GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF POSTS

LOK SABHA
UNSTARRED QUESTION NO. 3642
TO BE ANSWERED ON 8TH AUGUST, 2018

POSTAL SERVICES

†3642. DR. RAMESH POKHRIYAL "NISHANK":

Will the Minister of COMMUNICATIONS be pleased to state:

(a)   the services provided/being provided by the Department of Posts in the country during the last three years along with the revenue earned/being earned therefrom, service-wise and year-wise;

(b)   whether there has been a decline in the use of various postal services during the said period and if so, the details thereof and the reasons therefor;

(c)   whether the Government proposes to take any steps to increase the usage of postal services in the country and if so, the details thereof; and

(d)   the details of new postal services, if any, introduced/being introduced by the Government during the said period?

ANSWER

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

(a)   The services provided/being provided by the Department of Posts in the country during the last three years along with the revenue earned/being earned therefrom, are annexed as **Annexure-A.**

(b)   The Department of Posts offers various services for the usage of customers. While most of the services have shown an increasing trend during the period, there are also some services which have shown a decline. The increasing and decreasing trend of services varies with requirement of the customers and also has seasonal fluctuations. Department of Posts is closely monitoring the traffic of various postal services and is adjusting to the needs of the customers by adding value to the existing postal services as well as by introducing new services.

(c)   The following steps have been taken by the Government to increase the usage of Postal services in the country:-

   (i)   IT Modernization Project is being undertaken to improve the services and efficiency of Department of Posts with a total outlay of Rs 4909 crore. The Project involves computerization and Modernization and networking of ~ 1, 55,000 Post Offices in the country, including ~ 1, 30,000 Branch Post Offices in rural areas run by the Gramin Dak Sevaks.

The project involves providing Central Server based integrated, modular and scalable solution for all the operations of Department of Posts including Mails, Human Resource, Banking, Insurance and Finance & Accounts. It also involves creation of IT Infrastructure like Data Centre, Disaster Recovery Centre, setting up of a Wide Area Network (WAN) and providing solar powered and portable hand-held computing devices (Micro ATM compliant) to all the Branch Post Offices.

(ii)   Core Banking Solution (CBS) has been implemented in Post Office Savings Bank. This has resulted in enabling anywhere banking, i.e. a Post Office Savings Bank (POSB) Customer can transact with their account from any CBS Post Office in India, irrespective of where his/her account stands.

ATMs have been installed and made interoperable, i.e. a POSB customer can use his/her ATM card in ATM of any Bank in addition to Postal ATMs. Bank Customers can also use their ATM cards at PO ATMs.

(iii)   IPPB: With the objective of furthering financial Inclusion, India Post Payments Bank (IPPB) is being set up with 100% Government of India (GOI) equity, under Department of Posts (DoP), Ministry of Communications. The roll out will include 650 IPPB branches co-located at District Headquarters Post office along with all the access points (Post Offices) as linkages. The India Post Payments Bank (IPPB) has launched its two branches in Raipur (Chhattisgarh) and Ranchi (Jharkhand) with 6 access points on 30/01/2017.

IPPB would focus on providing basic financial services such as all kinds of payments; including social security payments, person to person remittances (both domestic and cross-border), current and savings accounts up to a balance of Rs 1 lac, distribution of insurance, mutual funds, pension products and selling of third party products especially in rural areas and among the underserved segments of the society. IPPB will also provide doorstep banking to its customers.

(iv)   All the PLI/RPLI operations have been automated under the Financial Services integrations (FSI) Project 2012. The business processes developed for the new PLI Software in the FSI project involve all processing work to be done at Central Processing Centers (CPCs) with provision for online approval by the competent authority without any physical movement of files beyond CPCs.

  ➢ Facility of web portal and mobile portal
  ➢ Convenient Premium Payment Options
  ➢ Customer Care
  ➢ Anytime anywhere policy procurement

  • Sampoorna Bima Gram Yojana – Under Sampoorna Bima Gram Yojana, at least one village (having a minimum of 100 households) has been identified in each of the revenue districts of the country, where in endeavour will be made to cover all households of that identified village with a minimum of 1 Rural Postal Life Insurance (RPLI) policy each.
  • Saansad Adarsh Grams (SAGs) adopted by Members of Parliament have also been brought under the ambit of Sampoorna Bima Gram Yojana, where in all households of the villages adopted by Members of Parliament under Saansad Adarsh Gram Yajana will be covered by a minimum of 1 RPLI policy each.

(v) For improving the Mail Operations, the following steps have been taken:

➤ Computerization, infrastructure and site upgradation of sorting and mail processing offices has been carried out.
➤ End to end tracking facility is provided for accountable articles viz. Speed Post, Registered Post, Parcels etc.
➤ Dedicated point to point road transport for fast & secure transmission of Speed Post, Parcels and e-commerce articles has been introduced.
➤ Department vehicle have been equipped with Geo Positioning System (GPS) for monitoring on real time basis.
➤ Nodal Mechanized delivery Centers for delivery of parcels and Speed Post have been established.
➤ Quality Monitoring Cells have been established in the circle to monitor mail performance.
➤ A separate Parcel Directorate has been established in the Department of Posts to holistically manage the sales & marketing activities and operations of the parcel business.
➤ The facility of Short Messaging Service (SMS) alerts is also being utilized for giving the delivery status of an article.
➤ Cash - on - Delivery facility especially for e-commerce companies has been provided as a value addition to the Speed Post.
➤ National Account facility has been introduced under Speed Post for contractual customers.
➤ Outsourced Postal Agents scheme has been introduced with a view to extend door pick-up and delivery of various kinds of articles.
➤ Android based mobiles have been provided to postmen for delivery through postman mobile app to capture delivery in real time.

(vi) Aadhar Enrolment and Updation- Department of Posts has been mandated to leverage its vast network by providing Aadhaar Enrolment and Updation facilities through Post Offices across the country. 13, 277 Aadhaar Centres have been opened across the country as on date. This will bring the convenience to the residents in generating new Aadhaar and updating their Aadhaar cards in case of any change/mis-match besides improving footfall in post offices and thus generating revenue for the department.

(vii) Post office Passport Seva Kendras (POPSKs)-Department of Posts (DoP) and Ministry of External Affairs (MEA) have mutually agreed for leveraging the network of Post Offices as Passport Seva Kendras for benefit of citizens. The objective of this partnership is to extend passport related services on a larger scale and to ensure wider area coverage.

As of now 215 POPSKs (Post office Passport Seva Kendras) have been opened in coordination with Ministry of External Affairs.

(viii) Soverign Gold Bond- Department is actively engaged in the premier scheme – 'Sale of Sovereign Gold Bond (SGB)' introduced in 2015-16 by the Government of India, Ministry of Finance, and operated through RBI. The objective of the scheme is to popularize 'Paper Gold' among masses and to reach out the small investors at the grass root level.

(d) The details of new postal services introduced/being introduced by the Government during the said period are as follows:-

(i)   International Tracked Packet Service w.e.f 09.10.2017 (Presently for 12 countries)

(ii)   Cool EMS Service (one way service from Japan to India) w.e.f. 31.03.2018. Presently the service is available in Delhi.

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(vi)   India Post Payment Bank -With the objective of furthering financial Inclusion, India Post Payments Bank (IPPB) has been set up with 100% Government of India (GOI) equity, under Department of Posts (DoP), Ministry of Communications.

(vii) Sukanya Samridhi Yojana has been introduced on 22.01.2015 **

(viii) Pradhan Mantri Suraksha BimaYojna has been introduced on 07.09.2015**

(ix)   Pradhan Mantri Jeevan Jyoti BimaYojna has been introduced on 07.09.2015**

(x)   Atal Pension Yojana has been introduced on 01.12.2015**

** These services are being undertaken on behalf of the Ministry of Finance.

DETAILS OF REVENUE EARNED BY DEPARTMENT OF POSTS

In crore

The Services being provided by Department of Posts	Financial Year 2015-16	Financial Year 2016-17	Financial Year 2017-18 up to SY-I
Speed Post	1605.77	1785.25	1846.62
Business Post	735.93	752.52	730.72
Express Parcel	58.77	64.18	53.92
Business Parcel	90.22	94.80	85.81
Bill Mail Service	99.04	77.15	56.07
Electronic Post	2.90	1.63	4.78
Postage through Franking Machines and Pre Postage	830.66	777.34	857.87
Sale of Stamps	441.74	470.78	366.77
Commemorative stamps	33.25	43.30	61.96
My stamps	2.83	5.33	6.21
Philatelic Ancillaries	2.91	13.54	38.19
Postage- Other schemes *	9.04	8.50	46.21
Money Order & Indian Postal Orders	464.84	284.62	228.11
Retail Post	76.87	67.68	108.59
Logistic Post	15.52	16.31	15.41
Electronic Bill collection	30.79	26.34	22.88
Railway ticket booking	3.38	2.54	2.25
Mahatma Gandhi National Rural Employment Scheme	425.28	48.00	156.9
Other activities **	446.96	152.57	223.98
Net Receipts/Payments to other Postal Administration (Other Countries)	-220.78	-267.22	-192.03
Savings Banks & Cash Certificates Remuneration ***	7783.87	7085.84	8102.3
Total	12939.79	11511.00	12823.54
Postal Life Insurance (PLI) Remuneration ****	354.76	394.25	439.04
Rural Postal Life Insurance (RPLI) Remuneration ****	264.9	270.13	277.02

*Postage-Other schemes includes Greeting Post, Direct Post, National Bill Mail, Fate rate Parcel, Over Night Parcel, e VPP, e-Commerce Product and International Mails.

**Other activities includes retail activities such as Sale of forms, Examination/ Recruitment Fee, Cable TV Registration Fee, Fee from ATM interoperable, Other recoveries from APS, Sale of old records etc.

***Savings Accounts, Recurring Deposit (RD), Time Deposit (TD), Monthly Income Scheme (MIS), Public Provident Fund (PPF), National Savings Certificate (NSC), Kisan Vikas Patra (KVP), Senior Citizens Savings Scheme (SCSS), Sukanya Samriddhi Accounts.

****PLI and RPLI remuneration are accounted as Recoveries (i.e. reduction of Expenditure)

> ➢ In addition to the above, some other services like (i) Social Security Schemes like Indira Gandhi National Old Age Pension Scheme (IGNOAPS), Indira Gandhi National Widow Pension Scheme (IGNWPS), Indira Gandhi National Disability Pension Scheme (IGNDPS), Indira Gandhi Matritva Sahyog Yojana (IGMSY), and International Mails Services like Letter, Express Mail Service (EMS) Speed Post, Air Parcel, International Tracked Packets are also provided by Department of Posts.

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