



सूचना पुस्तिका
BOOK OF INFORMATION
2011-2012



DEPARTMENT OF POSTS

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GENERAL INFORMATION

TABLE 1
POSTAL NETWORK AT A GLANCE

(As on 31-03-2012)

1	Total Number of Postal Circles	22
2	Total Number of Postal Regions	37
3	Total Number of Postal Divisions	442
4	Total Number of Circle Stamp Depots	17
5	Total Number of Postal Store Depots	46
6	Total Number of RMS Divisions	68
7	Total Number of Postal Training Centres	6
8	Total Number of Post Offices in the Country	154,822
9	Total Number of Post Offices in Rural Areas	139,086
10	Total Number of Post Offices in Urban Areas	15,736
11	Total Number of GPO	24
12	Number of Head Post Offices	810
13	Number of Sub Post Offices	24,634
14	Number of ED Branch Post Offices	129,374
15	Number of Delivery Post Offices	146,888
16	Number of Post Offices with Telegraph facility	285
17	Number of Night Post Offices	161
18	Speed Post Sorting Hubs in the Country	89
19	Total Number of Countries covered under International Speed Post (Merchandise & documents - both)	74
20	Number of Countries covered under International Speed Post (documents only)	24
21	Population served by a Post Office in 2012 \$	7,956
22	Population served by a Post Office in 2012 (in Rural Area) \$	6,061
23	Population served by a Post Office in 2012 (in Urban Area) \$	24,704
24	Area served by a Post Office (Sq. Km.) in 2012	21.23
25	Average distance to be travelled for Postal facilities (in Km.)	2.60

\$ As per estimated Population 2012.

MAIL TRAFFIC

TABLE 2
MAIL TRAFFIC AT A GLANCE

(in Crore)

Item	2007-08	2008-09	2009-10	2010-11	2011-12
A. Unregistered Mail *					
(1) Other than P & T Service	609.98	625.00	605.54	607.02	570.08
(2) P & T Service	9.15	9.27	9.11	8.74	7.79
Total Unregistered Mail (A)	619.13	634.27	614.65	615.76	577.87
B. Registered Mail \$					
(1) Other than P & T Service	17.96	17.79	17.47	15.30	15.85
(2) P & T Service	2.02	2.03	2.11	2.49	3.26
Total Registered Mail (B)	19.98	19.82	19.58	17.79	19.11
C. Premium Products Mail #					
(1) Speed Post	17.73	21.14	24.08	27.45	39.20
(2) Express Parcel Post	0.64	0.72	0.67	0.82	1.00
Total Premium Products Mail (C)	18.37	21.86	24.75	28.27	40.20
Total Mail Traffic (A+B+C)	657.48	675.95	658.98	661.82	637.18

TABLE 3
Circle-Wise Number Mail Traffic 2011-12

(in Thousand)

CIRCLE	UNREGISTERED TRAFFIC	REGISTERED TRAFFIC
Andhra Pradesh	490536	12604
Assam	107502	4400
Bihar	102140	4273
Chhatisgarh	48853	2408
Delhi	185972	8662
Gujarat	525668	11276
Haryana	123725	2150
Himachal Pradesh	55884	1810
Jammu & Kashmir	32226	902
Jharkhand	36611	2601
Karnataka	442865	9357
Kerala	509208	11509
Madhya Pradesh	191761	4180
Maharashtra	954762	21025
North - East	58049	1525
Orissa	114270	4420
Punjab	178644	5155
Rajasthan	240387	8447
Tamil Nadu	717801	16752
Uttar Pradesh	369127	20829
Uttarakhand	52225	4058
West Bengal	240501	32803
TOTAL	5778717	191146

RURAL BUSINESS

TABLE 4

PERFORMANCE OF DEPARTMENT OF POSTS UNDER MGNREGS

Circle	No. of MGNREGS Accounts during (as on 31 st March)				Amount Disbursed during (in ₹ Lakh)			
	2008-09	2009-10	2010-11	2011-12	2008-09	2009-10	2010-11	2011-12
Andhra Pradesh	10130371	11928342	13040596	13745940	125236.41	263042.79	291730.24	123171.03
Assam	962922	1588612	1866448	1783228	4853.26	13958.86	18659.85	30953.91
Bihar	2552931	4540010	5444970	6154129	6175.57	60716.98	85115.23	82106.24
Chhattisgarh	2087971	3009288	3479425	3896712	2300.01	38539.57	85442.30	82258.29
Delhi	NA	NA	NA	NA	NA	NA	NA	NA
Gujarat	821447	1826026	2049129	2172890	2757.58	31698.00	33191.64	40063.01
Haryana	24650	39588	118347	67911	164.27	454.30	971.00	1231.15
Himachal Pradesh	35165	63472	75293	98512	428.33	1540.23	1822.93	3400.04
Jammu & Kashmir	NA	NA	NA	NA	NA	NA	NA	NA
Jharkhand	1875295	2736479	3317668	3492794	58301.29	28491.21	60946.26	59966.70
Karnataka	425025	1307094	1588139	1870034	3129.31	23684.64	18957.44	28815.03
Kerala	73088	154324	189824	223822	703.12	2460.68	5049.48	8817.03
Madhya Pradesh	647583	1069787	1524744	1655320	3763.62	17111.98	32945.57	42601.30
Maharashtra	191787	1289579	1578669	2650798	2482.47	10781.58	18397.37	54819.73
North Eastern	464788	417747	524960	615294	12228.02	16097.76	17481.48	19313.05
Orissa	600246	1149319	1631541	1858152	1651.08	19460.64	40614.24	32140.36
Punjab	58535	226962	272912	210658	237.49	1588.24	3012.55	1932.16
Rajasthan	4394679	5733237	6178288	6644391	147394.52	196259.31	112737.15	82353.81
Tamil Nadu	NA	NA	NA	NA	NA	NA	NA	NA
Uttar Pradesh	178119	293008	376268	471744	811.47	4191.23	7801.62	8629.11
Uttarakhand	97771	173225	221810	253702	1130.25	1624.26	3066.90	4454.44
West Bengal	3588042	5032024	5575937	5978248	12577.06	58322.00	79975.10	79479.24
All India	29210415	42578123	49054968	53844279	386325.13	790024.26	917918.35	786505.62

FINANCIAL MANAGEMENT

TABLE 5
REVENUE AND EXPENDITURE

(₹ Crore)

Item	Amount				
	2007-08	2008-09	2009-10	2010-11	2011-12
Revenue	5494.90	5862.33	6266.70	6962.33	7899.35
Expenditure(Net)	7006.34	9455.41	12908.00	13307.95	13705.27
Net Deficit	1511.44	3593.08	6641.30	6345.62	5805.92
Revenue (%age Break-up)					
Sale of Stamps	10.33	10.33	9.86	8.82	8.39
Postage realised in Cash	35.76	34.74	33.47	33.25	28.83
Commission on M.Os. & IPOs.	6.82	5.77	5.42	5.75	6.21
Others	47.09	49.16	51.25	52.18	56.57
TOTAL	100.00	100.00	100.00	100.00	100.00
Expenditure (%age Break-up)					
General Admn.	5.71	6.15	5.47	5.32	5.63
Operation	63.64	61.86	61.88	64.37	62.07
Agency Services	3.41	3.55	3.17	2.90	3.03
Others	27.24	28.44	29.48	27.41	29.27
TOTAL	100.00	100.00	100.00	100.00	100.00

TABLE- 6**FREIGHT CHARGES PAID FOR CONVEYANCE OF MAILS**

(₹ Crore)

Item	Amount				
	2007-08	2008-09	2009-10	2010-11	2011-12
Railway Charges	150.68	166.64	139.98	130.05	115.14
Airmail Charges	106.57	98.32	177.22	221.01	107.82
Mail Motor Service Charges	52.69	67.15	83.38	88.49	95.35
Others	113.98	137.72	164.86	163.97	180.56

TABLE- 7
REVENUE RECEIPTS UNDER THE IMPORTANT CATEGORIES

(₹ Crore)

Category	Amount				
	2007-08	2008-09	2009-10	2010-11	2011-12
Sale of Stamps	566.82	605.76	617.82	614.31	622.87
Postage realised in cash	1964.81	2036.45	2097.27	2313.1	2316.78
Net receipts from other postal Admns.	-44.24	-126.61	-90.21	-101.17	-143.2
Receipts on account of Money Orders, Indian Postal Orders, etc.	2886.74	3171.94	3507.99	3963.3	4794.86
Net Other Receipts	120.77	174.79	133.83	172.79	308.04
Total Gross Revenue	5494.90	5862.33	6266.70	6962.33	7899.35

TABLE- 8**FOREIGN EXCHANGE EARNED ON ACCOUNT OF TERMINAL
DUES FOR LETTER MAIL**

Calander Year (1st January to 31st December)	Foreign Exchange Receipt		Foreign Exchange payment		Net receipt (+) Net payment (-)	
	SDR	₹ Lakh	SDR	₹ Lakh	SDR	₹ Lakh
1999	12622780	6815.80	9467698	5112.18	3155082	1703.62
2000	11752345	6904.88	8846064	5197.35	2906281	1707.53
2001	11641887	6894.27	9336651	5529.12	2305236	1365.15
2002	11253094	6734.83	9668060	5786.21	1585034	948.62
2003	9868714	6133.89	9937720	6176.78	-69006	-42.89
2004	9418375	6106.80	10109283	6554.78	-690908	-447.98
2005	8862005	5896.70	10629048	7072.48	-1767043	-1175.78
2006	10666143	7022.98	13719565	9033.47	-3053422	-2010.49
2007	9860193	6527.47	13608456	9008.83	-3748263	-2481.36
2008	9207070	5938.91	12284563	7924.00	-3077493	-1985.09
2009	7290614	4798.85	7938599	5225.37	-647985	-426.52
2010	5800000	3817.69	9200000	6055.64	-3400000	-2237.95
2011	6248803	4427.90	7530879	5336.38	-1282076	-908.48

TABLE 9**ACTUAL EXPENDITURE UNDER THE IMPORTANT CATEGORIES**

Sl. No.	Category	Amount				
		2007-08	2008-09	2009-10	2010-11	2011-12
1	Pay & Allowances, Contingencies Interim Relief & Other Items	5114.10	6819.72	9233.76	9802.60	9637.55
2	Accounts & Audit	156.86	240.89	298.11	278.95	289.66
3	Pensionary Charges	1608.84	2274.30	3339.31	3177.40	3499.37
4	Stamps, Postcards etc.	26.06	27.34	22.08	43.97	36.86
5	Stationery & Printing etc.	53.13	55.17	64.99	57.21	72.35
6	Maintenance of Assets	51.93	67.22	71.49	82.44	129.25
7	Petty Works	0.00	0.00	0.00	0.00	0.00
8	Conveyance of Mails-Payment of Railways & Airmail Carriers	261.74	271.59	317.20	351.06	498.87
9	Total Expenditure	7272.66	9756.23	13346.94	13793.63	14163.91
10	Deduct Recoveries	266.32	300.82	438.94	485.72	458.64
11	Add Depreciation	0.00	0.00	0.00	0.00	0.00
12	Total Net Expenditure	7006.34	9455.41	12908.00	13307.91	13705.27

TABLE 10**INLAND MONEY ORDERS INCLUDING TELEGRAPHIC MONEY ORDERS ISSUED
DURING 2011-12**

Circle	Number (Lakh)	Value	Commission
		(₹ Crore)	
Andhra Pradesh	13.55	191.47	7.61
Assam	2.51	63.70	1.88
Bihar	2.50	71.50	1.90
Chhattisgarh	2.56	59.28	1.80
Delhi	7.60	134.62	5.73
Gujarat	5.90	339.10	15.96
Haryana	2.27	65.32	2.96
Himachal Pradesh	9.14	126.79	6.09
Jammu & Kashmir	1.90	30.00	1.43
Jharkhand	2.26	35.44	1.50
Karnataka	144.35	1873.38	91.90
Kerala	11.41	1479.62	71.82
Madhya Pradesh	4.56	73.10	3.05
Maharashtra	41.36	613.14	26.22
North Eastern	3.91	33.44	1.67
Orissa	7.25	74.98	2.99
Punjab	9.25	116.93	5.79
Rajasthan	57.34	739.17	34.97
Tamil Nadu	335.51	3440.45	169.62
Uttar Pradesh	10.71	226.11	8.33
Uttarakhand	3.01	70.08	2.83
West Bengal	18.91	296.82	14.20
Base P.O.	0.90	47.04	1.65
Total	698.65	10201.49	481.90

TABLE 11

INDIAN POSTAL ORDERS SOLD DURING 2011-12

Circle	Numbers (Thousand)	Value (₹ Thousand)	Commission (₹ Thousand)
Andhra Pradesh	1353	21459	2146
Assam	494	20550	2061
Bihar	4535	74615	7529
Chhatisgarh	400	7941	854
Delhi	905	35564	3581
Gujarat	466	30628	3070
Haryana	863	32563	4649
Himachal Pradesh	1037	42940	4357
Jammu & Kashmir	144	6047	620
Jharkhand	1071	25582	2599
Karnataka	685	14743	1524
Kerala	239	6384	645
Madhya Pradesh	537	19394	1977
Maharashtra	1293	60192	6073
North - East	126	4350	447
Orissa	928	20663	2186
Punjab	614	20652	2125
Rajasthan	9260	186207	18681
Tamil Nadu	606	19728	2007
Uttar Pradesh	4178	149871	15364
Uttarakhand	292	9007	923
West Bengal	2446	97495	9863
Base P.O.	24	830	85
TOTAL	32495	907406	93369

FINANCIA SERVICES

TABLE 12

AGENCY SERVICES - SAVINGS BANK INCLUDING CERTIFICATES

S. No.	Scheme	2007-08		2008-09		2009-10		2010-11		2011-12	
		No. of Accounts/ Certificates	Outstanding Balances (₹ Crore)	No. of Accounts/ Certificates	Outstanding Balances (₹ Crore)	No. of Accounts/ Certificates	Outstanding Balances (₹ Crore)	No. of Accounts/ Certificates	Outstanding Balances (₹ Crore)	No. of Accounts/ Certificates	Outstanding Balances (₹ Crore)
1	Savings Bank	69107518	19788.94	78046881	22689.49	88564993	26457.10	96476627	30099.83	115825520	34068.43
2	Recurring Deposit	66169851	65072.48	74372853	65073.34	75309193	62819.48	84305060	61251.41	85921440	62662.48
3	Time Deposit	11916977	29938.89	8898668	26263.98	9336144	27571.25	9355825	28443.62	9424638	27389.37
4	NSS 87	444884	4060.47	415600	3891.59	384838	3903.81	330521	4261.11	306172	4088.55
5	NSS 92	107454	580.08	116035	536.39	107813	549.03	69642	450.04	67299	379.42
6	C.T.D.	728784	25.36	415995	24.16	345962	19.19	296244	14.82	314882	6.71
7	M.I.S.	23224188	182389.15	24737525	179503.33	25061189	201692.13	26936680	218672.67	24260438	205286.62
8	P.P.F.	2157675	21357.36	2209780	23401.04	2256033	26094.96	2278182	31581.99	2345861	35991.56
9	Fixed Deposit	6816	24.38	6583	24.20	6627	24.20	14010	20.80	21000	24.20
10	Sr. Citizen	855311	22197.04	1014296	20650.87	1182504	24988.81	1405048	30912.42	1217620	26762.99
11	MGNREGS*			16244139				38039181	0.00	43978080	0.00
12	MSY							4949635	4.06	3748128	4.05
13	Total (1 to 12)	174719458	345434.15	206478355	342058.39	202555296	374119.96	264456655	405712.77	287431078	396664.38
14	N.S.C. VIII		57388.11		55309.17		54776.53		54642.44		55069.37
15	K.V.P.		150411.72		147520.54		153936.46		158587.81		153963.68
16	Total (14+15)		207799.83		202829.71		208712.99		213230.25		209033.05
	Grand Total (13+16)	174719458	553233.98	206478355	544888.10	202555296	582832.95	264456655	618943.02	287431078	605697.43

* These figures are including both MGNREGS (with Balance) and MGNREGA (Zero Balance).

These figures are provisional and subject to change.

TABLE 13

**NUMBER OF ACCOUNTS UNDER POST OFFICE SAVINGS BANK BUSINESS
DURING 2011-12**

Circle	Opening Balance	No. of Accounts Opened by		No. of Accounts Closed by		Closing Balance of Accounts
		Cash	Transfer	Cash	Transfer	
Andhra Pradesh	6338616	542270	27972	52574	4922	6851362
Assam	2441440	791675	5410	11876	179740	3046909
Bihar	10224438	2534073	561	168012	274	12590786
Chhatisgarh	1397632	667537	325	81112	310	1984072
Delhi	972957	169740	1681	19691	1423	1123264
Gujarat	3692284	1066855	180737	170026	44718	4725132
Haryana	2036405	317006	824	26624	603	2327008
Himachal Pradesh	1429653	208884	1194	49662	1103	1588966
Jammu & Kashmir	498283	298435	102	9459	110	787251
Jharkhand	3261804	940271	751	37168	325	4165333
Karnataka	6674801	2032603	9962	165554	8203	8543609
Kerala	2792932	1410456	2230	174777	1475	4029366
Madhya Pradesh	4884524	3248352	7449	70132	24678	8045515
Maharashtra	5309084	1716904	449026	348136	280051	6846827
North Eastern	670099	409755	171	10722	184	1069119
Orissa	4769008	1212518	1922	462665	1701	5519082
Punjab	1920986	350955	7062	20317	16670	2242016
Rajasthan	7695805	1054499	924	919298	3205495	4626435
Tamil Nadu	8357106	2775983	12646	784000	15183	10346552
Uttar Pradesh	10586132	3572525	2235	285615	1800	13873477
Uttarakhand	2559211	539419	1418	55176	1264	3043608
West Bengal	7728983	1659254	0	1117160	57383	8213694
Base P.O.	234444	14465	5653	5244	13181	236137
Total	96476627	27534434	720255	5045000	3860796	115825520

TABLE 14

**OUTSTANDING BALANCE UNDER POST OFFICE SAVINGS BANK BUSINESS
DURING 2011-12**

(₹ Crore)

Circle	Opening Balance	Credits	Debits	Closing Balance
Andhra Pradesh	1248.46	7565.15	7327.40	1486.21
Assam	609.23	1409.73	1290.64	728.32
Bihar	1781.52	4550.92	4392.81	1939.63
Chhatisgarh	421.42	1701.74	1631.51	491.65
Delhi	1215.18	2522.70	2383.09	1354.79
Gujarat	1801.52	5864.06	5606.45	2059.13
Haryana	806.51	2339.03	2173.89	971.65
Himachal Pradesh	669.65	1729.26	1606.97	791.94
Jammu & Kashmir	290.03	688.46	696.06	282.43
Jharkhand	36.10	1695.41	1831.78	-100.27
Karnataka	1449.68	4151.82	3964.67	1636.83
Kerala	631.55	3319.49	3215.89	735.15
Madhya Pradesh	1828.84	3455.61	3057.46	2226.99
Maharashtra	2333.57	6280.57	6112.16	2501.98
North Eastern	332.67	730.40	694.94	368.13
Orissa	1005.96	2050.04	1924.56	1131.44
Punjab	1556.69	4469.03	4286.58	1739.14
Rajasthan	1234.18	4452.96	4346.75	1340.39
Tamil Nadu	2003.03	6379.40	6149.35	2233.08
Uttar Pradesh	4500.68	8547.43	7881.30	5166.81
Uttarakhand	593.08	1616.23	1500.00	709.31
West Bengal	3678.50	10131.39	9610.56	4199.33
Base P.O.	71.78	253.70	251.11	74.37
Total	30099.83	85904.53	81935.93	34068.43

TABLE 15

**NUMBER AND AMOUNT ISSUED AND DISCHARGED UNDER
SAVING CERTIFICATES DURING 2011-12**

Circle	ISSUED		DISCHARGED	
	Number	Amount (₹ Crore)	Number	Amount (₹ Crore)
Andhra Pradesh	941339	627.65	1187574	1022.95
Assam	516871	422.70	625394	375.68
Bihar	1912552	1317.78	1941343	1185.55
Chhatisgarh	168403	152.29	288304	228.84
Delhi	678101	613.13	1154901	1006.96
Gujarat	1989962	1531.08	3084589	2281.49
Haryana	555025	333.08	983352	546.41
Himachal Pradesh	283686	108.38	267769	156.24
Jammu & Kashmir	346744	282.59	342733	229.36
Jharkhand	645670	560.1	767694	585.02
Karnataka	695217	476.92	2005724	874.68
Kerala	362489	198.05	413914	318.17
Madhya Pradesh	2333051	985.65	992187	698.08
Maharashtra	2486353	1721.82	4341286	2992.87
North Eastern	1207172	108.11	1135300	131.9
Orissa	867747	508.47	753472	442.72
Punjab	1362605	661.85	1632414	1063.32
Rajasthan	461325	371.05	1028652	807.77
Tamil Nadu	674314	449.46	1334288	1014.69
Uttar Pradesh	5190824	3224.37	5187028	3092.79
Uttarakhand	552822	338.14	458158	415.84
West Bengal	3917043	2986.92	4701912	2831.55
Base P.O.	1779	1.32	11546	5.19
Total	28151094	17980.91	34639534	22308.07

TABLE 16
NUMBER OF ACCOUNTS OF SAVINGS SCHEMES AS ON 31.03.2012

Circle	S.B.	R.D.	T.D.	F.D.	C.T.D.	P.P.F.	M.I.S.	N.S.S. 87	N.S.S. 92	Sr. Citizen	MSY	MGNREGS*	Total
Andhra Pradesh	6851362	6739396	335074	0	26155	88225	1437920	12733	3762	57253	32799	15316475	30901154
Assam	3046909	1556660	140755	0	1084	38760	381712	2258	335	4434	42578	1255392	6470877
Bihar	12590786	3078099	1204689	0	688	42897	1080931	2371	202	23281	30	2068755	20092729
Chhatisgarh	1984072	699051	54829	0	1743	35065	164257	2037	110	7448	524045	3482347	6955004
Delhi	1123264	575079	106680	2	10069	227576	656200	30799	1770	102624	2094	0	2836157
Gujarat	4725132	4383296	714523	0	14952	235824	2522275	37701	343	128601	101322	1962824	14826793
Haryana	2327008	1772996	512778	0	83879	93720	534126	12068	385	30325	129679	57614	5554578
Himachal Pradesh	1588966	1860604	282796	22	4615	18909	194968	1924	91	5671	8510	83452	4050528
Jammu & Kashmir	787251	175764	161573	11669	5676	6759	99822	1617	64	3398	21262	3808	1278663
Jharkhand	4165333	780709	219070	0	1878	37735	413195	4084	0	17893	0	1987955	7627852
Karnataka	8543609	5327094	159749	7387	18058	88498	786057	18179	1908	70358	12197	432440	15465534
Kerala	4029366	5869961	190001	1730	5606	17090	672133	5629	311	46098	92559	224037	11154521
Madhya Pradesh	8045515	7412107	240543	59	10533	52274	752635	8654	354	30757	1108431	1655320	19317182
Maharashtra	6846827	15303060	612435	0	19832	465535	2553056	86602	3495	174679	71336	2400423	28537280
North-East	1069119	414394	33837	4	1447	7659	50150	1451	202	2065	19530	88862	1688720
Orissa	5519082	1542570	216787	0	44279	16420	489594	5551	361	14710	207228	431915	8488497
Punjab	2242016	1395948	576688	127	13790	174282	919878	17230	801	57640	161790	210658	5770848
Rajasthan	4626435	4342786	342372	0	5684	213937	1057734	8910	1034	40895	208532	6644391	17492710
Tamilnadu	10346552	7367520	621165	0	9504	141206	1169267	19857	6419	101752	448909	0	20232151
Uttar Pradesh	13873477	9810077	1047902	0	23916	165266	2069211	20789	533	64281	540095	346680	27962227
Uttarakhand	3043608	1052013	249159	0	11403	26572	177818	3996	242	10582	15202	136491	4727086
West Bengal	8213694	4071718	1399454	0	0	145565	6050842	1325	44547	222493	0	5188241	25337879
Base P.O.	236137	390538	1779	0	91	6087	26657	407	30	382	0	0	662108
Total	115825520	85921440	9424638	21000	314882	2345861	24260438	306172	67299	1217620	3748128	43978080	287431078

* 1. This figures are including of both MGNREGS (with Balance) and MGNREGA (Zero Balance)

2. These figures are provisional and subject to change.Source:

TABLE 17

OUTSTANDING BALANCE OF SAVINGS SCHEMES (CIRCLE-WISE) AS AT 31.03.2012

(₹ Crore)

Circle	S.B.	R.D.	T.D.	F.D.	C.T.D.	P.P.F.	M.I.S.	N.S.S. 87	N.S.S. 92	Sr. Citizen	Total
Andhra Pradesh	1486.21	4698.45	1551.13	0.44	0.27	1017.75	12603.58	115.09	-3.52	1763.58	23232.98
Assam	728.32	1032.83	-339.24	0.00	0.43	454.72	2456.43	15.40	-4.77	123.74	4467.86
Bihar	1939.63	2104.59	3098.71	-0.06	1.21	557.14	6498.82	948.98	229.84	209.49	15588.35
Chhatisgarh	491.65	1314.02	350.79	-0.07	-3.50	427.71	1962.34	49.67	-9.26	269.30	4852.65
Delhi	1354.79	2194.87	531.25	-1.25	-1.41	5990.96	8619.66	234.00	50.39	3608.98	22582.24
Gujarat	2059.13	2447.26	2069.47	-0.12	4.25	4727.37	19023.44	484.85	-150.14	2615.71	33281.22
Haryana	971.65	2674.96	953.78	0.00	-5.53	1304.90	3987.36	72.01	0.52	829.13	10788.78
Himachal Pradesh	791.94	1963.85	617.78	0.00	0.51	327.13	1833.81	10.51	0.45	168.41	5714.39
Jammu & Kashmir	282.43	369.17	533.11	0.00	3.28	99.19	729.63	-3.66	11.02	153.40	2177.57
Jharkhand	-100.27	392.33	767.62	0.00	1.77	2.18	4955.64	-1.01	-8.90	560.84	6570.20
Karnataka	1636.83	3300.61	383.67	0.00	2.32	1482.15	7926.04	62.84	135.88	1916.08	16846.42
Kerala	735.15	5069.30	140.42	0.01	-0.13	337.19	3123.35	49.26	1.15	453.76	9909.46
Madhya Pradesh	2226.99	2901.67	272.53	0.83	-1.17	766.48	4437.33	42.61	-10.43	540.63	11177.47
Maharashtra	2501.98	5167.95	1807.23	0.01	0.91	5100.40	29764.64	1379.40	-11.50	3109.65	48820.67
North-East	368.13	643.11	205.07	0.00	0.09	83.90	1033.68	8.27	0.97	73.70	2416.92
Orissa	1131.44	1427.27	440.39	0.09	-1.44	213.40	3126.09	24.65	-13.30	252.08	6600.67
Punjab	1739.14	3091.20	2272.65	0.00	-0.26	3172.90	7213.24	110.45	84.32	1448.25	19131.89
Rajasthan	1340.39	4773.16	1534.57	0.01	1.18	2951.85	6735.10	95.51	3.33	800.85	18235.95
Tamilnadu	2233.08	4766.20	1464.22	-0.01	0.05	2296.01	12181.83	285.54	25.87	2145.53	25398.32
Uttar Pradesh	5166.81	7783.71	3582.87	-1.87	-1.94	2463.07	16738.64	98.69	89.96	1352.25	37272.19
Uttarakhand	709.31	1325.33	556.02	0.00	0.00	297.93	2173.08	-7.37	-7.72	306.32	5352.90
West Bengal	4199.33	2955.98	4389.46	26.19	5.78	1871.06	47943.18	4.72	-36.90	4048.44	65407.24
Base P.O.	74.37	264.66	205.87	0.00	0.04	46.17	219.71	8.14	2.16	12.87	833.99
Total	34068.43	62662.48	27389.37	24.20	6.71	35991.56	205286.62	4088.55	379.42	26762.99	396660.33

TABLE 18

**REMUNERATION FOR SAVING BANK/SAVINGS CERTIFICATE WORK
FOR 2011-12**

(₹ Lakh)

Circle	Remuneration on Savings Bank including PPF	Remuneration on Savings Certificates including IVP	Total Remuneration
Andhra Pradesh	41477	1099	42576
Assam	8155	590	8745
Bihar	27720	1990	29710
Chhattisgarh	5347	236	5583
Delhi	4343	944	5287
Gujarat	21594	2618	24212
Haryana	8427	794	9221
Himachal Pradesh	6068	285	6353
Jammu & Kashmir	1983	356	2339
Jharkhand	8808	730	9538
Karnataka	22818	1394	24212
Kerala	16866	401	17267
Madhya Pradesh	27010	1716	28726
Maharashtra	40012	3524	43536
North-East	1964	1209	3173
Orissa	12885	837	13722
Punjab	8779	1546	10325
Rajasthan	21357	768	22125
Tamilnadu	31386	1031	32417
Uttar Pradesh	42003	5358	47361
Uttarakhand	7087	522	7609
West Bengal	30893	4450	35343
Base	1021	7	1028
Total	398003	32405	430408

TABLE 19**PHILATELY**

Item	2007-08	2008-09	2009-10	2010-11	2011-12
No. of Philatelic Bureaux	68	68	68	68	68
No. of Philatelic Counters	1103	1103	1032	1032	1032
No. of Commemorative stamps released	72	79	94	101	49
No. of First Day Covers released	34	55	61	60	44

TABLE 20
POSTAL LIFE INSURANCE

Item	2007-08	2008-09	2009-10	2010-11	2011-12
PLI Fund upto the year (₹ Crore)	12081.71	14152.59	16656.02	19801.91	23010.55
No. of Policies* upto the year	3550084	3841539	4283302	4686245	5006060
Value of Business upto the year (₹ Crore)	31469	38403	51210	64078	76591.33
Premium during the year (₹ Crore)	1480.34	1862.52	2412.75	3003.32	3681.03
Expenses during the year (₹ Crore)	137.44	149.38	193.84	241.42	283.32
Expenses Ratio (%) to Premium Income	9.3	8.05	8.05	8.05	7.71
No. of Policies Issued during the year	355700	417832	597234	540743	482423
Sum Assured during the year (₹ Crore)	5020.63	7345.56	13366.22	13519.25	13288.15
Average sum Assured per Policy (₹)	141147.9	175801.8	223802.06	250012.48	275000

* Active Policies

TABLE 21

RURAL POSTAL LIFE INSURANCE

Item	2007-08	2008-09	2009-10	2010-11	2011-12
RPLI Fund upto the year (₹ Crore)	3003.78	3994.36	5524.69	6607.79	9141.44
No. of Policies* upto the year	6167928	7356446	9925103	12203345	13547355
Value of Business upto the year (₹ Crore)	41846.09	53072.10	59573.00	66132.23	69754.17
Premium during the year (₹ Crore)	664.70	879.24	1357.31	1111.48	1558.93
Expenses during the year (₹ Crore)	70.99	101.95	160.14	100.05	332.18
Expenses Ratio (%) to Premium Income	10.68	11.58	11.80	9.00	21.31
New Business					
No. of Policies Issued during the year	1200582	926361	4027863	3636063	2714857
Sum Assured during the year (₹ Crore)	9644.3	8732.78	13648.99	9610.94	9088.99
Average sum Assured per Policy (₹)	80330.21	94269.73	33886.43	26432.27	33000

* Active Policies

**POSTAL
NETWORK
AND
TECHNOLOGY**

TABLE 22

CLASSIFIED FUNCTION-WISE DISTRIBUTION OF POST OFFICES AS ON 31.3.2012

Circle	Total number of Post Offices	Combined P & T Offices	Night Post Offices	POs with full range of services	POs without delivery	Delivery Post Offices
Andhra Pradesh	16141	0	29	16142	518	15624
Assam	4007	207	3	1918	97	3910
Bihar	9057	0	6	1045	153	8904
Chhatisgarh	3127	17	2	341	80	3047
Delhi	576	0	22	386	332	244
Gujarat	8979	0	10	7815	348	8636
Haryana	2664	0	2	491	196	2468
Himachal Pradesh	2778	0	0	2736	42	2736
Jammu & Kashmir	1695	0	1	422	71	1624
Jharkhand	3095	0	2	453	107	2988
Karnataka	9703	0	1	8447	593	9110
Kerala	5068	0	6	3785	269	4799
Madhya Pradesh	8314	0	4	8314	353	7961
Maharashtra	12858	61	14	8779	686	12172
North - East	2912	0	2	1178	36	2893
Orissa	8163	0	5	8163	287	7876
Punjab	3849	0	7	758	234	3615
Rajasthan	10324	0	6	10324	380	9944
Tamilnadu	12064	0	15	12064	1191	10873
Uttar Pradesh	17668	0	14	5816	1144	16524
Uttarakhand	2718	0	0	2606	113	2605
West Bengal	9062	0	10	1132	727	8335
Total	154822	285	161	103115	7957	146888

TABLE 23

POPULATION AND AREA SERVED BY A POST OFFICE IN THE COUNTRY

Circle	Post Offices # (as on 31.03.2012)			Population served by a P.O			Area served by a Post Office (sq. km.)
	Urban	Rural	Total	Urban	Rural	Total	
Andhra Pradesh	1335	14806	16141	21963	3804	5305	17.04
Assam	373	3634	4007	12080	7484	7912	19.58
Bihar	474	8583	9057	25565	10979	11742	10.40
Chhatisgarh	234	2893	3127	26350	6894	8350	43.23
Delhi	493	83	576	33988	4169	29691	2.57
Gujarat	764	8215	8979	35298	4283	6922	21.90
Haryana	341	2323	2664	26918	7180	9706	16.60
Himachal Pradesh	119	2659	2778	5882	2349	2501	20.04
Jammu & Kashmir	200	1495	1695	17645	6229	7576	131.11
Jharkhand	268	2827	3095	30496	9028	10887	25.76
Karnataka	1105	8598	9703	21976	4399	6400	19.77
Kerala	852	4216	5068	20141	3905	6635	7.67
Madhya Pradesh	848	7466	8314	24248	7166	8909	37.08
Maharashtra	1315	11543	12858	40264	5433	8995	24.22
North-East	272	2640	2912	14695	3810	4827	60.66
Orissa	581	7582	8163	12355	4665	5212	19.07
Punjab	446	3403	3849	26233	5132	7577	13.11
Rajasthan	666	9658	10324	26369	5438	6788	33.15
Tamil Nadu	1794	10270	12064	20483	3682	6180	10.82
Uttarakhand	205	2513	2718	15663	2825	3794	19.68
Uttar Pradesh	1941	15727	17668	23547	10038	584	13.64
West Bengal	1110	7952	9062	27277	7969	10334	11.49
Total	15736	139086	154822	24704	6061	7956	21.23

TABLE 24

PANCHAYAT SANCHAR SEWA KENDRAS AND MUKHYA DAK GHAR

Circle	Pnchayat Sanchar Sewa Kendra	Mukhya Dak Ghar (MDG)		
		Rural	Urban	Total
Andhra Pradesh	72	2	7	9
Assam	80	0	20	20
Bihar	1072	0	19	19
Chhatisgarh	44	0	10	10
Delhi	0	0	0	0
Gujarat	8	2	42	44
Haryana	97	0	10	10
Himachal Pradesh	69	0	0	0
Jammu & Kashmir	24	0	11	11
Jharkhand	115	0	13	13
Karnataka	11	0	43	43
Kerala	0	49	42	91
Madhya Pradesh	198	0	21	21
Maharashtra	431	3	53	56
North Eastern	42	3	13	16
Orissa	163	2	33	35
Punjab	7	0	6	6
Rajasthan	38	1	11	12
Tamil Nadu	71	3	25	28
Uttar Pradesh	1140	0	8	8
Uttarkhand	57	2	27	29
West Bengal	7	7	31	38
Total	3746	74	445	519

TABLE 25**LETTER BOXES, POST BOXES AND POST BAGS****AS ON 31.03.2012**

Circle	Letter Boxes			Post Boxes rented by public	Post Bags rented by public	Post Boxes cum Bags rented by public
	Urban	Rural	Total			
Andhra Pradesh	9304	37736	47040	1257	188	37
Assam	1453	14933	16386	790	10	0
Bihar	2851	22159	25010	891	86	268
Chhatisgarh	2293	12695	14988	250	3	0
Delhi	2434	206	2640	1040	52	17
Gujarat	4974	22696	27670	5537	164	13
Haryana	1849	7110	8959	1256	22	307
Himachal Pradesh	758	6870	7628	301	18	0
Jammu & Kashmir	654	3621	4275	880	97	0
Jharkhand	1273	11800	13073	491	3	0
Karnataka	6034	25095	31129	5905	131	91
Kerala	4358	14157	18515	6457	455	186
Madhya Pradesh	5101	35735	40836	1125	194	7
Maharashtra	8657	42648	51305	9628	322	29
North - East	870	5147	6017	3466	12	0
Orissa	2920	19077	21997	564	24	0
Punjab	2942	12514	15456	956	18	0
Rajasthan	4315	24526	28841	1807	29	2
Tamil Nadu	10226	33359	43585	6279	849	384
Uttar Pradesh	11688	73272	84960	1621	50	109
Uttarakhand	1849	9702	11551	434	26	0
West Bengal	5916	34298	40214	4465	182	31
Total	92719	469356	562075	55400	2935	1481

TABLE 26
POSTAL AND RMS FUNCTIONAL UNITS AS ON 31.03.2012

Circle	Postal Divisions	RMS Divisions	Postal Store Depots	Circle Stamp Depots	RMS Sorting Offices	RMS Record Offices
Andhra Pradesh	44	6	4	1	23	24
Assam	9	2	1	1	11	14
Bihar	22	4	2	1	17	17
Chhatisgarh	5	1	1	0	4	4
Delhi	6	3	1	1	10	3
Gujarat	26	3	3	1	25	19
Haryana	9	2	1	0	12	12
Himachal Pradesh	9	1	1	0	8	0
Jammu & Kashmir	6	1	1	1	2	2
Jharkhand	7	2	1	0	10	10
Karnataka	31	3	3	1	24	24
Kerala	24	3	3	1	23	21
Madhya Pradesh	20	3	1	1	10	12
Maharashtra	41	7	4	1	42	34
North Eastern	7	0	1	0	0	0
Orissa	18	3	2	1	19	20
Punjab	13	2	1	1	9	10
Rajasthan	24	3	3	1	17	19
Tamil Nadu	45*	6	5	1	45	37
Uttar Pradesh	44	7	4	2	46	42
Uttarkhand	7	0	1	0	0	0
West Bengal	29#	6	2	1	33	29
Total	446	68	46	17	390	353

* 43 Postal Division and 2 Independent Units.

28 Postal Division and 1 foreign Post.

TABLE 27

NUMBER OF SPEED POST SORTING HUBS

Circle	Sorting Hubs *	
	2010-11	2011-12
Andhra Pradesh	6	6
Assam	1	1
Bihar	4	4
Chhattisgarh	1	1
Delhi	1	1
Gujarat	4	4
Haryana	4	4
Himachal Pradesh	2	2
Jammu & Kashmir	2	2
Jharkhand	3	3
Karnataka	8	8
Kerala	6	6
Madhya Pradesh	4	4
Maharashtra	5	5
North Eastern	1	1
Orissa	2	2
Punjab	5	5
Rajasthan	3	3
Tamil Nadu	9	9
Uttar Pradesh	10	10
Uttarakhand	1	1
West Bengal	5	5
A.P.S.	2	2
Total	89	89

TABLE 28

MODERNISATION AND COMPUTERISATION
(as on 31st March)

Circle	Number of Post Offices Computerized					High Speed Automated mail Processing System				
	2007-08	2008-09	2009-10	2010-11	2011-12	2007-08	2008-09	2009-10	2010-11	2011-12
Andhra Pradesh	523	531	754	2284	2344	0	0	0	0	0
Assam	624	624	631	632	632	0	0	0	0	0
Bihar	295	295	316	909	997	0	0	0	0	0
Chhattisgarh	99	99	144	331	340	0	0	0	0	0
Delhi	288	288	289	357	390	0	0	0	1	1
Gujarat	890	590	769	1260	1327	0	0	0	0	0
Haryana	191	229	278	454	489	0	0	0	0	0
Himachal Pradesh	166	128	264	462	462	0	0	0	0	0
Jammu & Kashmir	116	116	129	218	252	0	0	0	0	0
Jharkhand	133	135	188	419	443	0	0	0	0	0
Karnataka	565	565	816	1679	1683	0	0	0	0	0
Kerala	667	667	1070	1435	1508	0	0	0	0	0
Madhya Pradesh	331	353	476	1056	1069	0	0	0	0	0
Maharashtra	1040	1040	1222	2077	2215	1	1	1	1	1
North Eastern	295	295	295	365	378	0	0	0	0	0
Orissa	301	301	479	1185	1192	0	0	0	0	0
Punjab	269	269	443	767	770	0	0	0	0	0
Rajasthan	305	306	422	1273	1320	0	0	0	0	0
Tamil Nadu	1002	1009	1450	2485	2548	0	0	0	1	0
Uttar Pradesh	916	921	1034	2338	2513	0	0	0	0	0
Uttarakhand	145	145	193	374	383	0	0	0	0	0
West Bengal	778	778	942	1655	1714	1	1	1	1	1
A.P.S.	0	0	0	0	0	0	0	0	0	0
Total	9939	9684	12604	24015	24969	2	2	2	4	3

HUMAN RESOURCES

TABLE 29
ACTUAL STAFF STRENGTH AS ON 31.03.2012 (GAZETTED)
(INCLUDING THOSE ON DEPUTATION & TRAINING OUTSIDE THE DEPARTMENT)

(Number)			
I. Gazetted Services	Group "A"	Group "B"	Total
A. Indian Postal Service Group "A"			
Secretary (Posts), D.G. Posts & Chairman, Postal Services Board	1		1
Member, Postal Services Board	6		6
Principal Chief Postmaster General	0		0
Senior Deputy Director General/Chief Postmaster General	26		26
Senior Administrative Grade	65		65
Junior Administrative Grade	94		94
Senior Time Scale	74		74
Junior Time Scale	102		102
Postal Service Group 'B'		826	826
Assistant Suprintendent Group 'B'		1773	1773
B. P & T Accounts and Finance Service			
Senior Administrative Grade	7		7
Junior Administrative Grade	21		21
Senior Time Scale	22		22
Junior Time Scale	29		29
Senior Accounts Officer/Accounts Officer (Group 'B')		223	223
Asstt. Accounts Officer (Group 'B')		595	595
C. Central Secretariat Service			
Director/Senior Principal Private Secretary	4		4
Principal Private Secretary	16		16
Assistant Director General (Senior Time Scale)	18		18
Others(Section Officer/Private Secretaries/Desk Officer/Junior Analyst		70	70
D. Chief Engineer			
Group 'A'	1		1
Group 'A'	36		36
Group 'B'		157	157
E. Other General Central Services			
Group 'A'	88		88
Group 'B'		63	63
Total Gazetted (A+B+C+D+E)	610	3707	4317
II. Group "B" Non-Gazetted			
		3087	3087
III. Group "C" Non-Gazetted			
	Group "C" excluding MTS	Group C "MTS"	Total
Directorate	142	97	239
Post Offices including Circle Office, Accounts, Stamp Depot, Canteen staff	153304	18927	172231
Railway Mail Service	15899	9729	25628
Mail Motor Service	1295	255	1550
Others (RLO, Disp., Store, Trg., Civil, PLI, Press)	2367	1688	4055
Total Non Gazetted Group "C"	173007	30696	203703
Total Non Gazetted (II+III)	173007	33783	206790
Total Departmental (I+II+III)	173617	37490	211107
IV. Gramin Dak Sewak			
		263467	263467
Gramnd Total (I+II+III+IV)	173617	300957	474574

TABLE 30**HUMAN RESOURCES TRAINED UNDER PLAN SCHEME**

Sl. No.	Activity	Number of Officials Trained	
		2010-11	2011-12
1	Management Programme for Group A and B Officers	290	289
2	Development Programme for Postmasters and Supervisors	17379	43282
3	Development Programme for Accounts Officers	108	150
4	Development Programme for Inspectors and Assistant Superintendent Posts	140	118
5	Development Programme for Operative Staff	6856	8104
6	Development Programme for Mail Overseers/Postmen/MTS	28149	22434
7	Development Programme for Gramin Dak Sevaks	45952	33651
8	Training of Trainers	721	1111
9	Induction Training (Non -Plan)	7452	6148
10	Other Training (non- Plan)	1164	1385
Total		108211	116672

**OTHER
MISCELLANEOUS
STATISTICS**

TABLE 31

POSTAL RATES (INLAND) -CONTD.

(RATES OPERATIVE W.E.F. 01.06.2002 AND SUPPLEMENTARY POSTAL SERVICE W.E.F. 01.02.2002)

	Name of Postal Article	Tariff
	Post Card	
1	Ordinary Card	50 Paise
	Printed Card	₹ 6
2	Competition Postcard	₹ 10
3	Letter Card	₹ 2.50
	Unregistered Envelope	
4	For a weight not exceeding 20 grams	₹ 5
	For every additional 20 grams or fraction thereof	₹ 5
5	Registered Envelope	₹ 22.5
	Book Pattern and Sample Packets	
6	For the first 50 grams	₹ 4
	For every additional 50 grams or fraction thereof	₹ 3
	Book Packets Containing Printed Books	
7	Upto 100 grams	₹ 1
	For every additional 100 grams or part thereof	₹ 1
	Book Packet containing Periodicals	
	(i) Value of Periodical from ₹ 1 to ₹ 20	
	Upto 100 grams	₹ 2
	For every additional 100 grams or part thereof	₹ 3
8	(ii) Value of Periodical from ₹ 21 to ₹ 50	
	Upto 100 grams	₹ 4
	For every additional 100 grams or part thereof	₹ 5
	(iii) Value of Periodical from ₹ 51 and above	
	Upto 100 grams	₹ 8
	For every additional 100 grams or part thereof	₹ 9
	Parcels	
9	For a weight not exceeding 500 grams	₹ 19
	For every additional 500 grams or fraction thereof	₹ 16
	For Registered NewsPaper	
	<i>I. Single Copy</i>	
	For a weight not exceeding 50 grams	25 Paise
	For a weight exceeding 50 grams but not exceeding 100 grams	50 Paise
10	For every additional 100 grams or part thereof, exceeding 100 grams	20 Paise
	<i>II. In case of more than one copy of the same issue of a registered newspaper being carried in the same packet</i>	
	For a weight not exceeding 100 grams	50 Paise
	For every additional 100 grams or part thereof, exceeding 100 grams	20 Paise
	Registration	
11	Fee for registration	₹ 17
	Concessional registration fee for V.P.P. containing Printed Books	₹ 2.50
	Acknowledgements	
12	Fee for each acknowledgement	₹ 3
	Money Orders	
13	For every sum of ₹ 20 or fraction thereof	₹ 1

TABLE 31
POSTAL RATES (INLAND) -CONCLD.
(RATES OPERATIVE W.E.F. 01.06.2002 AND SUPPLIMENTARY POSTAL SERVICE W.E.F.
01.02.2002)

	Name of Postal Article	Tariff
	Indian Postal Orders	
	<i>Commission on each IPO</i>	
14	Upto ₹ 10	₹ 1
	Upto ₹ 20	₹ 2
	Upto ₹ 30	₹ 3
	Upto ₹ 40	₹ 4
	Upto ₹ 50	₹ 5
	Upto ₹ 100	₹ 10
	Insurance	
15	Insurance Fee upto ₹ 200	₹ 10
	For every additional ₹100 or fraction thereof in excess of ₹ 200	₹ 6
	V.P. Fee	
16	Upto ₹ 20	₹ 2
	Between ₹ 20 to ₹ 50	₹ 3
	Above ₹ 50	₹ 5
17	V.P. Inquiry Fee	₹1
	Postal identity cards	
18	Application fee	₹20
	Processing fee	₹250
	Total	₹270
19	Business reply permit fee (handling charges per article)	₹ 1
	Warehousing Charges on VP articles for detention beyond 7 days	
20	For Parcels(per day)	₹ 3
	For other articles(per day)	₹ 2
	Certificate of Posting *	
21	For 3 articles or less	₹ 3
	Airmail Fee	
22	I. For Packets (other than letters, postcards & parcels) upto 50 grams	₹ 2
	For every additional 50 grams or fraction thereof	₹ 1
	II. Parcels for first 50 grams	₹ 2
	For every additional 50 grams	₹1
	Late Fee	
23	i. Late Fee Charge for unregistered articles (per article)	₹ 2
	ii. Late Fee Charge for registered articles (per article)	₹ 3
	iii. Special Additional Late Fee Charge (per article)	₹ 3
24	Fee for obtaining copy of original receipt signed by addressee (for regd. per article)	₹ 2
25	Supplementary charge for issue of a foreign money order telegraphed under Rule 172 of Indian Post Office Rules (per foreign money order)	₹ 2
26	Fee for recall of Postal articles (per article)	₹ 6
	Rent for Boxes/Bags	
	<i>(a). Post Boxes or Bags if taken separately</i>	
27	(i). If rented for full financial year	₹ 150
	(ii). For three calender months or part thereof, if rented for a period of less than a full financial year	₹ 50
	<i>(b). Post Box and Bag combined together with the same or different number</i>	
	(i). If rented for full financial year	₹ 250
	(ii). For three calender months or part thereof, if rented for a period of less than a full financial year	₹ 80
28	Money Order Form	25 Paise

* Certificate of Posting has been discontinued since 23.02.2011.

TABLE 32
MAIL MOTOR SERVICE

Item	2007-08	2008-09	2009-10	2010-11	2011-12
Total Annual Kilometerage (in Lakhs)	285.00	293.33	293.15	305.72	327.50
Total Annual Expenditure (₹ in Lakhs)	6193.00	7782.62	9389.15	10004.06	9324.06
Total Number of Vehicles	1223	1243	1273	1282	1293

TABLE 33

NUMBER OF POSTAL BUILDINGS AS ON 31.03.2012

Circle	Postal			R.M.S.			Others			Total			Grand Total
	Deptt.	Rented	Rent-free	Deptt.	Rented	Rent-free	Deptt.	Rented	Rent-free	Deptt.	Rented	Rent-free	
Andhra Pradesh	306	2017	111	9	37	0	25	17	0	340	2071	111	2522
Assam	158	465	21	3	3	3	7	4	0	168	472	24	664
Bihar	187	779	104	7	0	0	15	7	0	209	786	104	1099
Chhatisgarh	41	278	20	1	0	4	1	2	0	43	280	24	347
Delhi	121	210	40	4	3	0	8	0	0	133	213	40	386
Gujarat	249	1059	44	0	7	0	34	1	0	283	1067	44	1394
Haryana	75	354	54	5	5	4	13	1	0	93	360	58	511
Himachal Pradesh	75	369	20	1	6	0	5	3	0	81	378	20	479
Jharkhand	67	348	54	2	17	0	1	0	0	70	365	54	489
Jammu&Kashmir	34	204	22	1	0	0	1	3	0	36	207	22	265
Karnataka	380	1320	56	12	11	6	39	2	0	431	1333	62	1826
Kerala	242	1217	47	6	28	0	11	12	0	259	1257	47	1563
Madhya Pradesh	199	764	98	4	11	1	37	5	0	240	780	99	1119
Maharashtra	371	1800	139	11	36	1	5	5	4	387	1841	144	2372
North Eastern	88	192	51	0	0	0	3	0	0	91	192	51	334
Orissa	146	942	104	7	23	4	31	10	0	184	975	108	1267
Punjab	137	525	92	2	13	0	6	2	0	145	540	92	777
Rajasthan	299	927	118	9	30	6	21	4	0	329	961	124	1414
Tamil Nadu	278	2253	72	10	30	0	12	15	0	300	2298	72	2670
Uttar Pradesh	284	2036	181	18	44	0	35	12	0	337	2092	181	2610
Uttarakhand	50	296	40	0	0	0	4	8	0	54	304	40	398
West Bengal	240	1434	120	10	12	11	38	21	1	288	1467	132	1887
Total	4027	19789	1608	122	316	40	352	134	5	4501	20239	1653	26393

* Provisional

N.B. (i) Offices functioning from more than one building have been treated as One Unit.

(ii) Administrative Offices have been shown under "Other Units"

TABLE 34
NUMBER OF STAFF QUARTERS AS ON 31.03.2012

S. No.	Circle	No. of Departmental staff quarter available							No. of Departmental licence free post attached staff quarter available							Total No. of Deptt. Staff qtrs.	No. of rented licence free post attached quarters available
		Type of Quarters							Type of Quarters								
		I	II	III	IV	V	VI	VII and above	I	II	III	IV	V	VI	VII and above		
1	Andhra Pradesh	322	532	140	7	7	3	0	1	97	35	2	2	2	0	1150	945
2	Assam	180	229	79	6	2	1	0	0	105	0	0	0	0	0	602	125
3	Bihar	325	515	146	20	6	1	0	16	70	17	0	0	0	0	1116	93
4	Chhatisgarh	93	115	29	7	2	0	0	0	32	3	0	0	1	0	282	131
5	Delhi	384	820	258	23	5	0	1	1	35	18	11	0	0	0	1556	0
6	Gujarat	482	455	105	27	5	1	0	8	110	71	2	0	0	10	1276	269
7	Haryana	151	190	54	15	4	0	0	0	20	24	7	0	0	0	465	18
8	Himachal Pradesh	189	216	84	12	1	0	0	0	31	37	0	0	0	0	570	129
9	Jharkhand	165	253	63	5	1	0	0	0	35	0	0	0	0	0	522	65
10	Jammu&Kashmir	23	66	50	9	1	0	0	3	6	14	0	0	0	0	172	7
11	Karnataka	447	695	163	32	6	3	0	19	129	126	15	0	0	0	1635	629
12	Kerala	198	328	60	10	4	2	0	7	82	24	3	0	0	0	718	83
13	Madhya Pradesh	250	462	175	31	6	0	0	12	71	43	0	2	0	0	1052	187
14	Maharashtra	813	954	384	41	5	3	0	12	117	91	12	0	0	0	2432	591
15	North East	137	157	52	6	6	0	0	0	72	0	0	0	0	0	430	110
16	Orissa	277	497	228	30	6	1	0	5	69	25	1	0	0	0	1139	350
17	Punjab	260	311	131	21	7	0	0	10	39	63	2	0	0	0	844	19
18	Rajasthan	490	649	217	40	6	1	0	6	123	72	1	1	0	0	1606	201
19	Tamil Nadu	469	633	118	30	5	2	0	6	102	59	10	1	0	0	1435	829
20	Uttar Pradesh	649	776	125	38	12	4	0	3	115	45	7	0	0	0	1774	251
21	Uttarakhand	92	203	16	3	0	0	0	1	28	13	0	0	0	0	356	156
22	West Bengal	469	659	109	20	2	0	0	14	93	25	0	0	0	0	1391	188
Total		6865	9715	2786	433	99	22	1	124	1581	805	73	6	3	10	22523	5376

* PROVISIONAL

TABLE 35
NUMBER OF DISPENSARIES, CARD HOLDERS AND BENEFICIARIES - CIRCLE-WISE
(as on 31st March)

Circle	No. of Dispensaries	Number of Card Holders					Number of Beneficiaries				
		2007-08	2008-09	2009-10	2010-11	2011-12	2007-08	2008-09	2009-10	2010-11	2011-12
Andhra Pradesh	5	3454	3452	3211	3141	3236	10875	9234	9372	9051	9226
Assam	4	3205	2410	2478	2145	2711	12269	9073	8698	6829	5996
Bihar	4	1984	1983	1972	1826	1843	9696	9668	9600	9243	9162
Chhatisgarh	1	2671	880	2704	2759	2788	9727	3498	9849	9155	9229
Gujarat	4	5617	5639	5530	5531	5074	13976	15078	14844	13159	14027
Haryana	1	1007	1070	1058	1058	1058	3171	3528	3500	3500	3500
Jammu & Kashmir	1	693	711	733	745	763	2276	2214	2229	2232	2276
Jharkhand	2	1182	1093	1166	1128	812	5684	5125	5486	4981	3642
Madhya Pradesh	2	2028	3276	1437	1453	1500	9285	12124	5757	5739	5718
Maharashtra	2	2137	2179	2204	4526	4573	6780	6904	6998	14083	14130
North-East	1	460	473	484	506	542	1779	1787	1822	1917	1991
Orissa	3	2527	2336	2268	2229	1847	10568	10467	9831	9690	6542
Punjab	2	1511	1582	1650	1694	1819	4767	4927	5076	5157	5426
Rajasthan	5	4989	5149	5138	4021	4161	20328	20534	19132	13577	13866
Tamilnadu	2	1599	1697	1710	1783	1710	4166	4019	4055	4359	4823
Uttar Pradesh	10	14601	14905	15439	15606	15686	56890	56859	55918	57697	56335
Uttaranchal	1	1012	1032	992	1024	943	4445	4500	4221	4331	3300
West Bengal	2	1341	1363	1412	1410	1415	4478	4376	4451	4430	4416
Total	52	52018	51230	51586	52585	52481	191160	183915	180839	179130	173605

TABLE 36

NUMBER OF COMPLAINTS RECEIVED, SETTLED AND PENDING DURING 2012-13

Circle	Opening Balance	Received	Total	Settled	Pending	Below 3 months	3 - 6 months	6 - 12 months	Over 12 months
Andhra Pradesh	7661	104671	112332	92878	19454	5935	13519	0	0
Assam	562	14564	15126	14116	1010	987	20	3	0
Bihar	615	14101	14716	14665	51	34	12	5	0
Chhatisgarh	245	4100	4345	4181	164	164	0	0	0
Delhi	4293	124871	129164	123990	5174	4481	415	219	59
Gujarat	1153	46066	47219	45123	2096	2096	0	0	0
Haryana	406	17350	17756	16908	848	848	0	0	0
Himachal Pradesh	238	8008	8246	7973	273	273	0	0	0
Jammu & Kashmir	228	7037	7265	7206	59	38	21	0	0
Jharkhand	152	4843	4995	4603	392	372	20	0	0
Karnataka	1550	52905	54455	52670	1785	1754	28	3	0
Kerala	981	20819	21800	20689	1111	1083	16	12	0
Madhya Pradesh	1283	39046	40329	38488	1841	1841	0	0	0
Maharashtra	6207	132535	138742	133624	5118	5118	0	0	0
North-East	1105	8849	9954	9018	936	624	260	52	0
Orissa	589	14515	15104	14484	620	584	36	0	0
Punjab	640	20050	20690	19924	766	754	12	0	0
Rajasthan	508	23225	23733	23262	471	471	0	0	0
Tamilnadu	6723	109861	116584	113166	3418	2246	943	220	9
Uttar Pradesh	3194	58030	61224	57276	3948	3948	0	0	0
Uttarankhand	307	8215	8522	8071	451	451	0	0	0
West Bengal	3347	68569	71916	69990	1926	1675	176	73	2
APS	126	793	919	771	148	119	14	15	0
Total	42113	903023	945136	893076	52060	35896	15492	602	70

SPEED POST SORTING HUBS IN 2011-12

Circle	Cities having Speed Post Sorting Hubs
Andhra Pradesh	Hyderabad, Kurnool, Tirupati, Vijayawada, Vishakhapatnam, Warangal
Assam	Guwahati
Bihar	Muzaffarpur, Patna, Gaya, Barauni
Chhattisgarh	Raipur
Delhi	Delhi
Gujarat	Ahmedabad, Rajkot, Surat, Vadodara
Haryana	Ambala, Gurgaon, Karnal, Rohtak
Himachal Pradesh	Shimla, Pathankot
Jammu & Kashmir	Jammu, Srinagar
Jharkhand	Dhanbad, Jamshedpur, Ranchi
Karnataka	Bangalore, Belgaum, Birur, Gulbarga, Hospet, Hubli-Dharwar, Mangalore, Mysore
Kerala	Kannur, Kochi, Kozhikode, Thiruvalla, Thrissur, Trivandrum
Madhya Pradesh	Bhopal, Gwalior, Indore, Jabalpur
Maharashtra	Aurangabad, Mumbai, Nagpur, Panaji, Pune
North-East	Imphal
Orissa	Bhubaneswar, Sambalpur
Punjab	Amritsar, Chandigarh, Jalandhar, Ludhiana, Patiala
Rajasthan	Ajmer, Jaipur, Jodhpur
Tamil Nadu	Chennai, Coimbatore, Madurai, Nagercoil, Salem, Tiruchirapalli, Vellore, Villupuram, Tirunelveli
Uttar Pradesh	Agra, Allahabad, Bareilly, Ghaziabad, Gorakhpur, Kanpur, Lucknow, Moradabad, Noida, Varanasi
Uttarakhand	Dehradun
West Bengal	Burdwan, Howrah, Kharagpur, Kolkata, Siliguri
APS	1 CBPO, 2 CBPO

* Speed Post Sorting Hubs are w.e.f. 10.11.2010.

Appendix-II

COUNTRIES COVERED UNDER INTERNATIONAL SPEED POST SERVICE Merchandise and Documents : As on 31.03.2012

1	Austria	38	Malawi
2	Australia	39	Malaysia
3	Bangladesh	40	Mauritius
4	Barbados	41	Mongolia
5	Bermuda	42	Morocco
6	Bahrain	43	Namibia
7	Belarus	44	Nauru
8	Bhutan	45	Nepal
9	Botswana	46	Netherlands
10	Brunei Darussalam	47	New Zealand
11	Bulgaria	48	Norway
12	Canada	49	Oman
13	Cayman Island	50	Pakistan
14	Cambodia	51	People's Republic of China
15	Cuba	52	Philippines
16	Cyprus	53	Poland
17	Egypt	54	Portugal
18	Estonia	55	Qatar
19	Eritrea	56	Republic of Korea
20	Ethiopia	57	Romania
21	Federal Republic of Germany	58	Russia
22	Fiji	59	Senegal
23	France	60	Singapore
24	Georgia	61	Spain
25	Ghana	62	Sudan
26	Greece	63	Switzerland
27	Hong Kong	64	Tanzania
28	Hungry	65	Taiwan
29	Iceland	66	Turkey
30	Ireland	67	Thailand
31	Israel	68	United Arab Emirates
32	Italy	69	United Kingdom
33	Japan	70	United States of America
34	Jordan	71	Uganda
35	Kenya	72	Ukraine
36	Latvia	73	Vietnam
37	Macau	74	Islamic Republic of Afganistan

Documents Only

1	Argentina	13	Mexico
2	Belgium	14	Niger
3	Cape Verde	15	Nigeria
4	Denmark	16	Panama
5	El Salvador	17	Papua New Guinea
6	Guyana	18	Rwanda
7	Indonesia	19	Saudi Arabia
8	Iran	20	Sri Lanka
9	Iraq	21	Sweden
10	Kuwait	22	Tunisia
11	Luxembourg	23	Yemen Arab Republic
12	Maldives	24	Zaire

DETAIL OF POSTAL DISPENSARIES

Circle	Cities
Andhra Pradesh	Guntur, Rajamundry, NIllore, Vijaywada, Vishakhapatanam
Assam	Dibrugarh, Guwahati (Pan Bazar), Guwahati (Dispur), Slicher
Bihar	Chhapra, Darbhanga, Gaya, Muzaffar
Chhattisgarh	Raipur
Delhi	-
Gujarat	Ahmedabad-I, Ahmedabad-II, Ahmedabad-III, Vadodara
Haryana	Ambala
Himachal Pradesh	-
Jammu & Kashmir	Jammu
Jharkhand	Dhanbad, Ranchi
Karnataka	-
Kerala	-
Madhya Pradesh	Bhopal, Jabalpur
Maharashtra	Pune-I, Pune-II
North Eastern	Shillong
Orissa	Berhampur, Bhubaneswar, Cuttack
Punjab	Amritsar, Jalandhar
Rajasthan	Ajmer, Jaipur-I, Jaipur-II, Jodhpur
Tamil Nadu	Tiruchirapalli, Tirunelveli
Uttar Pradesh	Agra, Allahabad, Bareilly, Ghorakhpur, Lucknow (hazariganj), Lucknow-II (Aishbagh), Lucknow-II, Mordabad, Saharanpur, Varanasi
Uttarakhand	Dehradun
West Bengal	Jalpaiguri, Siliguri