GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF POSTS

LOK SABHA
UNSTARRED QUESTION NO. 2068
TO BE ANSWERED ON 7th MARCH, 2018

SERVICES/FACILITIES EXTENDED BY POST OFFICES

2068. SHRI KONDA VISHWESHWAR REDDY:
        DR. RAMESH POKHRIYAL "NISHANK":
        SHRI MANSHANKAR NINAMA:

Will the Minister of COMMUNICATIONS be pleased to state:

(a)   the details of the Government services and other facilities extended to the public through post offices in the country along with the revenue earned during each of the last three years;

(b)   whether decline in the usage of various postal services has been noticed by the Government in the said period and if so, the details thereof including the decline in the usage of the said services during the aforementioned period, service-wise; and

(c)   whether the Government has prescribed latest innovation to connect the remote regions of the country and if so, the details thereof and if not, the reasons therefor?

ANSWER

THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a)   The details of Services and facilities extended to public by Department of Posts are mainly under the broad headings of Traditional Services under Postal Operations and Mail Operations, Premium Products and Services under Business Development Division, Financial Services and Agency Functions and Postal Life Insurance and other products and services. Some of the important services/products are Speed Post, Business Post, Express Parcel, Business Parcel, Bill Mail Service, Postage realized in cash, sale of stamps, Money Orders & Indian Postal Orders, logistic Post, Post Office Savings Banks Schemes, Philately Services, MGNREGA and other social security welfare schemes etc.

The revenue earned by the Department of Posts has been showing a stable trend. The revenue earned during the last three years as per Book of Accounts is as follows

Sl no.	Details		2014-15	2015-16	2016-17
				(**In Crores**)	
1	Speed Post		1495.63	1605.77	1785.25
2	Business Post		962.54	735.93	752.52
3	Express Parcel		64.33	58.77	64.18
4	Business Parcel		48.14	90.22	94.80
5	Bill Mail Service		103.56	99.04	77.15
6	e.Post		4.12	2.90	1.63
7	Postage through Franking Machines and Pre-postage		576.03	830.66	777.34
8	Sale of Stamps		522.76	441.74	470.78
9	Commemorative Stamps		27.78	33.25	43.30
10	My Stamps		1.58	2.83	5.33
11	Philatelic Ancillaries		3.49	2.91	13.54
12	Postage- Other Schemes		9.82	9.04	8.50
13	MO & IPO		641.98	464.84	284.62
14	Retail Post		84.36	76.87	67.68
15	Logistic Post		24.43	15.52	16.31
16	E. Bill Collection		25.75	30.79	26.34
17	Railway ticket booking		5.67	3.38	2.54
18	MGNREGA		400.00	425.28	48.00
19	Other Activities		140.00	446.96	152.57
20	Net Receipts / Payments to Other Postal Administration(Other Countries)		-176.02	-220.78	-267.22
21	SB & CC Remuneration		6670.03	7783.87	7085.84
	Total		11635.98	12939.79	11511.00
Recoveries (In Crores)					
Sl no.	Details		2014-15	2015-16	2016-17
1	PLI and RPLI		604.42	619.66	664.38
2	Other Recoveries		57.56	88.04	66.52
	Total		661.98	707.70	730.90

(b)   During the period, while growth has been achieved in certain services and products, some decline has been noticed in few services also. The rates of Cash Certificates & SBCC remuneration have been decreased by MoF for 2016-17 that has impacted the overall growth of 2016-17.

The percentage of increase and decrease service wise in the last three years is furnished below:

Sl. No.	Details	2014-15 % of Increase/ Decrease with previous year	2015-16 % of Increase/ Decrease with previous year	2016-17 % of Increase/ Decrease with previous year
1	Speed Post	8.92	7.36	11.18
2	Business Post	-6.51	-23.54	2.25
3	Express Parcel	-17.13	-8.64	9.21
4	Business Parcel	Distinguished separately from 2014-15 only	87.41	5.08
5	Bill Mail Service	0.56	-4.36	-22.10
6	e.Post	18.75	-29.62	-43.79
7	Postage through Franking Machines and Pre-postage	-5.81	44.20	-6.42
8	Sale of Stamps	-16.05	-15.50	6.57
9	Commemorative Stamps	1210.38	19.69	30.22
10	My Stamps	Distinguished separately from 2014-15 only	79.11	88.33
11	Philatelic Ancillaries	81.77	-16.62	365.29
12	Postage- Other Schemes	32.17	-7.94	-5.97
13	MO & IPO	5.78	-27.59	-38.77
14	Retail Post	20.14	-8.88	-11.96

15	Logistic Post	60.20	-36.47	5.09
16	E. Bill Collection	-26.64	19.57	-14.45
17	Railway ticket booking	36.63	-40.39	-24.85
18	MGNREGA	100.00	6.32	-88.71
19	Other Activities	-29.09	219.26	-65.86
20	Net Receipts / Payments to Other Postal Administration (Other Countries)	20.33	25.43	21.03
21	SB & CC Remuneration	12.76	16.70	-8.97

Recoveries				
Sl no.	Details	2014-15 % of Increase/ Decrease with previous year	2015-16 % of Increase/ Decrease with previous year	2016-17 % of Increase/ Decrease with previous year
1	PLI and RPLI	13.40	2.52	7.22
2	Other Recoveries	-4.37	52.95	-24.44

(c)   Department of Posts is constantly working on improving quality and quantity of services for its customers. Many services have been introduced under the PO Division namely, Electronic Indian Postal Order (e IPO), Jeevan Pramaan Centres (JPC), Instant Money Order (iMO) and Mobile Money Transfer Service (MMTS).

Around 28095 locations of the Department of Posts have been connected under the Network Integrator (NI) Project where Bharat Sanchar Nigam Limited (BSNL) is the Primary Network Service Provider and M/s Sify is the Secondary Network Service Provider.

The Department is under contractual obligation with the above service providers for provision of network connectivity in all the post offices. Besides, the Department has signed a tripartite MoU with BSNL and Bharat Broadband Network Limited (BBNL) to provide broadband services in all feasible locations.

Under "Digital Advancement of Rural Post Offices for a New India "(DARPAN) project, the Department of Posts in a phased manner, is providing SIM based Hand Held Devices in approx. 1.29 Lakhs Branch Post Offices of the country, for carrying out online Postal and Financial transactions. 58065 Branch Post Offices have been rolled out under the DARPAN Project as on 28.2.2018.

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