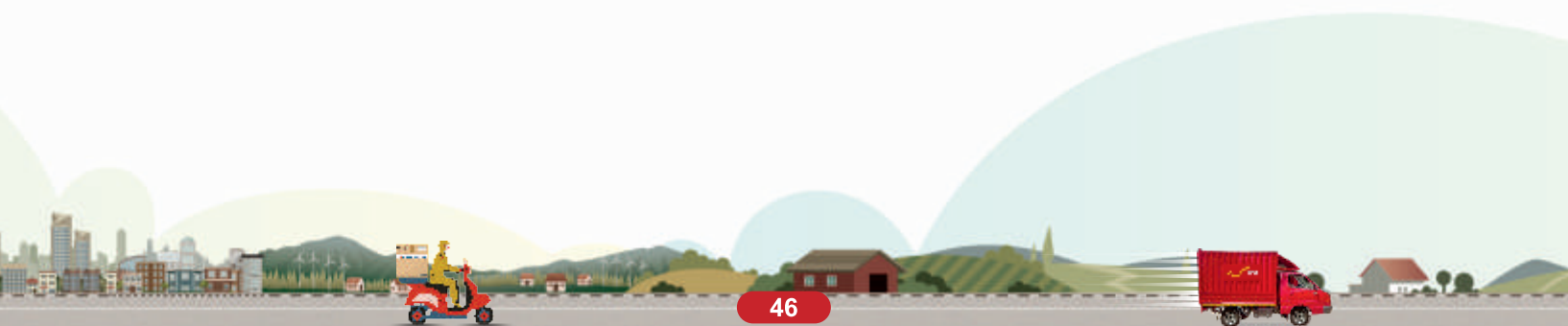
4. Business Development Products

4.1 Products and Services

- (i) **Magazine Post:** The Department of Posts launched Magazine Post on 01.04.2022 to provide Track & Trace facility for delivery of magazines. Magazine Post has addressed all concerns of publishers related to Track and Trace. The booking facility is available at one location in each Circle. A total of 188 publishers have been registered since inception and 5,289,797 magazines have been booked under Magazine Post service from 01.01.2024 to 31.12.2024, earning a revenue of Rs. 6.63 crores. The main features of Magazine Post are furnished as follows:
- a) Scanning at every stage from booking to delivery;
 - b) SMS alerts to both sender and addressee;
 - c) Track & Trace facility;
 - d) Delivery through Postman Mobile App;
- (ii) **Direct Post:** With increasing commercial activity in India, the need for direct advertising of products and services by business organizations is growing. Mail under Direct Post is defined as printed materials usually carrying a sales message or announcements designed to elicit a response from a carefully selected consumer group or market segment. It is one of the most effective mediums for

advertising for both upcoming and established business houses. It can also be used for the dissemination of socially relevant messages in far-flung areas of the country. Direct Post service offered by the Department of Posts comprises of unaddressed postal articles like letters, cards, brochures, questionnaires, pamphlets, samples, and promotional items like CDs, coupons, posters, mailers, or any other form of printed communication that is not prohibited under any law.

- (iv) **Media Post:** Department of Posts offers a unique service to help Corporate and Government organizations reach potential customers through "Media Post." No other medium can match the sheer expanse of Department of Posts in terms of volume and reach. Media Post offers a range of advertising mediums, such as postal stationery and the display of posters in postal premises, Mail Motor Vans etc. The advertisements are displayed in the area identified for advertisement in the premises of the post office and space earmarked on postal stationery like Post Office Savings Bank Passbooks, Envelopes, Booking receipts etc.



Chapter - E

Citizen Centric Services



E. Citizen Centric Services

1. Post Office Passport Seva Kendras

In view of greater mobility of the Indian population in search of education, better work opportunities, and other social commitments, passport has become a necessary document that everyone needs to obtain. Given the ever-increasing demand for passport services and to provide convenience to citizens who previously had to travel long distances to get passports, the Ministry of External Affairs has associated with the Department of Posts to leverage the Post Office network and provide passport services to people in their vicinity by establishing Post Office Passport Seva Kendras (POPSKs). It has been mutually decided by DOP & MEA to open a POPSK in each Lok Sabha constituency. As on 31.12.2024, 442 POPSKs have been operationalized, which have processed 3,238,811 passport



POPSK centre at Guna HO in Madhya Pradesh Circle

applications, including Police Clearance Certificates (PCC), and have earned a revenue of Rs. 127.72 crore for the



POPSK centre at Dharmnagar HO in North East Circle

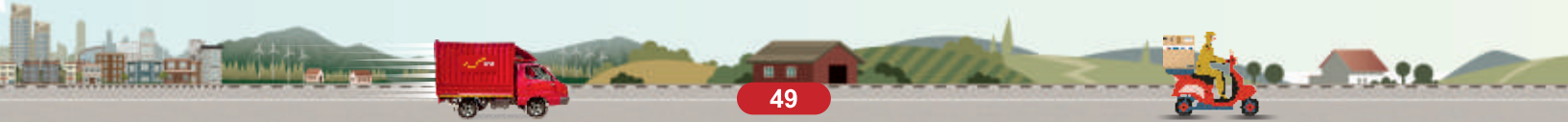
Department from January 2024 to December 2024.

The following eight POPSKs have been operationalized in the year 2024-25:

- a) POPSK Kakner, Chhattisgarh Circle
- b) POPSK Baster, Chhattisgarh Circle
- c) POPSK Nagina, Uttar Pradesh Circle
- d) POPSK Khandwa, Madhya Pradesh Circle
- e) POPSK Nandurbar, Maharashtra Circle
- f) POPSK Shahdol, Madhya Pradesh Circle
- g) POPSK Jalaun, Uttar Pradesh Circle
- h) POPSK Mandsaur, Madhya Pradesh Circle

2. Post Office Aadhaar Updation and Enrollment Centre

Thirteen thousand three hundred fifty-two Aadhaar Centers were set up across India in Post Offices with the aim of providing citizen-centric services in the vicinity of the citizens. The facility of these Post Office Aadhaar Centers has brought



convenience to citizens in generating new Aadhaar cards and updating their Aadhaar cards in case of any change or mismatch. To reach out to the masses in the remotest areas of the country, India Post has also distributed Mobile/Laptop Aadhaar kits to the Post Offices. Because of these Aadhaar Mobile/Laptop kits, Aadhaar Updation/Enrolments can now be done in camp mode, thus helping the masses, especially DBT beneficiaries, to obtain benefits of different government schemes. The Department of Posts, in collaboration with the Army Postal Service (APS) and the Unique Identification Authority of India (UIDAI), has started Aadhaar services for Defense personnel. In this fiscal year, an Aadhaar center has been operationalized at Siachin, which marks the highest Aadhaar center in the country. So far, 110 Aadhaar centers are functional in APS.

Mainly two (2) types of services are provided in Post Office Aadhaar Centres:

- a. **Aadhaar Enrolment:**
 - i. The Enrolment process involves the electronic capture of demographic and biometric information of residents.
- b. **Aadhaar Updation:**
 - i. Mandatory update: Update of details in Aadhaar is mandatory once in ten years.
 - ii. Demographic Updation, such as Name, Email ID, Mobile Number, Address, Date of Birth, etc.
 - iii. Biometric Updation, including facial images, 10 fingerprints, and iris, are updated through post offices.

3. **India Post Passenger Reservation System (IP-PRS)**

An MoU was signed between the



Aadhaar Centre at Lucknow GPO
in Uttar Pradesh Circle

Department of Posts and the Ministry of Railways on 31.07.2007 to extend the



Aadhaar Centre at Lucknow GPO
in Uttar Pradesh Circle

facility of railway ticket reservation through the network of Post Offices across the country. Currently, 316 IP-PRS centers are available across the country.

4. **Retail Post**

Post Offices are also being developed as one-stop shops to provide a range of utility services to customers in the vicinity of their localities. The Department of Posts is leveraging the vast network of Post Offices across the country by providing services under “Retail Post,” which include the collection of electricity



bills, telephone bills, taxes, and fees.

As part of the Government of India initiative, the Department of Posts provides the facility of sale of "Sovereign Gold Bonds," under which applications are accepted through all Head Post Offices of the Department as and when Sovereign Gold Bond tranches are opened by the RBI.

Since July 2016, the Department has put in place arrangements for the supply and distribution of 'Gangajal' in 250 ml size bottles through post offices across the country. The objective of this project is to make "Gangajal" available at the nearest post office and even at the doorstep of customers. Sale of Gangajal is conducted through 4,116 post offices across the country and is also available on online portals, i.e., "ePostoffice.gov.in."

To facilitate devotees, Department of Posts has entered into agreements with various Shrine Boards for the delivery of holy Prasadam at the doorstep of devotees across the country. The holy Prasadam from various shrine boards is available online and also at selected post offices across the country. Presently, 118 temples across the country are registered under the Holy Blessing service of the Department of Posts. Devotees can book Prasadam by visiting the website of India Post.

To facilitate extensive participation of citizens in the Har Ghar Tiranga campaign run by the Ministry of Culture and MyGov to celebrate India's independence, Department of Posts successfully distributed 49,26,093 National Flags under Har Ghar Tiranga



Tiranga rally by Postal Staff at Kolar, Karnataka Circle

campaign 3.0 during the year 2024. National Flags were made available in every Post Office for offline sale/distribution and also available through e-PostOffice Portal for online sale/distribution during the campaign. To promote participation in the campaign, postal employees held wide-spread rallies, prabhat pheries, door to door campaigns, bike rallies etc.

5. **Physical Verification of Prime Minister’s Employment Generation Programme (PMEGP) Units:**

An MoU was signed between the Department of Posts and the Khadi & Village Industries Commission (KVIC) on 20.08.2024 for physical verification of Prime Minister’s Employment Generation Programme (PMEGP) units. This verification will facilitate the adjustment of government subsidy to the loan account of beneficiaries under the Prime Minister’s Employment Generation Programme. Proof of concept has been completed successfully and pan India rollout started on 20th August 2024 in a phased manner. As of 31.12.2024, 20,162 PMEGP units have been verified.

6. **KYC (Know Your Customer) Documents Verification/Collection:**

Memorandum of Understanding (MoUs) have been signed between the Department of Posts and the Unit Trust of India (UTI) and between the Department of Posts and the Specified Undertaking of the Unit Trust of India (SUUTI) for the door-to-door collection and verification of KYC documents from mutual fund investors. Around 401,000 KYC verifications have been completed as 31.12.2024.

7. e-Products and Services

7.1 **e-Post:** e-Post is an unregistered hybrid mail service that provides electronic transmission of messages, which may include text messages, scanned images,



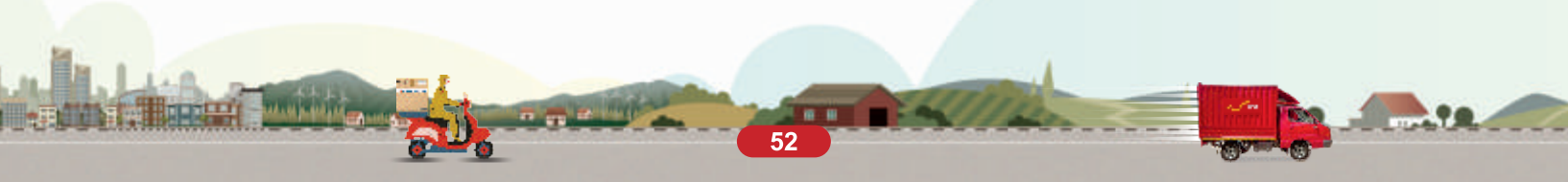
KYC verification by Postman of Devarapalli SO under Anakapalli Division, Andhra Pradesh Circle

pictures, etc., and their delivery in hard copies at the destination through postmen or delivery staff. Presently, e-Post booking facility is available in more than 13,539 post offices, with physical delivery through a network of more than 165,000 post offices across India. The e-Post service is provided for both retail and corporate customers. e-Post is mainly used by individual customers for sending a limited number of e-Post messages. This service can be availed by customers by visiting e-Post enabled Post Offices or

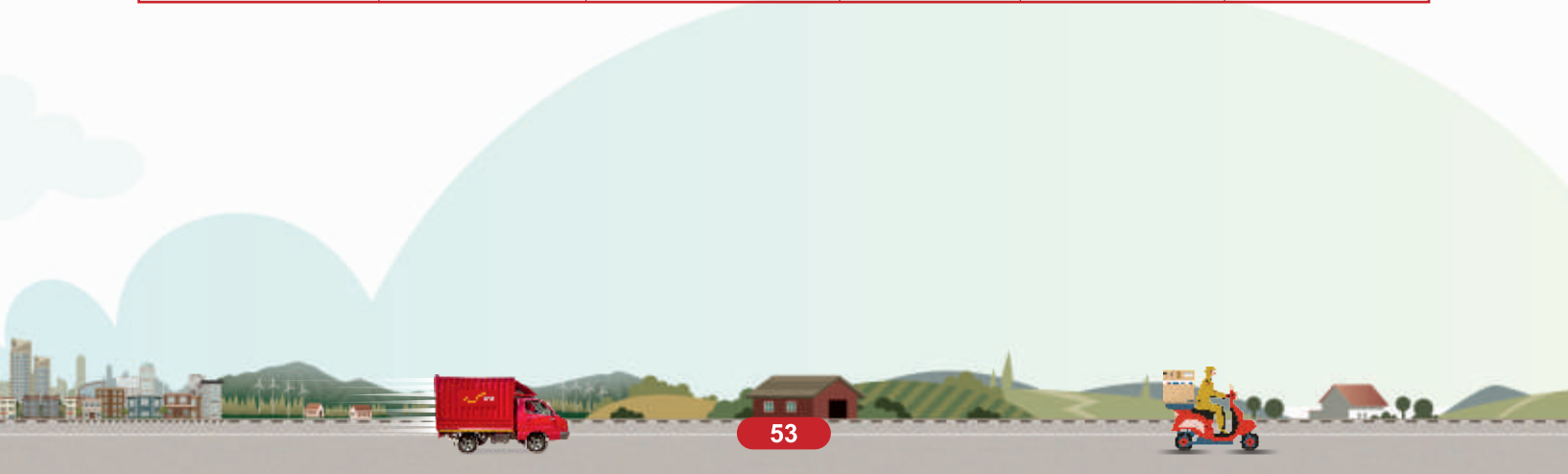
it can be sent from the customer's own premises by registering as a pre-paid user of e-Post retail. The e-Post corporate service enables corporate customers, including government departments, PSUs (Public Sector Units), SMEs (Small and Medium Enterprises), and companies, to draft, design, and send messages as per their business requirements from their office premises. The message is electronically transmitted as a soft copy and is delivered to the addressee in the form of a printed copy.

7.2 **e-Payment:** Based on the business requirements for the collection of bills and other payments from customers across the country, the Post Office offers a simple, convenient, and smart solution in the form of e-Payment for various organizations to collect payments against their bills or other payments through the Post Office network. It is a many-to-one solution that allows the collection of amounts against telephone bills, electricity bills, examination fees, taxes, university fees, school fees, etc., on behalf of any organization. The collection is consolidated electronically, and payment is made centrally to the biller.

7.3 **eMO (Electronic Money Order):** Electronic Money Order (eMO) is a web-based rapid money transfer service offered by Department of Posts since 2008. At present, the service is available through all Departmental Post Offices across the Country. The amount sent through eMO is paid at the doorstep of the payee. Tracking facility is also available for the eMO customers at www.indiapost.gov.in.



Data of Inland Electronic Money Orders booked and paid for the Period 1st January, 2024 to 31st December, 2024 (Source: BI Reports) (Report for each month fetched as on 10th of following month)					
Name of Circle	Booked			Paid	
	Number of eMOs Booked (in Lakhs)	Customer paid Amount of eMOs booked (in Crores)	Commission earned (in Crores)	Number of eMOs Paid (in Lakhs)	Value of Total eMOs paid (in Crores)
Andhra Pradesh	2.17	19.62	0.69	3.17	19.45
Assam	0.40	3.95	0.15	0.10	1.54
Bihar	0.75	12.91	0.53	0.65	11.12
Chhattisgarh	0.49	6.54	0.27	0.12	2.01
Delhi	0.34	5.78	0.27	1.15	14.70
Gujarat	7.59	63.55	2.98	7.22	57.89
Haryana	0.94	5.32	0.21	0.14	2.28
Himachal Pradesh	0.65	10.25	0.45	0.47	8.45
Jammu & Kashmir	0.24	5.21	0.23	0.32	8.77
Jharkhand	0.36	5.58	0.25	0.48	3.45
Karnataka	15.21	55.54	2.53	13.26	49.47
Kerala	21.51	679.99	31.92	21.38	626.23
Madhya Pradesh	1.16	15.74	0.67	0.60	8.44
Maharashtra	7.88	128.68	5.33	7.45	115.22
North East	0.13	3.00	0.10	0.06	1.65
Odisha	1.00	10.36	0.30	0.63	7.71
Punjab	1.05	9.63	0.45	1.35	11.55
Rajasthan	0.92	10.76	0.46	1.23	12.25
Tamil Nadu	35.35	406.81	18.83	34.15	377.10
Telangana	1.18	12.11	0.47	0.40	5.37
Uttarakhand	0.26	3.86	0.16	0.65	12.54
Uttar Pradesh	1.74	35.23	1.27	2.86	41.37
West Bengal	2.02	32.13	1.35	1.69	28.69
Total	103.39	1542.55	69.88	99.50	1427.25



8. **Post Office-Common Service Centre (PO-CSC)**

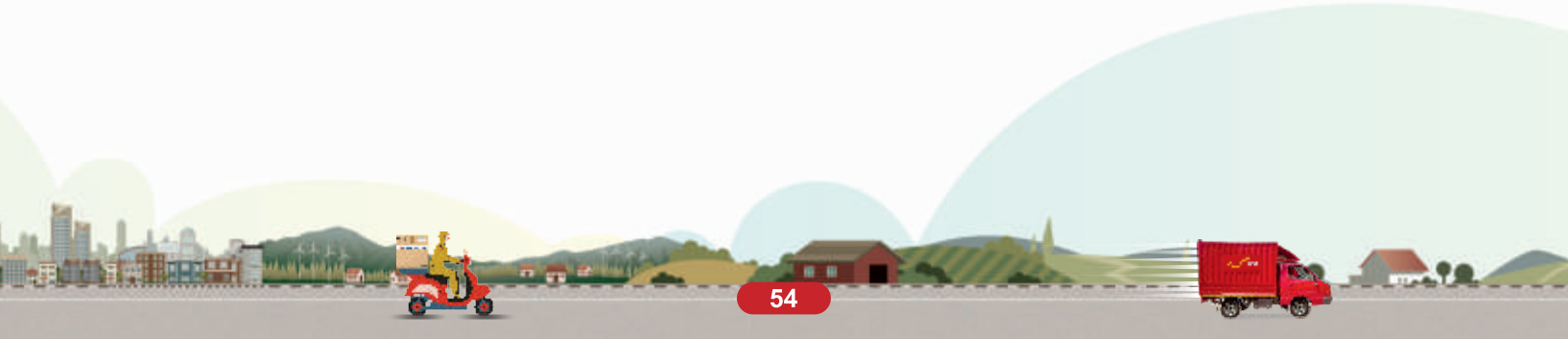
The CSC Services through Post Offices commenced as pilot in May, 2020 with 22 Post Offices from 11 Circles. 1,43,513 Post Offices as Post Office-Common Service Centres (PO-CSC) have been on-boarded as on 31.12.2024. 35.72 lakh CSC transactions with a value of 318.41 crore resulting in revenue generation of Rs. 2.07 crores have been rendered as on 31.12.2024. CSC Services offered from Post Office counters may be divided into two categories:

- Government to Citizen (G2C) Services

such as Pradhan Mantri Street Vendors' Atmanirbhar Nidhi Yojana (PM SVANidhi), Pradhan Mantri Jan Arogya Yojana (Ayushman Bharat), Pradhan Mantri Shram Yogi Maan-dhan Yojana (PM-SYM), Pradhan Mantri Laghu Vyapari Maan-dhan Yojana (PM-LVM), e-District Services and Fasal Bima Yojana etc.

- Business to Citizen (B2C) Services such as, Utility bill payments for electricity, gas, water bills, premium collection for Life and General Insurance, third party EMI collection and travel services for flights, trains and buses etc.

	PO-CSCs	Transactions	Amount (in cr.)
Jan. 2024 to Dec. 2024	1,43,513	5,68,141	61.85



Chapter - F

Philately

F. Philately

1. Introduction

Philately is the hobby of collecting stamps as well as the study of Postal history and other philatelic items. It is a mode of Commemorating, Celebrating and Promoting National heritage, culture, events and personalities. Postage Stamps are pictorial ambassadors. They are a statement of the sovereignty of a Nation.

Philately helps to promote art, architecture, crafts, heritage of our Nation along with achievements in the field of Science, Technology, Defence and Cinema etc. through issuance of Commemorative Postage Stamps, Special and other philatelic materials.

Philately is extensively being used as a tool for soft diplomacy to promote friendly relations with other nations. In 2024, a Joint Issue was released to commemorate 75 Years of Diplomatic Relations between India and Romania.

Philately is being taken to the citizens by organizing Philatelic Exhibitions at National, State and District level as well as by participating in various International Exhibitions. In 2024 Department of Posts participated in International Philatelic Exhibitions organized in Romania and Denmark.

2. Philatelic Activities:

- Designing, printing, distribution and sale of Commemorative Postage Stamps through Philatelic Bureaus, counters and e-Post Office, etc.

- Designing, printing, distribution and sale of Customised My Stamps.
- Promotion of Philately and conduct & monitoring of Philatelic Exhibitions at District, State and National levels and participation in International Philatelic Exhibitions.
- Designing, printing and distribution of Definitive Postage Stamps and items of Postal stationery like Envelope, Inland Letter Card, Postcard, Aerogram, Registered Cover, etc.
- Showcasing Philatelic products through National Philatelic Museum, Dak Bhawan, New Delhi.

3. Release of Stamps

3.1 Commemorative Postage Stamp

Commemorative Postage Stamps on 43 issues were released during the period 1st January 2024 to 31st December, 2024, commemorating contributions made by various Personalities/ Important Events/ Occasions /Institutions/ Achievements and Joint Issues with friendly nations. Some of the significant commemorations were, Bharat – The Mother of Democracy, XXXIII Olympics



Paris 2024, Supreme Court of India – 75 Years, Diamond Jubilee of Rajbhasha and 150th Anniversary of Universal Postal Union, Atal Bihari Vajpayee Birth



Centenary etc.
Commemorating the Historic Shri Ram Janm Bhoomi Temple consecration



ceremony, a set of six Commemorative Postage Stamps were also released on 18.1.2024, by Hon’ble Prime Minister of



India. These stamps were printed with water and sand from the sacred site, enhanced with the fragrance of sandalwood and gold foil accents. Hon’ble PM also released a book “Ramayana-The saga of Shri Ram”, which was a collection of Stamps issued on Lord Ram and Ramayana by more than 20 countries.

Stamps were also issued to commemorate great personalities like Atal Bihari Vajpayee, Birsa Munda, Maharshi Dayanand Saraswati, Karpoori Thakur, Ram Chandra, Mahatma Hansraj, Bhagwan Mahaveer, Mukesh. Stamps were issued to showcase heritage of India such as Cultural Heritage of Western Odisha, Legendary Poets of Odisha, Yakshagana etc.

3.2 Customised My Stamp

Customized My Stamp is a personalised sheet of Postage Stamps wherein Corporates, Organisations and Institutions can get customized sheets printed. From 1st January 2024 to 31st December 2024, 44 Customised My Stamps have been released.

On 20th September, 2024 on the first anniversary of PM Vishwakarma Scheme, Corporate My Stamp on 18 Trades were released digitally by the Hon'ble Prime Minister of India. Other significant Stamps released in 2024 include Wildlife Institute of India, Green Tamil Naidu and Nilgiri Tahr etc.

4. Philatelic Exhibitions

Philatelic Exhibitions bring together stamp collectors and provide them with a platform to showcase their collections. These Exhibitions provide an opportunity



to the philatelic community for meaningful exchange of ideas. Two State-Level Philatelic exhibitions were organised in Karnataka (5th to 8th January 2024) and in Bihar |(28th November 2024 to 30th



November 2024). To promote Philately, 31 District level philatelic exhibitions were organized across various postal circles. These exhibitions highlighted India's history, culture, art, and heritage across the years through stamps and pictorial collections.

5. **Deen Dayal SPARSH (Scholarship for Promotion of Aptitude & Research in Stamps as a Hobby) Yojana**

This is a Philately Scholarship Scheme introduced in 2017-18 with an objective to "Promote Philately among children at a young age in a sustainable manner that can reinforce and supplement the academic curriculum in addition to providing a hobby that can help them relax and de-stress". Under the Scheme,

920 Scholarships are awarded throughout the country to students from Classes VI, VII, VIII & IX every year by the Department of Posts across the Nation.

6. **Dhai Akhar Letter Writing Competition**

Dhai Akhar is a National Level Letter Writing Competition that was introduced in 2017-18. Dhai Akhar not only promotes the art of letter writing but also fosters



creativity, critical thinking, and empathy among participants. This year's theme for Dhai Akhar is "THE JOY OF WRITING: IMPORTANCE OF LETTERS IN A DIGITAL AGE".

7. **Special Covers**

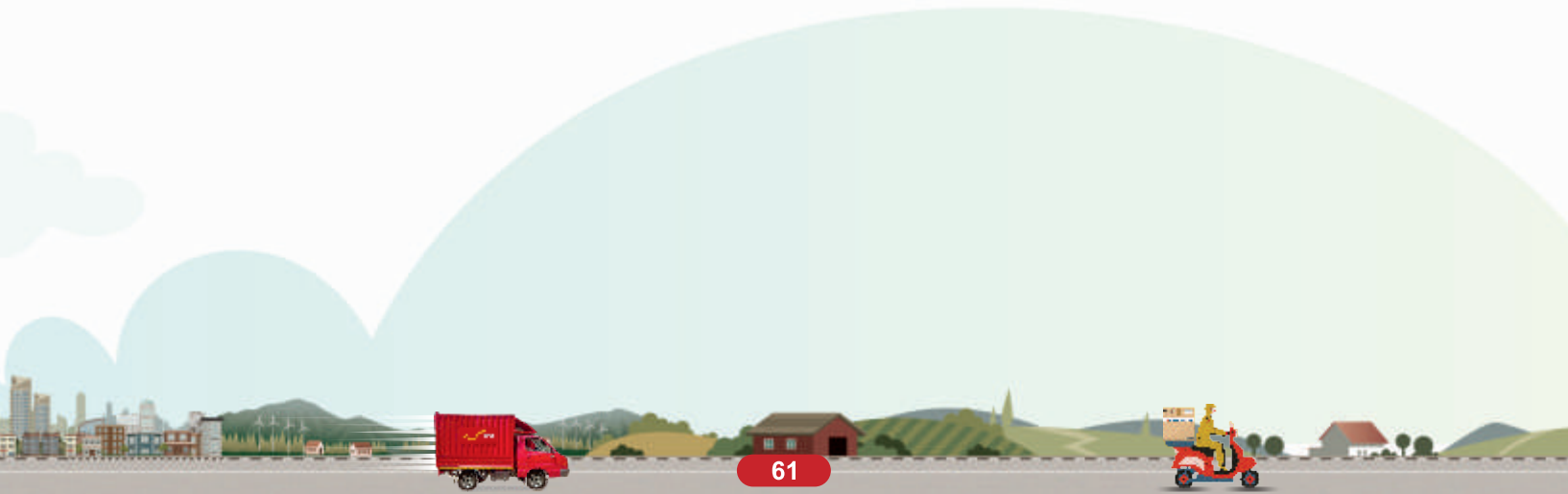
The Department has released various Special Cover emphasising on various women empowerment, Local trade, personality and articans etc. Special covers such as The Kay or Chyabrung” A Musical Instrument of Limbo Tribe of Sikkim, Gape Gale, Sikkim- The Green State of India and Khasi Hills Autonomous District Council, etc were released with emphasis on North-Eastern region.

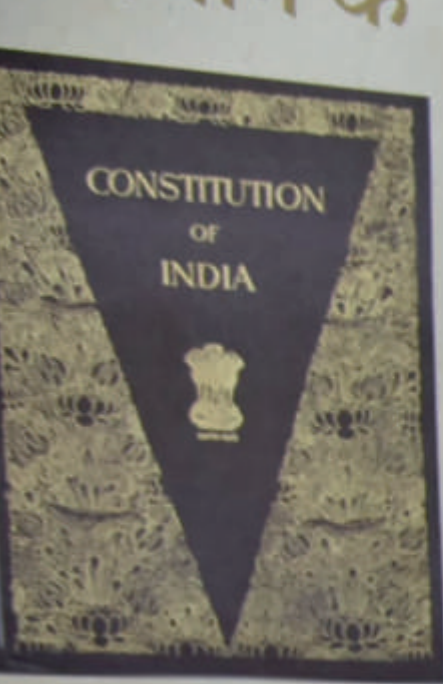
8. **Commemorative Postage Stamps released from 1st January, 2024 to 31st December, 2024**

Sl. No.	Name of Stamp	Date of Release	Denomination	Category
1.	Shri Ram Janmbhoomi Temple	18.01.2024	500 p(6)	Institution
2.	100th Birth Anniversary of Karpoori Thakur	24.01.2024	500 p	Personality
3.	Inclusive Elections - Election Commission of India	25.01.2024	500 p	Institution
4.	Bharat – The Mother of Democracy	25.01.2024	500 p (3)	Event
5.	The Bombay Sappers War Memorial	31.01.2024	500 p	Institution
6.	150th Birth Anniversary of Srila Bhaktisiddhanta Saraswati Prabhupad	08.02.2024	500 p	Personality
7.	125th Birth Anniversary Ram Chandra	14.02.2024	1000 p	Personality
8.	Cultural Heritage of Western Odisha	20.02.2024	500 p (6)	Thematic
9.	Legendary Poets of Odisha	20.02.2024	2000 p	Personality
10.	Sarangadhar Das	23.02.2024	500 p	Personality
11.	Yakshagana	25.02.2024	500 p	Thematic
12.	Centenary Year All India Railwaymen's Federation	27.02.2024	500 p	Institution
13.	Mahatma Hansraj	20.04.2024	500 p	Personality
14.	Bhagwan Mahaveer 2550th Nirvan Kalyanak	21.04.2024	500 p	Personality
15.	Siddharoodha Swami	06.07.2024	500 p	Personality
16.	100th Birth Anniversary of Mukesh	24.07.2024	3000 p	Personality
17.	Wazir Mohd Hakla Poonchi	24.07.2024	500 p	Personality
18.	Kargil Vijay Diwas Silver Jubilee 2024	26.07.2024	500 p	Event
19.	XXXIII Olympics Paris 2024	05.08.2024	500 p (4)	Event
20.	Supreme Court of India – 75 Years	31.08.2024	1000 p	Institution
21.	Diamond Jubilee of Rajbhasha	14.09.2024	500 p	Event
22.	Joint stamp issue India-Romania Folk Costumes 75 Years of Diplomatic Relations	17.09.2024	5000 p (2)	Joint-Issue
23.	100th Birth Anniversary of Akkineni Nageswara Rao	20.09.2024	1000 p	Personality
24.	150th Anniversary of Universal Postal Union	09.10.2024	1500 p (3)	Institution
25.	200 Years of Kittur Vijayotsava	23.10.2024	500 p	Event
26.	VadtalDham Dwishatabdi Mahotsav	09.11.2024	500 p	Institution
27.	Acharya Shantisagar Muni Maharaj	10.11.2024	500 p	Personality
28.	100 Years of Hindustan Times	16.11.2024	500 p	Event
29.	Sickle Cell Eradication – 2047	15.11.2024	500 p	Event
30.	150th Birth Anniversary of Birsa Munda	15.11.2024	500 p	Personality
31.	Pujya Dada Bhagwan	10.11.2024	500 p	Personality
32.	125th Birth Anniversary of Dr. Harekrushna Mahtab	21.11.2024	500 p	Personality
33.	International Year of Cooperatives	25.11.2024	500 p	Event
34.	75TH ANNIVERSARY OF CONSTITUTION	26.11.2024	500 p	Event
35.	75 YEARS OF UNICEF WITH INDIA	11.12.2024	1000 p	Event



Sl. No.	Name of Stamp	Date of Release	Denomination	Category
36.	200th BIRTH ANNIVERSARY OF MAHARSHI DAYANAND SARASWATI	15.12.2024	500 p	Personality
37.	Centenary of Tansen Samaroh	15.12.2024	500 p	Event
38.	Ashtalakshmi Mahotsav	06.12.2024	500 p	Event
39.	Atal Bihari Vajpayee Birth Centenary	25.12.2024	500 p	Personality
40.	2800th Nirvan Kalyanak of Bhagwan Parshvanath	25.12.2024	500 p	Personality
41.	2900th Janm Kalyanak of Bhagwan Parshvanath	25.12.2024	500 p	Personality
42.	50 Years of NIMHANS	30.12.2024	1000 p, 500 p, 500 p	Institution
43.	Veer Meghmaya	31.12.2024	500 p	Personality





लोकतंत्र को
मजबूत करते और
भारत को सशक्त
बनाते हुए

डाक



Chapter - G

Financial Management

G. Financial Management

The total revenue, including remuneration for Saving Bank & Saving Certificate work earned from April 2023 to March 2024 (F.Y. 2023-2024) was Rs. 11321.35 crore and the amount received from other Ministries/ Departments as Agency

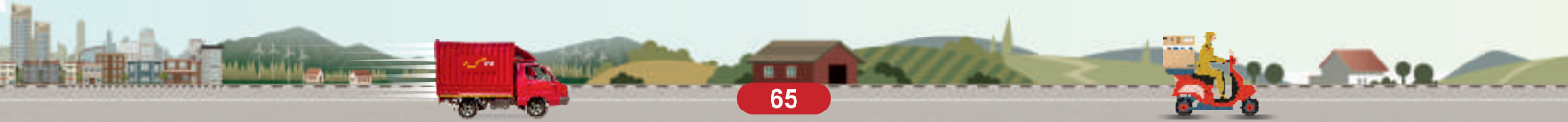
Charges (recoveries) were Rs 1255.88 crore. Gross working expenditure was Rs. 35645.52 crore. Revenue Deficit of the department in F.Y. 2023-2024 was Rs. 23068.29 crore.

Revenue & Expenditure			
			(Rs. in crore)
Particulars	Actual	Actual	Anticipated
	2023-24	2024-25 (upto Dec-24)	2024-25 (Jan-25 to Mar-25)
Revenue			
Sale of Stamps	165.97	113.21	37.74
Postage Realised in Cash	4476.49	2766.94	922.31
Commission on Money Orders and Indian Postal Orders etc.	72.60	47.91	15.97
Remuneration for Saving Bank/Saving Certificates Work	6427.08	5085.33	1695.11
Other Receipts*	179.21	25.63	8.54
Total	11321.35	8039.01	2679.67
Expenditure			
General Administration	1971.58	1626.80	353.12
Operation	20570.45	17919.19	3668.35
Agency Services	484.43	341.81	75.49
Others**	12619.07	10601.29	1954.09
Total Gross Expenditure	35645.52	30489.10	6051.05
Less Recoveries	1255.88	950.90\$	316.97
Net Expenditure	34389.64	29538.20	5734.09
Deficit (Net Exp. - Revenue)	23068.29	21499.19	3054.42

*This includes service charges retained by the Department of Posts from the sale of Passport Application Form, Passport Fee Stamps, receipts from other Postal Administration etc. Sale of Postage stamps, service stamps.

** This includes Audit & Accounts, Civil Engineering, Amenities to staff, Stationary & Printing etc.

\$ This figure is tentative & subjected to revision of remuneration rate & reconciliation activities in the Circles, post Ministry of Finance order regarding Basic Saving Account.

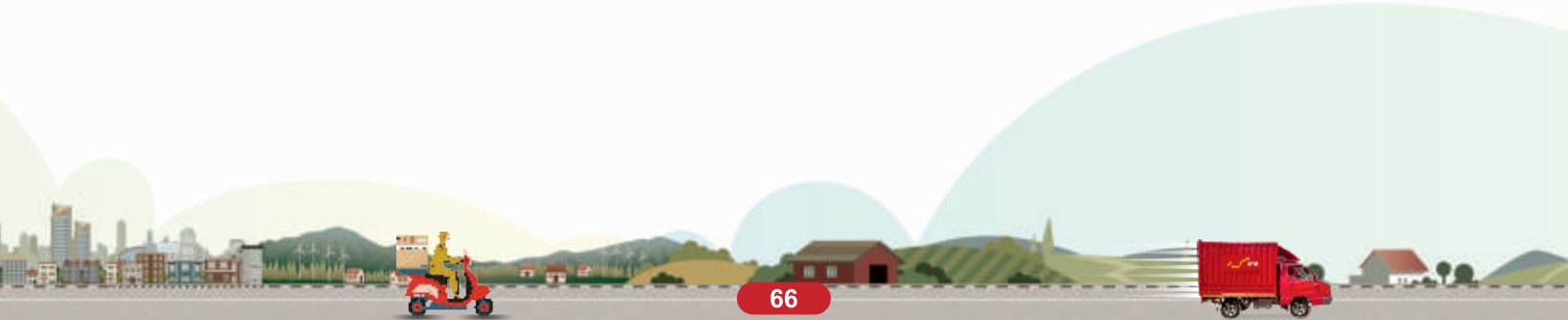


Recovery of Working Expenses on Account of Agency Services				
(Rs. in crore)				
Sl. No.	Head of Account	Actual		Anticipated
		2023-24	2024-25 (Upto Dec. 24)	2024-25 (Jan-25 to Mar-25)
1	Payment of Pension to Coal mines and EPFO/ Family pension/Railway pension/Military pension/ pension to (DOT/BSNL/MTNL) and Misc. services	18.70	3.29	1.10
2	Postal Life Insurance	1017.01	900.14	300.50
3	Custom Duty Realisation/ CENVAT credit to GST	219.60	-82.15	-27.38
4	Others*	0.57	129.62	43.21
	Total	1255.88	950.90	316.97

*This includes Commission on sale of Non-Postal stamps of Delhi Administration, Recoveries from Army Postal Service Accounts and other Government Departments Tentative Audit charges tfr to other ministries etc.

The earnings of the Department are in the form of 'Recoveries' and 'Revenue Receipts'. The item 'Recoveries' mentioned in Table represents the amount of commission earned by the Department for Agency Functions done

on behalf of other Departments and organizations and Revenue Receipts are on account of sale of Postal articles, commission on money orders and Indian.



Chapter - H

A decorative graphic consisting of several parallel, wavy lines in yellow and red, flowing from the left side of the page towards the right, creating a sense of movement and depth.

Mission Karmayogi and Training Infrastructure

H. Mission Karmayogi and Training Infrastructure

1. Mission Karmayogi - Introduction and Initiatives

Mission Karmayogi the National Programme for Civil Services Capacity Building - is conceptualized with a view to bringing efficiency in actions of all the employees of the Government of India and transforming them into '**Karmayogi**' from '**Karmachari**', which is the vision of the Hon'ble Prime Minister. In order to implement Mission Karmayogi in the Department of Posts, the Minister of Communications and the Minister of State for Communications launched an In-house developed "Dak Karmayogi" Learning Portal on 28th June 2022. Since then, lakhs of Departmental employees and Gramin Dak Sevaks have undergone intensive training for outcome-based capacity building thereby enabling their transformation from "**Karmacharis**" into "**Karmayogis**". Looking at the cultural diversity of the nation, all the videos and quizzes have been made available in various Indian Regional languages on the Portal to enable each Postal trainee to access training content in vernacular languages.

All employees, including Gramin Dak Sevaks, of the Department of Posts have been on-boarded on the Dak Karmayogi Portal as well as the IGOT Karmayogi Portal of the Department of Personnel & Training (DoP&T). As of 30.09.2024, a total of 4,48,020 employees have been onboarded on the Dak Karmayogi portal and 5,31,088 employees on the iGOT

portal. Notably, as of 30.09.2024, a significant number of 50.70 lakh online certificates have been issued after the completion of training on the latest pedagogies of the 'Watch Think Do Explore Test' (WTDET) Model prescribed by the Mission Karmayogi Project, demonstrating the widespread adoption and successful completion of the training.

1.1 Initiatives & Achievements

- (i) **Felicitation of Director, RAKNPA:** Director, RAKNPA, Ghaziabad was felicitated at the Convention of Training Institutes organised by Capacity Building Commission, highlighting the significant



contributions and achievements of the institution in content development.

- (ii) **Workshop organised for 100 Gramin Dak Sevaks:** Under the guidance of the Hon'ble Union Minister of Communications, the Department of Posts is initiating comprehensive Change Management,



Leadership and team-building training initiatives for all employees. On 31 July,



the first small-scale workshop was attended by 100 Gramin Dak Sevaks and Postmasters from Delhi, UP, and



Haryana Circles to gain insights for a large-scale training intervention.

- (iii) **FRACing and Content Development:** Fracing documents for 13 Cadres of DoP

have been approved by the Internal FRACing Unit (IFU). A total of 147 Cadre-wise FRACed courses have been published on Dak Karmayogi and iGOT Karmayogi Portal of DOP&T.

- (iv) **Recognition on iGOT Karmayogi Portal:** The Department of Posts has achieved 25 lakh course completions on the iGOT Karmayogi platform. For this remarkable achievement, Karmayogi Bharat has congratulated the Department of Posts on their Twitter handle #KarmayogiBharat on completing 25 lakh

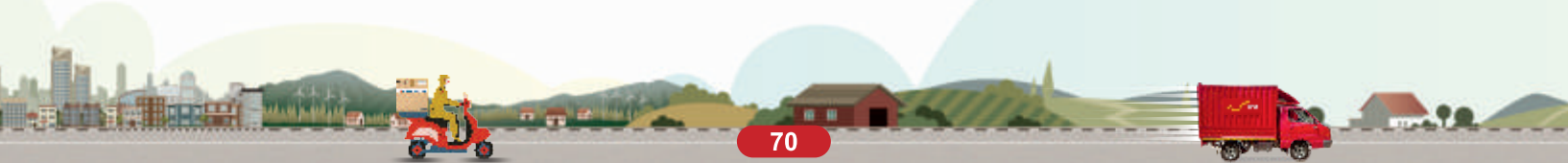


courses on iGOT Karmayogi, reflecting a citizen-centric and future-ready India.

2. **Training Infrastructure**

The Department has well established Training infrastructure. The following Training Institutes take care of training needs of the Department:

- **Rafi Ahmed Kidwai National Postal Academy (RAKNPA) at Ghaziabad** is the apex Training Institute of the Department recognized by the Department of Personnel & Training as a Central Training Institute for Higher Managerial Cadres. It imparts Induction and In-service training programme to the Group 'A' Officers of Indian Postal Service and Group 'B' Officers of the



Department of Posts. Besides this, training to Managers of Foreign Postal Administrations and Officers of other Central Government Departments and PSUs are also organised by the Academy.

- **Postal Training Centres (PTCs):** There are six Postal Training Centres at Darbhanga, Guwahati, Madurai, Mysuru, Saharanpur and Vadodara, which have been set up for imparting training to Inspectorial Cadres and operative staff. These Training Centres have necessary infrastructure such as computer labs, classrooms and hostel facilities for the trainees.
- **Regional Training Centers (RTCs):** Four RTCs have been set up in **Bhubaneswar (Odisha), Delhi, Nashik (Maharashtra) and Hubballi (Karnataka)** to provide training to Postal Operational staff.
- **Zonal Training Centres (ZTCs):** There

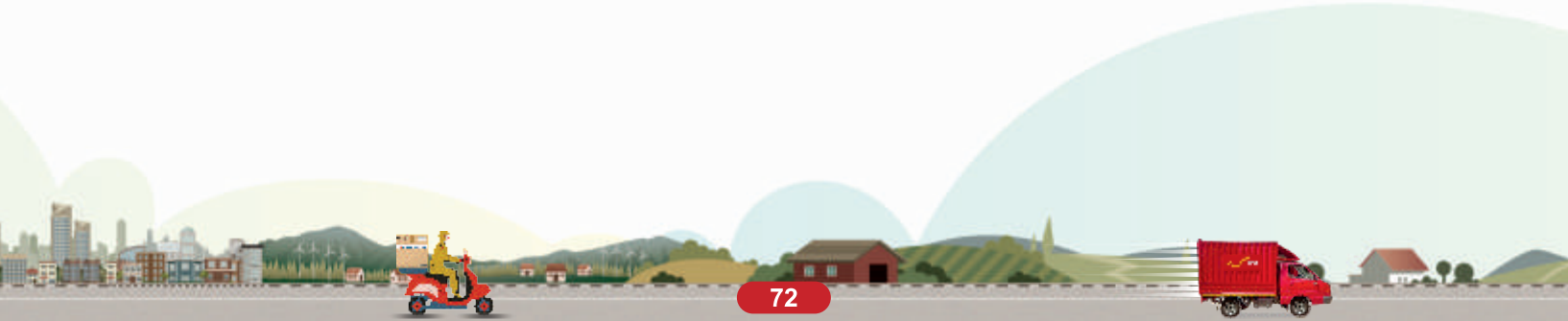
are six Zonal Training Centres in the Postal Account Offices at **Delhi, Nagpur, Chennai, Guwahati, Kolkata and Lucknow** which have been set-up to impart trainings to officers and staff of Postal Accounts Offices (PAOs).

- **Workplace Training Centres (WTCs):** There are 485 Workplace Training Centres (WTCs) located in field for ensuring training delivery with minimum dislocation of trainees from their workplace. Other training, including mid-career / in-service for delivering training to Multi-Tasking Staff (MTS), Gramin Dak Sevaks (GDS) and Postal Assistant/Sorting Assistant is also imparted through Workplace Training Centre (WTC).

The details of the training programmes conducted during the year 2023-24 are as follows:



Sl. No.	Activity	Number of Officials trained during 2023-24	Number of Officials trained during 2024-25 (till December 2024)
1	Development Programme for Group A and B Officers	908	539
2	Development Programme for Accounts Officers	63	61
3	Development Programme for Inspector and Assistant Superintendent of Posts	13,021	4,373
4	Development Programme for Operative/ Supervisory Staff	1,78,748	1,01,049
5	Development Programme for Mail Overseers/ Postmen/MTS	54,136	84,425
6	Development Programme for Gramin Dak Sevaks	3,90,700	1,24,855
7	Training of Trainers and Specialized trainings	-	-
	Total	6,37,576	3,15,302



Chapter - I

Mission Recruitment

I. Mission Recruitment

Rozgar Mela

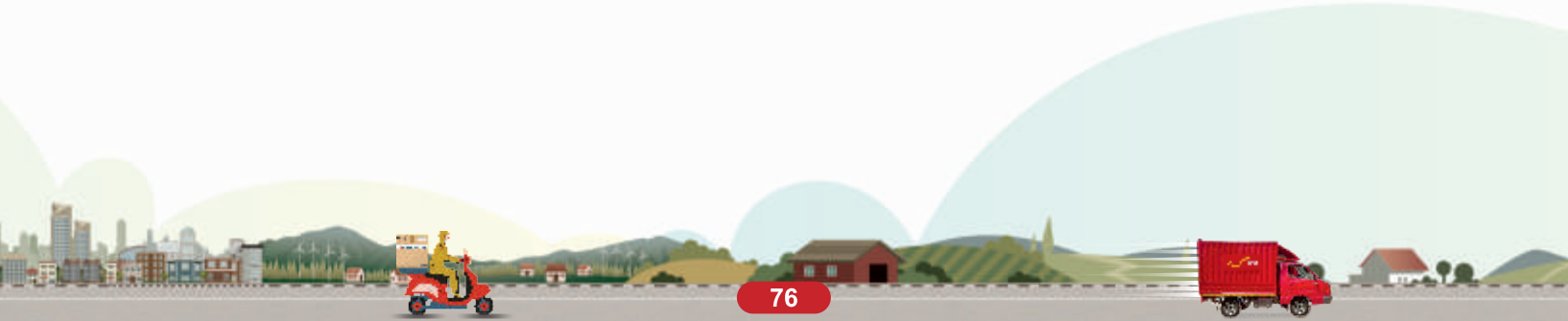
- Under 'Mission Recruitment' of Government of India wherein Government had announced for filling up of 10 lacs vacancies across the Departments under Phase-I, Department of Posts had planned to fill up around 1.07 lacs vacancies.
- In the First Phase of Mission Recruitment which consisted 12 tranches of Rozgar Mela starting from 22.10.2022 to 12.02.2024, Department of Posts has issued offer of appointments/engagements to total 1,34,132 employees (30,638 Departmental and 1,03,494 GDS) which is 27000 more than the target.
- Further, under Second Phase of Mission Recruitment for the year 2024-25, Department of Posts has planned to fill around 38000 vacancies.
- In the First tranche of Rozgar Mela under Phase-II organized by Department of Posts of 29.10.2024 at 40 locations across the country, Department of Posts issued offer of engagements to 25,133 employees.

Tranche Wise Offer of appointment/engagement order issued during Mission Recruitment

Rozgar Mela	Date of Rozgar Mela	Departmental Employees	Gramin Dak Sevaks	Total Count
1 st (Organised by DOP along with Ministry of Railway)	22.10.2022	3424	15713	19137
2 nd	22.11.2022	---	14739	14739
3 rd	20.01.2023	535	2762	3297
4 th	13.04.2023	3403	2600	6003
5 th (Organized by DOP)	16.05.2023	---	20000	20000
6 th	13.06.2023	49	5000	5049
7 th	22.07.2023	23218	5913	29131
8 th	28.08.2023	---	---	---
9 th (Organized by DOP)	26.09.2023	9	12764	12773
10 th	28.10.2023	---	11652	11652
11 th	30.11.2023	---	6407	6407
12 th	12.02.2024	---	5944	5944
1 st (Phase-II) (Organized by DOP)	29.10.2024	---	25133	25133
Total		30638	128627	159265



Circle/Cadre wise offer of appointment/engagement issued During Mission Recruitment									
Sl. No.	Postal Circle	Inspector of Posts	Postal Asstt / Sorting Asstt	Gramin Dak Sevak	Junior Accountant	Steno Gr-II	IBA	LDC	Total
1	Andhra Pradesh	9	1078	5526	105	2	0	12	6732
2	Assam	2	332	2775	17	0	0	6	3132
3	Bihar	2	713	3370	0	1	0	8	4094
4	Chhattisgarh	4	316	4501	16	1	0	6	4844
5	Delhi	0	1661	76	0	0	0	13	1750
6	Gujarat	25	1708	6939	34	1	0	24	8731
7	Haryana	3	362	1319	20	1	0	15	1720
8	Himachal Pradesh	2	363	2416	2	2	0	13	2798
9	Jammu & Kashmir	5	358	974	13	1	0	8	1359
10	Jharkhand	2	597	3611	0	0	0	12	4222
11	Karnataka	11	1102	8149	76	10	0	16	9364
12	Kerala	12	1489	6803	31	0	0	3	8338
13	Madhya Pradesh	28	1376	10263	4	6	0	9	11686
14	Maharashtra	35	4703	11162	48	3	0	23	15974
15	North East	23	365	5531	3	2	0	5	5929
16	Odisha	14	726	7410	15	2	0	5	8172
17	Punjab	0	770	2108	86	0	0	13	2977
18	Rajasthan	1	582	7501	0	0	0	12	8096
19	Tamil Nadu	31	4360	12130	40	2	0	21	16584
20	Telangana	3	691	3542	1	0	0	13	4250
21	Uttarakhand	5	281	2807	19	0	0	15	3127
22	Uttar Pradesh	0	3038	12143	16	4	0	3	15204
23	West Bengal	16	2573	7571	0	1	0	12	10173
24	IPPB	0	0	0	0	0	9	0	9
	Total	233	29544	128627	546	39	9	267	159265



Chapter - J

Women Empowerment

J. Women Empowerment

1. Gender Budgeting

Government of India is proactively working towards Women’s empowerment and gender equality through its various commitments at the National and International levels. Ministry of Women and Child Development as the Nodal Ministry has adopted Gender Budgeting as a powerful tool for gender mainstreaming so as to ensure that the benefits of development reach women as much as men. The purpose of Gender Budgeting is to monitor planning and policies from a gender perspective, as means to mainstream women’s concerns. Similarly, Child Budgeting aims at ensuring budgets for children are prioritized according to their needs. As children constitute a group whose voice is often unheard, prioritizing their needs and earmarking budgets accordingly, is critical. As per instruction of the Department of Economic Affairs, Ministry of Finance, through its D.O. No. 1(29)-B(AC)/2004 dated 24th December, 2004 every Ministry/ Department has to establish a Gender Budget Cell (GBC) which has been re-constituted as Gender and Child Budget Cell as per guidelines contained in Ministry of Women & Child Development letter No. GB-15/4/2018-Gender Budgeting dated 23rd August, 2018.

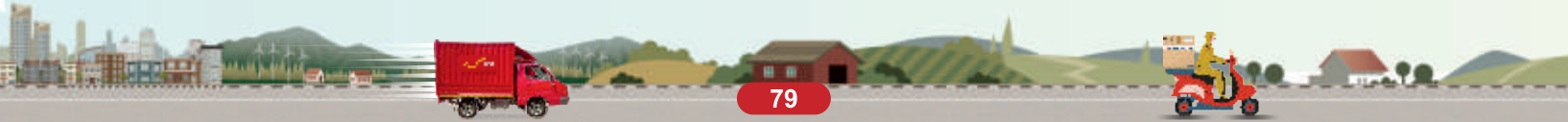
2. Financial Inclusion for Women:

- Hon'ble Prime Minister inaugurated India Post Payments Bank (IPPB) on 1st

September 2018. At present (as on Dec-2024 end) IPPB has 1.64 lakh Access Points and a total of 11.06 crore Accounts which includes 48% Women Accounts. IPPB is rendering Banking facilities at the doorsteps of citizens. Accounts of 98% women have been opened at their Doorstep. More than 58% Women Account holders are receiving DBT benefits through IPPB.

- The “Mahila Samman Savings Certificate, 2023”** Scheme was announced in the Union Budget 2023- 24 for the benefit of Naari Shakti. The Scheme has been made available through 1.65 lakh Post Offices from 01st April, 2023 onwards. More than 32.84 lakh accounts under “Mahila Samman Savings Certificate, 2023” Scheme have been opened till 31.12.2024 in the Post Offices.
- Sukanya Samriddhi Accounts** - More than 46 lakh new SSA Accounts were opened in 2022-23 including opening of 10.89 lakh SSA accounts on 9-10 February, 2023. This was praised by Hon'ble PM also in his tweet. **More than 3.436 crore Sukanya Samriddhi Accounts have been opened by the Department till 31.12.2024. DoP has a share of 84% in total SSA Accounts opened in the country.**

These initiatives of the Department towards Women empowerment have helped bring women and girl children into the financial mainstream thereby



securing their future & empowering them.

3. **Prevention and addressing of Sexual Harassment**

To prevent and address Sexual Harassment of Women employees at the workplace, a Committee under the

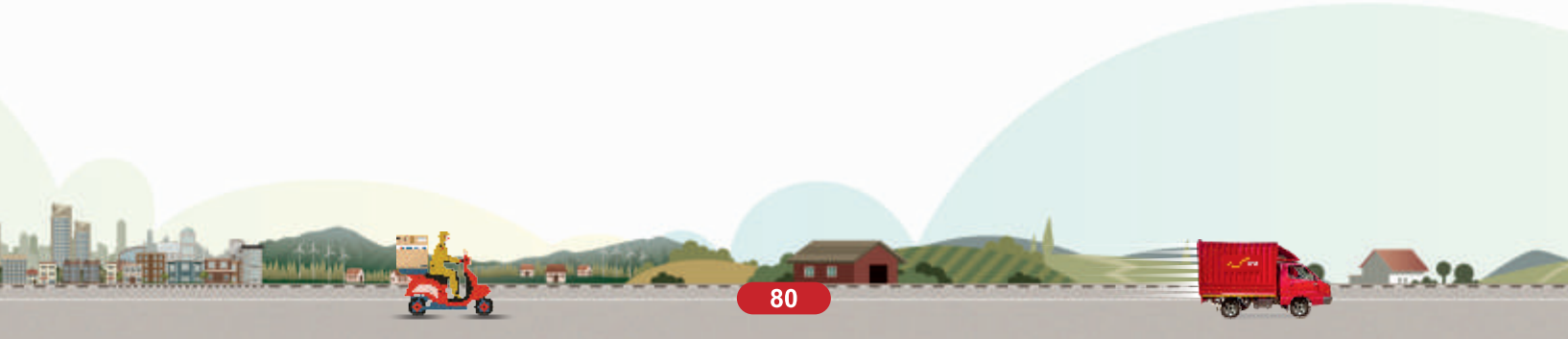
chairmanship of a SAG level officer with four other members has been set up in the Postal Directorate. Cases of Sexual Harassment from 01. 07. 2023 to 30.06.2024 is as under:

Cases of Sexual Harassment from 01.07.2023 to 30.06.2024

Sl. No.	Subject	Number of Cases
1	Number of complaints of Sexual Harassment received in the year	83
2	Number of complaints disposed of during the year	88
3	Number of cases pending for more than 90 days	30
4	Number of workshops on awareness programs against sexual harassment conducted during the year	343
5	Nature of action	In the cases, where the charge of Sexual Harassment is proved, the nature of action taken/the penalty imposed depends on the recommendations of the Internal Complaints Committee (ICC) in accordance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and the Rules framed under the Act.

4. **Re-constitution of Internal Committee for prevention of sexual harassment of woman employees in Dak Bhawan:** To prevent and address sexual harassment of women at the workplace, Internal Committee of Department of Posts under the chairpersonship of Deputy Director General (FS&PBI) with four other

members (including one external member) has been reconstituted on 26th July, 2024 in the Postal Directorate for redressal of complaints of women employees in DoP Headquarters including BD, Parcel and PLI Directorates.



Chapter - K

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Vigilance Administration & Anti Money Laundering (AML)

K. Vigilance Administration & Anti Money Laundering (AML)

1. Vigilance Administration

1.1 Introduction

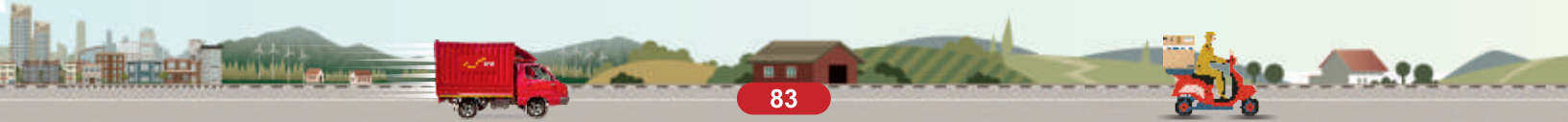
The Department of Posts has a full-fledged vigilance set-up headed by Senior Deputy Director General (Vigilance), who also acts as Chief Vigilance Officer (CVO) of the Department. The CVO acts as advisor to the Secretary (Posts) in all matters pertaining to vigilance and acts as a link between the Department of Posts and the Central Vigilance Commission (CVC).

At the Circle / Regional and Divisional levels, vigilance related functions are discharged by the Heads of the Circles/Regions/Divisions i.e. Chief Postmaster General, Postmaster General and Divisional Heads respectively.

1.2 Responsibilities of Vigilance Wing

The Vigilance Wing carries out the following major activities:

- (i) Scrutiny of vigilance complaints and investigation/inquiry of the complaints having vigilance angle.
- (ii) Examination of the investigation reports and follow up thereon.
- (iii) Coordination with CVC, UPSC, DoP&T and other agencies on vigilance matters.
- (iv) Extending assistance / liaison with CBI /Lokpal/Police & other agencies in inquiry/ investigation of cases.
- (v) Seeking advice from CVC on the cases having vigilance angle.
- (vi) Processing of prosecution sanction in corruption cases in respect of Group 'A' and PS Group 'B' officers.
- (vii) Issues concerning suspension and other departmental actions against the employees involved in vigilance matters.
- (viii) Disciplinary proceedings in respect of Group 'A' and PS Group 'B' officers.
- (ix) Processing the appeal, review and revision petitions in the disciplinary cases in respect of Group 'A' and PS Group 'B' officers.
- (x) Issue of Vigilance clearances for officials for different purposes.
- (xi) Preparation and maintenance of Agreed List, Officers of Doubtful Integrity (ODI) List and follow up action thereon.
- (xii) Conduct of periodic/surprise inspections/ reviews and scrutiny of Audit reports.
- (xiii) Suggesting systemic/procedural improvements for ensuring transparency and mitigating scope for corruption and malpractices.
- (xiv) Identification of sensitive/ non-sensitive posts.
- (xv) Scrutiny of 'Annual Immovable Property Returns' & 'Intimation of acquisition/ disposal of property' in respect of Group A officers.
- (xvi) Updating relevant data on Probity Portal.
- (xvii) Organizing trainings/workshops on vigilance matters.
- (xviii) Observance of 'Vigilance Awareness



Week'

1.3 Consultation with Statutory/ Constitutional Bodies

- (i) Consultation with the Central Vigilance Commission (CVC): CVC is the apex vigilance institution having jurisdiction over all Ministries/ Departments/PSUs etc. for vigilance related matters. Action against Group 'A' officers in cases having vigilance angle is initiated in consultation with the CVC. The Vigilance Wing of DoP coordinates with the CVC in such matters. During the period (01.01.2024 to 31.12.2024), 03 cases were referred to CVC for advice.
- (ii) Consultation with the Union Public Service Commission (UPSC): Consultation is required with the UPSC in cases where the Disciplinary Authority is the Hon'ble President of India or disciplinary proceedings are initiated under Rule 8 of CCS (Pension) Rules, 2021. In addition, UPSC is also required to be consulted where the Appellate Authority is the Hon'ble President of India and in Review cases where modification in penalty is proposed. During the period (01.01.2024 to 31.12.2024), 02 cases were referred to UPSC for advice.

- (iii) Consultation with the Department of Personnel & Training (DoP&T): Consultation with the DoPT is required in such disciplinary cases where there is a disagreement between Disciplinary Authority (DA) and the UPSC/CVC. DoP&T is also consulted in cases where UPSC/CVC advise the DA to consult the DoPT.

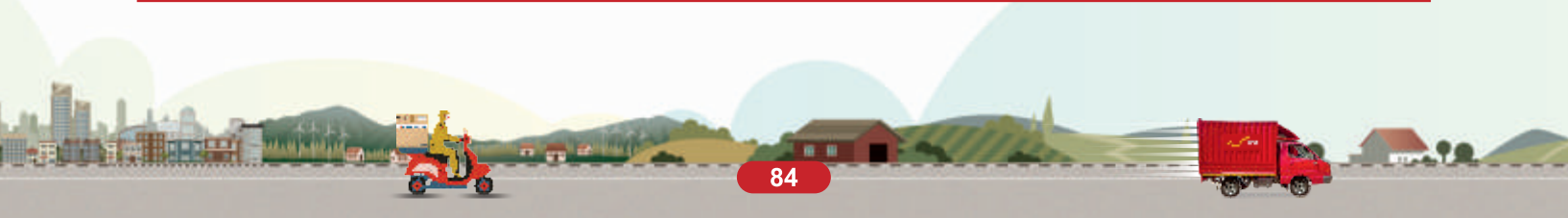
1.4 Complaints

Vigilance Division of DoP receives vigilance complaints from various sources like President's Secretariat / Prime Minister's Office / CVC / CBI / Members of Parliament/ General Public etc. These complaints are scrutinized and taken up for investigation to identify the delinquent officers/ officials and fix responsibility along with the suggestions for systemic improvements, if any, required. During the period (01.01.2024 to 31.12.2024), 1294 complaints were handled by the Vigilance Division of the Postal Directorate.

1.5 Disciplinary Cases

Summary of the Disciplinary Cases disposed of and pending during the period 01.01.2024 to 31.12.2024 is here as under:

Group	Rule 14 CCS (CCA) Rules, 1965		Rule 16 CCS (CCA) Rules, 1965		Rule 8 CCS (Pension) Rules, 2021		Rule 10 GDS (Conduct & Engagement) Rules, 2020	
	Disposed of	Pending	Disposed of	Pending	Disposed of	Pending	Disposed of	Pending
Group 'A'	2	9	0	0	1	2	Not applicable	
PS Group 'B'	4	2	17	4	13	26		
Group 'B'	36	72	167	69	3	31		
Group 'C'	811	1581	4670	923	41	408		
MTS	44	37	122	11	1	10		
GDS	N/A	N/A	N/A	N/A	N/A	N/A	8068	2323



1.6 Vigilance Clearance (VC)

This is an important activity of the Vigilance Wing as Vigilance Clearance is required at the time of promotion, retirement, review, absorption, obtaining passports, visit abroad and deputation to other organizations and Departments etc. During the period (1.1.2024 to 31.12.2024), Vigilance Clearance was issued in respect of 1873 Officers/ Officials for various purposes.

1.7 Observance of Vigilance Awareness Week, 2024

Vigilance Awareness Week (VAW), 2024 was observed from 28.10.2024 to 03.11.2024 as per the CVC guidelines.

1.7.1 A 3 months (16.08.2024 to 15.11.2024) long campaign on Preventive Vigilance measures was run as a precursor to Vigilance Awareness Week 2024 focusing on 05 parameters namely: Capacity Building; Systemic Improvements; Up-dation of Circulars/ Guidelines; Disposal of complaints; Dynamic Digital Presence.

1.7.2 The theme for the Vigilance Awareness Week 2024 was “सत्यनिष्ठा की संस्कृति से राष्ट्र की समृद्धि” “Culture of Integrity for Nation’s Prosperity” which commenced with the Integrity Pledge taking ceremony on 28.10.2024. The pledge was administered by Shri Sanjay Sharan, Director General Postal Services to the employees of the Department. Various competitions viz Quiz, Essay Writing and Poster Painting were held to instill vigilance awareness amongst the employees of the Department. The prize distribution function was held at Dak Bhawan. Chief Vigilance Officer awarded

certificates, mementos and cash prizes to the winners of the competitions held during the week.

1.7.



3Likewise, Vigilance Awareness Week-2024 was also observed across 23 Postal Circles with holding of various activities



Integrity Pledge Ceremony at Directorate during Vigilance Awareness Week-2024

viz. Seminars, Public Interactions, Workshops, Gram Sabhas, Road



Essay Writing Competition at Directorate during Vigilance Awareness Week-2024

shows/Street Plays with the endeavor to undertake a large number of outreach

activities through the field units so as to disseminate vigilance awareness in every nook and corner of the country.

1.8 Independent External Monitors (IEMs)



Poster Painting Competition at Directorate during Vigilance Awareness Week-2024

In order to ensure transparency, equity and competitiveness in public procurement, CVC has recommended



Quiz Competition at Directorate during Vigilance Awareness Week-2024

adoption and implementation of the concept of Integrity Pact (IP). Shri Raj Kumar Singh, IRS (Retd.) Ex-Member(Customs Excise and Service Tax Appellate Tribunal, New Delhi and Shri Animesh Chauhan, Former MD & CEO of Oriental Bank of Commerce have been appointed as Independent External Monitor (IEM) vide Department of Posts' letters dated 21.03.2024 and 23.10.2024 respectively for a period of three years, to

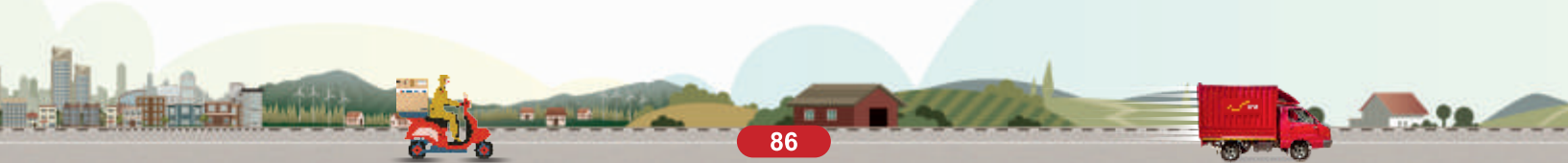
oversee the implementation of Integrity Pact in the RFPs/Tenders floated by Department of Posts including all Postal Circles. Independent External Monitor (IEM) shall oversee the implementation of Integrity Pact in the RFPs / Tenders floated by Department of Posts including all administrative and field offices. The particulars of all Independent External Monitors engaged in the Department of Posts shall be mentioned in the RFPS / Tenders with estimated value of more than Rs.03 Crores where implementation of Integrity Pact with prospective bidders has been made mandatory by Department of Posts.

2. Anti Money Laundering - Combating Financing of Terrorism (AML-CFT)

2.1 Introduction

The Prevention of Money Laundering Act (PMLA), 2002 came into force w.e.f. 1st July, 2005. The Act defines money laundering as “any process or activity connected with proceeds of crimes including its concealment, possession, acquisition or use and projecting of claiming it as untainted property.” The Department of Posts was brought under the scope of this Act through an amendment to the Prevention of Money Laundering Act in 2013, in which Section 2(1)(l) listed the Department of Posts, Government of India, as a “financial institution.”

At the Directorate level Member (Technology) has been appointed as “Designated Director” for the Department of Posts and is responsible for implementing all the compliance related activities within the Department of Posts.



Deputy Director General (VP) has been appointed as “Principal Compliance Officer” (PCO) for the Department of Posts. At Circle level, there are 23 Nodal Officers who are “Circle Compliance Officers”.

The Department of Posts has circulated master circulars for compliance of Anti-Money Laundering/Combating the Financing of Terrorism (AML/CFT) norms for the Small Saving Schemes/ Postal Life Insurance (PLI)/ International Money Order through International Financial System (IFS) with exhaustive guidelines.

Compliance Officers at the Circle level are responsible for verifying the data generated for Cash Transaction Report (CTR) and Suspicious Transaction Report (STR) to the next higher level and are also looking after the training of Anti Money Laundering (AML)/Know your Customer (KYC) along with AML inspections of the circle.

2.2 Milestones reached:

- Successful completion of FATF Mutual Evaluation of Department of Posts.
- Filing of FinGate 2.0 compatible Cash Transaction Reports (CTR) and Suspicious Transaction Reports (STR) to FIU-IND.
- Successful Implementation of Section 12 A of Weapons of Mass Destruction and

their Delivery Systems (Prohibition of Unlawful Activities) Act,2005 -reg (Sanction Screening) in Financial Services Product.

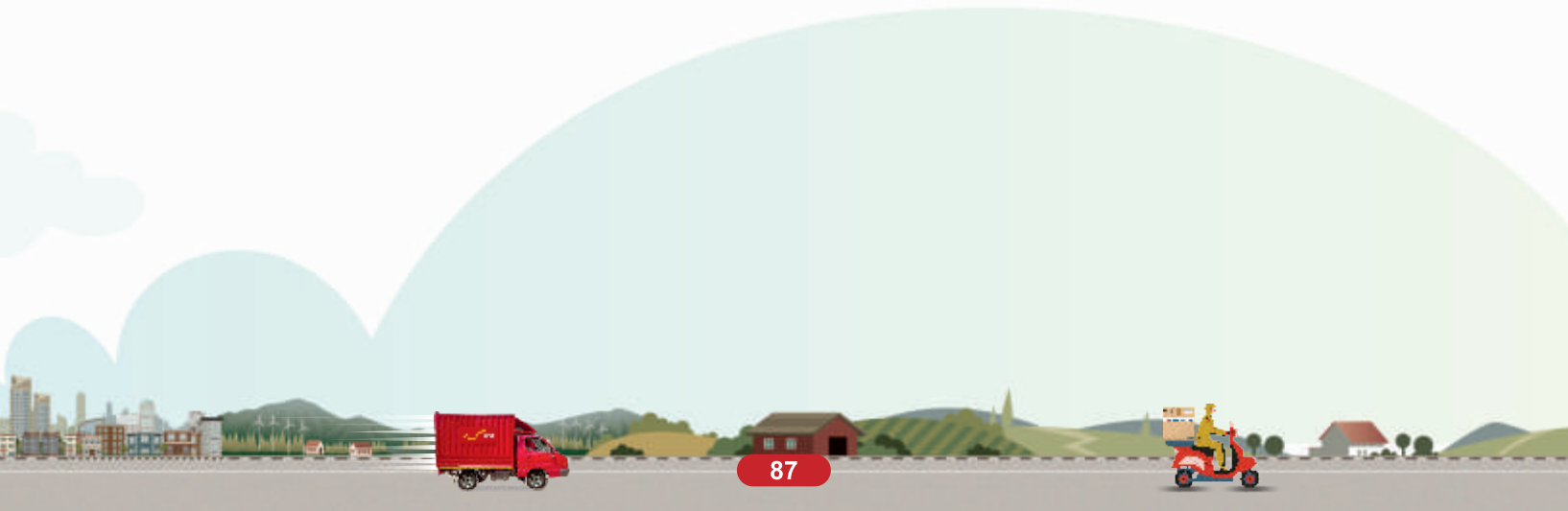
- Successful Implementation of Section 51 A of the Unlawful Activities (Prevention) Act, 1967-reg (Sanction Screening) in Financial Services Product.

2.3 Initiatives currently underway:

- Monitoring of Postal Life Insurance (PLI)/Rural Postal Life Insurance (RPLI) Transactions for regulatory compliance.
- Monitoring of National Pension System (NPS) Transactions for regulatory compliance.

2.4 Training / Inspection carried out:

- Training imparted to the staff for effective AML/CFT monitoring:
 - 32128 officials have received training through Postal Training Centres & Workplace Training Centres during January 2024-November, 2024
 - 93,066 officials have received training through Dak Karmayogi portal during September 2023-December, 2024).
- 1,32,201 Post Offices have been inspected with reference to AML Compliance across the country (January 2024 - November 2024).





Chapter - L

Customer Satisfaction

L. Customer Satisfaction

1. Background

As a citizen centric Government Department for delivering a large basket of relevant services to people everywhere in India and abroad, the Department of Posts has set up an effective system to address public grievances and customer references relating to its services. Its vast physical network provides easy access points for complaints from the public. More importantly, the Department also has a digital Customer Relationship Management (CRM) portal on which citizens can raise their queries and complaints 24x7. The India Post Call Centre (Toll Free No:18002666868) is an important link for raising queries and complaints that has become more popular over the years among customers because of the convenience and quick resolution that it offers. The Department lays emphasis on timely, quality and effective resolution of complaints and queries received by it. In addition to the CRM, citizens can also raise their grievances on the Government of India's PG Portal (CPGRAMS). The Department also takes up concerns raised by citizens on Social Media handles based on their urgency. All together this multi-channel access mechanism for complaints forms the Grievance Redressal Mechanism (GRM) of the Department. The GRM of the Department runs on sound principles of accountability, transparency, reliability and efficiency and its personnel are sensitized for empathetic resolution of

concerns raised by its customers and citizens at all times.

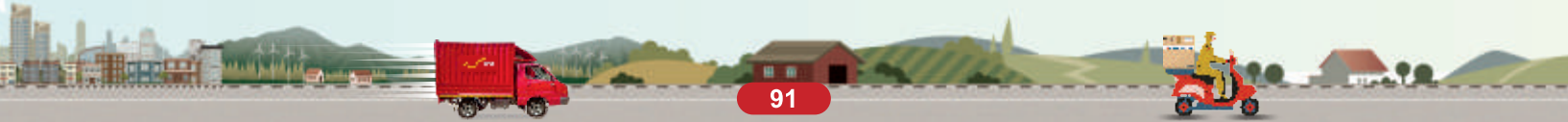
One of the key objectives of this mechanism is to identify areas where complaints frequently arise, carry out root cause analysis and take targeted corrective and preventive action based on the rich feedback each instance of service failure provides to the Department.

2. Ongoing initiatives:

2.1 Strengthening of Grievance Redressal Mechanism (GRM):

CRM, IPCC, Social Media and CPGRAMS comprise the Department's multichannel GRM. The Department remained in top 5 Ministries/ Departments every month in Grievance Redressal and Assessment Index (GRAI) released by the Department of Administrative Reforms and Public Grievances for 89 Ministries and Departments of the Government of India during the year 2024. At the same time, the Department has taken steps towards decentralisation of its CRM across the entire network with the implementation of the IT Modernization Project. Time norms for resolution of different types of complaints received on CRM have been introduced from this year onward to bring down the resolution time of complaints and to strengthen the customer centric approach among all personnel of the Department.

2.2 Implementation of Right to Information



Act 2005

The Department has developed an online RTI web portal in collaboration with the Department of Personnel & Training (DOP&T). It allows for the disposal of online RTI applications and appeals. Notably, the Department of Posts is the first Central Public Authority to extend this portal to field offices. As of December 31, 2024, online accounts for 1305 CPIOs (Central Public Information Officers) and 221 FAAs (First Appellate Authorities) have been created nationwide for handling RTI applications and appeals.

3. Initiatives Undertaken:

3.1 Special Campaign to reduce pendency from 2nd October to 31st October 2024

Department of Posts participated in the Special Campaign 4.0 from 2nd October to 31st October 2024 for cleanliness and disposal of pending complaints and appeals. During the Campaign, the Department ensured significant disposal of Public Grievances and references from Member of Parliaments. Further, all efforts were made to improve record management, weeding out of files and overall cleanliness of offices all through the network of post offices in all parts of the country. Achievement of Special Campaign 4.0 are as under:

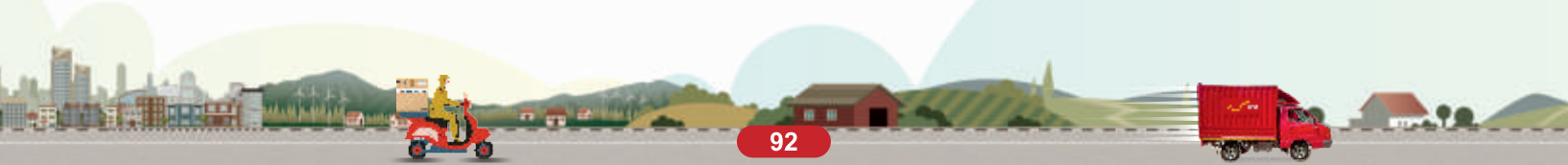
- Cleanliness campaigns were conducted in the entire network as part of the saturation approach to Swachhta adopted by the Department during the year.
- More than 70000 old files & E-files were weeded out.
- More than one lakh public grievances and

1600 CPGRAMS appeals were disposed of.

- Rs. 1.15 crore revenue earned from sale of scrap.
- 3.2 The Department zealously participated in 'Swachhta Hi Seva' (SHS) campaign during 17th September to 2nd October 2024 adopting the theme 'Swabhav Swachhata - Sanskaar Swachhata' to strengthen the whole of society and whole of government mission to institutionalise Swachhta in the ethos and fabric of the country.
- 23 Circles and around 1,65,000 Post Offices Pan India, have been actively participated in the Swachhata Hi Seva 2024 campaign by engaging the public and local communities.
 - More than 36000 Trees were planted under the banner of #Ek Ped Maa Ke Naam during the SHS campaign and Special Campaign 4.0
 - 1757 Safai Mitra Suraksha Shivirs were organised for Sanitation worker.
 - 1616 Voluntary Shramdaan activities in identified Cleanliness Target Units (CTUs) were conducted by teams from post offices
 - 474 Wall Arts on the exterior of post Office Buildings were created to propagate public awareness on Swachhta.

4. Best practices emerging during Special Campaign 4.0:

- 4.1 **Swachhata – Chennai GPO Counter hall beautification:** Chennai General Post Office is a Grade I structure and a prominent Heritage Building in Chennai City. Recently, Counter hall of the GPO has been redesigned with provision of



new false ceiling, linear LED surface ceiling lights, significant energy saving VRF AC units to promote well-being and efficiency of staff. To create well-kept /flexible space for public transaction, workstations have been re-aligned. Counter hall is provided with five - seater



Chennai GPO Counter hall beautification

wooden benches to enhance the heritage look. Beautiful multi- colored glass windows are also provided in the south side wall of counter hall which enhance the heritage look. Implementing these changes has transformed the counter hall into a more inviting and functional space for Customers along with inspiring working environment to staff of Chennai GPO.

4.2 LiFE Style – Ek Ped Maa Ke Naam : Ek Ped Maa Ke Naam campaign focuses on promoting tree planting as a tribute to mothers, enhancing environmental awareness and community participation. This campaign that was launched on the World Environment Day was continued vigorously during the Special Campaign 4.0. More than 36000 trees have been planted under the campaign so far.

4.3 LiFE Style - Ausadh Vatika at Delhi Cantt Post office: Meghdoot Aushadh Vatika was set up at Delhi Cantt office. From a space which was covered with weeds it was transformed into a herbal



Ek Ped Maa Ke Naam Campaign

garden this year under Swacchta campaign. Today it houses various medicinal plants like Alovera, Insulin, Holy Basil, Turmeric, Kalanchoe Pinnata, Mint, Gooseberry, lemon grass and many more.

4.4 LiFE Style - Best out of waste: Damaged Furniture, Old bicycle, Left



Meghdoot Aushadh Vatika at Delhi Cantt office

over rope (Jute & Cotton), Postcard are used as material to Create “CHARKHA”

4.5 Grievances - Awareness: To spread awareness about the simple process of lodging of grievances for the Department of Posts, a campaign through Social Media, e-mails and widespread informative stamp marks on articles



Best out of waste-CHARKHA

delivered through post offices was carried out during the Special Campaign 4.0. The number of grievances received during the month of October 2024 has shown an increase as a result of this campaign and are being resolved by the Department as a mark of its accountability to the users of the postal services in the country.

4.6 Grievances-Ease of Registration: QR Code for direct link for complaint registration (CRM) has been rendered and displayed prominently at Post Offices for promoting ease in complaints registration. Along with the awareness campaign, this step has also contributed to the increase in the number of grievances received by the Department during the Special Campaign 4.0 and has strengthened its image as a citizen centric organization.

4.7 Grievances - Improvements in Process for Resolution: Complaints resolution time norms for different types of complaints were analysed and revised time norms have been defined for greater responsiveness and efficiency in complaint resolution in the build up to the special campaign. Stringent internal targets for grievance redressal have been set with most of the complaints to be resolved, with the consent of the customer, within 3-7 days. This move is in line with the reduction of complaint resolution time limit under CPGRAMS to 21 days. The



Department is currently aligning its system and people to adhere to the revised norms.

4.8 Jan Sampark - Felicitation of Safai Mitras: Honoring the Heroes of Cleanliness:The Department continued its expression of gratitude to the Safai Mitras (Sanitation Workers), whose tireless efforts ensure cleanliness of public spaces. Felicitating Safai Mitras in specially organised Dak Choupals is emerging as an important practice to strengthen the Swachhta Mission.

4.9 Dissemination of Swachhta message through Wall-Art: To disseminate the message of Swachhta, Department of Posts went in for 'Wall-Art' blended with local art and culture in each part of the country. Pan India, 474 walls have been



Jan Sampark - Felicitation of Safai Mitras

painted during Special Campaign 4.0. These initiatives and practices reflect a concerted effort by the Department of Posts to promote cleanliness, community involvement, and employee welfare, contributing to a more efficient and engaged work environment.

5. Milestones Reached

- The revamping of CPGRAMS was done by mapping all the Post Offices (Over 1.6 lakh) upto the level of Branch Post Offices for better navigation of complaint to the



Dissemination of Swachhta message through Wall-Art

- Monitoring and processing of public grievances is now carried out in all offices up to Sub Post Office level, on SAP based Customer Relationship Management (CRM) platform. Standard Operating Procedure (SOP) for handling of grievances in CRM portal has been issued for operative offices. Resulting in, average resolution time of grievances reduced to 7 days during the year 2024 on CRM platform.
- Department of Posts successfully participated in the special campaign from 2nd October to 31st October, 2024 run by Department of Administrative Reforms & Public Grievances (DARPG) for disposal of public grievances, references from Members of Parliament, cleanliness, space utilization and record management.

line-end office. Resulting, average resolution time of grievances reduced to 9 days during the year 2024.



6. Statistical Tables for the period 01.01.2024 to 31.12.2024 (actual data):

6.1 Centralized Public Grievance Redress and Monitoring System (CPGRAMS)

S. No.	Period	Grievances Received (including brought forward)	Grievances resolved	% of Settlement	Average Disposal Time (Days)
1.	01.01.2024 to 31.12.2024	54,932	53,656	97.7%	8

6.2 India Post Call Center (IPCC)

S. No.	Year	Calls received	Grievances Received (including brought forward)	Grievances Settled	% of Settlement
1.	01.01.2024 to 31.12.2024	70,23,354	1,51,548	1,48,468	98%

6.3 Customer Relationship Management (CRM) (other than IPCC)

S. No.	Year	Grievances Received during the period (including brought forward)	Grievances resolved during the period	% of Settlement
1.	01.01.2024 to 31.12.2024	9,72,908	9,57,663	98.4%

6.4 Social Media

S. No.	Year	Complaints Received	Complaints Settled	% of Settlement
1.	01.01.2024 to 31.12.2024	2,26,111	2,25,100	99.5%

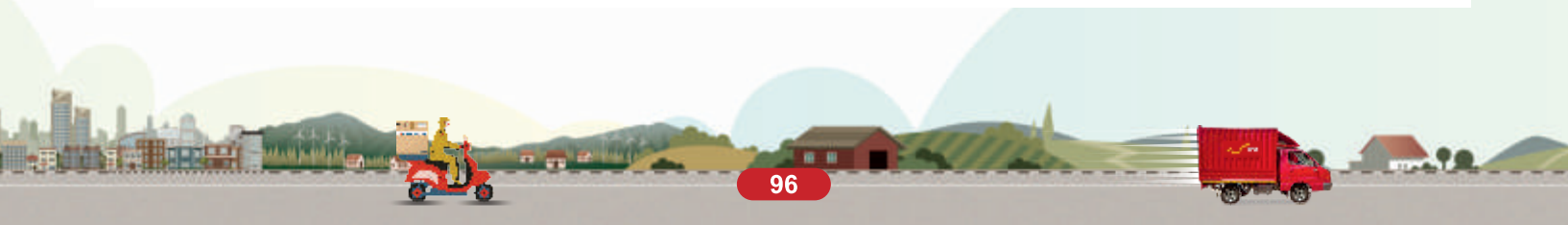
6.5 Right to Information

(I) RTI Requests received and disposed of under RTI Act, 2005:

Period (01.01.2024 to 31.12.2024)	RTI requests received	Total Requests received (Online+ physical)	Total RTI request disposed (Online+ Physical)
Physical Requests received	85,680	1,40,895	1,30,161
Requests received online	55,215		

(ii) First Appeals received and disposed of under RTI Act, 2005

Period (01.01.2024 to 31.12.2024)	Applications received directly + Opening balance	Total First Appeals received (Online + Physical)	Total First Appeals disposed (Online + Physical)
Physical First Appeals received	5,501	9,538	6,677
Online First Appeals received	4,037		



7 Statistical Tables for the period 01.01.2025 to 31.03.2025 (anticipated figures) are as under: (As per trend of receipt)

7.1 Centralized Public Grievance Redress And Monitoring System (CPGRAMS):

S. No.	Period	Grievances Receipt during the period	Grievances resolution during the period	% of Settlement	Average Disposal Time (Days)
1.	01.01.2025 to 31.03.2025	13754	13754	100%	9

7.2 India Post Call Center (IPCC):

S. No.	Year	Calls receipt	Grievances Receipt during the period	Grievances resolution during the period	% of Settlement
1.	01.01.2025 to 31.03.2025	17,78,718	37,458	37,458	100 %

7.3 Customer Relationship Management (CRM) (other than IPCC)

S. No.	Year	Grievances Receipt during the period	Grievances resolution during the period	% of Settlement
1.	01.01.2025 to 31.03.2025	2,48,510	2,48,510	100%

7.4 Social Media:

S. No.	Year	Complaints Received	Complaints Settled	% of Settlement
1.	01.01.2025 to 31.03.2025	58,212	57,915	100%

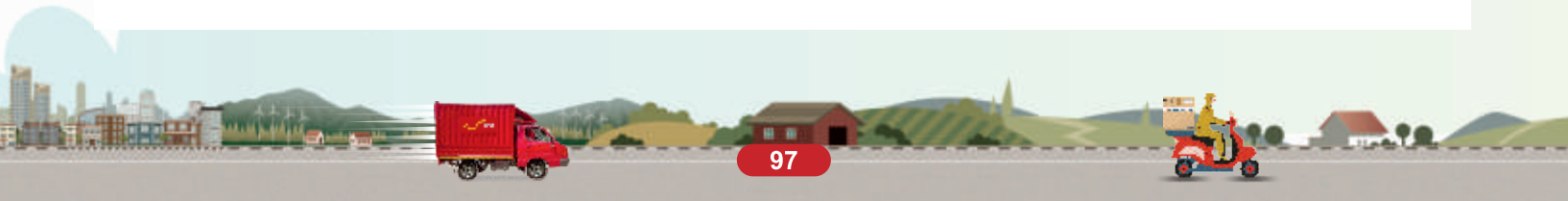
7.5 Right to Information:

RTI Requests received and disposed of under RTI Act, 2005 :

Period (01.01.2025 to 31.03.2025)	RTI requests receipt	Total Requests receipt (Online+ physical)	Total RTI request disposal (Online+ Physical)
Physical Requests received	21,238	34,853	34,853
Requests received online	13,615		

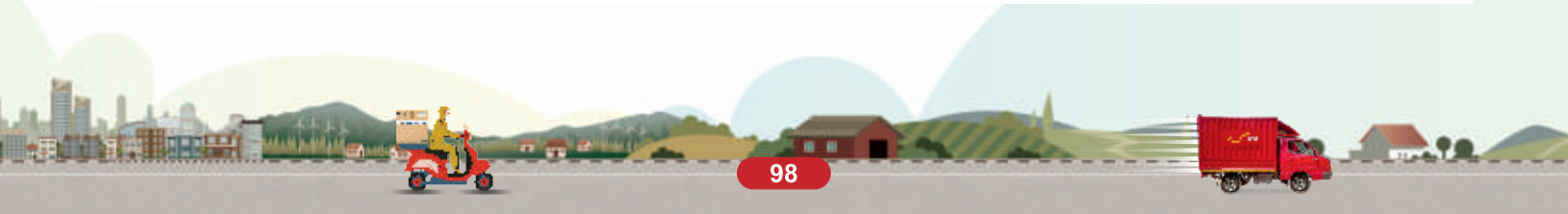
First Appeals received and disposed of under RTI Act, 2005:

	Applications received directly + Opening balance	Total First Appeals received (Online + Physical)	Total First Appeals disposed (Online + Physical)
Physical First Appeals received	4,811	8,495	7,312
Online First Appeals received	3,684		



8 Public Grievances received, settled and pending during 2023-24

Name of Circle	Opening Balance	Received	Total	Settled	Pending
Andhra Pradesh	532	16335	16867	16625	242
Assam	467	10673	11140	10821	319
Bihar	1120	44083	45203	44795	408
Chhattisgarh	301	11830	12131	11843	288
Delhi	23682	99872	123554	120649	2905
Gujarat	1783	86751	88534	86532	2002
Haryana	956	44763	45719	43857	1862
Himachal Pradesh	101	5378	5479	5355	124
Jammu & Kashmir	370	9639	10009	9540	469
Jharkhand	276	13518	13794	13559	235
Karnataka	1898	145134	147032	145468	1564
Kerala	1003	33114	34117	33312	805
Madhya Pradesh	741	40088	40829	40022	807
Maharashtra	6003	274025	280028	276793	3235
North Eastern	195	20785	20980	20795	185
Odisha	428	14886	15314	14963	351
Punjab	1019	52629	53648	52158	1490
Rajasthan	1173	62427	63600	61901	1699
Tamil Nadu	2001	77769	79770	78619	1151
Telangana	2203	27625	29828	29173	655
Uttar Pradesh	6108	186175	192283	189901	2382
Uttarakhand	304	13764	14068	13751	317
West Bengal	1502	62747	64249	63226	1023
Army Postal Circle	96	1875	1971	1893	78
Total	54,262	13,55,885	14,10,147	13,85,551	24,596



Chapter - M

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International Relations

M. International Relations

1. Background of International Business and Cooperation

1.1 International Relations and Global Business (IR&GB) Division coordinates the matters relating to International Cooperation and Business of the Department of Posts. These include multilateral interactions and engagement among Designated Postal Operators (DOs) of different countries under the ambit of the Universal Postal Union (UPU) as well as Asian Pacific Postal Union (APPU) and other such organizations. IR & GB Division also deals with promoting south-south cooperation in postal sector, bilateral relations and agreements with other countries and designated postal operators including business proposals and activities focused on growth of revenue from international services.

1.2 Post Office network has emerged as an important channel for international trade in India, enabling individuals and organizations to transfer goods, money and information across the borders for commercial purposes. Post office has made the doors wide open for exporters located in the far-flung villages to export their products worldwide. At the same time, it continues to facilitate people-to-people contact around the world.

2. India at the Universal Postal Union (UPU)

2.1 India is one of the earliest active members of the UPU, a specialized agency of the

United Nations, having its headquarters at Berne, Switzerland. The Union is responsible for ensuring efficient operation of international postal services throughout the world. It helps to ensure a Universal Network of up-to-date products and services. In this way, the organization fulfils an advisory, mediating and liaison role, and provides technical assistance where needed. The UPU also aims to promote international cooperation in the postal sphere and regulates the entire gamut of international postal affairs through its various bodies and multilateral treaties/agreements.

2.2 The main bodies of the UPU are: (i) Congress; (ii) Council of Administration (CA); (iii) Postal Operations Council (POC); and (iv) International Bureau. Congress is the supreme body of the UPU and is composed of the representatives of all member countries and meets every four years to define and adopt the road map for UPU activities for each work cycle. The work of the Congress is carried out through different Committees consisting of member countries. The Committees consider various proposals and submit their reports to the plenary meeting where these are put to vote by member countries.

2.3 India is an elected member of the Council of Administration (CA) and the Postal Operations Council (POC). These two Councils provide continuity to the work of the Union through its Committees



between the Congresses to implement the UPU strategy adopted by the Congress for the next four years. In the current cycle, India is Co-Chair, along with Vietnam, of the Committee 4 (Postal Financial Service) of the Postal Operations Council (POC). India is also the chair of Expert Team created by POC for development of Integrated Quality of Service Plan (IQP) for the 28th UPU Congress Cycle (2026-29).

3. Asian Pacific Postal Union (APPU)

3.1 APPU is a Restricted Union which is affiliated to the Universal Postal Union with a membership of 32 countries. It aims to facilitate the postal exchanges in the region and to promote cooperation in postal services of Member countries. India plays a leading role in the affairs of the APPU as a co-chair of Supply Chain Integration Group, Postal Financial Services Working Group and member of Governing Board of the Asia Pacific Postal College (APPC).

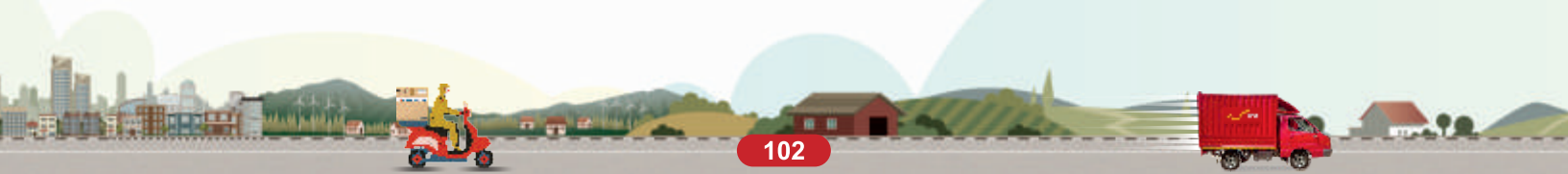
3.2 Dr. Vinaya Prakash Singh holds the esteemed position of Secretary-General of the Asian-Pacific Postal Union (APPU). He was elected to this prestigious role during the APPU Congress convened in Bangkok in 2022. Dr. Singh's appointment underscores India's growing stature in global postal leadership, as an Indian officer leads an organization pivotal to fostering postal development and cooperation across the Asia-Pacific region.

4. Participation of Indian delegation in important International Meetings

- A two-member delegation from India participated in POC Standing Group

meetings held during 5-9 February 2024 in Berne, Switzerland.

- A two-member delegation from India participated in Integrated Quality of Service Plan (IQP) meetings held during 28 February - 1 March 2024 in Bonn, Germany.
- A two-member delegation from India participated in POC standing group meetings held during 1st - 5th July 2024 in Berne, Switzerland.
- A two-member delegation headed by DG, Postal Services participated in the ASEAN POST ++ meeting in Cambodia, from 8th to 10th August, 2024.
- A three- member delegation headed by Secretary (Posts) participated in APPU EC 2024 from 12 -17 August 2024 held in Cambodia.
- A four-member delegation participated in Study visit held in Japan from 21 - 23 August 2024.
- A four-member delegation participated in Study visit held in Germany UK from 26 - 29 August 2024.
- A four-member delegation headed by CGM Parcels participated in a study tour of La Post France from 09.09.2024-11.09.2024.
- A two-member delegation headed by Member(O) participated in the 7th operational meeting by INCB at Vienna from 9th to 12th September, 2024.
- A three- member delegation headed by Secretary (Posts) participated in UPU roundtable on remuneration and strategy Conference from 23-26 September 2024 held in Mongolia.
- A five- member delegation headed by



Secretary (Posts) participated in QSF Board meetings, EMS Global Workshop, POC and CA meetings from 23 October – 8 November 2024 held in Berne, Switzerland.

- A three-member delegation participated in the meeting of PRIME General Assembly held during 13-14 November, 2024 in Muscat, Oman.
- A one-member delegation participated in the POC Standing Group meeting during 2nd-6th December, 2024 in Berne, Switzerland.

5. Incoming delegation:

- 5.1** A high-level delegation from Thailand Post led by Chairman of the Board of Directors visited India and collaboration opportunities in the field of Financial Services including India's successful experience of the India Post Payments Bank (IPPB), promotion of cross-border e-commerce, Government to Citizen services and provision of cost-effective delivery solutions. The delegation also interacted with CEO, Government e-Marketplace (GeM) to understand the model and explore knowledge sharing.
- 5.2** A three-member delegation from Philippines Post visited India on 18-19 April, 2024 to see India Post's Postal Financial services with a focus on India Post Payments Bank. Key issues discussed at the meeting were Mails and e-commerce modernization, Remittance Solution, India's Digital Public Infrastructure.

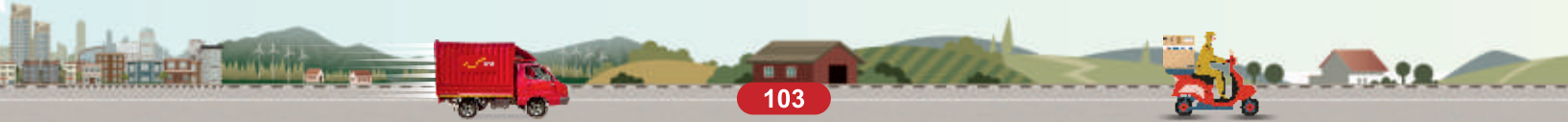
6. QSF Board Meeting in India

The Department of Posts hosted the 86th meeting of the Quality of Service Fund

(QSF) Board of the Universal Postal Union (UPU) from 29th January - 1st February 2024. The Board oversees the allocation of funds for projects aimed at enhancing letter post services in Developing and Least Developed Countries (LDCs). India, is also among the 11 elected members of the Board. The board discussed and approved a number of projects to enhance the quality of service of international letter post items. A roundtable conference on the future of QSF and better utilization of QSF Assets in Asia – Pacific region with the support of Asian Pacific Postal Union (APPU) and India Post was also organized and it was coordinated by the UPU Regional Office in New Delhi.

7. India-Africa Postal Leaders Meet

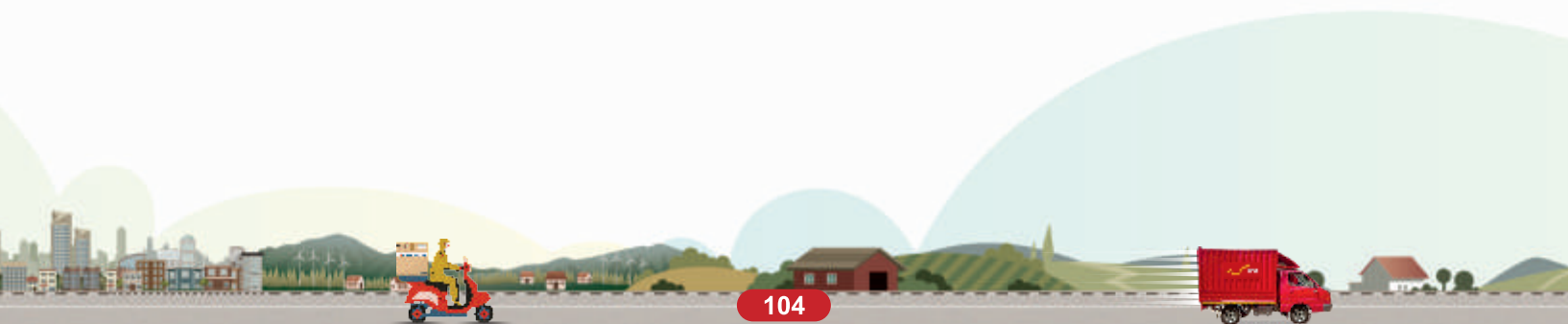
- 7.1** India hosted the first ever 'India-Africa Postal Leaders Meet' from 21 to 25 June, 2024 at Mumbai, Delhi and Agra with the objective of sharing India's service delivery model through post offices with the countries in Africa and strengthening relationships with the postal administrations of Africa. More than 40 heads (CEOs, Director Generals and senior delegates) from around 20 English speaking African countries, senior delegates from United States Postal Service and the Universal Postal Union (UPU) addended the events organized under the "South- South and Triangular Cooperation" programme of the UPU.
- 7.2** The key theme of the meet was capacity building through the study visits. India Post's unique approach of combining citizen-centric digital services with traditional postal services upto last mile



with human touch were showcased.

7.3 India demonstrated the delivery of a wide array of services through post offices including e-commerce, Dak Niryat Kendras, postal financial services, India Post Payments Bank, Aadhaar enabled services, Passport services and Digital Life Certificate etc. Special sessions were held with UIDAI, NPCI, DGFT and the MEA.

7.4 Hon'ble Minister of State for Communications, Shri Chandra Sekhar Pemmasani, highlighting India's support for the Global South, emphasized India's commitment for collaborations with African countries in postal sector through development cooperation. The event highlighted the critical role Postal Services can play as a tool for soft diplomacy, especially for the cause of Global South.



Chapter - N

Official Language

N. Official Language

1. Official Language Policy of the Union Government

Hindi is the Official language of the Union of India and the Department of Official Language (DOL), Ministry of Home Affairs is the nodal department to ensure appropriate compliance of the Official Language Policy in all the Ministries/ Departments and Subordinate Offices of the Central Government. DOL implements the Official Language Policy through various constitutional provisions, rules and orders. It also sets out goals with respect to the implementation of Official Language Hindi through its Annual Programme every year.

2. Official Language (OL) Division - An Introduction

In pursuance of the Official Language Policy of the Union, the Department of Posts has been making all efforts to ensure optimum use of Hindi in official correspondence and day-to-day administrative work at all levels. There is an Official Language Division functioning in the Department of Posts for this purpose. This division is further divided into two units – Translation Unit and Implementation Unit.

2.1 Translation Unit: Translation Unit of the Department of Posts deals with translation, typing and vetting work of all the required documents received from various sections of the Department. These include Parliament Questions, Cabinet Notes on various subjects,

Background Notes, Recruitment Rules, Philately related work, Speeches of the Hon'ble Ministers and other higher officers, Demands for Grants, Assurances, Office Memoranda, Orders, Notifications, Audit Paras, Annual Report of the Department, replies of RTI applications etc. Majority of the work received in the Translation Unit is of immediate nature.

2.2 Implementation Unit: The Implementation Unit of the OL Division strives to ensure full compliance of all the relevant OL rules including Section 3(3) of the Official Language Act, 1963. In addition, Rule-5 of the Official Language Rules, 1976 (as amended in 1987) is also being implemented in letter and spirit in the Department along with other rules of the Department of Official Language.

3. Implementation of Official Language Policy

The Department of Posts is fully committed to the implementation of the Official Language Policy of the Government of India making multiprong efforts towards this and in pursuance of this, the OL Division carries out inspections of various sections of the Directorate as well as its subordinate offices as per the targets prescribed in the Annual Programme issued by the Department of Official Language, Ministry of Home Affairs. Tangible efforts being made by the offices concerned in this direction are reviewed minutely by



the inspecting teams to make sure that the OL Policy is implemented effectively. As on 31 Dec, 2024, inspection of 20 sections of the Directorate and 09 subordinate offices have been carried out to monitor the progressive use of Hindi in the department.

4. **Official Language Implementation Committee (OLIC)**

In order to effectively monitor the status of successful implementation of the Official Language Policy in the Department of Posts at the Directorate level, there is an Official Language Implementation Committee (OLIC) of the Department constituted under the chairmanship of the DDG (In-charge of Official Language). Its meetings are held on a regular basis i.e. once in every quarter. In the previous quarter ending 31st Dec. 2024, this meeting was held on 20th December, 2024. Quarterly reports pertaining to official language submitted by various sections of the Department are reviewed and discussed during these meetings in detail and follow-up action is ensured on the decisions taken by the committee.

5. **Hindi fortnight, 2024**

A special fortnight is traditionally celebrated every year during the month of September in order to encourage officials to adopt progressive use of Hindi in the official work. This year, Hindi fortnight was organized in the Department from September 14, 2024 to September 28, 2024. A total of 07 competitions were held during this period in which officials of the Directorate participated with great enthusiasm. Apart from this, books in Hindi on various subjects were also

purchased during the financial year 2024-25 to promote the progressive use of Official Language Hindi.

6. **Hindi Workshops**

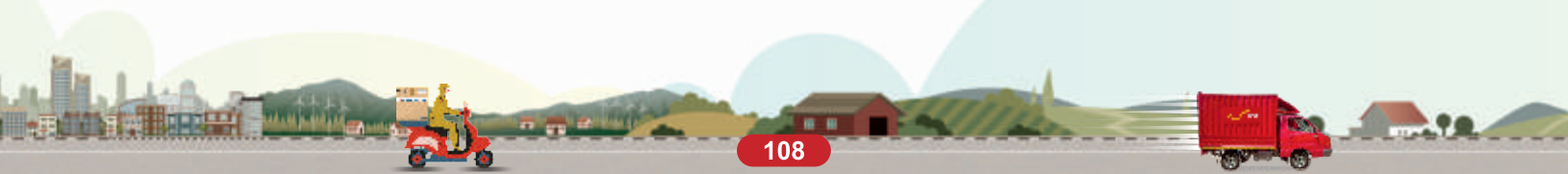
A Hindi workshop is organized in every quarter to further promote Hindi as the Official Language. During the last quarter, a workshop was held on 13th December, 2024 on the subject "हिंदी की महत्ता और अन्य भारतीय भाषाओं के साथ इसका समन्वय". A total of 30 officers/employees participated in the workshop. Their queries were answered satisfactorily and they were given practical tips to enhance the use of Hindi in day to day work.

7. **Incentive Schemes to promote use of Official Language Hindi**

To achieve the targets fixed by DOL in its Annual Programme, Department of Posts promotes and propagates various incentive schemes like cash prize for noting/drafting in order to further promote and propagate the use of Hindi in the official correspondence.

8. **Parliamentary Committee on Official Language**

During the period from 01.01.2024 to 31.12.2024, a total of 05 subordinate offices of the Department of Posts were inspected by the Second Sub-Committee of the Parliamentary Committee on Official Language. Questionnaires pertaining to these inspections were reviewed at the Directorate level. Deputy Director General (EMM/Official Language) represented the Department of Posts in the said inspection meetings for successful completion of these inspections.



Chapter - 0

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Development Of North Eastern Region And Sikkim

O. Development of North Eastern Region and Sikkim

India Post has taken up several special initiatives for the development of North East and Sikkim. Department of Posts, which has a Universal Service Obligation to serve the entire Country irrespective of whether the service delivery is economically viable or not, also earmarks allocations for central schemes for the exclusive development of North East Region, in accordance with the policy guidelines of the Government.

1. Rural Business and Access to Postal Network:

The administrative structure of the Postal network in the North East Region is as under:

- Assam Circle with its Headquarters at Guwahati, comprises of the State of Assam and has 4064 Post Offices. On an average each Post office in Assam Circle

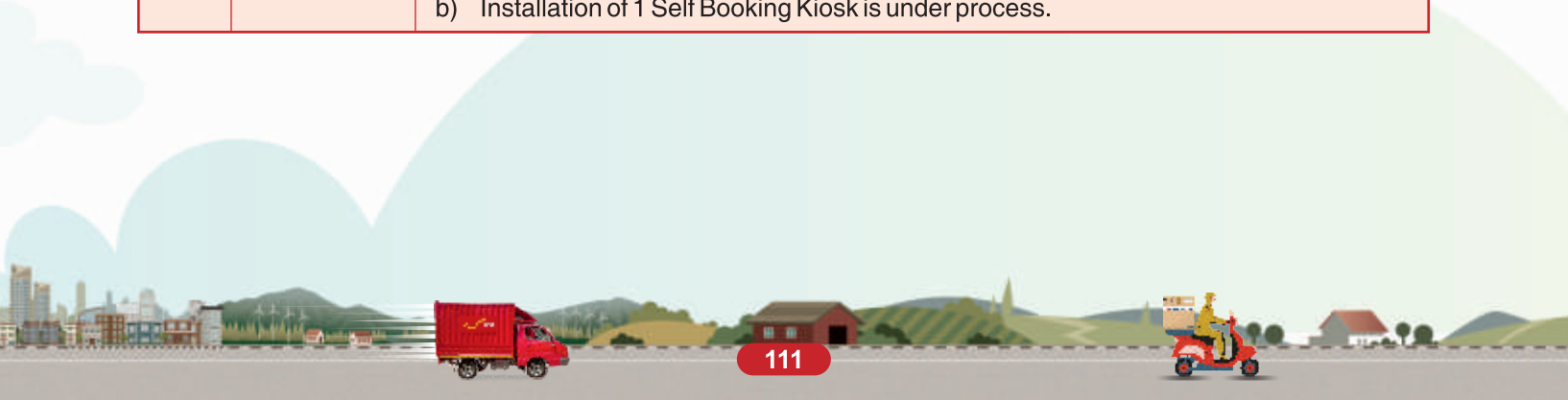
serves an area of 19.30 Sq. Kms and a population of 7679 persons.

- North East Circle with its headquarters at Shillong, comprising of States of Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland and Tripura. It has 4479 Post Offices and on an average each Post Office serves an area of 39.44 Sq. Kms and a population of 3116 persons.
- Sikkim state is a part of West Bengal Postal Circle. It also forms part of North East Region. It has 212 Post Offices. On an average each Post Office in Sikkim serves an area of 33.47 Sq. Kms and a population of 2880 persons respectively.

2. Mail Network Optimization Project:

Major initiatives of the Department under Mail Network Optimization Project in North East Region are as under:

Sr. No	Name of State	Details of major developmental Activities (01.01.2024 to 31.12.2024)
1.	Assam	a) Infrastructural upgradation has been done in 01 Computerized Registration Centers (CRC) and 02 Unregistered Mail Hubs. b) Infrastructural upgradation has been done in 02 National Sorting Hubs (Speed Post), 02 Intra Circle Hubs (Speed Post) and 02 Book Now Pay Later (BNPL) Offices. c) Installation of 2 Self Booking Kiosks is under process.
2.	Arunachal Pradesh	Infrastructural upgradation has been done in 01 National Sorting Hub (Speed Post).
3.	Manipur	Infrastructural upgradation has been done in 01 National Sorting Hub (Speed Post), 01 Computerized Registration Centers (CRC) and 01 Unregistered Mail Hubs.
4.	Meghalaya	Infrastructural upgradation has been done in 01 National Sorting Hub (Speed Post).
5.	Mizoram	Infrastructural upgradation has been done in 01 National Sorting Hub (Speed Post), 01 Computerized Registration Centers (CRC) and 01 Unregistered Mail Hubs.
6.	Nagaland	Infrastructural upgradation has been done in 01 National Sorting Hub (Speed Post).
7.	Tripura	a) Infrastructural upgradation has been done in 01 National Sorting Hub (Speed Post). b) Installation of 1 Self Booking Kiosk is under process.



3. **Parcel Network Optimization Project:**

Department of Posts has taken significant steps in the North Eastern Region and Sikkim to bolster its capabilities and services in the parcel segment.

- **Parcel Hubs:** 09 Level-1 Parcel Hubs covering all state capitals and 02 Level-2



Parcel Hub, Shillong

Parcel Hubs in other important commercial centres have been established in the North Eastern Region.

- **Nodal Delivery Centres:** A total of 11 Nodal Delivery Centres in Agartala, Kohima, Imphal, Shillong Aizawl, Silchar,



Nodal Delivery Centre, Shillong

Nagaon, Guwahati, Dibrugarh and in Gangtok have been established for expedited and mechanized delivery of Parcels using two-wheeler and four-wheeler vehicles.

- **Standard Equipment:** Equipment with standard specifications such as Roller Container, Package Trolley, Bag Opening Table, Bag Stands, Sorting Case, Sequencing Table, Static Weighing System etc. for optimal and

efficient processing of parcels have been provided to Parcel hubs and Nodal Delivery Centres.

- **Marketing Initiatives of Parcel Products:** The Department of Posts has tied up with the Tribes India, the online portal of Tribal Co-Operative Marketing Development Federation of India Limited (TRIFED) for providing logistics support for booking transmission and delivery of the products and artifacts from North Eastern region to the rest of the country and abroad.
- **Road Transport Network (RTN):** A network of 16 (8x2) National Road Transport Network routes are operational in the North Eastern Region covering a total distance of 9,782 Kms per day.

Route	Distance (one way)
Delhi-Guwahati	2053 KMs
Kolkata – Guwahati	1032 KMs
Guwahati – Tinsukia	488 KMs
Guwahati – Itanagar	335 KMs
Guwahati – Silchar	317 KMs
Guwahati – Dimapur	287 KMs
Silchar- Aizawl	172 KMs
Dimapur – Imphal	207 Kms

These routes connect not just cities within the region but connect the North Eastern Region with other parts of the country as



RTN Dimapur-Imphal

well.

- **Transshipment Centres:** A Transshipment Centre, strategically located on the highway at Mirza (Near Guwahati),



Transshipment Centre–Mirza (Guwahati)

Assam has been operationalised to ensure that Mail and Parcels carrying vehicles avoid the city-traffic and exchange of Mail and Parcels is done efficiently.

- **Parcel Packaging Service:** Parcel Packaging Units (PPUs) have been set



Parcel Packaging Unit, Kohwai
Sub Post Office and Imphal Head Post Office

up in major Post Offices having substantial retail bookings of Parcels so that retail



Parcel Packaging Unit-Dharamnagar
Head Post Office and Aizawl Head Post Office

Parcels can be properly packed. A total of 243 PPUs have been made operational in North-Eastern region to provide parcel packaging services to retail customers.

4. **International Mails:**

In order to enable the commercial integration of the people of the North-Eastern states to the mainstream, Sub-Foreign Post office (SFPO) in Guwahati and International Business Centre (IBC) in Shillong are functioning for the benefit of North Eastern region. Further, 132 Dak Ghar Niryat Kendras (DNK) have been notified in the North East. These are benefiting the International Mail originating from North Eastern states, boosting exports and facilitating socio-economic development in the Region.

5. **Marketing Functions of the Department:**

Awareness of Departmental products and services across North Eastern Region, a focused media campaign using radio, television, and newspaper advertising. Radio spots air on popular stations during peak hours to highlight services like Speed Post and savings schemes. Television ads on local channels showcasing product benefits in 15–30 second segments during prime time. Further increasing awareness Full- or half--page newspaper ads in widely-read publications with a focus on high-readership days.

Following Social Media Campaigns were also undertaken

- Swachhata Hi Seva and Special Campaign 4.0



Prabhat Pheri by Manipur Division under Har Ghar Tiranga Campaign 3.0



Ek Ped Maa Ke Naam Campaign in Shillong, North East Circle

- Har Ghar Tiranga 3.0
 - International Day of Yoga
 - Blood Donation Camp
 - Participation in International Expo
 - Vigilance Awareness Week
- Ek Ped Maa ke Naam
 - World Post Day
 - National Learning Week (Mass scale training to DoP officials)
 - Celebration of Hindi Pakhwada
 - Voter awareness campaign

6. Philately Operations:

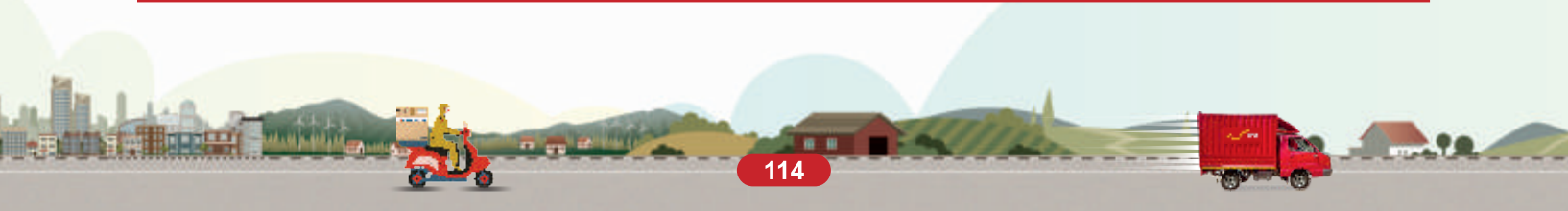
The details of Philately exhibition held in NE/Assam during 2023-2024 are as under:

Sl. No.	Place of Philately Exhibition	Name of Philately Exhibition	Date of Philately Exhibition
1.	Silchar	SILPEX-2024	24.08.2024-25.08.2024
2.	Itanagar	SOLUNGPEX- 2024	30.08.2024

The details of the Special covers released in the NE/Assam during year 2024 are as under:

Sl. No	Name of Special cover	Date of release
1.	“The Kay or Chyabrung” A Musical Instrument of Limbo Tribe of Sikkim	07.02.2024
2.	“Viksit Bharat Pushpit Sikkim”	12.03.2024
3.	“Sikkim- The Green State of India”	09.07.2024
4.	Kachari Ruins, Khaspur	24.08.2024
5.	Mahatma Gandhi’s Silchar Visit 27th & 28Th August 1921	25.08.2024
6.	Gape Gale	30.08.2024
7.	Khasi Hills Autonomous District Council	21.10.2024

Sl. No	Activity from 1st January 2025 till 31st March 2025	Total in No
1	No of Special covers to be released	One
2	Philatelic Exhibition	One
3	Commerative Postage Stamp (CPS)	One



7. Customer Satisfaction:

The Department has established an effective system to address Public Grievances regarding its services. This system includes a monitoring mechanism aimed at ensuring service quality and timely resolution of public complaints. The Grievance Redressal Mechanism (GRM) of the Department prioritizes citizen satisfaction, facilitating the delivery of high-quality public services in a seamless manner.

This mechanism serves to identify areas

where complaints frequently arise, enabling the implementation of corrective measures. Consequently, it promotes transparency in the functioning of the Government. In the North East Region (NER), various platforms are available for users of Postal Services to voice their grievances and seek resolution. These platforms serve as accessible channels for addressing concerns and ensuring a satisfactory resolution for users.

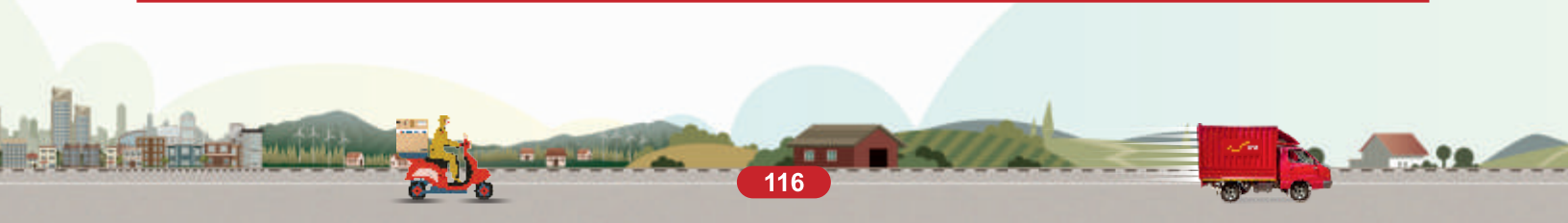
Public Grievances Received and Settled during 1st January, 2024 - 31st December, 2024 (actual data):

S.No.	Platform	Grievance Received (including Opening Balance)	Grievance Resolved	Resolution Rate
1.	Centralized Public Grievance Redress and Monitoring System (CPGRAMS)	1888	1830	97%
2.	India Post Call Centre (IPCC)	2641	2564	97.1%
3.	Customer Relationship Management (CRM) (other than IPCC)	10491	10261	97.8%
4.	Social Media (Twitter, Facebook & Instagram)	4046	3998	98.8%



8. Estates Management:
The Development Activities in North East Region are as under:

Sl. No.	State	Achievement during Period 01.01.2024 to 31.12.2024	Anticipated Achievement during period 01.01.2025 to 31.03.2025
1	Assam	Six Post Office buildings constructed viz. Sarupathar SO, Rampur SO, Garmursatra SO, Nakachari SO, Pathalipam SO, and Jamunamukh SO. 19 Postal buildings renovated. Solar Power packs installed at two buildings viz. Soalkuchi SO and Baihata SO Ramps and Rails constructed at 5 Buildings viz. Hailakandi HO, Sivasagar HO, Kokrajhar HO, Nalbari HO and Dhubri HO Ladies toilets constructed at Rangia MDG, Kokrajhar HO and Digboi MDG. Feeding Room constructed at Meghdoot Bhawan Guwahati.	Five Post Office buildings to be constructed viz. Bharalmukh SO, Hengrabari SO, Sankardev Nagar SO, Bedeti SO and Kacharigaon SO. Renovation of 21 Postal buildings is to be completed. Solar Power Packs are to be installed at five buildings viz. Silchar Medical College SO, Sankardev Nagar SO, Bedeti SO, Kacharigaon SO and Sarupathar SO. Ramps and Rails are to be installed at five buildings viz. Bongaigaon MDG, Barpeta Road MDG, Chariali MDG, Rangia MDG and Duliajan MDG. Ladies toilets are to be constructed at Tihu SO.
2	Arunachal Pradesh	Construction of Ladies Toilet completed at Itanagar HO.	Rails and Ramps are to be constructed at Along MDG
3	Manipur	Construction of Kakching Post Office building and renovation of Imphal HO and IB Imphal has been completed. Braille Signage installed at Imphal HO.	Rails and Ramps are to be constructed at Imphal HO and Naginimora PO.
4	Meghalaya	Renovation of Banasree Postal Staff Quarters, Bholaganj PO, Cherrapunjee PO and Nongstoin PO building completed. Braille Signages installed at Jowai MDG and Mwaphlang SO. Rails and Ramps constructed at Resubelpara PO. Ladies toilet constructed at Shillong GPO. Feeding Room constructed at Shillong GPO.	Solar Power Packs are to be installed at Nongpoh PO and Tura HO. Ladies toilets are to be constructed Rynjah PO, Oakland PO and Thadlaskein PO.
5	Mizoram	Construction of Thingsulthliah PO, East Lungdar PO and North Vanlaiphai PO completed. Renovation of Aizwal HO and Lunglei MDG completed. Solar Power Pack installed at Lunglei MDG. Braille Signage is to be installed at Kolasib PO.	Braille Signage is to be installed at Kolasib PO.



Sl. No.	State	Achievement during Period 01.01.2024 to 31.12.2024	Anticipated Achievement during period 01.01.2025 to 31.03.2025
6	Tripura	Renovation of Dharmanagar HO and Agartala Postal Staff Quarters completed. Braille Signages are to be installed at Amarpur PO and Panisagar PO. Rail and Ramps constructed at Manubazar PO.	Renovation of Panisagar PO is to be completed. Solar Power Packs are to be installed at Panisagar PO, R.K.Pur HO and Agartala HO.
7	Nagaland	Braille Signages installed at Mokokchung MDG and Mon MDG. Renovation of Mololchung MDG completed.	-
8	Sikkim	Installation of Braille Signages at Rhenock PO and Rajbhawan SO have been completed.	Construction of Rail and Ramp at Rhenock PO is to be completed.

9. India Post Payments Bank:

Business particulars of IPPB in North Eastern Region:

Data from Inception till December 2024					
State	IPPB Accounts	Cash Delivered at Doorstep (Count)	Cash Delivered at Doorstep (Rs. in Cr)	Aadhar Mobile update services	Digital Life Certificate issued
Assam	38,28,026	1,02,899	23	2,76,304	26,111
Arunachal Pradesh	77,510	6,897	3	46,823	372
Manipur	3,23,464	70,035	23	16,226	973
Meghalaya	2,36,356	1,956	1	16,106	3,301
Mizoram	1,14,341	16,373	10	25,479	1,628
Nagaland	1,58,343	13,216	5	13,618	645
Tripura	91,306	1,53,498	48	1,31,723	4,704
Sikkim	13,409	21,579	7	5,512	1,156

During the FY 2024-25, there were a total of 1486 (including the 108 Branch Post offices made LIVE with IPPB banking services as per the 2024-Budget announcement) Post Offices in North Eastern Region wherein IPPB banking services were launched for the benefit of the public. State wise list as under:

State	Number of Post Offices made LIVE with IPPB Services
Arunachal Pradesh	730
Assam	2
Manipur	166
Meghalaya	408
Mizoram	0
Nagaland	79
Sikkim	0
Tripura	101
Total	1486



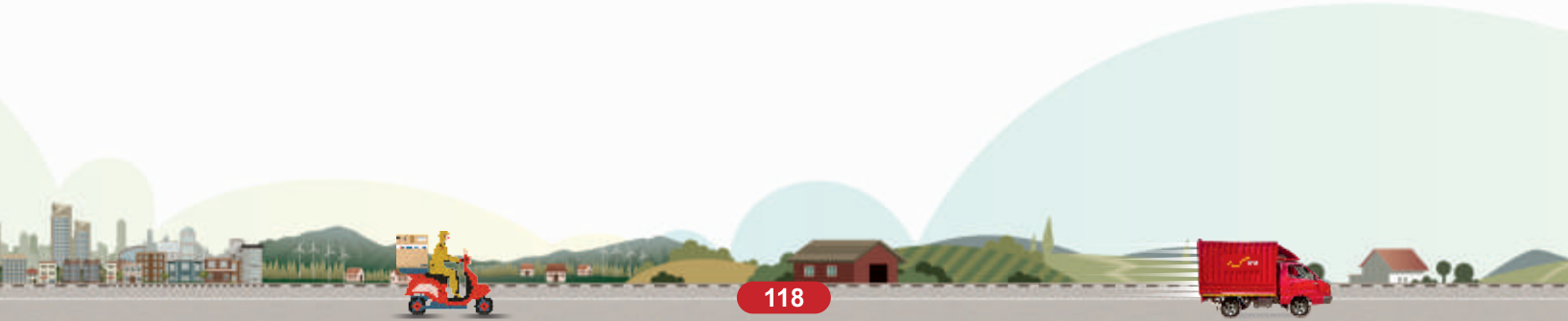
The Department identified 108 locations in North East Region for rolling them out as IPPB's Access Points in pursuance of the implementation of the budget announcement, the details of which are as follows:

State	Number of Post Offices made LIVE with IPPB Services
Arunachal Pradesh	50
Manipur	18
Meghalaya	25
Nagaland	15
Total	108

10. Human Resource Management:

The details of the Training Programmes conducted in North Eastern Region are as follows:

Name of the State	ASP/IP	PAs/SAs	Postman/ Mail Guard/ Mail Overseer	MTS/GDS	Total
Assam	18	114	75	1113	1320
Arunachal Pradesh	0	0	0	0	0
Manipur	37	167	14	2	220
Meghalaya	10	27	5	0	42
Mizoram	0	0	0	0	0
Nagaland	0	0	0	0	0
Tripura	3	48	1	3	55
Sikkim	0	0	0	0	0
Total	68	356	95	1118	1637



Chapter - P

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Estates Management

P. Estates Management

1. Introduction

There are 25,096 Departmental Post Offices (as on 31.03.2024) in 23 Postal Circles spanning across the length and breadth of the Country, out of which 4756 Post Offices are functioning in Departmental Buildings, 19278 Post offices are functioning in rented buildings and rest are functioning in rent-free buildings.

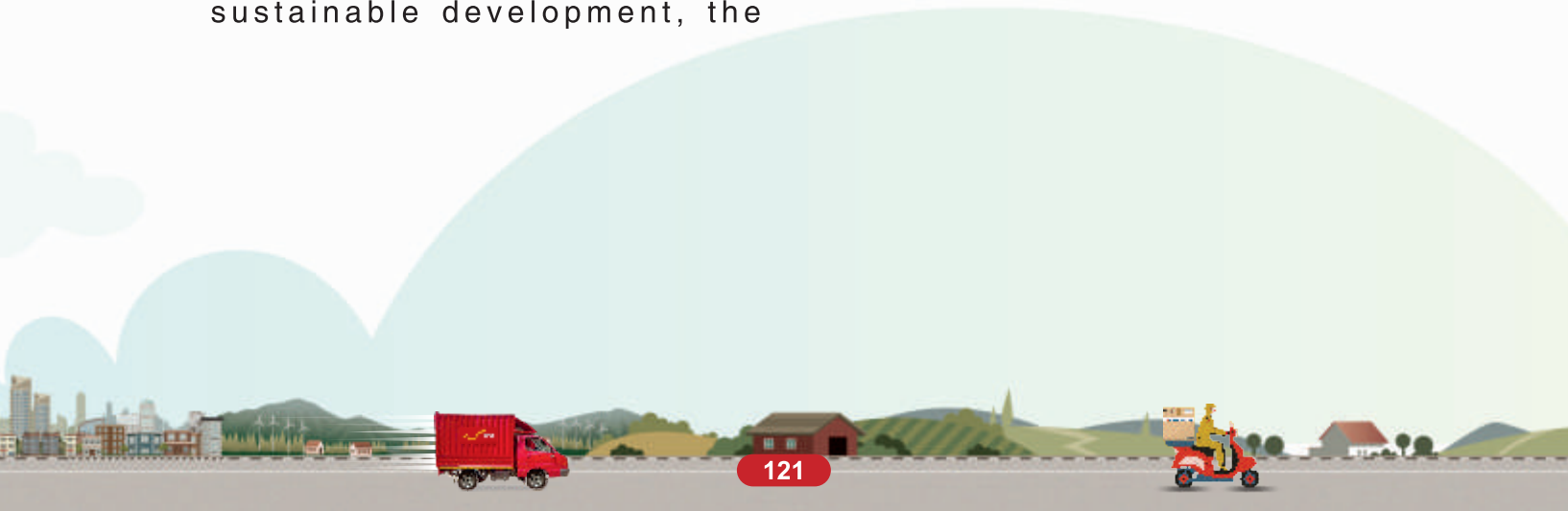
Construction of 55 new postal buildings, 149 retiring rooms, toilets etc., renovation of 103 postal offices/ buildings were completed during the financial year 2023-24.

During the period of 01.01.2024 to 31.12.2024, construction of 67 Postal Building and renovation of 117 Postal Building was completed. During the period 01.01.2025 to 31.03.2025 construction of 33 Postal Buildings and renovation of 99 Postal Buildings is anticipated to be completed.

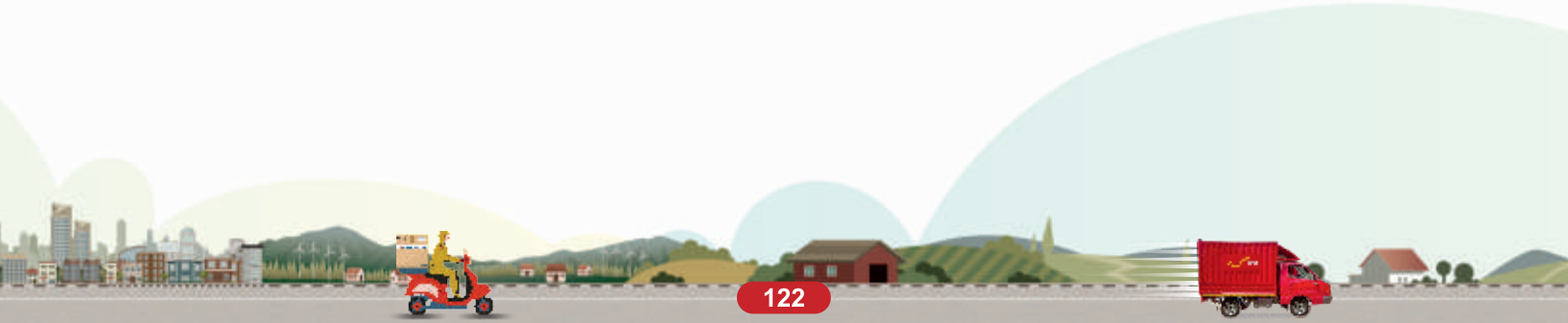
The Department has been actively engaged in developing infrastructure by constructing new buildings for postal operations, maintenance of the existing buildings and restoration of the heritage buildings. As a part of its commitment to sustainable development, the

Department is giving due attention to installation of Solar Power and Rain Water Harvesting system in all the newly constructed buildings. Ramp & rails for differently-abled persons and senior citizens, under Sugamya Bharat Abhiyan and separate toilets, creches and retiring rooms for ladies are being constructed.

Further, to improve the post office infrastructure, the Department has initiated construction of Post Offices on available vacant plots of land of the Department, with basic facilities of toilets, ramps, counters, etc. The construction cost of these Post Offices will be lesser, as it will use locally available material as per the CPWD norms, standard designs etc. By this way the vacant lands can be utilized. To make existing postal buildings environment friendly and energy efficient, activities like installation of Solar Power Packs, LEDs etc. are being carried out under the scheme of Estates Management. Keeping in view the green initiative and to ensure sustainability of ground water level, rain water harvesting structures are being constructed in the existing departmental buildings wherever feasible.



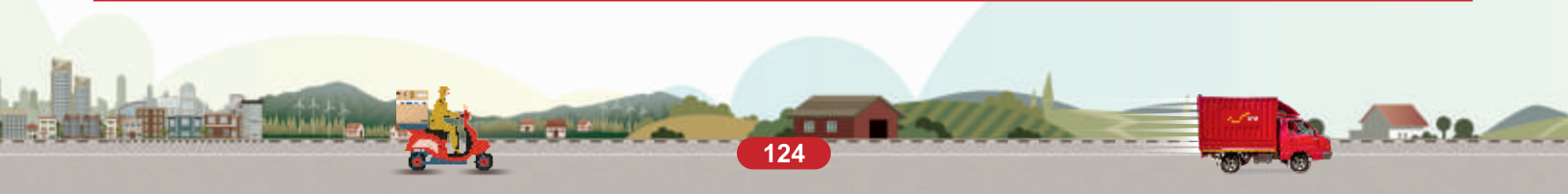
The list of the Heritage Buildings of Department of Posts		
S. No.	Name of Heritage Building	Name of the Circle
1	Patna General Post Office (GPO)	Bihar
2	Bhagalpur Head Post Office (HPO)	
3	Postal Training Centre (PTC), Darbhanga	
4	New Delhi General Post Office (GPO)	Delhi
5	Delhi General Post Office (GPO)	
6	Ahmedabad General Post Office	Gujarat
7	Ambedkar Chowk Post Office	Himachal Pradesh
8	Chhotta Shimla Post Office	
9	Kasauli Post Office	
10	Mandi Head Post Office	
11	Shimla General Post Office (GPO)	
12	Summer Hill Post Office	Karnataka
13	Circle Office, Bangalore	
14	Divisional Office, Bellary	
15	Postal Training Centre, Mysuru	Kerala
16	Circle Office, Trivandram	
17	Kochi Head Post Office	
18	Thiruvananthapuram Fort Post Office	
19	Udayamperoor (Old Post Office)	Madhya Pradesh
20	Laskar Head Post Office	
21	Director of Accounts (Postal), Nagpur	Maharashtra
22	Mumbai General Post Office (GPO)	
23	Nagpur General Post Office (GPO)	
24	Panaji Head Post Office	
25	Pune General Post Office (GPO)	
26	Tlabung Post Office	North East
27	Amritsar Head Post Office	Punjab
28	Sambalpur Head Post Office	Odisha
29	Jharsugada (Old) Post Office	
30	Chennai General Post Office	Tamil Nadu
31	Nagapattinam Head Post Office	
32	Philalelic Bureau, Anna Road Head Post Office	
33	Udhagamandalam Head Post Office	



List of Departmental Heritage Buildings		
S. No.	Name of Heritage Building	Name of the Circle
34	Agra Head Post Office	Uttar Pradesh
35	Circle Office, Lucknow	
36	Lucknow General Post Office (GPO)	
37	Varanasi City Post Office	
38	Varanasi Head Post Office	
39	Alipore Head Post Office	West Bengal
40	Behrampur Head Post Office	
41	Cooch Behar Post Office	
42	Darjeeling Head Post Office	
43	Kolkata General Post Office (GPO)	
44	Return Letter Office (RLO), Kolkata	



Departmental and Rented Building as on 31.03.2024													
Circle	Departmental Buildings			Rented buildings			Rent-Free buildings			TOTAL			Grand Total
	Postal	Railway Mail Service	Other units	Postal	Railway Mail Service	Other units	Postal	Railway Mail Service	Other units	Deptt. Building	Rented Building	Rent-free Buildings	
Andhra Pradesh	181	7	4	1319	37	1	80	0	0	192	1357	80	1629
Assam	183	3	1	426	11	2	24	9	0	187	439	33	659
Bihar	182	2	16	781	37	3	109	5	1	200	821	115	1136
Chhattisgarh	45	4	1	273	4	5	35	0	0	50	282	35	367
Delhi	124	2	6	204	6	0	35	3	0	132	210	38	380
Gujrat	342	5	1	853	14	0	31	1	0	348	867	32	1247
Daman Diu & DNH	3	0	0	7	0	0	1	0	0	3	7	1	11
Haryana	81	0	0	358	1	0	70	0	0	81	359	70	510
Himachal Pradesh	83	0	1	371	5	0	22	0	0	84	376	22	482
Jammu & Kashmir	35	0	0	203	1	1	25	0	0	35	205	25	265
Jharkhand	71	2	0	338	14	2	60	0	0	73	354	60	487
Karnataka	408	3	51	1207	18	1	89	0	0	462	1226	89	1777
Kerala including Lakshadweep	268	5	20	1206	18	9	48	0	0	293	1233	48	1574
Madhya Pradesh	230	1	0	720	10	1	101	1	0	231	731	102	1064
Maharashtra	353	19	15	1657	42	8	111	2	0	387	1707	113	2207
Goa	17	3	0	77	3	0	9	0	0	20	80	9	109
Tripura	21	0	0	51	0	1	12	0	0	21	52	12	85
Manipur	8	0	0	43	0	0	6	0	0	8	43	6	57
Meghalaya	19	0	2	37	0	0	14	0	0	21	37	14	72
Mizoram	12	0	0	25	0	1	3	0	0	12	26	3	41
Nagaland	12	0	0	26	0	0	6	0	0	12	26	6	44
Arunachal Pradesh	23	0	0	13	0	0	14	0	0	23	13	14	50
Odisha	169	3	7	914	17	9	128	3	2	179	940	133	1252
Punjab	118	1	0	492	2	0	84	0	0	119	494	84	697
Chandigarh	23	0	1	8	0	0	10	0	0	24	8	10	42
Rajasthan	422	11	0	797	26	0	155	0	0	433	823	155	1411
Tamil Nadu	284	2	14	2162	29	10	87	0	0	300	2201	87	2588
Puducherry	7	0	0	21	0	0	2	0	0	7	21	2	30
Telangana	166	2	5	579	14	9	102	3	0	173	602	105	880
Uttar Pradesh	326	9	5	1971	52	4	236	0	0	340	2027	236	2603
Uttarakhand	53	0	2	301	1	6	41	0	0	55	308	41	404
West Bengal	210	3	15	1377	9	0	122	2	0	228	1386	124	1738
Sikkim	7	0	0	12	0	0	3	0	0	7	12	3	22
A&N Islands	13	0	3	5	0	0	10	0	0	16	5	10	31
Total	4499	87	170	18834	371	73	1885	29	3	4756	19278	1917	25951
Grand Total	4756			19278			1917			25951			



Chapter - Q

IT Modernization 2.0

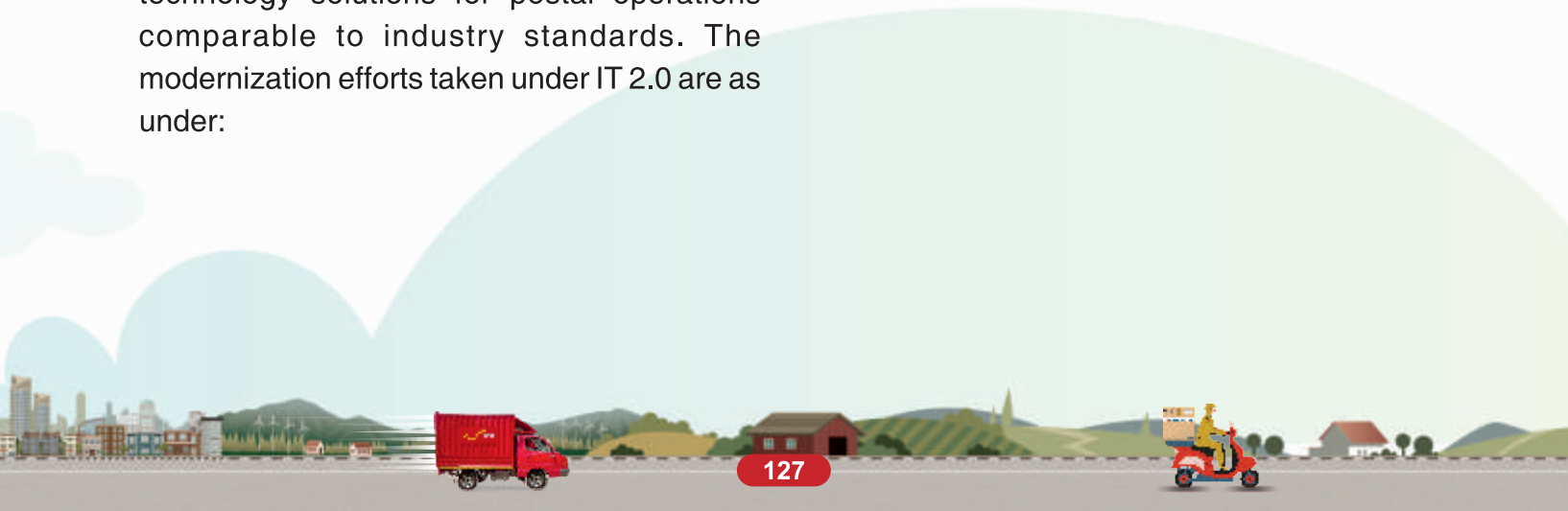
Q. IT Modernization 2.0

Under IT Modernization Project 1.0, all the post offices were computerized and digitized with introduction of Core Banking Services (CBS), Core Insurance Solution (CIS) to facilitate customers to do transactions from any post office across the country. Further to cater rural population, smart hand-held devices called namely DARPAN devices were supplied to all the branch post offices to ensure that postal services are digitally delivered at doorstep in villages.

To continue and capitalize the gains of the IT 1.0 further, IT Modernization Project 2.0 has been approved by the Cabinet on 01.02.2022 with an outlay of Rs. 5,785 crores for a period of 8 years from 2022-23 to 2029-30. The Information Technology Modernization Project 2.0 combines applications, intelligent platforms, and interconnected ecosystems so as to provide an inclusive, integrated single window view of postal and financial services to its stakeholders through multiple delivery channels.

The Digital transformation under IT 2.0 will help the Department in reducing cost of operation, improving productivity, providing a better customer experience, ensuring governance and compliance, bringing in increased employee productivity. IT 2.0 aspire to provide technology solutions for postal operations comparable to industry standards. The modernization efforts taken under IT 2.0 are as under:

- Under IT 2.0, various field infra items (216706 no. of hardware for field Post Offices including desktop, printers, laptops, mobile phones, thermal printers, biometrics scanners, pass book printers, tablets, projectors, USB cameras, VC System, UPS, etc.), including network connectivity with upgraded bandwidth, Dynamic QR code payment facility, AePS enabled payments, Delivery through postman mobile application, m-banking and e-post office have been provided in all post offices.
- Under IT 2.0, procurement of field infrastructures to the tune of Rs. 140.79 Crore during the F.Y. 2023-2024 through Circles.
- For better connectivity and user experience in Branch Offices operations, DARPAN 2.0 application has been rolled out in all the Branch Post Offices (BOs) across India. Mobile handsets, Bio metric Devices and Thermal printers have also been supplied to all BOs under IT 2.0.
- BSNL has been engaged for management of DOP's Enterprise Network Pan- India.
- Assignment of development of IT 2.0 is being done in-house through Centre Excellence in Postal Technology (CEPT with augmented manpower resources.





Chapter - R

Human Resource Management

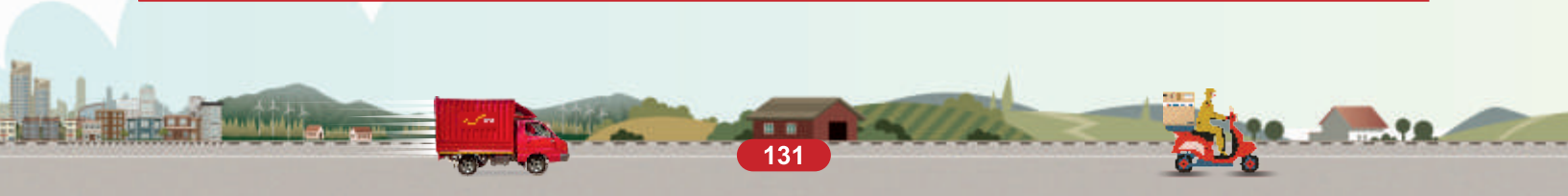
R. Human Resource Management

1. Human Resource

1.1 As on 31st March, 2024, there are a total of **4,57,997** employees in the Department of Posts, out of which, **1,90,161** are

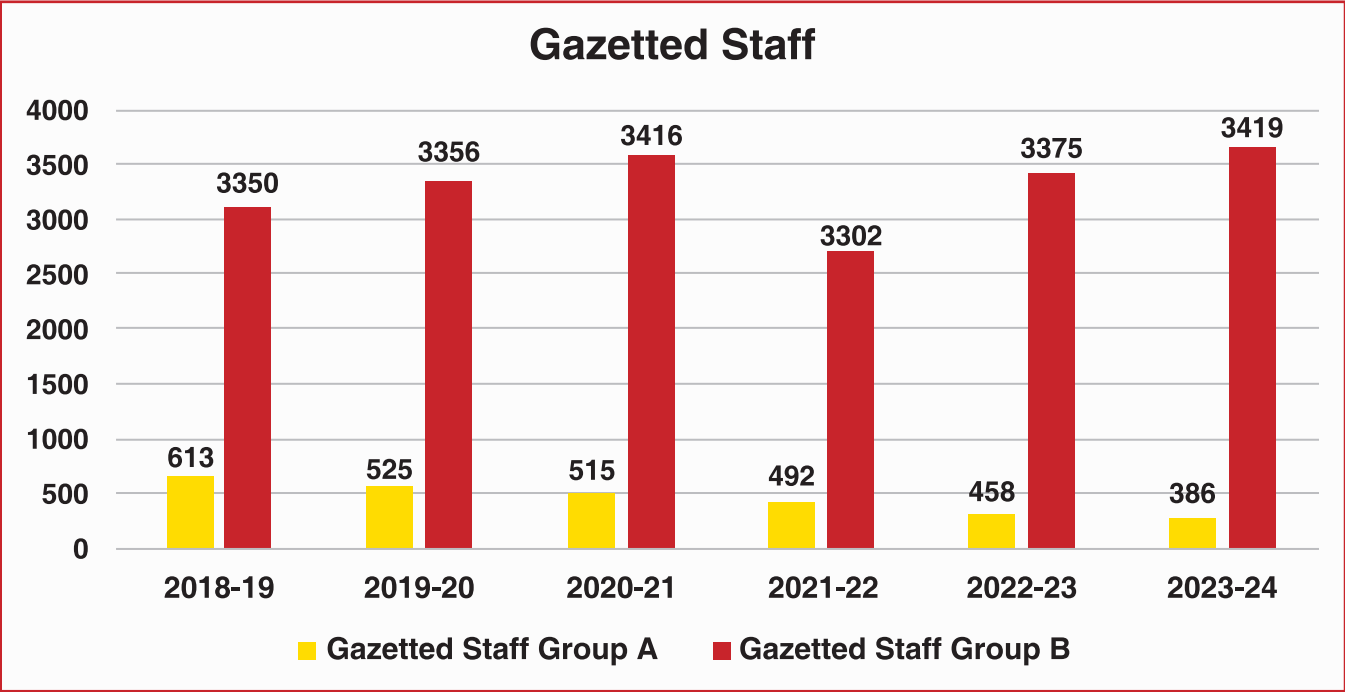
Departmental Employees and **2,67,836** are Gramin Dak Sevaks (GDSs). The category-wise details are as under:

Personnel: Actual strength as on 31.3.2024			
I DEPARTMENTAL			
A.GAZETTED	GROUP "A"	GROUP "B"	TOTAL
INDIAN POSTAL SERVICE GROUP 'A'			
Secretary (Posts)	1		1
Director General Postal Services	1		1
Member (Postal Services Board)	7		7
Sr.DDG/Chief PMG	23		23
Senior Administrative Grade	59		59
Junior Administrative Grade	48		48
Senior Time Scale	59		59
Junior Time Scale including Probationers	23		23
POSTAL SERVICE GROUP 'B'		804	804
Assistant Superintendent		1600	1600
INDIAN P&T ACCOUNTS & FINANCE SERVICE			
Higher Administrative Grade	1		1
Senior Administrative Grade	15		15
Junior Administrative Grade	14		14
Senior Time Scale	15		15
Junior Time Scale	12		12
Senior Accounts Officer/Accounts Officer		230	230
Assistant Accounts Officer		443	443
CENTRAL SECRETARIAT SERVICE	67	55	122
CIVIL WING			
Chief Engineer	28		28
Others		167	167
OTHER GENERAL CENTRAL SERVICE	13	120	133
TOTAL (GAZETTED)	386	3419	3805
B. Group 'B' NON GAZETTED		6353	6353
C. NON GAZETTED	GROUP "C" Excluding MTS	GROUP C "MTS"	TOTAL
Directorate	111	95	206
Post Offices including (Circle office, Accounts, Stamp Depot, Canteen Staff)	136864	16447	153311
Railway Mail Service	16988	7183	24171
Mail Motor Service	1101	200	1301
Others(RLO, Disp., Store, Trg, Civil, Printing Press)	592	422	1014
TOTAL (NON GAZETTED) Group C	155656	24347	180003
TOTAL DEPARTMENTAL (A+B+C)			190161
II Gramin Dak Sevak (GDS)			267836
GRAND TOTAL (I + II)			457997



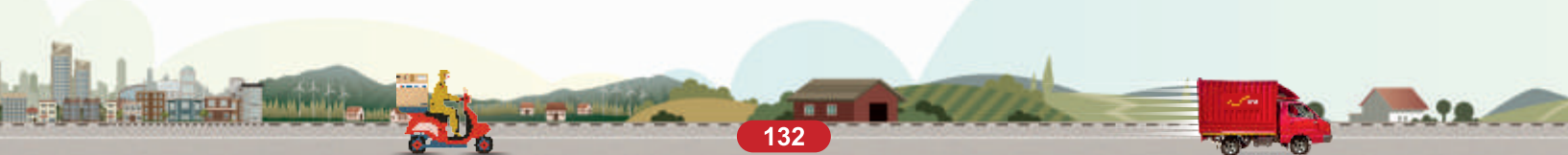
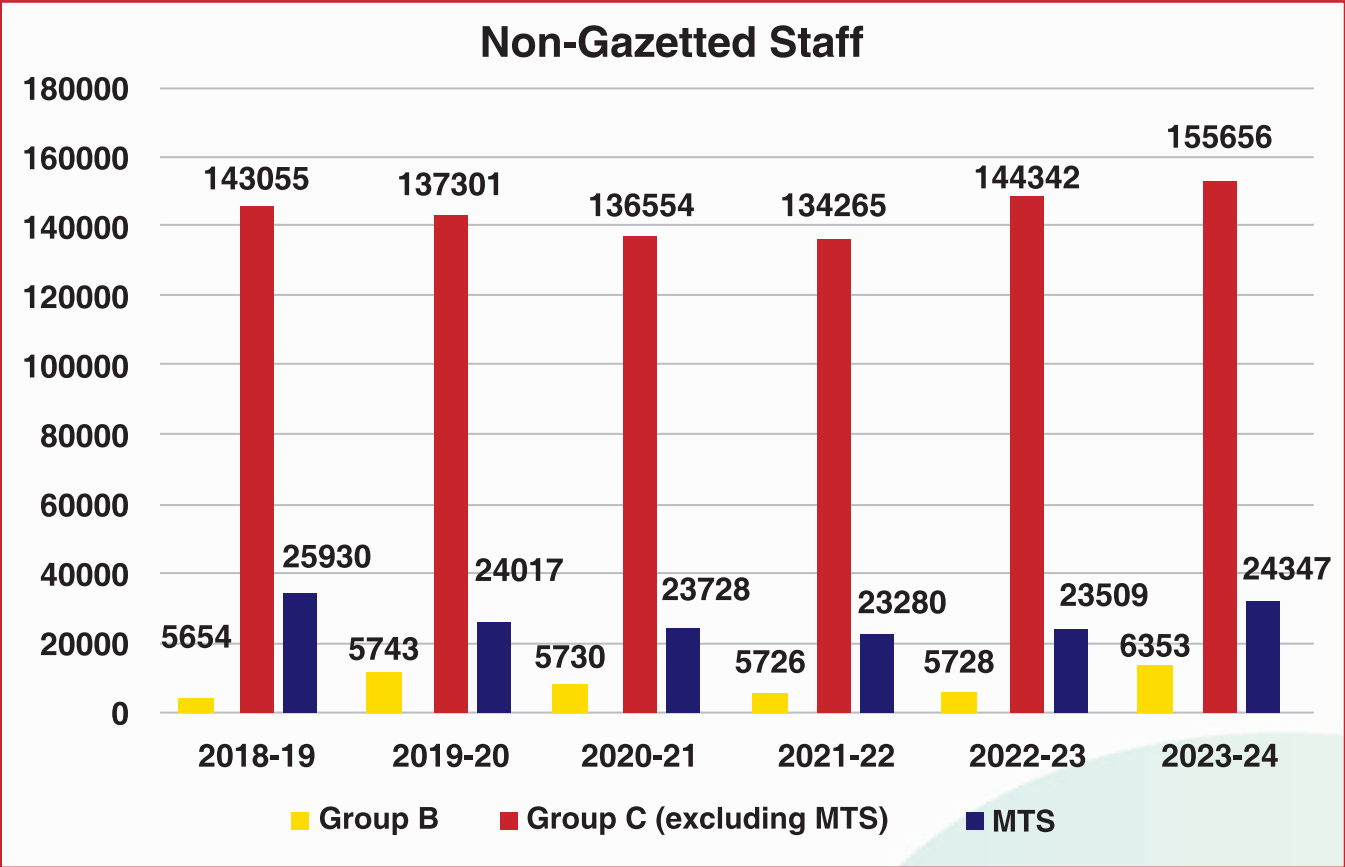
1.2 The Gazetted staff categorized into Group 'A' and Group 'B' from 2018-2019

to 2023-2024 has been shown in the following graph:



1.3 The Non-Gazetted Departmental staff categorized into Group 'B', Group 'C' (excluding MTS) and Group 'C' MTS

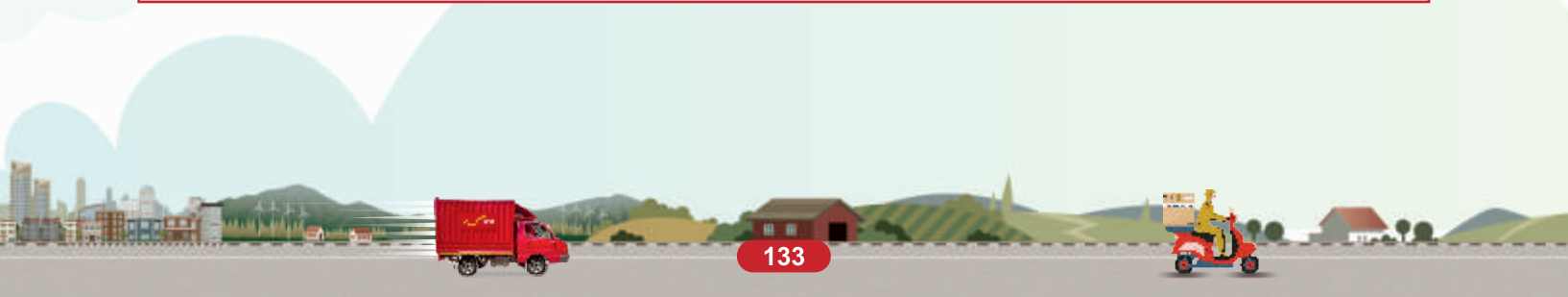
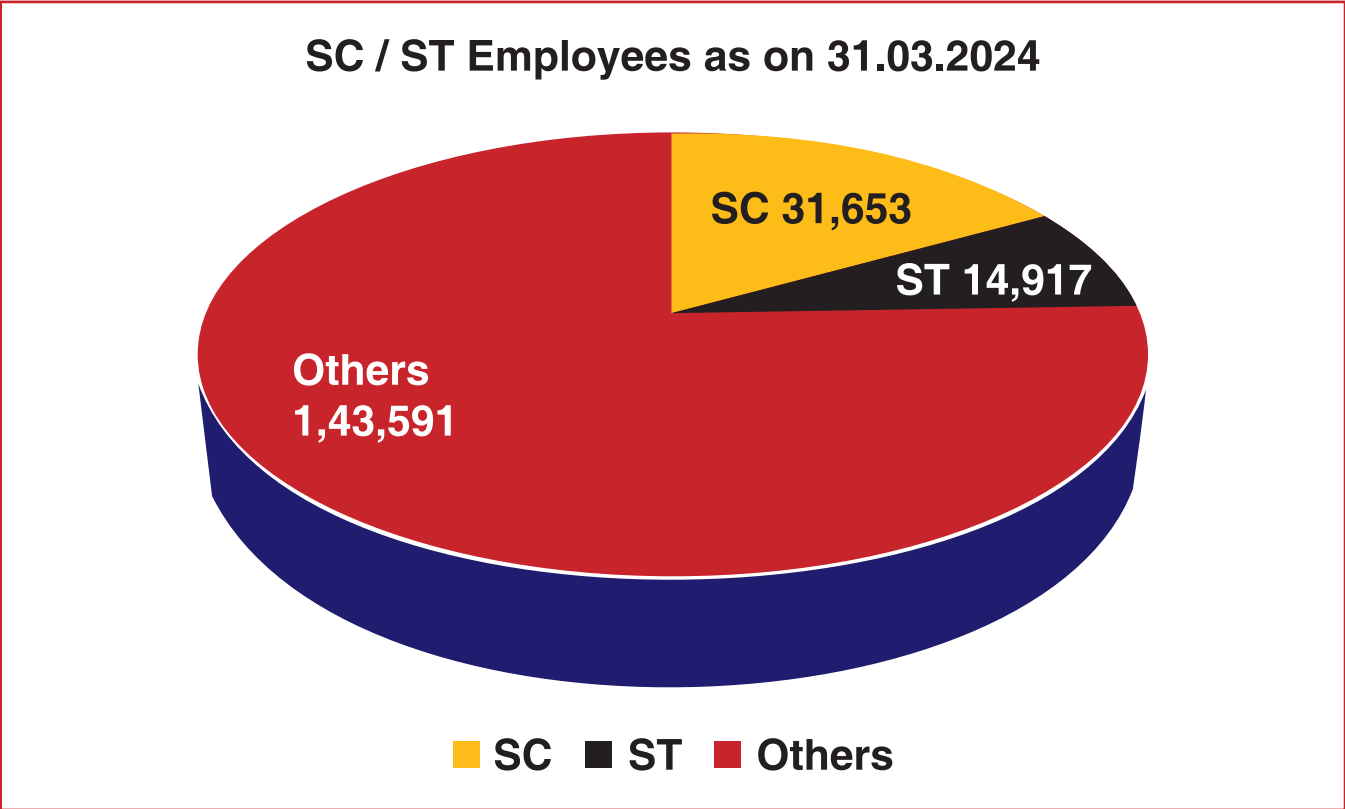
from 2018-2019 to 2023-2024 has been shown in the following graph:



- 1.4 As on 31st March, 2024, there were 31,653 Scheduled Caste and 14,917 Scheduled Tribe employees in various grades in the Department. Group-wise details of Scheduled Caste and Scheduled Tribe employees and their percentage to total employees in the respective Group are as under:

NUMBER OF EMPLOYEES				
SCHEDULED CASTES / SCHEDULED TRIBES AS ON 31.03.2024				
Group	Scheduled Castes	Percentage to Total Number of Employees	Scheduled Tribes	Percentage to Total Number of Employees
Group 'A'	61	15.80%	30	7.77%
Group 'B' (Gazetted)	530	15.50%	209	6.11%
Group 'B' (Non Gazetted)	991	15.60%	418	6.60%
Group 'C' excluding MTS	25585	16.44%	12204	7.84%
Group 'C' Multi-Tasking Staff	4486	18.43%	2056	8.45%
Total	31653	16.65%	14917	7.85%

- 1.5 The Departmental staff as on 31st March, 2024 , categorized into “Scheduled Caste”, “Scheduled Tribes” and “Others”, has been shown in the following graph:



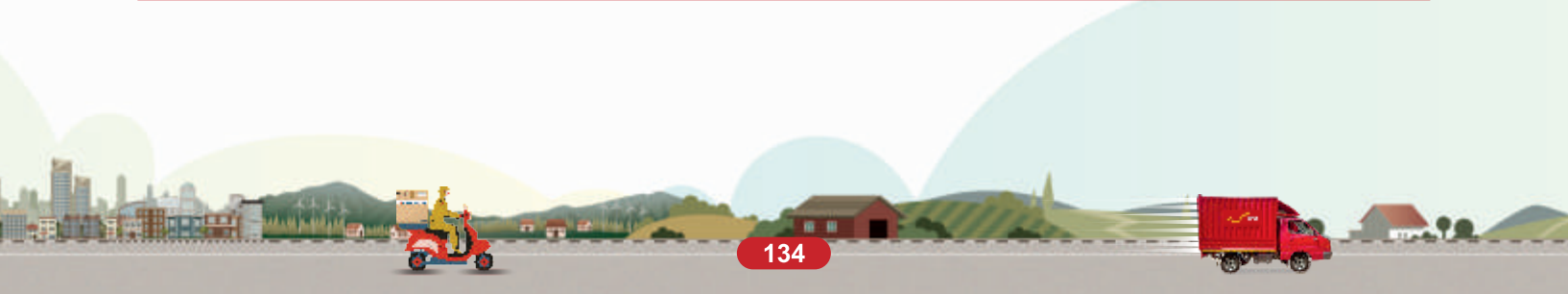
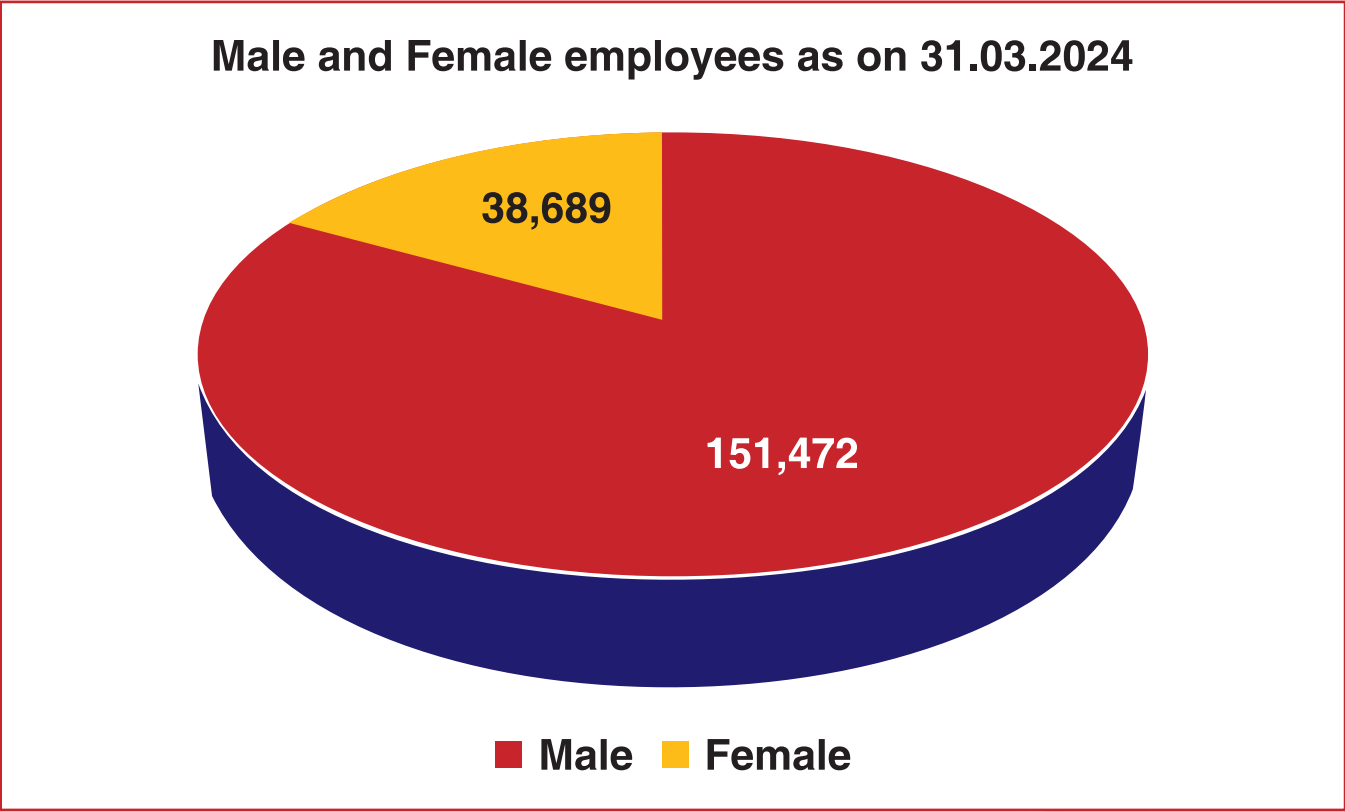
1.6 As on 31st March, 2024, there were 3,431 differently-abled employees, 3,140 Ex-servicemen, 11 Ex-servicemen (differently-abled), 38,689 women and

45,664 OBC employees in various grades in the Department. The details are as under:

NUMBER OF EMPLOYEES: DIFFERENTLY-ABLED, EX-SERVICEMEN, EX-SERVICEMEN (DIFFERENTLY ABLED), WOMEN and OBC AS ON 31.03.2024					
Group	Differently-Abled	Ex-Servicemen	Ex-Servicemen (Differently-Abled)	Women	OBC
Group 'A'	7	31	0	90	58
Group 'B' (Gazetted)	46	5	0	529	417
Group 'B' (Non-Gazetted)	207	46	2	737	903
Group 'C' excluding MTS	2728	2957	9	32,567	37,769
Group 'C' Multi-Tasking Staff	443	101	0	4766	6517
Total	3431	3140	11	38,689	45,664

1.7 The Departmental staff as on 31st March, 2024, categorized into 'Male' and

'Female', has been shown in the following graph:



2. Recent Initiatives

- (i) The Smart Performance Appraisal Report Recording Online Window (SPARROW) system was implemented for IPoS Group 'A' and MMS Group 'A' officers of the Department of Posts for the APARs for the period 2019-20. During 2021-22, the SPARROW has been extended for the IPoS officers on deputation also. SPARROW is now being extended for all Group 'B' officers (IP/ASP/PS Group 'B') of Department of Posts.
- (ii) e-HRMS (Electronic Human Resource Management System) is a centralized digital portal which serves as a directory for all central government employees and helps to manage personnel and

administration, from hiring to retirement. The e-HRMS module is already implemented by DoP&T, and will showcase the competencies gained by the employees through capacity building courses on i-GoT. Department of Posts is also implementing the e-HRMS 2.0 for IPoS Group 'A' and PS Group 'B' officers to facilitate automating day-to-day activities viz. leave management, trainings, promotions and transfers, managing personnel records in the form of electronic service books and payroll management.





Chapter - S

Staff Welfare

S. Staff Welfare

1. Staff Welfare

1.1 Introduction

The Postal Services Staff Welfare Board has been set up at the Central level to oversee all welfare related activities including promotion of sports and cultural activities for the employees of the Department. Minister of Communications is the Chairperson of the Board. There are Circle Welfare Boards too at the Circle level; there being 23 Circles in all.

The Board receives grants-in-aid for welfare from the Consolidated Fund of India. Funds are allotted to the Circles under various schemes for implementing the Welfare measures of the Department. The Welfare Fund covers all departmental employees and Gramin Dak Sevaks.

1.2 Welfare measures for Departmental employees

The assistance for Welfare measures for Departmental employees is provided under the following schemes:

(i) Financial assistance in case of death:

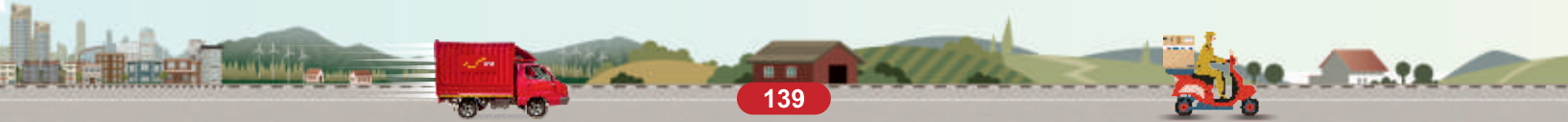
- Financial assistance in case of death of Postal Employee.
- Financial assistance in case of death of Postal Employee on duty due to terrorist activity/dacoity/robbery etc.
- Financial assistance in case of death of Postal Employee on duty due to accident.
- Financial assistance in case of death of Postal Employee by terrorist activity/dacoity/robbery while not on duty.

(ii) Financial assistance to Employees due to illness/disability:

- Financial assistance in cases of prolonged and serious illness/major surgeries.
- Financial assistance to regular employees suffering from T.B. and also for their family members.
- Financial assistance during Extra Ordinary leave and Half Pay leave due to prolonged illness.
- Financial assistance for purchase of mechanical/motorized tricycle for orthopedically handicapped Employees.

(iii) Financial assistance to Wards of Employees for Educational purposes:

- Grant of educational assistance to the children of Postal Employees.
- Financial assistance for the wards of Postal Employees in Non-Tech Degree for Girl child undergoing Graduation in any field with a minimum of 60% aggregate in Class 12th @ Rs. 250/- p.m. has been introduced w.e.f. 2018-19.
- Incentive for excellence in academic achievement for 10th and 12th Class. 1st Position in the Circle - Rs. 6000/- 2nd Position in the Circle - Rs. 4800/- 3rd Position in the Circle - Rs. 4200/- 4th Position in the Circle - Rs. 3600/- 5th Position in the Circle - Rs. 3000/-. The first five students in each group will be awarded.
- Grants of Scholarships
 - Scholarships for children of employees



appearing for UPSC Examination.

- Scholarships for SC/ST Employees for departmental examination and higher education.
- Grant of scholarship and transport charges to the handicapped children of Postal Employees.

(iv) Financial assistance to Employees-Recreation Activities:

- Subsidy on transport charges for Excursion Trips.
- Expenditure on Holiday Homes.
- Grant-in-aid to the Recreation Clubs.

(v) Other miscellaneous Grants:

- Grant-in-Aid to Central Postal Ladies Organization (CPLO).
- Grant-in-Aid for establishment and running of Crèches.
- Grant-in-Aid for establishment and running Tailoring Centers.
- Grant-in-Aid to Residents Welfare Associations.
- Financial assistance in cases of natural calamities, fire and floods.

1.3 Welfare measures for Postal Staff in Army Postal Service

The Department of Posts operates the Field Services (Postal) Benevolent Fund which has been introduced as a welfare measure exclusively for the benefit of staff who is on deputation to the Army Postal Service (APS). During the period of deputation, they are entitled to number of concessions and benefits in case of normal death, death due to enemy action or in insurgency operations and one time scholarship for all school and college going children of the deceased APS

personnel.

1.4 Welfare Measures for Gramin Dak Sevaks

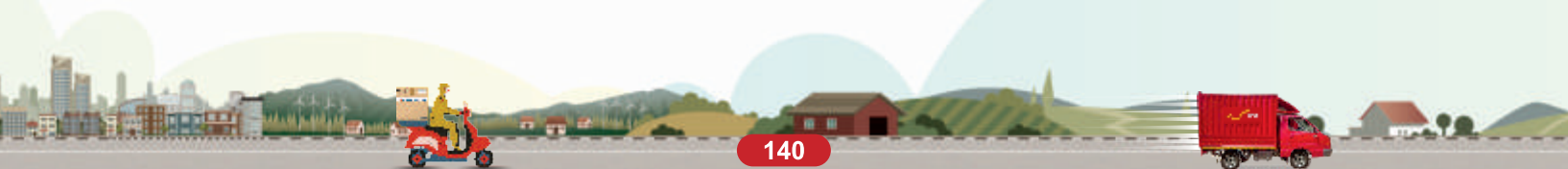
(i) Circle Welfare Fund Scheme for Gramin Dak Sevaks: The Department of Posts has introduced the Circle Welfare Fund Scheme for Gramin Dak Sevaks from 01.10.2013. The Scheme has since been revised w.e.f. 01.07.2024. The scheme covers all Gramin Dak Sevaks who manage the rural postal network.

(ii) The Circle Welfare Fund for Gramin Dak Sevaks has three main components, as under:

- a) Financial Grants under various categories.
- b) Financial assistance by way of low interest loan.
- c) One time payment at the time of retirement - The amount is granted to those Gramin Dak Sevaks who have not availed any assistance under these Schemes.

(iii) Under this Scheme the Financial Grant is provided under following heads/ items:

- Financial Assistance to families of deceased Gramin Dak Sevaks to meet immediate expenses following death, irrespective of whether death occurs during duty/outside duty hours.
- Death due to terrorist activity /dacoity, while on duty.
- Financial Assistance in case of death of Gramin Dak Sevaks due to riots, attack by robbers and terrorists while not on duty.
- Financial Assistance in case of death of Gramin Dak Sevaks while being on duty due to accident.

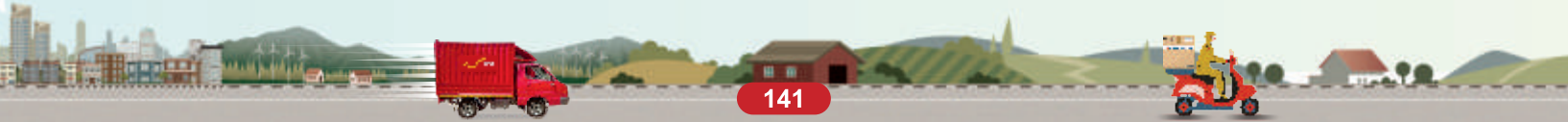


- Funeral Expenses on death of Gramin Dak Sevaks (payable in cases in which last rites of deceased Gramin Dak Sevaks are performed by brothers or sisters or near relatives in the absence of any other next of kin)
 - Financial Assistance in case of major surgical operation in ailments, like Cancer, brain hemorrhage, kidney failure/transplant, heart surgery etc.
 - Financial Assistance in case of accident of Gramin Dak Sevaks while being on duty, requiring hospitalization for more than three days
 - Financial Assistance for nutritional diet to Gramin Dak Sevaks suffering from TB
 - Grant of Scholarship under educational Scheme to the children of Gramin Dak Sevaks (as per existing terms and conditions).
 - Grant of Scholarship under educational Schemes for PG in Technical Course to the children of Gramin Dak Sevaks
 - Incentive for excellence in academic achievement for 10th and 12th Class. 1st Position in the Circle/Region- Rs.1,100/-, 2nd Position in the Circle/Region- Rs.880/-, 3rd Position in the Circle/Region - Rs.770/-, 4th Position in the Circle/Region - Rs.660/-, 5th Position in the Circle/Region - Rs.550/
 - Scholarship for physically handicapped children of Gramin Dak Sevaks (for maximum 8 years and as per the existing term & conditions)
 - Financial Assistance in cases of natural calamities, like fire, floods etc.
- (iv) Apart from above financial, assistance there is also facility of repayable loans low

- interest within a specified ceiling for:
- Construction of one room with flush toilet facilities for housing the Branch Post Office.
 - Purchase of Computer/Laptop to encourage computer literacy amongst GDS.
 - Purchase of moped/scooter/Motor cycle which will also facilitate travel for discharging duty like exchange of BO Bag, visit to Accounts Office, etc.
 - For purchase of mobile/tablet.

1.5 Welfare measures and facilities for employees with disabilities and for disabled children of employees

- (i) **Financial assistance to employees:** Orthopedically disabled employees are eligible for the following financial assistance from the Welfare Fund:
- Reimbursement of the amount spent on purchase of Mechanized Tricycle, subject to a limit of Rs.2, 000/-.
 - Claim of an amount of Rs.15, 000/- or 50% of the cost of a Motorized Tricycle whichever is less, from the Circle Welfare Fund. Further, if these employees apply for the grant of scooter advance; their cases are considered sympathetically on priority basis.
 - Actual 2nd Class Railway fare from the place of duty to the Artificial Limb Centre and back is also reimbursable from the Welfare Fund for provision of artificial limbs, since such reimbursement is not admissible from any other source.
- (ii) **Scholarship for Children:** Out of the available funds under scholarships and other educational



schemes of the Department of Posts, 3% of the scholarships are earmarked for disabled children of Postal employees, apart from the grant of scholarships available to the regular students. Under this scheme, children with disabilities (including orthopedic, visual, hearing, speech and mental), of identified Postal Employees are eligible to get annual scholarship.

(iii) **Transport charges for Children:**

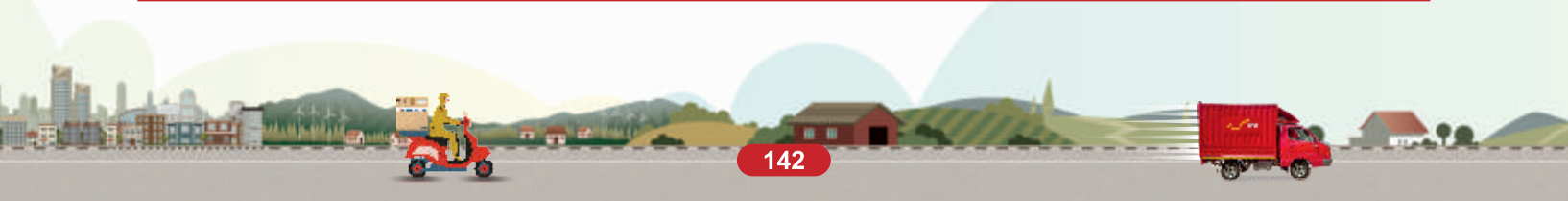
Transport charges and Hostel/Mess subsidies (in lieu of Transport charges) is

allowed to disabled children of Postal employees studying from 1st to 12th standard @ Rs.300/- p.m. in ‘A’ class cities and @ Rs.250 /- p.m. in other cities. These welfare measures have been taken by Department of Posts in addition to the already available measures taken by the Government of India.

1.6 Amount disbursed under welfare schemes

(i) Amount Disbursed under Departmental Employees Welfare Schemes (January 2024 to October 2024)

Sl. No.	Name of Scheme	Total Departmental Employees who availed benefit	Total Financial assistance provided
1	Immediate death relief	311	3105000
2	Death due to accident while on duty	2	30000
3	Death due to attack by robbers terrorists, riots etc. while on duty	0	0
4	Financial Assistance in case of major surgical operations in ailments, like Cancer, brain haemorrhage, kidney failure/transplant, heart surgery etc.	5	50000
5	Financial assistance to regular Employees suffering from T.B. and also for their family members	1	10000
6	Financial assistance during Extra Ordinary leave and half pay leave due to prolonged illness	2	20000
7	Financial assistance for purchase of mechanical/ motorized tricycle for orthopedically handicapped Employees	2	30000
8	Incentive in 10th, 12th (in each stream Science, Humanities, Commerce)	165	754800
9	Scholarship IIT, AIIMS and IIM Technical Education (I) Degree (ii) Diploma Non-Technical Degree BA/BSc/B.Com/ Degree in fine Arts ITI Certificate Courses	587	4858950
10	Scholarship for SC/ST Employees for Deptt. Exam and higher education for Deptt. Examination (one-time grant) IPO/IRM/Insp (MMS)/ JAO Jr. Accountants in Postal Accounts Postal/Sorting Assistants Higher study 10th to 12th Degree/ Diploma/ P.G. Degree	2	3600
11	Scholarship & Transport charges to disabled children	3	25200
12	Scholarships for children of employees appearing for UPSC Examination.	0	0



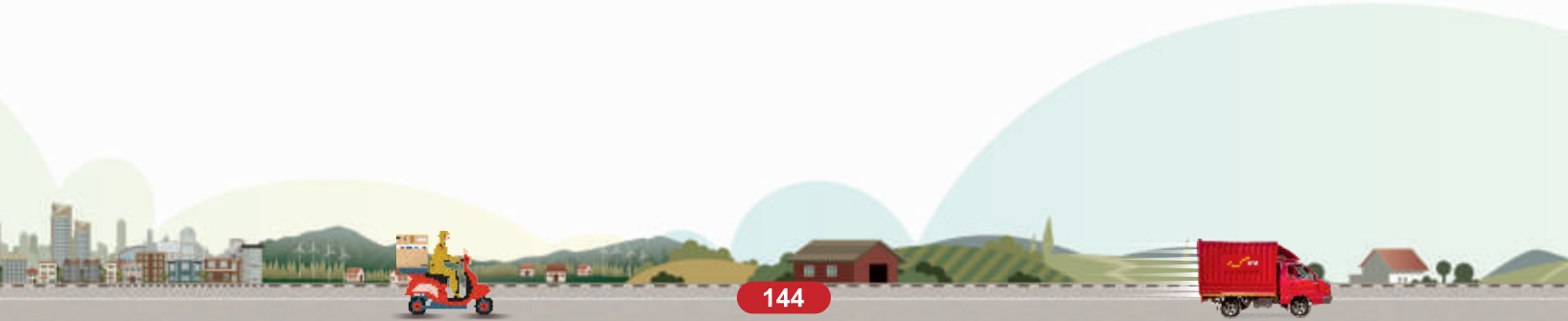
13	Financial Assistance to victims of Natural Calamities	3	13500
14	Financial Assistance for Tailoring Centres in Postal Colonies	01	15000
15	Financial Assistance for Creches	1	187200
16	Financial Assistance for Dak Bal Siksha Niketan in Postal Colonies	4	468857
TOTAL		1089	9572107

(ii) Amount Disbursed under Gramin Dak Sevak Welfare Schemes (January 2024 to October 2024)

S. No.	Name of the Scheme	Total Gramin Dak Sevaks who availed benefit	Total Financial assistance provided
A.	Financial Grant		
1.	Financial Assistance to families of deceased Gramin Dak Sevaks to meet immediate expenses following death, irrespective of whether death occurs during duty/outside duty hours.	741	7394000
2.	Death due to terrorist activity/dacoity, while on duty	0	00
3.	Financial Assistance in case of death of Gramin Dak Sevaks due to riots, attack by robbers & terrorists while not on duty.	0	0
4.	Financial Assistance in case of death of Gramin Dak Sevaks while being on duty due to accident.	1	10000
5.	Funeral Expenses on death of Gramin Dak Sevaks (payable in cases in which last rites of deceased Gramin Dak Sevaks are performed by brothers or sisters or near relatives in the absence of any other next of kin)	2	10000
6.	Financial Assistance in case of major surgical operations in ailments, like Cancer, brain hemorrhage, kidney failure/transplant, heart surgery etc.	160	2673255
7.	Financial Assistance in case of accident of Gramin Dak Sevaks while being on duty, requiring hospitalization for more than three days.	9	56956
8.	Financial Assistance for nutritional diet to Gramin Dak Sevaks suffering from TB (only once for a maximum period of six months, provided the Gramin Dak Sevaks has put in at least six years of service & treatment is taken in government hospital).	1	1200



S. No.	Name of the Scheme	Total Gramin Dak Sevaks who availed benefit	Total Financial assistance provided
9.	Grant of Scholarship under educational Schemes to the children of Gramin Dak Sevaks (as per existing terms & conditions).	23	101180
	IIT, AIIMS and IIM		
	Technical Education		
	(i) Degree		
	(ii) Diploma		
	Non-Technical Degree		
	BA/BSc/B.Com/ Degree in fine Arts		
	ITI Certificate Courses		
10.	Incentives for excellence in academic achievement for 10th and 12th Class.	40	41260
11.	Scholarship for physically handicapped children of Gramin Dak Sevaks (for maximum 8 years & as per the existing terms & conditions)	0	0
12.	Financial Assistance in cases of natural calamities, like fire, floods etc.	37	185000
TOTAL		1008	10412851
B. Repayable Loan			
(i)	For construction of one room with flush toilet facilities for housing the Branch Post Office.	0	0
(ii)	For purchase of Computer/Laptop to encourage computer literacy amongst Gramin Dak Sevaks.	4	80000
(iii)	For purchase of moped/scooter/Motor cycle which will also facilitate travel while discharging duty like exchange of BO Bag, visit to Account Office etc.	2	40000
(iv)	For purchase of Mobile/Tablets to encourage computer literacy amongst Gramin Dak Sevaks.	0	0
TOTAL		6	120000
C. One Time Payment at the time of retirement			
(i)	(Amount varying from Rs. 1000/- to Rs. 11000/-) No. of Gramin Dak Sevaks Employees who availed	1186	1911050
GRAND TOTAL		2206	12503901



Chapter - T

Sports & Cultural Activities

T. Sports and Cultural Activities

1. Sports Activities

1.1 There is a Postal Sports Board at Central level headed by Secretary, Department of Posts, which controls all the Sports related activities of the Department. Below this, each of the 23 Postal Circles also have a Circle Level Sports Board, headed by respective CPMGs. The objective of the Postal Sports Board is to

promote Sports activities in the Department. The Postal Sports Board receives budgetary allocation from the Central Welfare Fund.

1.2 During the year 2023-24, Department of Posts organized following All India Postal Tournaments:

Annual Sports Calendar 2023-2024			
Sl. No.	Event	Name of the Circle	Period
(i)	Wrestling	Uttar Pradesh	10.10.2023 to 12.10.2023
(ii)	Kabaddi	Kerala	30.10.2023 to 02.11.2023
(iii)	Table Tennis	Andhra Pradesh	22.11.2023 to 26.11.2023
(iv)	Football	Odisha	04.12.2023 to 08.12.2023
(v)	Cricket	Rajasthan	14.12.2023 to 20.12.2023
(vi)	Volleyball	Gujarat	19.12.2023 to 22.12.2023
(vii)	Basketball	Haryana	08.01.2024 to 11.01.2024
(viii)	Carrom	Telangana	Cancelled
(ix)	WL/PL/BP	Maharashtra	30.01.2024 to 02.02.2024
(x)	Badminton	Chhattisgarh	05.02.2024 to 09.02.2024
(xi)	Hockey	Tamil Nadu	12.02.2024 to 16.02.2024
(xii)	Cultural Meet	Assam	19.02.2024 to 23.02.2024
(xiii)	Chess	Bihar	Cancelled
(xiv)	Athletic & Cycling	Punjab	Cancelled



1.3 During current financial year i.e. F/Y 2024-25, 13 All India Postal Tournaments and one

cultural event are scheduled to be held as per following schedule:

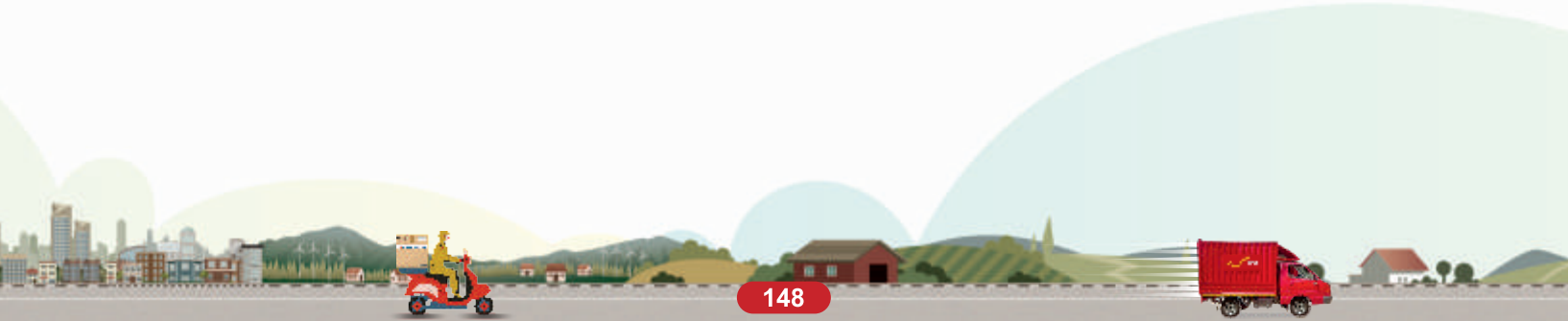
Sl. No.	Name of the AIP Tournament/Event	Name of the Circle	Tentative Period
1	Chess	Maharashtra	23rd to 27th Sept, 2024 (Already held)
2	Badminton	Karnataka	10th to 14th Nov 2024 (Already held)
3	Hockey	Madhya Pradesh	2nd to 6th Dec, 2024 (Already held)
4	WL/PL/BP	Delhi	Yet to be finalized
5	Basketball	Odisha	Cancelled
6	Cricket	Gujarat	5th to 11th Feb 2025
7	Kabaddi	Tamil Nadu	Cancelled
8	Football	West Bengal	Cancelled
9	Table Tennis	Uttarakhand	Yet to be finalized
10	Carrom	Andhra Pradesh	Yet to be finalized
11	Volleyball	Himachal Pradesh	24th to 28th Feb 2025
12	Athletics & Cycling	Punjab	Yet to be finalized
13	Wrestling	Haryana	Yet to be finalized
14	Cultural Meet	Kerala	3rd to 7th March, 2025

1.4 Postal Sports Control Board undertakes sports promotion in Department of Posts. For this purpose, in addition to Postal tournaments, Department of Posts has taken affiliation of multiple Sports Federation viz. Badminton Association of India, Table Tennis Federation of India. The Department nominates national Teams in the tournaments organized by federations on regular basis. Further, Department of Posts also takes part in Inter Ministry Tournaments and All India Civil Service Tournaments. Department also nominates players for participating in

international tournaments.

2. **Holiday Homes**

Holiday Homes have been established throughout the country for the benefit of the Departmental Employees. Heads of Circle have been delegated financial powers for hiring of accommodation for holiday homes. These powers are to be exercised after the Postal Welfare Board approves the proposal for opening of a particular holiday home. The Heads of Circles were delegated financial power to hire accommodation for holiday homes.



Circle name	Total No. of Holiday homes	No. of visited person	Total amount received form visited persons
Andhra Pradesh	1	291	26320
Assam	2	107	30158
Bihar	2	31	24230
Chhattisgarh	0	0	0
Delhi	1	184	65920
Gujarat	4	146	16549
Haryana	0	0	0
Himachal Pradesh	2	110	20845
Jammu & Kashmir	2	136	12575
Jharkhand	1	0	0
Karnataka	4	171	28740
Kerala	4	156	28920
Madhya Pradesh	1	0	0
Maharashtra	5	412	86410
North East	3	123	28580
Odisha	4	254	53160
Punjab	2	199	27180
Rajasthan	2	16	3110
Telangana	0	0	0
Tamil Nadu	3	330	52090
Uttarakhand	0	0	0
Uttar Pradesh	1	0	0
West Bengal	2	7	69290
TOTAL	46	2673	574077



Holiday Homes of Konark (Odisha) and Shimla (Himachal Pradesh)

3. Nurturing Sportsmen

3.1. Sh. Gaurav Chauhan, posted as Senior Accountant in Internal Audit Division in Postal Directorate, successfully completed a 10 day long expedition of Kang Yatse-II, a 6250 m high mountain peak situated in Markha Valley in Ladakh in August 2024.

4. Cultural Activities

4.1. Organ Donation Day - Department of Posts leveraged its vast network of 1.65 lakh Post Offices towards celebration of “Organ Donation Day” on 3rd August,



Workshop / Lecture on Organ Donation Day organized by West Bengal Circle

2024. Workshops / Seminars were conducted in various Post Offices to



Pledge event at Maharashtra Circle and Delhi Circle

acquaint staff and people visiting the Post offices, the importance of Organ Donation. Pledge on Organ Donation Day was administered by all the Administrative, Field Offices and Training Centres of Department of Posts spread across the Country. This initiative

underscores the Department’s commitment to raising awareness and promoting the vital cause of organ donation. The widespread involvement highlights the department’s dedication to making a meaningful impact on public health and encouraging individuals to consider the life-saving potential of organ donation.

4.2. National Voluntary Blood Donation Day - Department of Posts made use of its extensive network of 1.65 lakh Post



Standee on National Voluntary Blood Donation Day (Maharashtra Circle)

Offices to commemorate National Voluntary Blood Donation Day on 1st October, 2024. Banners / standees on



Pledge event - Assam Circle

National Voluntary Blood Donation Day were displayed at various Post offices. Pledge on National Voluntary Blood Donation Day was administered by all the



Postal Training Centre, Saharanpur

Administrative, Field Offices / Postal Circles and Training Centres of Department of Posts spread across the



Blood Donation Camp - Chhattisgarh Postal Circle

Country. Blood donation camps were organized by various Postal Circles



Blood Donation Camp - Maharashtra Postal Circle

across the Country, reflecting Department's commitment to health and community service. Camps organized at various locations promoted health education and dispelled myths about blood donation, creating a more informed



Blood Donation Camp - Maharashtra Postal Circle

and supportive community.

4.3. Harnessing Youth Power through the Post Offices - A programme to engage youth for short-term internship programmes has been taken up by the Department through MYBharat Portal of Department of Youth Affairs, Ministry of Youth Affairs and Sports. Guidelines for engaging youth through MYBharat Portal are available on India Post website. The youth are being engaged as interns with various Postal Circles and Programme Divisions of the Postal Directorate to give them exposure to Government functioning in the area of citizen centric service delivery and financial inclusion. Interaction with youth will provide new ideas and research support from the field of Academics. At the same time, it will provide an opportunity to youth to contribute to the Department and provide an insight into working of various facets of the Government. For the interns, the exposure to the functioning of the Indian Government may be an add-on in furthering their future interests/careers.

As on Jan 6, 2025, **985 Experiential Learning Programmes (ELOs / ELPs)** have been published out of which, **23 Experiential Learning Programmes**



राष्ट्रीय खेल दिवस

29 अगस्त 2023

हाक विभाग, संचार मंत्रालय



Chapter - U

Legal Matters

U. Legal Matters

1.The number of court cases pending in various courts as on 10.01.2025 is tabulated as under:

Sl. No.	Court	Number of Cases
1	Supreme Court	79
2	High Courts	4,069
3	District & Session Courts	1,433
4	Tribunals	11,035
5	Others	4,677
TOTAL		21,293

Steps taken by the Department for effective Management of Legal Matters:

- (i) In order to ensure effective and speedy disposal of Contempt and Supreme Court cases, the Department has issued various instructions and well-reasoned speaking orders from time to time in connection with effective monitoring of cases in various courts, implementing the judgement by taking approval of the competent authority etc.
- (ii) The Circles have also been advised to strengthen the Grievance Redressal mechanism by making it more robust and time-bound in order to resolve the issues of the staff as well as the public. This shall

reduce probabilities of court cases.

- (iii) Instructions regarding reduction of the contempt court cases have been issued. Circles have been advised to implement the decision of court as far as possible in a time bound manner to avoid contempt of the Court. Emphasis has been made on ensuring close monitoring of the court cases and ensuring of the concerned authorities for early hearing of the case. Instructions were also issued to Circle/Sections/Divisions of the Department to upload accurate case data in the legal Information Management & Briefing System (LIMBS) Portal and ensure its updating on regular bases.





Chapter - V

Internal Audit Mechanism

V. Internal Audit Mechanism

1. Introduction

Internal Audit Division in Postal Directorate performs the Internal Audit functions on behalf of Chief Accounting Authority, Department of Posts. Accordingly, it conducts the Internal Audit Inspection of Chief Postmaster General Offices, Postal Accounts Offices, Regional Postmaster General Offices and also such units on annual basis according to the New Internal Audit Mechanism. Accuracy in accounts and efficiency in the operation of the accounts set up in the Department of Posts is ensured through Internal Audit of the units concerned.

Internal Audit Division is responsible for coordinating Audit being conducted by F&C Audit or any other Statutory Audit Bodies. It is responsible for processing Draft Audit Paras, Comptroller & Auditor General (C&AG) Paras and Public Accounts Committee (PAC) Paras, by obtaining requisite inputs from the respective Authorities and its submission centrally to the Principal Director of Audit (Finance & Communications). The Internal Audit Division monitors and coordinates the IA functions of Subordinate Offices [Offices of General Manager (Finance) and Director of Accounts (Postal)] and attend to various issues raised by them. Internal Audit Division also undertakes the revision of Internal Audit Questionnaires as and

when felt necessary in consonance with the changing scenario due to technological introduction. The last edition of Internal Audit Questionnaires was issued in 2021.

2. Achievements

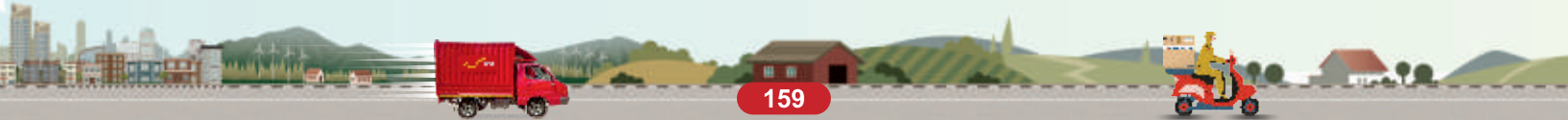
- (i) The Internal Audit Division has issued audit inspection reports of 19 Circle Offices and Postal Accounts Offices, 13 Regional Offices and 6 Head Post Offices for the period January, 2024 to December 2024. For the year 2024, the Internal Audit Division has conducted audit inspection of 7 Circle Offices and Postal Accounts Offices as on 31.12.2024.
- (ii) The Internal Audit Division of the Postal Directorate has raised 3003 paras and settled a total of 833 paras in respect of DG Audit inspection from January, 2024 to December 2024.
- (iii) The Circle PAOs have raised 25076 field unit paras from January, 2024 to June 2024 and settled 17424 field unit paras.

3. Audit Observations of C&AG

There is no paras of C&AG of India pending in Department of Posts and their disposal status as on 31st December 2024.

4. Audit Report Paras Pending

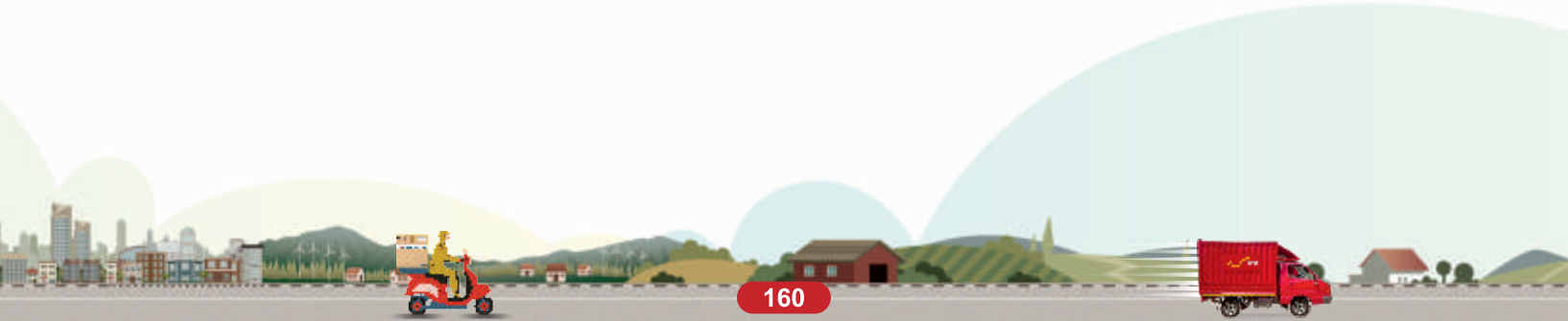
Details of Audit Report Paras pending with the Department of Posts and their disposal status as on 31.12.2024, are as under:



Sl. No.	Number and year of the Report	Number of Paras on which ATNs have been submitted to PAC after vetting by Audit (to Monitoring Cell)	Details of Paras on which ATNs are pending		
			Number of ATNs not sent by the Ministry to the Audit even for the first time	Number of ATNs sent but returned with observations and audit is awaiting their re-submission by the Ministry	No. of ATNs which have been finally vetted by audit, but have not been submitted by the Ministry
1	Nil	Nil	Nil	Nil	Nil
	Total	Nil	Nil	Nil	Nil

Details of Audit Report Paras pending with the Department of Posts and their disposal status as on 31.12.2024.

- (i) Total C&AG Audit Paras pending as on 31.12.2024 = 0
- (ii) Total C&AG Audit Paras pending with DG Audit (F&C) for vetting = 0



Chapter - W

Awareness and Outreach

W. Awareness and Outreach

1. The Marketing Division of Department of Posts is proactively adapting to its evolving role by implementing various strategies to enhance the visibility and awareness of postal products and services. Embracing a whole-of-government approach, the division collaborates with other ministries and departments, running joint social media campaigns to maximize impact.
2. Additionally, the Department of Posts has been at the forefront among government departments in establishing a presence on social media platforms. This proactive approach has allowed direct engagement with customers. As of 7th January 2025, the Department has a substantial online following: **4,57,327 followers on Facebook, 6,02,129 on Twitter (X), 1,55,652 on Instagram, with approximately 38,888 subscribers on YouTube.** Regular updates, diverse content, creative materials, human stories, and videos showcasing the Department's operations and rural outreach are consistently shared across these platforms.
3. The Department is committed to providing daily updates on its activities and services provided at the grassroots. Focusing on Last-Mile delivery stories through difficult climatic conditions, a series of short-format videos, “Monsoon Mail,” was posted across social media Platforms and shared on the Hon'ble Minister of Communications Twitter handle.
4. Moreover, the Department undertook a



unique initiative to promote Philately through a Woman Bike rally, where 14 women bikers took part to spread the message of letter writing and Dhai Akhar, the national Letter-Writing Contest. The



The bikers were joined by local Postwomen following them on their vehicles

rally crossed over 2,000 km, touching Bengaluru-Puducherry-Rameshwaram-Kanniyakumari-Munnar-Mysuru. The unique initiative received wide



Students made the formation of DhAI AKHAR during the rally.



appreciation from the people and also gathered good reach on social media,



reaching out to over 5 Lakh unique Accounts.

A postcard writing initiative was also taken to encourage students to share their experiences directly with the Hon'ble Ministers, creating a unique and meaningful connection between the youth and their leaders.

5. The Marketing Division is leading the “Dak Chaupal” (Dak Community Development Program) initiative. It was launched in September 2023 across the country. Dak Chaupals are envisaged to ensure that government services are brought to the doorsteps of citizens, covering the last mile and fostering effective service delivery with a commitment to community engagement. As a part of the 100 Days Plan, the Dak



Pre-event promotional activity through rally at Mandapeta, Rajahmundry Andhra Pradesh Circle

Chaupal initiative has proven to be a resounding success, with the Department organizing 15,163 Dak Chaupals nationwide, far surpassing the initial expectations. These Chaupals have



Utersoo, Srinagar, J&K

facilitated vital government services directly at the rural level, engaging over 8.83 lakh citizens, with 44% of participants being women. The Dak Chaupal initiative enabled on-spot



Kuhiarbari B.O, Dibrugarh, Assam

account opening, Aadhaar updates, and enrolment in various government schemes like Jan Suraksha, thereby significantly enhancing the accessibility of essential services in rural regions in a manner that actively contributes to the broader goals of “Vittiya Sashakhtikaran and Samaveshan”.

From April 2024 to the present, over 25,963 Dak Chaupals have been organized, reaching out to over 15.31 Lakh people and having over **44% female participation**.

- 6. As part of **Jan Bhagidari**, the Department of Posts actively participated in various outreach campaigns initiated by the Government of India. Notably:

6.1. **Har Ghar Tiranga Campaign 3.0:**

The Department of Posts actively engaged in the **Har Ghar Tiranga 3.0 campaign**, with all postal circles participating. The Directorate provided a comprehensive action plan covering "Physical Outreach" and "Digital Outreach." The executed activities were extensively shared on the Department's Social Media Handles in collaboration



Har Ghar Tiranga 3.0 celebrated at Jalianwala Bagh, Amritsar



Buildings were lighted with the colours of the Indian Flag

with the Ministry of Culture and Azadi Ka Amrit Mahotsav handles.

6.2. **International Day of Yoga**

The Department of Posts enthusiastically celebrated the International Day of Yoga across 4,747 locations nationwide. Over 52,000 employees actively participated, reflecting the department’s commitment to promoting physical and mental well-being.

Countdown posts were shared on social media in the lead-up to the event to ensure better reach and engagement, generating anticipation and interest. A total of 1,528 social media posts were shared across all official handles of India Post, highlighting the large-scale participation and the significance of Yoga



Countdown Posts made on Social Media



Dhanuskodi, Tamil Nadu

Photos Posted of various events on Social Media



Posters at Post Office premises

in daily life.

6.3 Chunav Ka Parv Desh Ka Garv

The Department of Posts was pivotal in the voter education and awareness campaign conducted under the Systematic Voters' Education and Electoral Participation (SVEEP) program. Leveraging its vast network and outreach capabilities, the Department undertook a series of impactful initiatives to disseminate voter education messages and encourage public participation in the electoral process.



As part of its efforts, over 6.95 crore postal articles were stamped with voter education messages during delivery, ensuring that the campaign's message reached millions of households across



Digital Screens

the country. This innovative approach utilized the existing delivery infrastructure to maximize reach and visibility.

The campaign extended to the Department's digital and physical platforms. Voter education creatives were prominently displayed on 1,000 ATMs, offering a modern and accessible channel to engage citizens. Additionally, over 1,000 digital screens installed at Post Offices showcased creative content



Selfie Points

promoting voter awareness, further broadening the campaign’s outreach.

To amplify the message at the grassroots level, voter education posters and banners were prominently displayed across more than 1,60,000 Post Offices, including Head Post Offices, Mukhya Dak Ghars, Sub Post Offices, and Branch Post Offices. This ensured that even the most remote communities were included



Road Rallies

in the campaign’s ambit.

The Department also harnessed the power of social media, posting more than 3,200 messages across Circle and Regional handles. This digital outreach enabled direct and engaging communication with a diverse audience, especially younger demographics who are more active online.

Over 2,000 selfie points were set up at Post Offices to enhance public interaction and interest, providing citizens with a unique and visually engaging way to connect with the SVEEP campaign. These selfie points encouraged public participation and helped spread the message organically as people shared their photos on social media platforms.

On-ground efforts included organizing 660 road rallies across postal divisions and sub-divisions. These rallies, which saw the participation of over 30,000 individuals, created a significant impact by directly engaging with communities and spreading awareness in a dynamic manner.

Through these initiatives, the Department of Posts demonstrated its unwavering commitment to strengthening the democratic process by encouraging voter participation and awareness. By leveraging its extensive network, modern technology, and community-centric approach, the Department ensured the campaign’s success and reach across urban and rural areas alike.

7. National Postal Week & World Post Day

The Marketing Division undertook significant efforts to enhance the visibility



Agra

and outreach of National Postal Week and World Post Day. Banners were designed and displayed in Post Offices nationwide to mark the occasion.

Additionally, a comprehensive video showcasing the multifaceted operations of the Department was produced and shared on YouTube to highlight the department's achievements and initiatives.

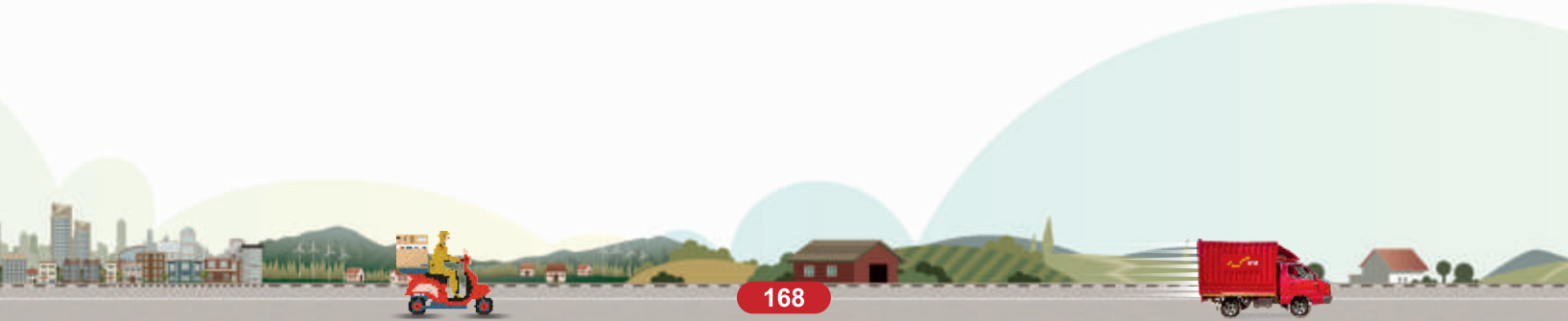
Special wishes from the Hon'ble Minister of Communications and the Secretary



(Posts) were also shared on Social Media as part of the celebrations. On World Post Day, a collaborative post was created



with Amazon India to commemorate their MoU with India Post. The post featured valuable insights from senior leadership at Amazon India and the Secretary (Posts), emphasizing the significance of this collaboration in strengthening parcel services and customer outreach.



Chapter - X

A decorative graphic consisting of several parallel, wavy lines in yellow and white, flowing from the left side of the page towards the right, creating a sense of movement and separating the chapter title from the main title.

Miscellaneous Statistical Tables

X. Miscellaneous Statistical Tables

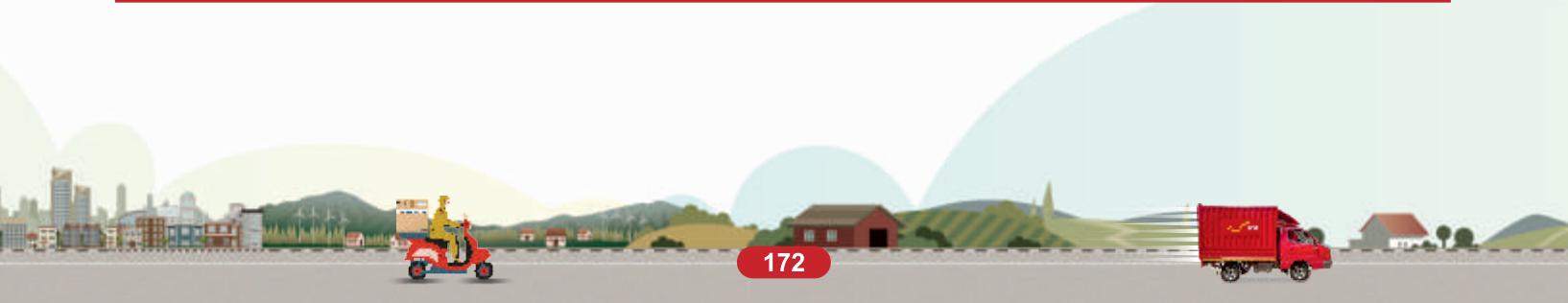
Department of Posts with its network of 1.65 lakh Post Offices is the largest postal network in the world. Opening of new Post offices is an ongoing process. When laid down norms do not justify opening of new Post Office, demand of Postal services in such area is effectively met through the Franchisee Scheme and Panchayat Sanchar Sewa Yojana (PSSY) Scheme of the Department.

The statistical data in respect of (i) Distribution of Post Offices (Urban & Rural), (ii) Distribution of Post Offices (Function-wise), (iii) Panchayat Sanchar Sewa Kendras (PSSKs) & Franchisee Outlets (FOs), (iv) Letter Box, Post Box & Post Bag and (v) Postal & RMS Functional Units are mentioned in the tables below:



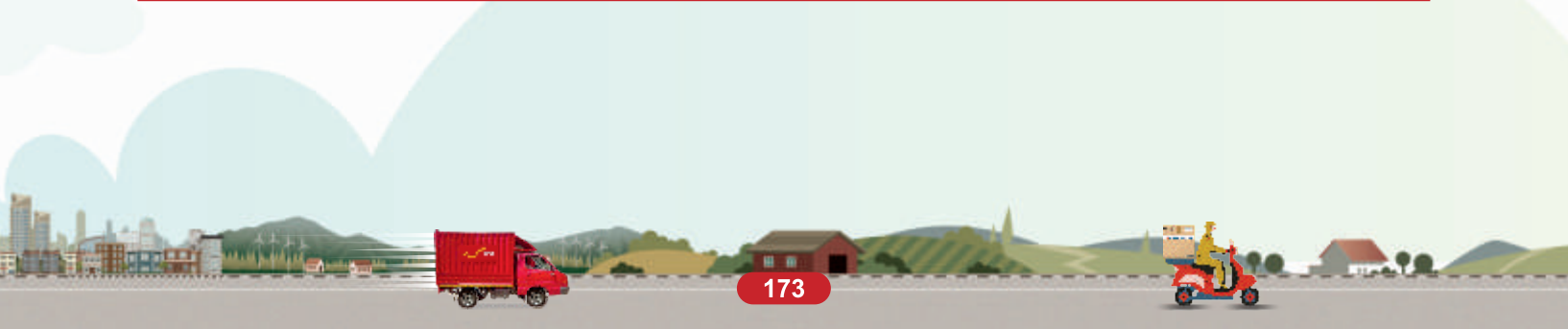
1. Distribution of Rural and Urban Post Offices:

DISTRIBUTION OF RURAL AND URBAN POST OFFICES AS ON 31.03.2024															
	Departmental Post Office									Branch Post Office			Total Post Offices		
Circle	Head Post Office			Sub Post Office			Total								
	Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
Andhra Pradesh	53	4	57	541	973	1,514	594	977	1,571	145	8,955	9,100	739	9,932	10,671
Assam	20	-	20	207	391	598	227	391	618	81	3,365	3,446	308	3,756	4,064
Bihar	33	-	33	420	625	1,045	453	625	1,078	83	8,183	8,266	536	8,808	9,344
Chhattisgarh	10	-	10	243	102	345	253	102	355	50	4,064	4,114	303	4,166	4,469
Delhi	12	-	12	361	8	369	373	8	381	77	56	133	450	64	514
Gujarat	32	-	32	566	623	1,189	598	623	1,221	143	7,524	7,667	741	8,147	8,888
Haryana	16	-	16	305	185	490	321	185	506	48	2,146	2,194	369	2,331	2,700
Himachal Pradesh	15	3	18	93	359	452	108	362	470	247	2,090	2,337	355	2,452	2,807
Jammu & Kashmir	9	-	9	151	103	254	160	103	263	41	1,432	1,473	201	1,535	1,736
Jharkhand	13	-	13	209	246	455	222	246	468	37	4,076	4,113	259	4,322	4,581
Karnataka	58	-	58	831	815	1,646	889	815	1,704	171	7,784	7,955	1,060	8,599	9,659
Kerala	49	3	52	500	956	1,456	549	959	1,508	353	3,201	3,554	902	4,160	5,062
Madhya Pradesh	43	-	43	652	320	972	695	320	1,015	115	9,142	9,257	810	9,462	10,272
Maharashtra	60	1	61	1,140	1,019	2,159	1,200	1,020	2,220	128	11,684	11,812	1,328	12,704	14,032
North East	9	-	9	145	191	336	154	191	345	119	4,015	4,134	273	4,206	4,479
Odisha	35	-	35	502	683	1,185	537	683	1,220	60	7,632	7,692	597	8,315	8,912
Punjab	22	-	22	376	333	709	398	333	731	18	3,090	3,108	416	3,423	3,839
Rajasthan	46	1	47	531	741	1,272	577	742	1,319	24	9,706	9,730	601	10,448	11,049
Tamil Nadu	93	1	94	1,154	1,331	2,485	1,247	1,332	2,579	330	8,944	9,274	1,577	10,276	11,853
Telangana	35	1	36	398	391	789	433	392	825	111	5,331	5,442	544	5,723	6,267
Uttar Pradesh	72	-	72	1,565	898	2,463	1,637	898	2,535	260	15,158	15,418	1,897	16,056	17,953
Uttarakhand	13	-	13	203	179	382	216	179	395	76	2,265	2,341	292	2,444	2,736
West Bengal	48	-	48	999	722	1,721	1,047	722	1,769	218	7,113	7,331	1,265	7,835	9,100
Total	796	14	810	12,092	12,194	24,286	12,888	12,208	25,096	2,935	1,36,956	1,39,891	15,823	1,49,164	1,64,987



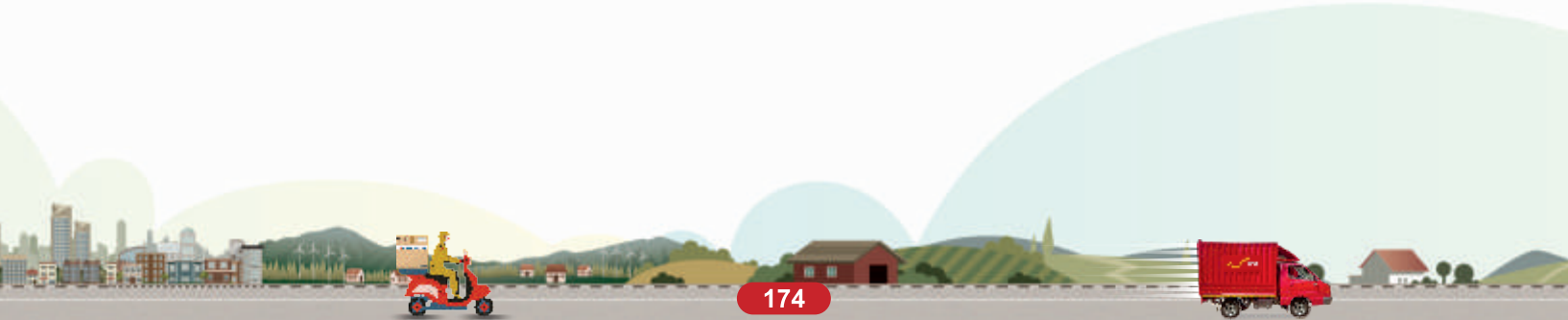
2. Function-wise Distribution of Post Offices

CLASSIFIED FUNCTION-WISE DISTRIBUTION OF POST OFFICES AS ON 31.03.2024					
(in number)					
Circle	Total Post Office	Night Post Offices	Post Offices with full range of services	Non-delivery Post Offices	Delivery Post Offices
Andhra Pradesh	10671	9	10263	408	10263
Assam	4064	1	618	94	3970
Bihar	9344	6	1078	235	9109
Chhattisgarh	4469	1	355	86	4383
Delhi	514	23	135	289	225
Gujarat	8888	9	4842	230	8658
Haryana	2700	1	2701	204	2497
Himachal Pradesh	2807	0	2807	32	2775
Jammu & Kashmir	1736	0	263	59	1677
Jharkhand	4581	1	468	106	4475
Karnataka	9659	7	1704	472	9188
Kerala	5062	6	4808	254	4808
Madhya Pradesh	10272	5	10272	296	9976
Maharashtra	14032	13	61	646	13376
North East	4479	0	3902	38	4441
Odisha	8912	0	1220	306	8606
Punjab	3839	4	508	233	3606
Rajasthan	11049	5	10742	307	10742
Tamil Nadu	11853	15	11853	1021	10832
Telangana	6267	8	6179	209	6058
Uttar Pradesh	17953	9	2371	1032	16921
Uttarakhand	2736	0	395	107	2629
West Bengal	9100	7	2258	725	8221
Total	164987	130	79803	7389	157436



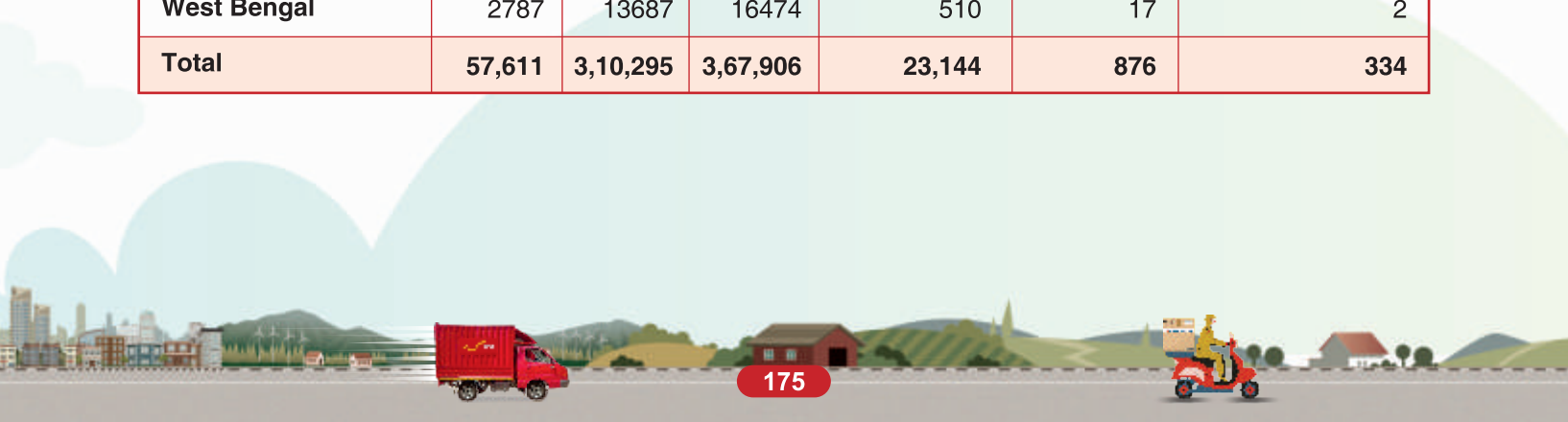
3. Panchayat Sanchar Sewa Kendra and Franchisee Outlets

PANCHAYAT SANCHAR SEWA KENDRAS AND FRANCHISE OUTLETS AS ON 31.03.2024		
(in number)		
Circle	Panchayat Sanchar Sewa Kendra	Franchise Outlet
Andhra Pradesh	1	67
Assam	3	0
Bihar	384	93
Chhattisgarh	0	30
Delhi	0	194
Gujarat	0	26
Haryana	10	54
Himachal Pradesh	7	0
Jammu & Kashmir	5	0
Jharkhand	34	20
Karnataka	1	28
Kerala	0	0
Madhya Pradesh	20	35
Maharashtra	12	73
North East	4	27
Odisha	13	18
Punjab	0	41
Rajasthan	1	13
Tamil Nadu	5	84
Telangana	0	43
Uttar Pradesh	214	220
Uttarakhand	9	39
West Bengal	0	22
Total	723	1127



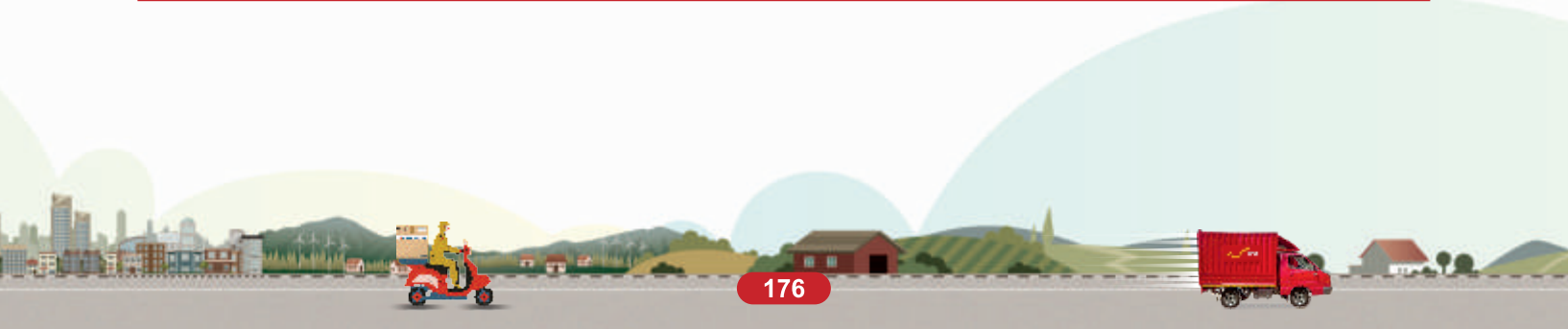
4. Letter Box, Post Box and Post Bag

LETTER BOXES, POST BOXES AND POST BAGS (AS ON 31.03.2024)						
(in number)						
Circle	Letter Boxes			Post Boxes rented to public	Post Bags rented to public	Post Boxes cum Bags rented to public
	Urban	Rural	Total			
Andhra Pradesh	3690	23615	27305	312	13	1
Assam	713	5159	5872	127	0	0
Bihar	1422	12679	14101	27	8	2
Chhattisgarh	1053	11583	12636	55	3	0
Delhi	705	8	713	167	17	6
Gujarat	4068	18255	22323	1844	27	4
Haryana	779	3680	4459	121	0	0
Himachal Pradesh	663	5843	6506	51	0	0
Jammu & Kashmir	518	2397	2915	340	1	0
Jharkhand	1028	9926	10954	49	0	0
Karnataka	4715	18863	23578	4023	70	30
Kerala	2445	6328	8773	2915	215	129
Madhya Pradesh	3091	27357	30448	329	32	6
Maharashtra	6394	31421	37815	4627	244	54
North East	886	4741	5627	3194	0	0
Odisha	1505	12929	14434	87	1	6
Punjab	1780	9611	11391	413	6	0
Rajasthan	3192	22739	25931	836	34	0
Tamil Nadu	6851	19355	26206	2509	160	42
Telangana	2091	8583	10674	157	18	51
Uttar Pradesh	5617	37179	42796	300	5	1
Uttarakhand	1618	4357	5975	151	5	0
West Bengal	2787	13687	16474	510	17	2
Total	57,611	3,10,295	3,67,906	23,144	876	334



5. Postal and Railway Mail Service (RMS) Functional Units

POSTAL AND RMS FUNCTIONAL UNITS AS ON 31.03.2024						
(in number)						
Circle	Postal Divisions	Railway Mail Service Divisions	Postal Store Depots	Circle Stamp Depots	Railway Mail Service Sorting Offices	Railway Mail Service Record Offices
Andhra Pradesh	29	4	1	0	14	15
Assam	9	2	1	0	11	11
Bihar	24	4	1	0	18	17
Chhattisgarh	6	1	1	0	4	4
Delhi	6	3	1	0	6	3
Gujarat	26	3	1	0	19	19
Haryana	9	2	1	0	7	7
Himachal Pradesh	9	1	1	0	6	6
Jammu & Kashmir	6	1	1	0	3	2
Jharkhand	9	2	1	0	10	10
Karnataka	35	3	1	0	28	24
Kerala	24	3	1	0	24	21
Madhya Pradesh	22	3	1	0	10	11
Maharashtra	43	7	2	1	48	33
North East	7	0	1	0	0	0
Odisha	23	3	1	0	18	19
Punjab	13	2	1	0	7	7
Rajasthan	26	3	1	0	16	16
Tamil Nadu	45	6	2	0	101	32
Telangana	17	2	1	0	20	9
Uttar Pradesh	46	7	2	0	43	36
Uttarakhand	7	1	1	0	7	3
West Bengal	28	6	1	0	74	28
Total	469	69	26	1	494	333






Department of Posts

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