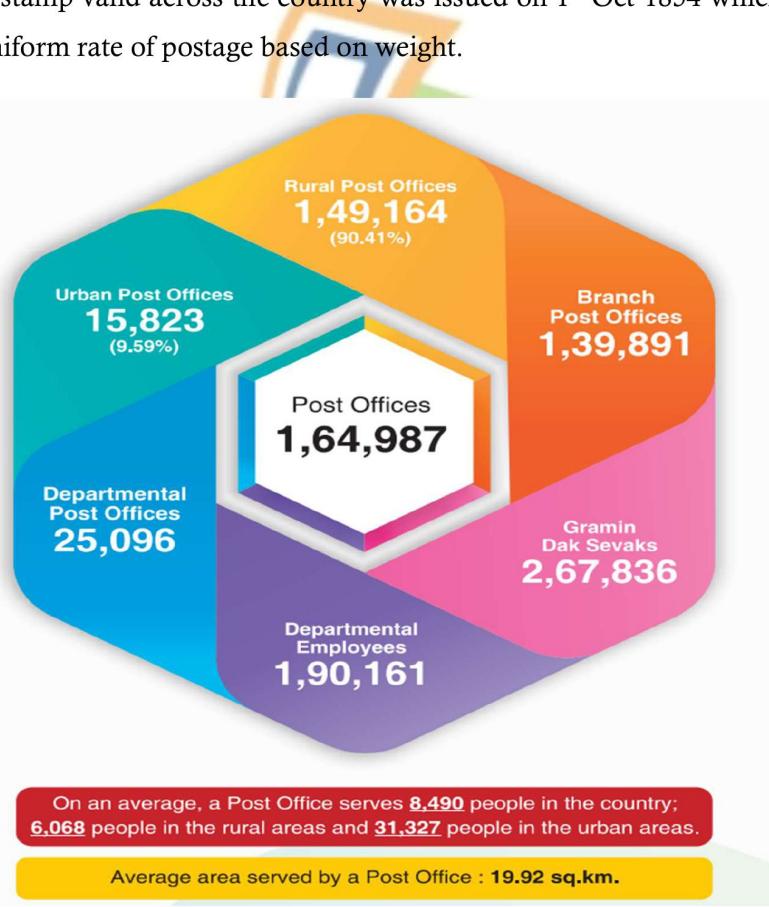


Annual Report 2024-25

Facts: -

1. India Post is the world's largest postal network with 1,64,987 post offices as on 31.03.2024.
2. In 1727, first post office was set up in Kolkata.
3. Three General Post Office (GPO) were setup in Kolkata (1774), Chennai (1786) and Mumbai (1793)
4. In 1852 first adhesive postage stamp in Asia was issued in Sindh (Scinde) province and became famous as Scinde Dawks.
5. On 18th Feb 1911, the world's first airmail flight took off from Allahabad to Naini. It covered a distance of 18 KM across the Ganga River.
6. The first postage stamp valid across the country was issued on 1st Oct 1854 which provided an affordable and uniform rate of postage based on weight.



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- The department is headed by Secretary, Department of Posts, Government of India who is also chairman of Postal Services Board.
- Director General Postal Services, is responsible for handling the operations of Department.
- 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 A Department of Posts: An Overview 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.

Vision: - India Post's products and services will be the customer's first choice.

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.

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.



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- 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
- As on Dec 2024, e-clearance of Letter Boxes has been implemented for 53792 letter boxes in the country.
- AMPC has been established at Delhi and Kolkata. These centres 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 per hour respectively.
- There are total 23 Postal circle in India.

S.No.	Circle	HQ
1	Andhra Pradesh	Vijaywada
2	Assam	Guwahati
3	Bihar	Patna
4	Chhattisgarh	Raipur
5	Delhi	New Delhi
6	Gujrat	Ahmedabad
7	Haryana	Ambala
8	Himachal Pradesh	Shimla
9	J & K	Srinagar
10	Jharkhand	Ranchi
11	Karnataka	Bangalore
12	Kerala	Thiruvananthapuram
13	Madhya Pradesh	Bhopal
14	Maharashtra	Mumbai
15	North Eastern	Shillong



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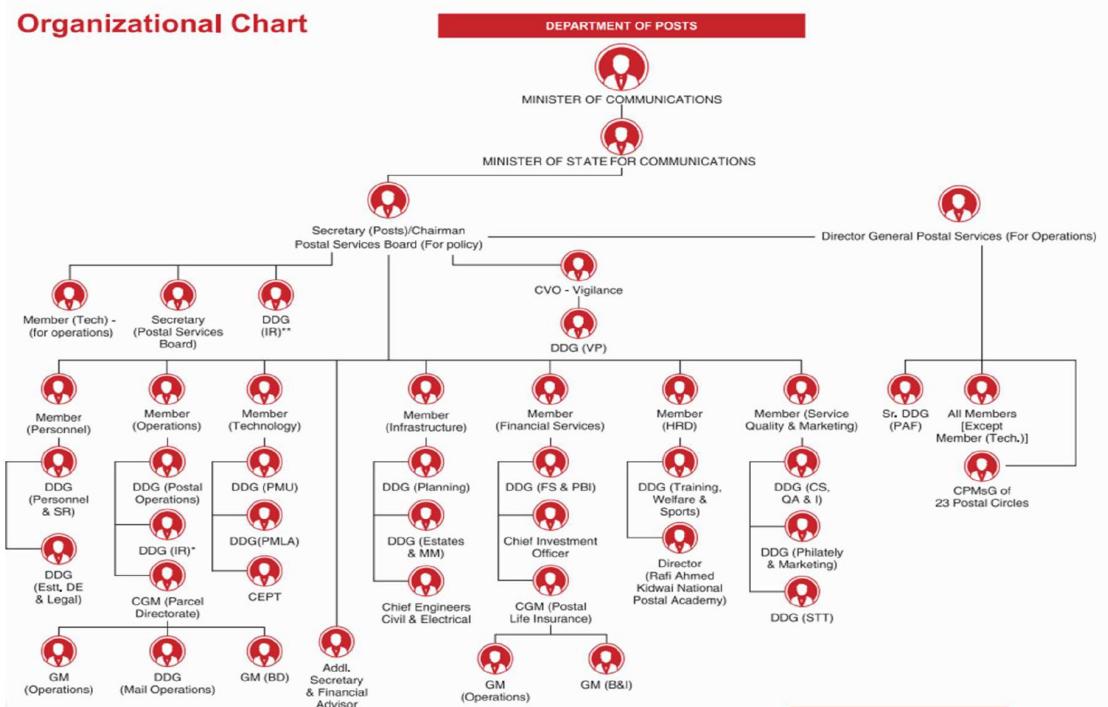


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16	Orissa	Bhuvneshwar
17	Punjab	Chandigarh
18	Rajasthan	Jaipur
19	Tamil Nādu	Chennai
20	Telangana	Hyderabad
21	Uttar Pradesh	Lucknow
22	Uttaranchal	Dehradun
23	West Bengal	Kolkata

- Apart from these 23 circles, there are 2 - Circle Base Post offices (1-CBPO/ c/o 56 APO & 2-CBPO / c/o 99 APO) to take care of postal services needs of the Armed Forces.
- It is headed by Additional Director General in the rank of Major General. Officers' cadre of APS is drawn on deputation from Indian Postal Services. Nearly 75% of other ranks of the APS are also drawn from the Department of Posts, remaining personnel are recruited by the Army.
- One Circle Stamp Depot and 26 Postal Store Depots are present across the nation.

Organizational Chart



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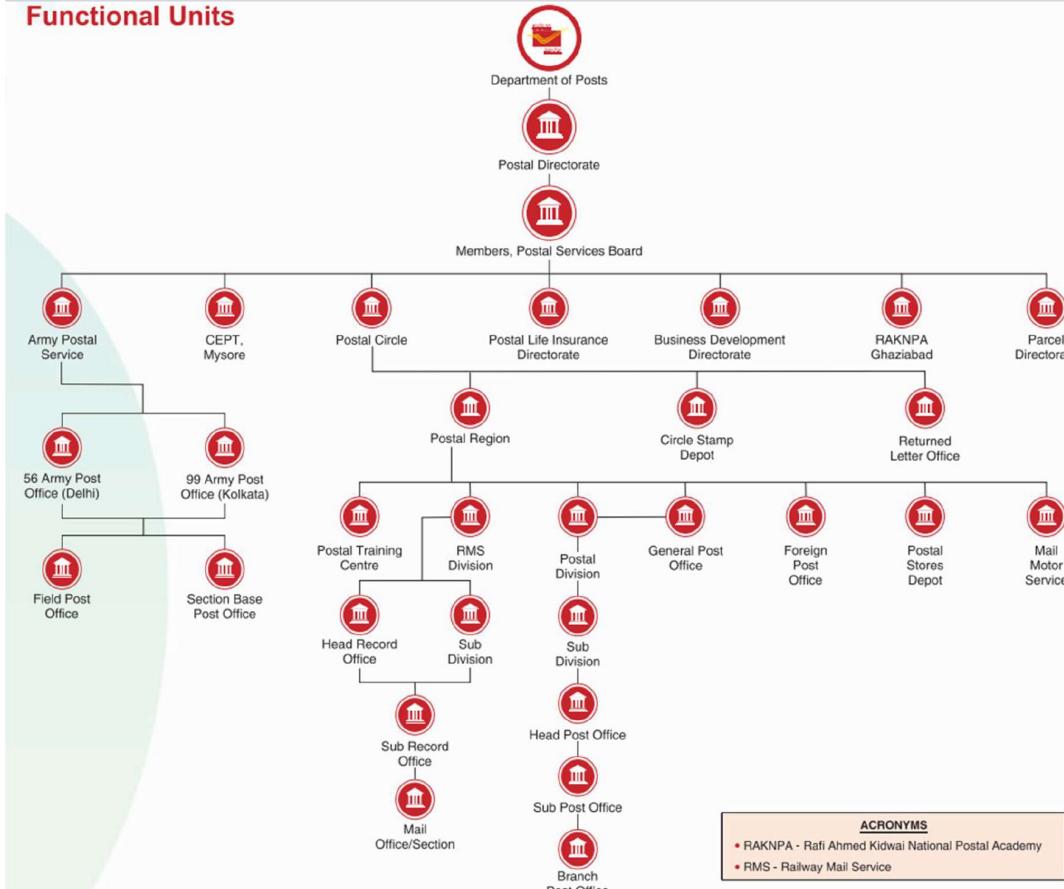
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Functional Units



Post Office Savings Bank (POSB): -

- The POSB facilities is available since 1882.
 - The first ATM service was inaugurated at Thyagaraya Nagar HO in Chennai in 2014
 - At present 1000 ATMs are functioning all over India.
 - These ATMS are interoperable with banks from 31.12.2016
 - Management of DOPs ATM has been handed over to India Post Payments (IPPB) w.e.f. 30.08.2022.
 - The DOP has provided internet banking to its customer from 14.12.2018
 - The DOP has provided Mobile banking to its customer from 15.10.2019
 - The PAN validation through NSDL was implemented w.e.f. 25.01.2022 in Finacle.
 - The e-passbook facility has been launched on 12.10.2022

- Interoperability solution through NEFT was deployed w.e.f. 18.05.2022 and RTGS was also deployed w.e.f. 31.05.2022 with IFSC **IPOS0000DOP**
- Restriction to link one mobile number with maximum 5 CIF has been implemented.
- Jan Suraksha Schemes (PMSBY & PMJJBY) were launched on 07.09.2015 in all CBS Post Offices.
- APY was launched on 808 CBS HOs on 01.12.2015

India Post Payments Bank: -

- More than Rs. 15319 crore deposit balance.
- 48% of IPPB customers are women
- Accounts of 98% women has been opened at their Doorstep.
- More than 58% of women accounts received in DBT benefits.
- More than 1101 crore financial transactions involving Rs. 1101646 crores.
- More than 42.60 crore DBT transactions worth Rs.66375 crores.
- More than 8.50 crore Child Enrolment Lite Client (CELC) have been done
- More than 11.17 crore AEPS transaction worth Rs.33199 crores disbursed to customers of others bank.

Click N Book: -

- DoP has introduced “Click N Book” service to enable online booking of Speed Post, Registered Articles and Parcel on India Post Portal.
- Articles/Parcels up to 5 Kg can be booked under this service.

Mail Processing Hub: -

- 258 Speed Post Hub
- 303 Unregistered Mail Offices
- 823 Business Processing Center (BPC)
- 411 Transit Mail Offices (TMOs)
- 47 BNPL Center
- 42 RFID enabled Mail Exchange Hub



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Parcel Hub: -

- NPH (L-1) – 79, PH – 110(L-2) total -189 Parcel Hub
- Semi-Automated Sorting Systems with conveyor belts and dynamic weighing system have been made functioned at 8 cities viz. Delhi, Mumbai, Bengaluru, Vijayawada, Jaipur, Kolkata, Lucknow and Hyderabad.

Nodal Delivery Centre: -

- 233 NDC covering 1600+ PinCodes area have been operationalized across the country as on 31.12.2024
- These are located in 145 cities.
- These are located 73 in tier-I, 103 in tier-II, 57 in tier-III

Tarang Post (Sea-Link RTN): -

- Department has taken an initiative of Tarang Post service which mails are transmitted through RoPex Ferry in Gulf of Khambhat.
- It is inaugurated by MOSC on 20th Jan 2023.
- Mails are transmitted between Hazira (Surat) to Ghogha (Bhavnagar) directly connects covering 440 KMs. The distance has reduced to 62 KMs.

Mail Motor Service (MMS): -

- MMS came into existence in the year 1944.
- MMS is responsible for operation and maintenance of 1414 motor vehicles and 428 inspection vehicle/staff car.
- Out of these, 230 are CNG propelled Mails van in Agra, Ahmedabad, Delhi and Mumbai.
- 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 workshop.
- Total 09 Crore fund have been utilized to procure new MMS vehicle against 381 condemned vehicles during FY 2023-24
- Procurement of 156 vehicles under Universal Postal Union (UPU's) Quality of Service Fund (QSF) Project has been completed.



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Postal Road Transport Network: -

- Seventy-Six (38x2) national routes of Postal Road Transport Network run of over 50000 KMs per day are operational as on 31.12.2024.
- RTN covers more than 300 cities across the India.

Transhipment Centres: -

- 09 Transhipment centres at Guwahati (Assam), Sagar (MP), Chennai (Tamil Nadu), Siliguri (West Bengal), Nabadiganta (West Bengal) and Bengaluru (Karnataka), Ludhiana (Punjab) Golconda (Hyderabad) & Nagpur (Maharashtra) are ready for operationalized.

Parcel Packaging Policy: -

- DoP has established 1408 Parcel Packaging Units (PPUs) in selected Post Offices, to facilitate retail customer in packaging their Parcels for safe and secured transmission.
- Parcel Packaging Policy has two types of components-
 - External Packaging (Boxes, Bi-axially Oriented Polypropylene (BOPP) tapes and strapping rolls)
 - Internal Packaging (fillers like Bubble wrap, airbag, and cardboard)

Magazine Post: -

- DoP launched Magazine Post on 01.04.2022, to provide track and trace facility for booking and delivery of Magazines. Booking facility for this service is available at 10 locations i.e. Delhi, Ahmedabad, Kolkata, Mumbai, Bengaluru, Chennai, Hyderabad, Guwahati, Bhopal and Lucknow.
- 188 publishers have been registered.
- These are being handled in Paper Sorting Office (L1S or L2S) of RMS.
- The main features of Magazine Post are as under
 - Scanning at every stage from booking to delivery
 - SMS alert for both sender and addressee.
 - Track and Trace facility
 - Delivery through PMA.
- Rate of Magazine Post



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	Up to 200 gms	For additional 100 gms or part thereof
For the magazine delivered outside the municipal area of the posting locations	Rs.12/-	Rs.3/-
For the magazine delivered within the municipal area of the posting locations	Rs.8/-	Rs.3/-
Above rates are inclusive of GST @ 18%		

Dak Ghar Niryat Kendra (DNK): -

- Department of Posts has authorized 1013 DNKs up to district level across the nation and more than 1013 DNKs have been operationalized by 31st Dec 2024.
- DNK is initiative of Department of Posts and CBIC.
- The small exporters are liable to fill electronically file a Portal Bill of Export and then present the parcel at DNK



Philately

- ❖ **Philatelic Advisory Committee (PAC)** - A Philatelic Advisory Committee (PAC) chaired by Minister for Communications and co-chaired by Minister of State for Communications comprising of one Members of Parliament from Lok Sabha, one Members of Parliament from Rajya Sabha and eminent philatelist advises the Government on matters pertaining to Postage Stamps and Philately and such other matters as may be referred to it from time to time
- ❖ **Personalised My Stamp** - Personalised My Stamp is a personalised sheet of Postage Stamps. Alongside these personalised theme stamps, the customers may opt for printing of their own, parents', family's pictures to be printed etc. Some of the themes of personalised My Stamps are Taj Mahal, Hawa Mahal, Mysore Palace gate way of India, Red Fort, Rose, Happy Anniversary, Happy Birthday, Retirement etc
- ❖ **Commemorative Postage Stamp** –
 - 43 issues were released during the period 1st Jan 2024 to 31st Dec 2024.
- ❖ 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



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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.

Corporate My Stamps: -

- In 2023, 60 customized my stamps have been issued.
- On 17th Sept 2023 on the launch of PM Vishwakarma Scheme, Corporate My stamp on 18 Trades were released digitally by Hon PM.
- ❖ Approx. 61 Special Covers Tribal Products/Tribes on India. Some of the special covers released were Naga Back Basket, Deori Tribes and Mibu Gulak etc..
- ❖ Total 59 commemorative stamps have been released between 1st Jan 2023 to 31st March 2024.

Dhai Akhar Letter Writing Competition

- It is introduced in 2017-18
- This year's theme is "THE JOY OF WRITING: IMPORTANCE OF LETTERS IN A DIGITAL AGE"

Post Office Passport Seva Kendra (POPSK)- Ministry of External Affairs

- ❖ Pilot project for this joint venture commenced on 25.01.2017 at Metagali Post Office Mysuru, Karnataka and at Dahod Head Post Office, Gujarat.
- ❖ It has mutually decided to set up 491 POPSks in phased manner. Out of these, a total of 442 POPSks have been made operational till 31.12.2024

Post Office Aadhaar Updation and Enrollment Centers- UIDAI

- ❖ First Aadhaar Enrollment cum Updation Centre was opened at Lucknow on 30.06.2017
- ❖ At present, 13,352 Aadhaar Enrollment cum Updation Centres are functioning in Post Offices across the country with an aim to provide Aadhaar services in the vicinity of the residents.
- ❖ 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.

- ❖ Two types of services are being provided in the Post Office Aadhaar Centres:
- ✓ **Aadhaar Enrollment:** The Enrollment process involves electronic capture of demographic and biometric information of the residents.
- ✓ **Aadhaar Updation:-** (a) Demographic Updation such as Name, Email ID, Mobile Number, Address, Date of Birth etc. (b) Biometric Updations, facial image, 10 Finger prints and Iris are updated through post offices.

India Post Passenger Reservation System: -

- An MOU between DOP and Ministry of Railway on 31.07.2017 to extend its facility of railway tickets reservation through the network of Post office.
- Currently 316 IR-PRS centres are available across the country.

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.

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

Post Office Common Service Centre (PO-CSC): -

- The CSC service through Post Offices commenced as pilot in May, 2020 with 22 Post Offices from 11 Circles.

- 1,43,513 Post Offices as PO-CSC have been on-boarded as on 31.12.2024
- Government to Citizen (G2C) and Business to Consumer (B2C) services are available on PO-CSC counters.
- CSC offers G2C and B2C services.

Mission Karmayogi: -

- Portal – Dak Karmayogi
- E-Learning Portal developed as Dak Karmayogi on 28th June, 2022
- Training – Online and Onsite in blended campus mode
- Log in requirement – Employee ID, Date of birth, Mobile No. and email ID
- Content Developed as – WTDET (Watch, Think, Do, Explore, Test)
- Mandatory passing mark in Test is 60%
- Available in 12 Indian Languages
- The DOP has received commendation as a **Leading Performer** and **Leading Content Provider** on IGOT Karmayogi Portal.



Training Infrastructures

- **RAKNPA Ghaziabad** – Apex Training Institute
- **6 PTCs** – Darbhanga, Guwahati, Madurai, Mysuru, Saharanpur and Vadodara
- **4 RTCs** – Bhuvaneshwar, Delhi, Nashik and Hubballi (Karnataka)
- **6 ZTCs** – Delhi, Chennai, Nagpur, Guwahati, Kolkata and Lucknow (for employees of PAOs)
- **485 WTCs**

Meghdoot Award: -

- Certificate, Cash Award of Rs.21000/-, and Medallion.

Welfare Measures for Women Employee: -

- Central Postal Ladies Organization (CPLO)
- Starting of Creche – Rs.60000/-
- Non recurring financial assistance – Rs.20000/- at the end of every three years.

- Recurring grant Rs.1500/- per child per month subject to maximum grant to Rs.38000/- per month each creche.
- The recurring grant will be increased 10% every financial year.
- **Tailoring Center: -**
- Non recurring grant – Rs.5000/-
- Financial assistant – Rs.750/- per month for salary of part-time tailoring instructor.

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.
- 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.

❖ Special Campaign 4.0 (Swachh Bharat Abhiyan): -

- 2nd October – 31st October 2024
- For reduce the pendency of work
- Cleanliness campaign were conducted in 1,54,764 offices
- 70,000 old files are weeded out
- More than 1 Lakh public grievances and 1600 appeals were disposed of.
- Rs.1.15 Cr. Earned revenue from Disposal of scrap.
- 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.

Best practices emerging during Special Campaign 4.0:

1. Swachhata — Chennai GPO Counter Hall beautification
 2. LiFE Style — Ek Ped Maa Ke Naam
 3. LiFE Style - Meghdoot Ausadh Vatika at Delhi Cantt Post office
 4. LiFE Style - Best out of waste:
 5. Damaged Furniture, Old bicycle, Left over rope (Jute & Cotton), Postcard are used as material to Create “CHARKHA”
 6. Jan Sampark - Felicitation of Safai Mitras
 7. Dissemination of Swachhta message through Wall-Art:
- **Training Modules on Swachhta and LiFE**
 - Two training modules on Swachhta and Lifestyle for Environment (LiFE) were launched by Department.
 - It envisaged to transform all staff of Department into “Pro-Planet People”
 - **Facilitate of Safai Mitra:** -
 - “Thank You Safai Mitra”, postcards, certificate of appreciation and gifts were distributed through Post Offices to acknowledge their contribution.

Celebration of National Postal Week from 7th October to 11th October, 2024

- **World Post Day (09.10.2024): -**
 - Theme “150 years of Enabling Communication and Empowering Peoples Across Nations”
- October 7th:** Mails & Parcels Day.
- October 8th:** Philately Day.
- October 9th:** World Post Day, marking the anniversary of the Universal Postal Union.
- October 10th:** Antyodaya Diwas, focusing on postal banking services and financial inclusion.
- October 11th:** Vittiya Sashaktikaran Diwas (Financial Empowerment Day), with special emphasis on girl child empowerment.