

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF POSTS**

**LOK SABHA
UNSTARRED QUESTION NO. 44
TO BE ANSWERED ON 18th JULY, 2018**

POSTAL SERVICES

†44. DR. BANSHILAL MAHATO:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the details of the postal services being run by the Department of Posts presently in the country as well as the details of the revenue earned from these services;
- (b) whether the manpower and infrastructural facilities including post-masters and postmen are adequate in the Department of Posts at present;
- (c) if not, whether the Government has any proposal to recruit more number of personnel as well as to set up more number of new post offices in the country;
- (d) if so, the details thereof; and
- (e) the details of the steps being taken by the Government to further improve the services and efficiency of the Department of Posts in the country?

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 the Postal Services and revenue earned from these services are annexed as **Annexure-A**
- (b) Yes Madam. The manpower and infrastructural facilities including Postmasters and Postmen are adequate in the Department of Posts at present. However, sometimes shortage of staff arises on account of promotion, deputation, leave, retirement, death, etc. Occurrence of vacancies and recruitment to fill those vacancies are a continuous process. Further, the upgradation of infrastructure is done by the Department from time to time as and when needed.
- (c) & (d) Recruitment to fill up vacant posts is done periodically as per the provisions of the relevant recruitment rules. 11767 vacancies of Postal Assistant / Sorting Assistant were reported to Staff Selection Commission (SSC) for recommending candidates on the basis of Combined Higher Secondary Level Examination (CHSLE) 2015, 2016 & 2017. Candidates recommended on the basis of CHSLE 2015 were issued offer of appointment and candidates have joined. Candidates recommended on the basis of CHSLE 2016 have been allocated to Postal Circles for appointment. Results of CHSLE 2017 are yet to be declared by SSC.

Further, it is proposed to open 26 Branch Post Offices and Sub Post Offices by relocation and redeployment. In addition, 253 Branch Post Offices are also proposed to be opened in Left Wing Extremism (LWE) affected areas by creation of new posts during the year 2018-19

(e) The following steps have been taken by the Government to further improve the services and efficiency of the Department of Posts. The detailed progress is as follows:

(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 his/her account from any CBS Post Office in India, irrespective of the facts as to 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 that of Postal ATMs. Bank Customers can also use their ATM cards at PO ATMs.

(iii) 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.

Annexure-A

In crore

Details of the Postal Services	Financial Year 2015-16	Financial Year 2016-17	Financial Year 2017-18 up to SY-I	Financial Year 2018-19 up to May 2018
Speed Post	1605.77	1785.25	1846.62	215.55
Business Post	735.93	752.52	730.72	47.72
Express Parcel	58.77	64.18	53.92	5.54
Business Parcel	90.22	94.80	85.81	11.75
Bill Mail Service	99.04	77.15	56.07	6.32
Electronic Post	2.90	1.63	4.78	0.41
Postage through Franking Machines and Pre Postage	830.66	777.34	857.87	173.38
Sale of Stamps	441.74	470.78	366.77	34.17
Commemorative stamps	33.25	43.30	61.96	7.49
My stamps	2.83	5.33	6.21	0.17
Philatelic Ancillaries	2.91	13.54	38.19	25.19
Postage- Other schemes *	9.04	8.50	46.21	42.27
Money Order & Indian Postal Orders	464.84	284.62	228.11	37.83
Retail Post	76.87	67.68	108.59	6.86
Logistic Post	15.52	16.31	15.41	1.64
Electronic Bill collection	30.79	26.34	22.88	4.66
Railway ticket booking	3.38	2.54	2.25	0.46
Mahatma Gandhi National Rural Employment Scheme	425.28	48.00	156.9	0
Other activities **	446.96	152.57	223.98	100.96
Net Receipts/Payments to other Postal Administration (Other Countries)	-220.78	-267.22	-192.03	-95.47
Savings Banks & Cash Certificates Remuneration***	7783.87	7085.84	8102.32	1365.57
Total	12939.79	11511.00	12823.54	1992.47
Postal Life Insurance (PLI) Remuneration ****	354.76	394.25	439.04	58.88
Rural Postal Life Insurance (RPLI) Remuneration ****	264.9	270.13	277.02	39.69

*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.
- Besides, following new services have also been introduced by the Department:
 - (i) Pass Post Seva Kendra
 - (ii) Aadhar Seva Kendra -
- Further, The India Post Payments Bank has started operations in two Pilot branches.
