



***Report of the
Gramin Dak Sevak Committee***



**Government of India
Ministry of Communications & IT
Department of Posts**

Report of the Gramin Dak Sevak Committee



October 2008

Preface

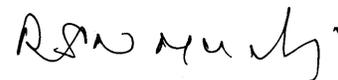
The Committee has been set up to examine the Extra departmental system, wage structure of Gramin Dak Sevaks, social security for those engaged in maintaining the rural system, recruitment, other related issues and public facilities to be provided through the network. The earlier committees were set up to examine the issues of similar nature, the present Committee has been set up at a time when the country is poised for rapid all round growth. The opportunities for the Post are growing, while at the same time competition is building in areas where the Post is involved. The expectations of the personnel engaged in the ED system and public perception for the provision of services are also high. The challenge before the Department is to make the best use of the Human resources at its disposal, bring in innovation, become customer focused and manage its budgets efficiently. The Committee had worked to examine various issues keeping these objectives in mind.

2. The Committee had the benefit of visiting different rural Post offices and interacting with the persons engaged therein and also a large number of Officers and staff who are involved in managing and improving the system.

3. Also the Committee has undertaken different surveys. One of the important surveys has been undertaken through National Sample Survey Organisation of Ministry of Statistics and Programme Implementation. This is a socio-economic survey of the GDS and the work profile of rural Branch offices. The other one is the Public Opinion Survey on the rural network. The surveys have pointed to the need for improving the range, quality and cost efficiency of Postal functions in rural areas.

4. The requirement of the times is to transform the rural network. For this purpose the Branch offices are to be provided proper infrastructure, the Branch Postmasters are required to be given necessary training, technology has to be inducted, and provision of efficient and cost effective operations has to be ensured. The network has to be transformed to a quality network that will be a window to many of the services in the rural areas. It has to be responsive to the public and changing times.

5. In the context of several operators eager to have a slice of rural market, with the Department of Posts having the confidence of the rural public, implementation of changes proposed by the Committee will bring dividends to the personnel working in the system, improve the public facilities and lead the Department to self sufficiency. Eventually, it will lead to the fulfillment of social objectives of India Post.



(R. S. Nataraja Murthy)
Chairman,
Gramin Dak Sevak Committee

New Delhi
October 24, 2008



भारत का राजपत्र

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(डाक विभाग)

संकल्प

नई दिल्ली, 23 जुलाई, 2007

सं. 6-1/2006-पीई-II.—ग्रामीण डाक सेवकों की सेवा-शर्तों एवं परिलब्धियों तथा अन्य सुविधाओं की जांच करने का प्रश्न कुछ समय से भारत सरकार के विचाराधीन था। सरकार ने अब इस प्रयोजन के लिए एक एकल सदस्यीय समिति का गठन करने का निर्णय लिया है।

2. इस समिति में श्री आर. एस. नटराज मूर्ति, सेवानिवृत्त सदस्य, डाक सेवा बोर्ड होंगे।
3. समिति ग्रामीण डाक सेवकों की सेवा शर्तों का अध्ययन करेगी और यथावश्यक समझे गए परिवर्तनों का सुझाव देगी। समिति के विचारार्थ विषयों में अन्य बातों के साथ-साथ निम्नलिखित शामिल होंगे :—
 - (क) अतिरिक्त विभागीय डाकघरों की प्रणाली, रोजगार की शर्तें, ग्रामीण डाक सेवकों की मजदूरी संरचना की जांच करना तथा यथावश्यक समझे गए उपयुक्त परिवर्तनों का सुझाव देना।
 - (ख) ग्रामीण डाक सेवकों को भविष्य निधि एवं सेवानिवृत्ति हितलाभ प्रदान करने के लिए सामाजिक सुरक्षा स्कीम शुरू करने की उपयुक्तता की जांच करना।
 - (ग) भर्ती की पद्धति, ग्रामीण डाक सेवकों के तौर पर नियुक्ति के लिए न्यूनतम अर्हताएं एवं आचरण तथा अनुशासनिक नियमावली की जांच करना तथा परिवर्तन, यदि कोई हों, का सुझाव देना।
 - (घ) अतिरिक्त विभागीय डाकघरों की भिन्न-भिन्न श्रेणियों में जन-साधारण को प्रदान की जा रही सुविधाओं की समीक्षा करना।
 - (ङ) समिति द्वारा सिफारिशें किए जाने और सरकार द्वारा उन्हें स्वीकृत किए जाने तक किसी प्रकार की अंतरिम राहत की वांछनीयता और उन्हें संस्वीकृत किए जाने की जरूरत की जांच करना।
4. समिति एक वर्ष की अवधि के लिए काम करेगी। यह अवधि सरकार के विवेकाधिकार से बढ़ाई जा सकती है।
5. समिति के अध्यक्ष को विभाग के वरिष्ठ प्रशासनिक ग्रेड अधिकारी, श्री ए. के. शर्मा द्वारा सहयोग प्रदान किया जाएगा जो ग्रामीण डाक सेवक समिति के सचिव के तौर पर काम करेंगे। समिति को डाक विभाग द्वारा पर्याप्त स्टाफ समर्थन दिया जाएगा। समिति अपने कार्य की प्रगति के बारे में छठे केन्द्रीय वेतन आयोग को समय-समय पर सूचित करते रहेगी।
6. समिति अपने स्वयं की कार्यविधि तैयार करेगी और ऐसी कोई भी जानकारी मंगा सकती है और ऐसा कोई भी प्रमाण प्राप्त कर सकती है जो वह आवश्यक समझे।
7. समिति का मुख्यालय नई दिल्ली में होगा।

हरिन्दर सिंह, सदस्य (कार्मिक), डाक सेवा बोर्ड एवं पदेन अपर सचिव

(1)

MINISTRY OF COMMUNICATIONS

(Department of Post)

RESOLUTION

New Delhi, the 23rd July, 2007

No. 6-1/2006-PE. II.—The question of examining the conditions of service and emoluments and other facilities available to the Gramin Dak Sevaks has been under the consideration of the Government of India for sometime. The Government has now decided to set up a one-man committee for the purpose.

2. Shri R. S. Nataraja Murti, Retired Member of the Postal Services Board will constitute the Committee.
3. The Committee will go into the service conditions of Gramin Dak Sevaks and suggest changes as considered necessary. The terms of reference of the Committee will, *inter alia*, include the following :—
 - (a) To examine the system of extra departmental post offices, conditions of employment, wage structure of the Gramin Dak Sevaks and recommend suitable changes considered necessary.
 - (b) To examine the reasonableness of introducing a social security scheme for providing provident fund and retirement benefits to Gramin Dak Sevaks.
 - (c) To examine and suggest any change in the method of recruitment, minimum qualifications for appointment as Gramin Dak Sevaks and conduct and disciplinary rules.
 - (d) To review the facilities provided to the public at different classes of extra departmental post offices.
 - (e) To examine desirability and need to sanction any interim relief till the time the recommendations of the Committee are made and accepted by the Government.
4. The Committee will function for a period of one year, extendable at the discretion of the Government.
5. The Chairman of the Committee will be assisted by Shri A. K. Sharma, a Senior Administrative Grade Officer of the Department who will act as Secretary to the GDS Committee. Adequate staff support will be provided to the Committee by the Department of Post. The Committee will keep the VIth Central Pay Commission informed of the progress of its work from time to time.
6. The Committee will devise its own procedure and may call for such information and take such evidence, as considered necessary.
7. The headquarters of the Committee will be at New Delhi.

HARINDER SINGH, Member (Personnel), Postal Services Board and Ex-officio Addl. Secy.

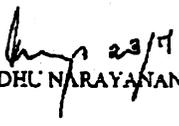
**The Gazette of India
EXTRAORDINARY
Part I - Section 1**

**Ministry of Communications & IT
(Department of Posts)**

**RESOLUTION
New Delhi, the July, 2008**

No.6-1/2006-PE.II. - The Government of India had set up a One Man Committee (Shri R.S. Natraja Murthi Committee on Postal Gramin Dak Sevaks) to examine the conditions of service, emoluments and other facilities available to the Gramin Dak Sevaks for a period of one year vide this Department's Resolution No. 6-1/2006-PE.II dated 23.07.2007 published in the Gazette of India Extraordinary Part-I Section -1.

2. The Government of India have now decided to extend the tenure of the aforesaid Committee for a period of three months from 25.07.2008 to 24.10.2008.


MADHU NARAYANAN, Member (Personnel), Postal Services Board and Ex-Officio Addl Secy.

Organisation

Committee

1. Chairman Shri R.S. Nataraja Murti, Retired Member (Personnel)
Postal Services Board
- Secretary Shri A.K. Sharma, Deputy Director General, Department of Posts

Assisted by

1. Shri K Rameswara Rao, Asst. Director General, Department of Posts
 2. Shri Birendra Kumar Sinha, Inspector Posts
 3. Smt Uma Muthukrishnan, Postal Assistant, New Delhi GPO
 4. Shri Santosh Kumar Mishra, Postal Assistant, New Delhi GPO
 5. Warrant officer S. Ramachandran, Army Postal Service
Warrant officer C.P. Binoy, Army Postal Service
 6. Miss Geeta Takkar, Stenographer-cum-Data Entry Operator (out sourced)
 7. Miss Priyanjana Bagga, Data Entry Operator (out sourced)
 8. Shri Saroj Kumar Singh, Multi functional Group D (out sourced)
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Introduction

Constitution of the Gramin Dak Sevak Committee

The Government constituted one man committee vide Resolution No. 6-1/2006 PE II dated 23rd July 2007 to examine the system of Extra Departmental Post offices and wage structure of Gramin Dak Sevaks.

Terms of Reference

- 1.1 The Terms of Reference of the GDS Committee are:-
- (a) To examine the system of extra departmental Post offices, conditions of employment, wage structure of the Gramin Dak Sevaks and recommend suitable changes considered necessary.
 - (b) To examine the reasonableness of introducing a social security scheme for providing provident fund and retirement benefits to Gramin Dak Sevaks.
 - (c) To examine and suggest any change in the matter of recruitment, minimum qualification for appointment as Gramin Dak Sevaks and conduct & disciplinary rules.
 - (d) To review the facilities provided to the public at different classes of extra departmental Post offices.
 - (e) To examine the desirability and need to sanction any interim relief till the time the recommendations of the Committee are made and accepted by the Government.

Composition of the GDS Committee

- 1.2 The GDS Committee comprised Chairman and Secretary as under:-
- 1) Chairman: Shri. R. S. Nataraja Murti,
Retired Member (Personnel), Postal Services Board
 - 2) Secretary: Shri. A.K. Sharma,
Deputy Director General, Dak Bhavan

Background

1.3 This is the 5th successive committee set up by the Government to go into the service conditions of the Gramin Dak Sevaks. The earlier four committees were set up in the year 1957 (C. V. Rajan Committee), 1970 (Madan Kishore Committee), 1984 (R. R. Savor Committee) and 1995 (Justice Talwar Committee). The second, third and fourth committees were constituted consequent to the setting up of the third, fourth and fifth Central Pay Commissions respectively.

Methodology

1.4 The Gramin Dak Sevak Committee addressed Hon'ble Members of Parliament, eminent public men, important public functionaries, other stake holders to elicit their views on the Extra Departmental System and the working conditions of Gramin Dak Sevaks. Heads of Circle were addressed to circulate the letters to Public functionaries and Public Men to elicit their views on Extra Departmental System, working conditions of Gramin Dak Sevaks and introduction of new services. Foreign Postal Administrations were addressed to find out the details of Postal system working in their countries. A socio-economic survey was planned through the National Sample Survey Organisation of the Ministry of Statistics & Programme Implementation of Government of India. The objective of the survey was to find out the socio-economic conditions of the Gramin Dak Sevaks and the profile of the work of Branch Post offices. The survey was spread over all the Postal Circles covering 422 Postal Divisions in the country. Five BOs in each Postal Division under two different Sub Post offices were selected by Simple Random Sampling With Out Replacement (SRSWOR) method covering about 2094 Branch Post offices in the entire country. The survey also covered 141 Panchayat Sanchar Seva Kendras. The public opinion survey totalling 2094 units covering 9,968 customers was also carried out by the field investigators of the Department of Posts along with the survey of Branch Post offices. The questionnaires and schedules were designed by the NSSO in consultation with GDS Committee. A two-day training programme cum workshop was organised jointly by NSSO and GDS Committee in the Postal Staff College, Ghaziabad from 1st Feb. to 2nd Feb. 2008. The nodal officers in the circles, Department of Posts and designated supervisory officers of NSSO were given comprehensive training on the methodology for canvassing the schedules of enquiries. On 2nd Feb. 2008 a seminar was conducted wherein the Committee invited views and suggestions of the APMsG/ ADPS on the Extra Departmental Postal System with specific reference to the terms of reference of the Committee. The Committee received memoranda from the NFPE, FNPO, BPEF & All India Postal Extra Departmental Employees Union, National Union of Gramin Dak Sevaks and Bharatiya Postal Extra Departmental Employees Union.

1.4.1 The Committee also addressed all the Gramin Dak Sevaks individually inviting their suggestions on their service conditions, improving their wage structure and exploring ways and means for increasing the workload of the Branch offices and improvement of rural Postal Services. The Committee received 11,071 responses directly from the GDS. The summary of the demands submitted by the federations and representatives of Gramin Dak Sevaks are given in Annexure-I.

1.4.2 The GDS Committee visited the field offices located in the normal, hilly, backward, tribal and remote areas to study the ED system, to assess the workload of the Branch offices, discuss issues and problems of ED System and GDS with the Gramin Dak Sevaks working in the field. During the field visits the Committee also interacted with the Heads of Circle, Directors of Postal Services, other officers and inspectorial staff. The list of the field offices visited is given in Annexure-II.

1.4.3 The GDS Committee also studied the functioning of Rural Postal Life Insurance, National Rural Employment Guarantee Scheme (NREGS), Micro Credit, Bills Payment, Introduction of Technology in the Branch offices with a view to improve the working of Branch Post offices and their viability.

Working of the Committee

1.5 The Gramin Dak Sevak Committee was initially given one year's time to complete its work and submit its report. Subsequently the Committee was given extension for a period of three months. The Committee started functioning with effect from July 25, 2007 with the Chairman taking charge of the Committee. Secretary of the GDS Committee joined on July 27, 2007. The Committee started functioning in the post office complex at Malcha Marg, Chanakyapuri from August 08, 2007. The Committee was assisted by one Assistant Director General (ADG). He joined on August 06, 2007 afternoon. Out of two sanctioned posts of ASPs, only one IPO joined on November 05, 2007. Of the three posts of Postal Assistants sanctioned for the Committee, two PAs were provided on deputation from New Delhi GPO and they joined on August 23, 2007. The services of two Warrant Officers were made available by Army Postal Services Directorate from Aug 29, 2007 to Dec 23, 2007 and from Feb 19, 2008 to Oct 24, 2008. Two posts of personal assistants were sanctioned but none were made available for manning these posts. The Committee utilised the services of two Data Entry Operators from the outsourcing agency who joined on November 01, 2007. One Group D was also engaged with effect from September 01, 2007 from outsourcing agency who performed multi functional duties of the Class IV viz. receipt and despatch of mail, photocopying etc.

Extra Departmental System In the Postal Department

Chapter II

Part I: Historical Background

The first Indian Postal Act came into being in the year 1837 which abolished the private post and conferred monopoly on the official Post offices and the Presidencies and established the All India Postal Service. With the promulgation of the Indian Post Office Act, dual system of District Post and Imperial Post was introduced.

2.1.1 The functions of the District Post were carried out by the Thana & Darogas who acted as Ex-officio Postmaster. The duties of the Postman were carried out by the constable, watchman, sepoy or chowkidar on cash payment.

2.1.2 The Imperial Post office came to be introduced in the year 1854. The Imperial Post took up the responsibility for organising the delivery system in the interior villages. Both District Postal System and Imperial Postal System continued side by side. The Imperial Post controlled all Mail routes and large offices whereas the District Postal System confined mostly to rural services in every district.

2.2. The origin of the Extra Departmental Postal System to serve the rural areas of the country can be traced to 1866-67. The scope of the system was first confined to the Branch Postmaster. Till 1880, school masters, shopkeepers, government pensioners were entrusted with the postal works who were given the nomenclature of Miscellaneous Agents. Record also shows that these Miscellaneous Agents were also called "Extraneous Departmental Agents". After abolition of District Postal System in the year 1906, the "Village Post offices" were rechristened as "Branch Post offices". The Extra Departmental Agents were mainly confined to the rural areas. The Jahangir Committee appointed in the year 1931 recommended the introduction of this system in the urban areas as well. After the acceptance of the Jahangir Committee report, the Extra Departmental Agents were also appointed in the urban areas.

2.3. The number of the Extra Departmental Agents since 1900, till date are as follows:

Year	No. of EDAs	Year	No. of EDAs
1901-02	7,925	1994-95	3,08,623
1911-12	12,269	31-03-1996	3,09,825
1921-22	12,634	31-03-1997	3,08,307
1931-32	16,954	31-03-1998	3,10,278
1941-42	20,389	31-03-1999	3,09,915
As on 15 th August, 1947	20,746	31-03-2000	3,09,649
1951-52	56,460	31-03-2001	3,10,269
1961-62	1,37,793	31-03-2002	3,06,736
1970-71	2,02,122	31-03-2003	3,03,170
1980-81	2,84,419	31-03-2004	2,98,571
1990-91	2,98,743	31-03-2005	2,93,656
1991-92	3,04,568	31-03-2006	2,86,004
1992-93	3,06,027	31-03-2007	2,80,802
1993-94	3,07,466	31-03-2008	2,76,155

The number of the Branch Post offices since 1947 is as follows:

Sl. No.	No. of Post offices as on	Rural
1.	15-8-1947	18,121
2.	1950-51	36,000
3.	1955-56	55,000
4.	1960-61	67,256
5.	1970-71	92,358
6.	1980-81	1,16,346
7.	1990-91	1,23,238
8.	March 2001	1,28,882
9.	31 st March 2007	1,29,906

2.4. GDS and their working conditions are governed by GDS (Conduct & Employment) Rules 2001. The GDS (Conduct & Employment) Rules are non-statutory. Rule (3) of the GDS (C & E) Rules 2001 deals with the definition and the Note II lays down the conditions for holding the post of GDS:

Note II

- (I) A Sevak shall not be required to perform duty beyond a maximum period of 5 hours in a day;
- (II) A Sevak shall not be retained in employment beyond 65 years of age;
- (III) A Sevak shall have to give an undertaking that he has other sources of income besides the allowances paid or to be paid by the Government for adequate means of livelihood for himself and his family;
- (IV) A Sevak shall not be eligible for transfer in any case from one post / unit to another post / unit except in public interest;
- (V) A Sevak shall be out side the Civil Service of the Union;
- (VI) A Sevak shall not claim to be at par with the Central government employee;
- (VII) Residence in post village/ in the delivery jurisdiction of the Post office before appointment shall be mandatory for a Sevak;
- (VIII) Post office shall be located in the accommodation to be provided by Gramin Dak Sevak Sub Postmaster / Branch Postmaster suitable for use as Post office premises;
- (IX) Combination of duties of a Sevak shall be permissible;
- (X) A Sevak can be discharged from employment before attaining the mandatory age of 65 years if he is declared prematurely incapacitated for future employment by a competent medical authority.
- (XI) A limited transfer facility for the Gramin Dak Sevak has been introduced by Government order No. 19-10/GDS-2001 GDS Committee dated: July 17, 2006 by amending Rule 3 of GDS (Conduct & Employment) Rules, 2001. The limited transfer facility to the GDS has been extended on the following grounds:

- A GDS who is posted at a distant place on redeployment in the event of abolition of the post.

- GDS appointed on compassionate grounds and posted at distant place.
- Woman GDS on her marriage/remarriage.
- Where the GDS himself/herself suffers from extreme hardship due to a disease and for medical attention/treatment, such transfer may be allowed on production of a valid medical certificate from the medical officer of a Government hospital.
- Where the GDS is looking after the welfare of a physically handicapped/mentally handicapped person/dependent and he/she requires moving to different place to give support to such physically/mentally challenged person/dependent.

2.5. The limited transfer facility to GDS from post/unit to another will be subject to fulfillment of the following conditions. The conditions mentioned below are only illustrative.

- (i) A GDS will normally be eligible for only one transfer during the entire career.
- (ii) Request for such transfer will be considered against the future vacancies of GDS and that too after examining the possibility of recombination of duties of GDS.
- (iii) TRCA of the new post shall be fixed after assessment of the actual workload of the post, measured with respect to the cycle beat in respect of GDS MD/MC/Packer/Mail Messenger in terms of Directorate letter No. 14-11/97-PAP dated 1-10-1987.
- (iv) Past service of the GDS will be counted for assessing the eligibility for appearing in departmental examination. GDS will not have any claim to go back to the previous recruitment unit/division. When a GDS is transferred at his own request and the transfer is approved by the competent authority irrespective of the length of service, he/she will rank junior in the seniority list of the new unit to all the GDS of that unit who exist in the seniority list on the date on which the transfer is ordered. A declaration to the effect that he/she accepts the seniority on transfer in accordance with this should be obtained before a GDS is transferred.
- (v) Transfer will be at the cost and expenditure of GDS. No expenditure whatsoever on this account will be borne by Department under any circumstances.
- (vi) Request for transfer of the GDS will be confined to transfer within the same Circle.
- (vii) No transfer request will be entertained within 3 years of initial recruitment.

2.6 The GDS are engaged on terms and conditions which are significantly different from those of regular employees. The Hon'ble Supreme Court of India in Superintendent of Post offices Vs P. K. Rajamma (1977) (3) SCC - considered a Civil Appeal relating to 14 judgements delivered by the High Courts of Kerala, Andhra Pradesh and Orissa. The respondents in all the 14 appeals were either dismissed or removed from service during the period between January 1, 1966 and June 18, 1974 without complying with the provisions of Article 311 (2) of the constitution.

2.6.1 Civil Appeal Nos 1172, 1354, 1355 & 1751 of 1972 in the case of P.K. Rajamma and others Vs The Superintendent of Post offices (Appeals by Special leave from the judgement and Order dated the 27-09-1971 of the Kerala High Court in O.P.No.1339/70,W.A.No.8/70,WA.No.420/69 & O.P. No.862 of 1969 respectively)

2.6.2 Civil Appeal No.2275 of 1972 in the case of Shri A. Surya Rao Vs The Superintendent of Post offices, & others (Appeal by Special Leave from the Judgement and Order dated the 18-11-1971 of the Andhra Pradesh High Court in Writ Petition No 5662/70)

2.6.3 Civil Appeal Nos 1015/73, 1865/74 and CA.506/76 in the case of Shri P. Narayana Rao and others Vs The Superintendent of Post offices. (Appeal by Special Leave from the Judgement and Orders dated the 7-9-72, 22-7-74 and 30-10-1975 of the Andhra Pradesh High Court in Writ Petitions Nos. 4717/71,3914/74 & 4213/75 respectively)

2.6.4 Civil Appeal No.1866 of 1973 & 1867/73 in the case of Shri M. Kistaiah and others Vs The Postmaster General, Andhra Pradesh Circle, Hyderabad-1 and others. (Appeals by Special Leave from the Judgement and Order dt. The 15.2.19752 of the Andhra Pradesh High Court in Writ Petition Nos.2933 & 3385/71 respectively)

2.6.5 Civil Appeal No 1234 of 1974 in the case of Shri M. Tumbeswararao Vs Union of India (Appeal by Special Leave from the Judgement and Order dated the 18-10-1973 of the Andhra Pradesh High Court in S.A. No.360 of 1972)

2.6.6 Civil Appeal Nos. 1300 & 1393 of 1976 in the case of Shri K.T. Kunjappan and others Vs Union of India & Others. (Appeals by Special Leave from the Judgement and Order dated the 5-12-1975 of the Kerala High Court in Writ Appeal Nos. 414 & 415 of 1975)

2.6.7 Civil Appeal No. 1313 of 1976. in the case of Gokulananda Das Vs Union of India (Appeal by Special leave from the judgement and order dated: 10-03-1976 of Orissa High Court in O. J. C. No. 531/74.)

2.6.8 In all the above 14 cases, the High Courts had observed that the respondents held civil posts under the Union of India and orders terminating their services are violative of Article 311 (2) of the Constitution and hence invalid.

The Apex Court while disposing of the Civil Appeals upheld the judgements of the High Courts. It was held that the GDS are holders of civil post outside the regular civil service.

The Supreme Court in the case of State of Assam and others Vs. Kanak Chandra Dutta (1967)1S.C.R.679 (682) has explained what a civil post means:

“...a civil post means a post not connected with defence and outside the regular civil services. A post is a service or employment..... There is a relationship of master and servant between the State and person holding a post under it. The existence of this relationship is indicated by the State’s right to select and appoint the holder of the post, its right to suspend and dismiss him, its right to control the manner and method of his doing the work and the payment by it of his wages or remuneration”.

It could thus be seen that the GDS are holders of civil posts outside the regular civil service with a relationship of master and servant and the state has the right to select and appoint the holder of the post, its right to suspend and dismiss him, its right to control the manner and method of his doing the work and the payment by it of his wages or remuneration.

2.7 Applicability of Industrial Disputes Act

Civil Appeal Nos. 3385 - 86 of 1976 arising out of SLP (C) No. 587 -88 of 1992 in the case of Theyyamma Joseph Vs The Sub-Divisional Inspector(Postal) Vaikkam, Sub Division Vaikkam & Others.

2.7.1 The respondent was appointed as EDSPM on temporary basis at Kurianadu Post office on 26-07-1985, on the discharge of her father on the grounds of invalidation. She continued in the service till 01-07-1987. She was discharged on 01-07-1987 by SDI (P) Vaikom and appointed another person. She contested that her termination is in violation of section 25 F, G and H of the chapter V-A of Industrial Disputes Act 1947 and also prayed for a declaration for entitlement to continue as Extra Departmental Sub Postmaster. Hon'ble Central Administrative Tribunal (CAT), Ernakulam Bench dated: 16 Nov. 1989 directed the respondent to consider her case along with other candidates if she is found eligible. This case came up before the Hon'ble Supreme Court of India in the Civil Appeal No. 3385-86 of 1996 arising out of SLP (C) No. 587-88 of 1992. A two-Judge Bench of Hon'ble Supreme Court held that functions of the postal department are part of the sovereign functions of the State and it is, therefore, not an industry within the definition of Section 10.2 (i) of the Industrial Disputes Act, 1947. The Court further said that neither the appellant is an industry nor is the respondent a workman under the provision of the Act. India as a sovereign socialist, secular, democratic republic has to establish an egalitarian social order under the rule of the law. The welfare measures par take the character of sovereign functions and the traditional duty to maintain law and order is no longer the concept of the State. One of the duties of the State is to provide telecommunication service to the general public and providing amenity is one essential part of the sovereign functions of the State as a welfare State. It is not, therefore, an industry.

2.7.2 Supreme Court of India in subsequent judgement in Civil Appeal No. 7845 of 1997 from the Judgement and order dated: 02-09-1996 of AP High Court in WA No. 1025 of 1996 decided on 18-11-1997 in the case of General Manager Telecom (Appellant) Vs S. S. Srinivasa Rao has expressly overruled the decision in Theyyamma Joseph case. Supreme Court passed the judgment that decision in Theyyamma Joseph (1996) SCC 489 cannot be treated as laying down the correct law. The Court further said it is not permissible to take a contrary view to that in "Bangalore Water Supply case". The Honorable Court further said that "Judicial discipline requires us to follow the decision in Bangalore Water Supply case (1978) 2 SCC 213. We must, therefore, add that the decision in Theyyamma Joseph (1997) 8 SCC 489 and Bombay Telephone Canteen Employees' Association AIR 1997 Supreme Court (2817) can not be treated as laying down the correct law."

The following judgements have been referred to by the Apex Court while disposing the Civil Appeal:-

1. Sub-Divisional Inspector of Posts, Vaikam and others Vs. Theyyamma Joseph and others (1997) 8 SCC 489.
2. Bombay Telephone Canteen Employee's Association Vs. Union of India
3. Bangalore Water Supply & Sewerage Board vs. Rajappa & others (1978) 2 SCC 213.

2.8 A two Judge Bench of Supreme Court in Theyyamma Joseph's case 8 SCC 489 (Supra) held that the functions of Postal Department are part of the Sovereign functions of the State and, therefore, it is not an industry within the definition of Section 2 (1) of Industrial Disputes Act 1947. In a latter two Judge Bench decision in Bombay Telephone Canteen Employees' Association case-AIR 1997 SC 2817, this decision was followed for taking the view that the Telephone Nigam is not an 'industry'. Reliance was placed in Theyyamma Joseph's case (199) 8 SCC 489 (supra) for that view.

2.9 Gramin Dak Sevaks are governed by GDS (Conduct & Employment) Rules 2001 which govern the conditions of engagement, conduct and discipline. Such being the case they cannot simultaneously be governed by a different set of provisions under Industrial Disputes Act. This anomalous position has created administrative problems in administrating the ED System. As such it is necessary to make suitable amendment in the Industrial Disputes Act.

2.9.1 *The Department may approach the Nodal Department, Ministry of Labour & Employment for making suitable amendment in the provisions of the Industrial Disputes Act 1947 for removing the anomalous position of GDS being governed by GDS (Conduct & Employment) Rules 2001, and Industrial Disputes Act, 1947 simultaneously.*

2.10 Gramin Dak Sevaks are not governed by CCS (Conduct) Rules 1964, CCS (Pension) Rules 1972, FRs & SRs, Central Civil Service (Recognition Service Association) Rules 1993, which apply only to the regular Government Servants. The Gramin Dak Sevaks are governed by separate set of rules called the GDS (Conduct & Employment) Rules, 2001 and EDAs (RSA) Rules 1995. GDS and Regular Employees of the Government belong to two distinct and separate groups. There is no parity in terms and conditions of employment between the regular Government employees and the Gramin Dak Sevaks.

The GDS Committee addressed foreign Postal Administrations to know the details of the Postal system serving the rural areas, the USO adopted, nature of personnel engaged and their conditions of employment, access criteria followed, viability of the rural network etc. The gist of the responses received from some of the countries is given below:

3.1. Australia

Nature of Universal Service Obligation (USO) adopted for rendering postal services in the rural areas.

1. Australia Post provides a letter service for both domestic and international traffic.
2. The letter service is available at a single uniform rate within Australia for standard letters.
3. The letter service is reasonably accessible to all Australians wherever they reside.
4. The performance standards for the service reasonably meet the social, industrial and commercial needs of the community.
5. Maintain at least 10,000 street posting boxes for posting of letters.
6. Deliver 94% of standard letters within the prescribed time table.
7. Maintain at least 4000 Post offices with no less than 2500 to be located in rural and remote areas.
8. Locate Post offices so that in metropolitan areas at least 90% of residences are situated within 2.5 kms; in rural and remote areas at least 85% of residences are situated within 7.5 kilometres of a Post office.
9. 98% of delivery points must receive at least 5 deliveries per week.
10. 99.7% of delivery points must receive no less than 2 deliveries per week.
11. A number of factors are taken into consideration when extending postal facilities in rural areas, such as the level of demand, the logistics of providing a delivery service in the most remote areas, which may be difficult to access, the viability of a new Post office, and cost of providing the services etc. However, the most important aspect is that Australia Post continues to meet its regulated service performance standards.

12. Not all addressees receive delivery at their place of residence. Those who do not receive delivery at their residence can pick up their mail at a Post office or via a private Post office Box.
13. The cost of meeting Australia Post's USO obligations was estimated at AUD\$97.3m in 2006/07; this is funded by internal cross-subsidy within the letter service.
14. Australia Post's retail network is made up of Post offices which are wholly owned by Australia Post as well as those which are operated under a licensing agreement. Many licensed Post offices are operated in conjunction with another business e.g. News Agency, Chemist, Gift shop etc.
15. Australia Post maintains at least 2,500 Post offices in rural and remote areas, the majority of these are operated under the licensing arrangement where the owner of the Post office is an agent of Australia Post.
16. These agents are paid a commission/fee for selling products and services on behalf of Australia Post.
17. In regard to the delivery of mail in rural and remote areas, this work is mostly undertaken by mail contractors whose remuneration is based on the number of delivery points serviced and the distance travelled.
18. To ensure that Australia Post continues to meet its performance standard of maintaining 2500 Post office in rural and remote areas, number of Post offices receive a top-up payment to ensure that their annual income for providing services on behalf of Australia Post is maintained at a basic minimum level (currently AUD\$12,000).
19. Where the demand for postal services is minimal some Post offices are permitted to reduce their working hours.

3.2. Peoples Republic of Bangladesh

The Rural Postal network of Bangladesh is required for rendering universal service obligation, though, the network is not financially viable. The rural postal network is under transformation which might be transformed into franchised outlets. The Government is also considering transforming the rural network into a rural community ICT centre. Bangladesh is also having similar system of extra departmental employees, who work on the basis of payment of honorarium.

No leave is granted to the staff. They are appointed on no work no pay basis. They are not covered by social security, pension, gratuity, PF, or health care facility.

3.3. Brazil

1 Brazil has developed two products (**Banco Postal and Exporta F'acil**) to improve the viability of its network. The objectives of above two products are explained below.

Banco Postal-Bring basic banking services to the population and provide inclusion to the banking service.

Banque Postale - Trade name used to denote the set of Postal Financial Services, provided by Post

Exporta F'acil - It is a promoter of exports, primarily designed for micro and small businesses, which will allow access to international markets

3.4 Peoples Republic of China

1. The Universal Postal Service in China covers not only letters, printed matters and parcels, but also special services such as confidential correspondence of the party, government and military correspondence.

2. Mail is not delivered at residence of the addressees. It is delivered at the office of Villager's Committee at each village.

3. China Post employs both regular and part time employees. There is difference in the scale of remuneration and social security insurance for the two streams of employees. Minimum age of recruitment is 18 years and age of retirement of women is 55 years and for men 60 years. Part time staff is permitted to pursue other alternative avocations.

- a) Employees are covered by pension, insurance and medical scheme.
- b) Part time staffs are eligible for paid leave.
- c) The average cost for distribution of one letter is 1.62 Yuan nationwide but cost for remote areas is 17 Yuan.

4. The mail in the rural areas is conveyed by horses and foot.

5. In 2005, there were 1, 47,288 Postmen nationwide of which 73,529 were working in the rural areas. There are altogether 45,838 delivery walks in the urban areas and 96,246 in the rural areas. There are 66,000 Postal outlets nationwide of which 47,000 are located in the rural areas, 36,700 group of Post Boxes and 2, 02,000 pillar letter boxes. The average number of customers served by each Postal outlet is 20,000.

Postal Staff in Service	3,89,000
Post office Outlets & Agents	66,000
Postal Vehicles	44,000
Computerised Post office	24,000

3.5. Deutsche Post

Deutsche Post World Net is the global market leader for logistics. Deutsche Post, DHL and Post Bank brands stand for a wide range of integrated services and customized solutions for the management and transport of letters, goods, information and payments. Over 520,000 employees in more than 220 countries and territories make Deutsche Post the world's sixth largest employer and provide superior logistics services to help customers to be even more successful in their markets.

3.5.1 Mail

Deutsche Post delivers mail and parcels in Germany. It operates a nationwide transport and delivery network in Germany. At the heart of this network are 82 mail centers processing around 70 million items per working day, and 33 parcel centers handling volume on six days a week exceeds 2.5 million units. An annual volume of around seven billion items makes Deutsche Post the cross-border mail market leader and Europe's largest postal company.

3.5.2 Express/Logistics

DHL delivers time-critical shipments as well as goods and merchandise by road, rail, air or sea. It transports courier and express shipments via one of the world's most extensive networks - a gateway to more than 220 countries and territories. DHL is the international market leader in the air and ocean freight and contract logistics segments.

3.5.3 Financial Services

As the largest single retail bank in Germany, Post Bank serves 14.5 million customers, has around 21,000 staff and employs more than 4,200 mobile financial advisers. With its 855 own branches and several thousand outlets of Deutsche Post, it has the most extensive branch network of any bank in Germany. Post Bank's wide range of standardized banking products is designed to meet the typical needs of private and business customers. Along with traditional savings and current account offerings, Post Bank primarily provides real estate financing and home loan savings products.

3.6. France

1. La Poste

- Post Office viability is an issue with La Poste in France. About 19% of the Post offices in France have less than one hour activity in a day and half less than five hours activity in a day despite having a well developed and diversified product range. Further to this, clients in rural areas face restricted opening hours leading to unsatisfied customers. La Poste is resolving this issue by providing Post offices at bakeries, news agents, supermarkets and at local government administration centres, leading to reduction in administration costs and providing revenue and business to local business.

2. La Poste Outlines

○ La Poste has been a state owned enterprise since 1991, with 320,000 employees, 200 subsidiaries, and 17,000 branches all over the country. It was previously an administration (department) with strong unions. In the late 1980s there was a big strike in the postal department, which lasted for a month. This resulted in government organising a debate in which all stakeholders were asked to express their views on expectations from the post sector. Thereafter, there was a very strong motivation within the Government to change the situation and the Government decided to change the Department into an enterprise, but without a profitability target and interest forecasting. La Poste was thus created alongside subsidiaries which could be more flexible in the field of products such as express mail. The majority of employees retain civil service status but La Poste, with its more customer oriented approach is a profitable organisation.

○ To the present day, the State has played the role of the regulator but from November 2005 there is a new regulatory authority (ARCEP) as per the EU directives. The USO (including quality of service) will be specified in a decree and there will be a compensation fund to finance the USO. The contents of the new law are:

- a. Defines the parameters of universal service
- b. Declares La Poste as the universal service provider
- c. Defines the financing mechanism for the Universal Service Obligation
- d. Fixes the price-cap and quality of service from La Poste, where bulk mail will have to meet quality specifications.

3.7. Hungary

1. Universal Postal Service is provided in full range throughout the entire country. The service is provided by the Universal Service Provider and licensed postal service provider.

2. In the rural areas:

- a) Outside the Municipality boundaries, the Universal Postal Service Provider provides services by installing and operating postal equipment.
- b) In settlements with a population of less than 600 permanent residents, the Universal Postal Service Provider provides the services from a permanent or mobile Post office.
- c) In settlements with a population ranging from 600 to 1000 residents, the services are provided from a permanent Post office or if a contract is made with the local government then the services are provided through mobile Post office.

- d) In settlements with a population of over 1000 permanent residents, the services of Universal Postal Service Provider are made available to the public from a permanent Post office.
 - e) In towns and cities with a population of over 20,000 permanent residents, the services are provided from at least one permanent Post office for each 20,000 permanent residents. The permanent offices may not be more than 3,000 air metres from the home of any settlements of permanent residents. The distance between permanent Post offices may not be more than 6000 air metres.
3. The Universal Service Provider is required to install at least one letter box in each municipality with a permanent Post office so that the distance from home of any permanent residents is not more than 1, 000 air metres.
4. Licensed Postal Service Provider should make the licensed postal services available to the user in the areas covered by licenses.
5. Mail Delivery:
- a) Mail is delivered at the residence of the addressees or their business premises
 - b) As an exception, the rural road side delivery letter boxes can also serve as delivery sites.
 - c) Letter boxes are installed by addressee on the front door / gate of the property. The rural postal network is viable.
 - d) Postal system in the rural areas, smaller villages, is run on contract basis.

3.8. Italy

1. The Universal Postal Service involves the provision of postal service to all the points in the National territory including rural areas.
- a) Clearance, sorting, transport and distribution of postal items up to 2 Kg,
 - b) Clearance, sorting, transport and distribution of postal parcels up to 20 kg,
 - c) Services of registered items and insured items,
 - d) One clearance and one delivery every working day including rural areas.
2. Delivery of Mail: If the delivery of mail is difficult as in the rural areas - Poste Italiane may enter into agreement with the addressee for delivering mail in the nearest Post office or in common boxes located close to the customer's address.

3. All Post offices including those in rural areas are directly managed by the Poste Italiane.
4. The Post offices are manned by horizontal part time staff who perform the duty on all working days with limited hours.
5. Vertical part time who work 3 days in a week with full time performance.
6. The horizontal part time staffs usually cover back office activities.
7. The vertical part time staff usually covers particular over working periods or on holiday's period.
8. Educational Qualification: Poste Italiane personnel are divided into six professional levels. A degree or a secondary school is necessary.
9. Minimum age of recruitment is 18 years and the age of retirement is established by National Law.
10. Every employee who works for six days in a week gets 28 days leave in a year and those with 5 working days are entitled to 23 days leave.
11. The delivery staffs are provided with high visibility cloth, gloves, safety helmet, pullovers, skirts, trousers, shirts and hats.
12. While Pension system is regulated by National Law, no gratuity is paid to the staff.
13. There is a complementary pension fund.
14. Insurance:

There are two types of medical insurance: public (accessible to everyone) and complementary.

3.9. Postal Services in Japan 2007

1. Post office Network Characteristics:

Post offices provide post, savings and life insurance services to the public through the nationwide Post office network. At the same time, they serve as focal points for the community where information can be obtained and advice provided on a variety of issues related to the requirements of everyday life.

2. Maintaining Post office Network Standards:

With Post offices established in all 1,827 cities, towns and villages in Japan (as of end of fiscal 2006), Japan Post offers a complete network of services across the country. (Total number of Post offices as of the end of fiscal 2006 is 24,574)

3. Number of Post offices:

	Ordinary Post office			Special Post office			Postal Agencies	Total
	Collection & delivery post offices	Non-collection & delivery Post offices	Sub total	Collection & delivery Post offices	Non-collection & delivery Post offices	Sub total		
End of Fin.Yr 2006	1,243	51	1,294	2,418	16,506	18,924	4,356	24,574

4. Employee strength.

	Japan Post total	Postal Services	Postal Savings	Postal Life Insurance	Other
End of Fin.Yr 2006	254,177	109,193	55,415	40,405	49,164

5. Number of ATMs Installed:

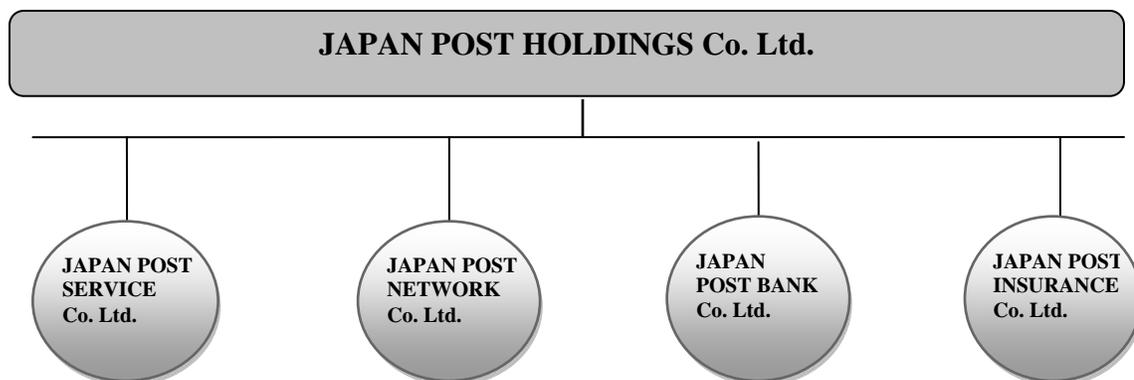
The first ATM was installed in FY 1979, and by the end of FY 1992 every Post office in Japan had an ATM (with the exception of a small number of Post offices and postal agencies that could not install ATMs owing to lack of space).

	FY 2002	FY 2003	FY 2004	FY 2005	FY 2006
Total Number of ATMs	26,123	26,483	26,519	26,297	26,103
Off Premises ATMs	2,817	2,874	2,869	2,564	2,226

6. Implementation Plan Concerning the Business Succession of Japan Post

On October 1, 2007, Japan Post was privatized in accordance with Japan Post privatization and related laws, handing over its operations to holding company JAPAN POST HOLDINGS Co., Ltd. and to four other companies, etc.

Placing emphasis on security and confidence that Japan Post, as a public organisation, has fostered, each JAPAN POST GROUP unit will offer products and services which satisfy customers by using the freedom of management as a private company and exerting its originality and ingenuity, strengthen its earnings power, and secure independent sound management.



Japan Post Service Co., Ltd.

Management Philosophy

While maintaining universal services for postal businesses, JAPAN POST SERVICE will create a “network that sincerely connects people, corporation & society”, by providing communications in which the public feels secure and certain and speedy logistics functions.

Japan Post Network Co., Ltd.

Management Philosophy

Japan Post Network will offer products & services transparently through readily available Post office networks, aiming to contribute to “helping customers lead a better and comfortable life at present and in the future” and realise excellent management so that customers and consignors will use JAPAN POST NETWORK’s services over the long term.

Japan Post Bank Co., Ltd.

Management Philosophy

Japan Post Bank’s aim is to become a “reliable bank that is readily available” with customers’ voice as a compass for the future.

Japan Post Insurance Co., Ltd.

Management Philosophy

Japan Post Insurance aims to be the “most reliable insurance company that is readily available”

3.10. Kazakhstan

1. Public postal service includes accepting and forwarding of non-registered letters, postal cards and wrappers, collected from postal boxes or accepted in counters.

2. In accordance with Decree of Republic of Kazakhstan Government of “31st December of 2003 N 1386 National Operator of Kazakhstan”, postal national operator owes to provide in any settlement to any user public (universal) services of post service comply with requirements of normative amendments of acts of authorised body in postal sphere.

3. The parametres of public services of postal service minimally meet needs of national operator of republic of Kazakhstan in respect of:

- Level of accessibility of services provided by observing standards of allocation and development of production objects network, postal boxes, and routine of work.

4. Criteria of access, employee for postal equipments expansion in rural areas:

- Average amount of population, served by one Post office accounts to 2000-2500 people.

1. The main condition for opening of Post office is provision of its profitability. In small settlements where it is not expedient to open permanent Post offices, postal services are rendered by mobile Post offices, points of postal services or substitute employees. Post offices are allocated in departmental or leased rooms suitable for postal services and guaranteeing safety of valuables.

- Network of postal boxes

1. One postal box with coverage of service rendering accounting to 500 metres. Minimal norm - one postal box is for settlement with citizen number beginning from 300 people.

2. Permanent Post offices located in rural areas work from 2 to 6 days per week, with work day beginning from 2 till 7 hours with break of lunch.

3. Besides there are mobile Post offices, servicing in the most backcountry points.

- Rules of wearing, norms of Postal National Operator uniform, and samples of uniform of employees of Postal National Operator are prescribed by authorised body - Republic of Kazakhstan Agency on information and communication.

- Uniform is given out to employees of production objects, who render services to people (including postman). Furthermore, depending on Society financial opportunities, postmen are provided bags, mobile bag-carts, and bicycles.

4. Minimum age of personnel recruited - 16

- Release from work/retirement age - 63

- Personnel permitted to carry out any other alternative activity

3.11. Tele-Centres. Korea

1. Throughout the world Post offices are utilising spare retail capacity to provide additional services. In Korea 2780 of 2800 Post offices act as Tele-centres providing free access to computers. This concept was initiated by Ministry in Korea to encourage dissemination of information to rural areas and started with 2-5 PCs per office (ADSL or Satellite). The service is founded by the Post office and access is free. In addition there are also 116 Post Office Information Education Centres founded by Government to impart computer lessons in the communities.

2. Postal staff has the same status as other state employees.

3. Post 1998, reduction of manpower in the Post office was done by means of organisational downsizing, such as streamlining administrative functions of regional communication offices which had been suffering from chronic deficit.

4. Temporary staff was used in sorting and delivery works, filling manpower shortage when necessary.

5. Korea Post has been saving manpower and costs through constant restructuring.

3.12. Republic of Maldives

1. The Republic of Maldives is performing Universal Service Obligation function in the areas of letter and parcel posts.

2. Access to the rural areas in the islands is provided in such areas with a population of over 100 residents.

3. Mail is delivered to the addressee at the residence.

4. Maldives does not provide employment directly. Those who are engaged for performing Universal Service Obligation (USO) are paid monthly allowances.

3.13. New Zealand

1. New Zealand Post limited is a govt. owned enterprise
2. New Zealand Post functions under a deregulated market
3. New Zealand Post decides the tariff
4. New Zealand Post has the sole right to standard letters upto 200 grams, unless more than 80 cents per item is charged
5. The company has the fifth largest manpower in New Zealand with nearly 93000 full time and part time employees.

3.14. Norway

1. Services under Universal Service Obligation (USO) are provided both in the urban and rural areas:

- Priority letters up to 2 Kilogram
- Non-priority letters up to 2 Kilogram
- Postal parcels up to 20 Kilogram
- Newspaper and magazine up to 2 Kilogram as priority and non-priority letters.

2. Norway Post is granted a license to provide universal postal services and has a monopoly for forwarding letters below the weight of 50 grams or with price less than two and a half times the price of a 20 grams domestic priority.

3. The licensee also provides basic banking services through out the entire network. Basic banking service comprises of opening an account, paying in and out, deposits and withdrawals.

4. Access Criteria

Access criteria followed for extending postal facility in the rural areas:

- There is at least one permanent postal service (Post Office or Post in Shop) located in each municipality. Such facilities shall be open every working day (all days except Sunday and holidays). The opening hours shall be adapted to local needs.
- There shall be easy access to the postal network by the provision of a sufficient number of letter-boxes where postal items may be deposited. The contents of collection letter boxes are collected on a daily basis from Monday to Friday and once on either Saturday or Sunday.
- Priority letters and notification of postal items to be claimed shall be delivered every working day (all days except Sundays and holidays).

5. The mail is delivered at the residence of the addressees. The delivery is to the addressees:

- On condition that the recipient has erected a letter box for delivery of letter mail.
- In rural areas the post operator may insist the letter box to be erected up to 250 metres from the residence.

6. Viability of the rural postal network:

There are no plans to change the service level or access conditions regarding the rural postal network in Norway. To secure the USO, the Government in principle pays a subsidy for deficits / uneconomical services within the USO, in addition to surplus gained from the existing monopoly.

7. Most Post offices in rural areas are franchised outlets (Post in Shop). In Norway, there are approx. 1750 rural postal delivery routes:

- People employed are regular employees, mostly full time, some part time
- They have regular contracts of employment
- Full time work is 37.5 hours a week.
- The staff is employed by the shopkeepers.
- When it comes to rural postal delivery routes, most personnel are full time employees. .
- Part time staff in rural postal delivery routes have regular contract of employment. Minimum age of recruitment is 18 years (15 years for temporary work). Age of discharge / retirement is 67 years. Remuneration is paid as monthly salary, on pro-rata basis of the remuneration paid to full time staff.
- Most delivery routes are served by car, some by boat. The post man / post woman wears a uniform.

3.15. Pakistan

1. The services of Pakistan Post are regulated under Post Office Act 1898.

2. Pakistan post is observing following access criteria for extending postal facilities in the rural areas:

- Post office within 3-5 Kilometres according to population.
- Installation of Letter Boxes according to public demand.

- Provision of Post office Box facility in all Main Post offices established at Tehsil and District Level.
- Every postal item is delivered at door-step of the addressee.
- Pakistan Post is operating postal system through 12,339 Post offices, out of which 10,494 Post offices are situated in the rural areas where following categories of Post offices exist:
 - (i) Departmental Post offices
 - (ii) Extra Departmental Sub Post offices
 - (iii) Extra Departmental Branch Post offices

Extra Departmental Sub Post offices are manned by people having appropriate educational qualification to maintain postal transactions. They are assisted by Extra Departmental Delivery Agents.

Extra Departmental Branch Post offices are manned by literate Shopkeepers, School Teachers etc. They are assisted by Extra Delivery Agents. Though no specific qualification for ED person has been prescribed, however, they should be literate enough to perform the postal function. No specific upper age limit has been prescribed; however, they must be healthy. The Extra Departmental Agents are paid monthly fixed remuneration.

3.16. Philippines

1. Philippine Postal Corporation is a Government owned corporation.
2. Employees work on full time basis, render 8 hours service per day. Local Government, Provinces provide assistance by assigning municipal employees to the post.
3. Philippine is mandated to provide postal services in all the areas of the country.

3.17 Singapore

Regulatory Reforms

1. Singapore Post, as a subsidiary of Singapore Telecommunications Limited, is a private limited company. Singapore Post's ultimate holding company is Temasek Holdings (P) Ltd.
2. Telecommunication Authority of Singapore is the regulator (TAS). Singapore Post Private Limited is the operator
3. Singapore Post is operated on a commercial basis as a private entity. Any profits are used for self-financing; deficits are carried over to the next financial year.

4. Monopoly is limited to only letters and post cards. There is competition in all other services.

5. Postal staff has their own status as an employee of private limited company.

3.18. South Africa

South African Post Office Ltd. (SAPO) is an autonomous corporate body registered in terms of the company act with the Government, being the sole share holder. The letter post is a monopoly with the SAPO. Salary scales and remuneration are negotiated with the trade unions.

3.19. Trinidad and Tobago

In Trinidad & Tobago a five year management contract has reaped significant results. Home delivery has increased from 50% in 1998 to 98% in 2003. Mail volumes, revenues and productivity have all increased considerably during the same period.

3.20. United Kingdom

1. In UK, 97% of the Post offices are operated through agents but the rural network is still not viable. The Government recently commissioned a study to identify the costs & benefits of rural Post offices. The study found that only the largest 10% of the Post offices generated revenues greater than their costs and that the lowest 10% actually generated only 6% of the cost. But if other indirect benefits are taken into account then almost all rural Post offices are cost effective.

2. The British Government recognises the role of rural Post offices and is actually paying Royal Mail subsidy to ensure that they are kept open.

3. Royal Mail is the National Postal Service of the UK. It is a public limited company and its name changed to Consignia on 26th Jan. 2001 and Royal Mail Group Ltd. in 2007. It is a limited company wholly owned by the U. K. Government.

4. A wholly owned subsidiary of Royal Mail is Post Office limited which operates the National network of Post offices. Because of curtailment of activities of Royal Mail, the network of Post offices has contracted.

5. Royal Mail is responsible for Universal Mail collection and delivery service in U. K.

6. In 2001, the Government set up a Postal regulator, Post Comm., whose most important job is to protect the Universal Postal Service. The Five service areas identified under USO function are:

- Priority and Non-priority mail service (Letters & Packets).
- Non-priority service for Parcels weighing up to 20 Kilogram.
- A registered and insured service, Royal Mails special delivery next day and recorded products.

- A range of support services to ensure the safety & integrity of the mail.
- International out bounded service.

7. **Post watch:**

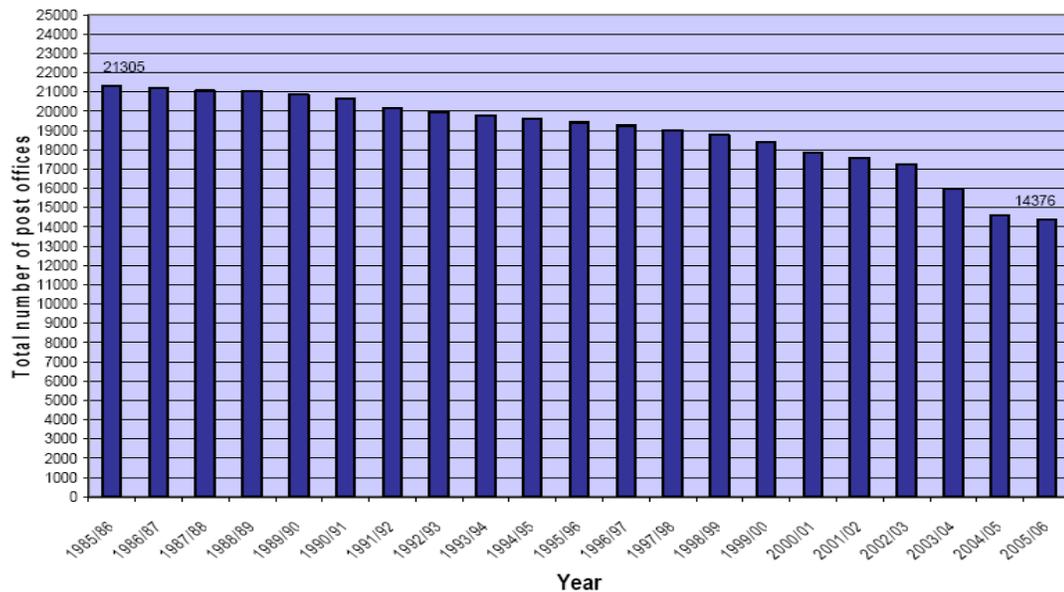
Post watch is an independent consumer organisation not attached to Royal Mail group or part of the Government. It was set up to ensure that Royal Mail and any of the licensed Postal providers give the best service to their customers.

Post office network lost more than £ 200 million in 2006-07 and revenue from Government transactions fell substantially in 2005-06.

- Post watch investigates every proposal of closure of Post offices to ensure that customers have reasonable access to Post offices. Post watch has signed MOU with Post office Ltd.
- Post watch's statutory objective is to protect, promote and develop the interests of all customers of Postal Services in the country - including elderly, disabled and chronically sick people, low income groups, residents of rural and remote areas.

8. It also ensures that Post office network provides reasonable access in terms of geographical proximity and traveling time. Any closure should be in the context of national criteria.

Figure 1: Size of the post office network since 1985/86



Source: Postcomm Network Annual Report 2005-6

Figure 2: Post office network by type, 2001 - 2006

Total number of post offices by type

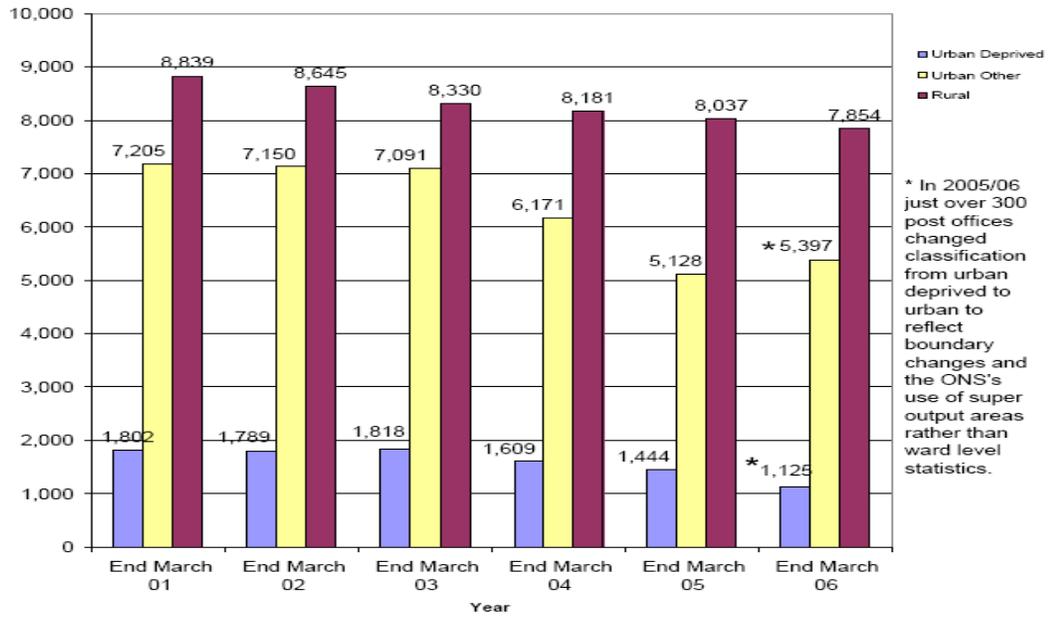
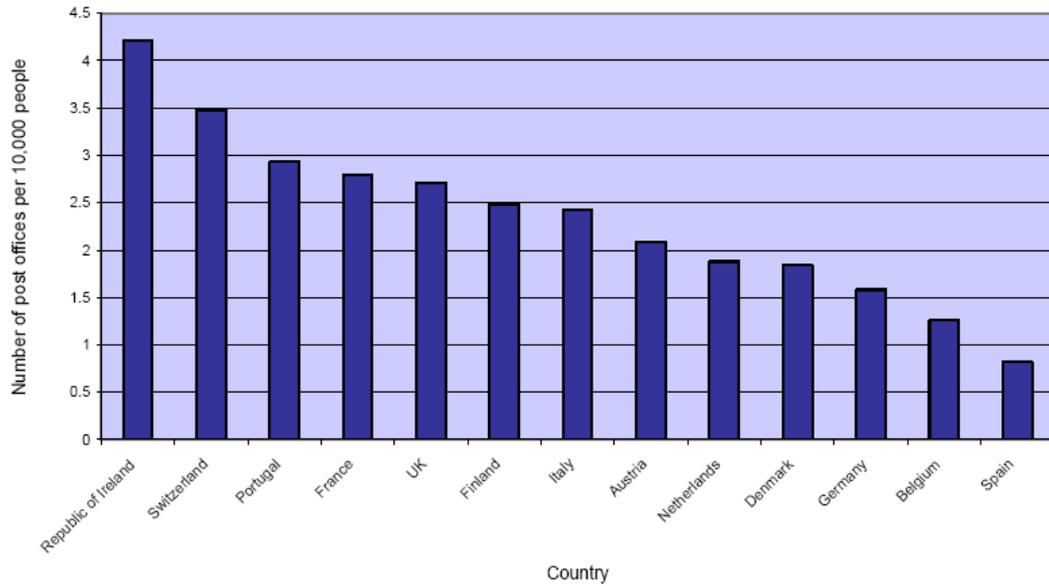


Figure 3: Post office density - European comparison



3.21. United States of America

1. Deliver to every home and business in the United States. Every American has access to the service and pays the same postage regardless of where they live or work.
2. Process and deliver more than 212 billion pieces of mail – letters, cards, ads, bills, payments and packages every year which equates to:
 - 700 million pieces per day
 - 29 million pieces per hour
 - 486,000 pieces per minute
 - 8,000 pieces per second
3. Deliver mail to more than 300 million people at 148 million homes, businesses and PO Boxes in every state, city and town, and in Puerto Rico, Guam, the American Virgin Islands and American Samoa.
4. Add 1.8 million new addresses each year to the delivery network – equivalent to the number of addresses in a city the size of Chicago.
5. Have annual operating revenue of nearly \$75 billion.
6. The second largest employer in the United States with nearly 685,000 career employees.
7. Pay \$2.1 billion in employee salaries and benefits every two weeks.
8. Handle 46 percent of the world’s letter mail volume.
9. Move mail using planes, trains, trucks, cars, boats, ferries, helicopters, bicycles, hovercrafts, subways and even mules.
10. Operate the largest civilian vehicle fleet in the world with more than 219,000 vehicles driving more than 1.2 billion miles each year and using nearly 121 million gallons of fuel.
11. Handled more than 832 million pieces of international mail in 2007 – more than 268 million pounds.
12. About 14 percent of the nation’s population moves every year, generating more than 46 million address changes.
13. Forward more than 2 billion pieces of mail a year at no cost to the customer.
14. Automated Postal Centers (APCs) and self-service kiosks are available that provide customers with access to the most frequently purchased postal products and services.
15. Customers can purchase stamps at:

- More than 33,000 commercial retail outlets.
- 17,000 banking and credit union ATMs
- 2,500 APCs.

United States Postal Service is the USA's largest employer when both career and non-career employees are put together. In 2007, nearly 1.4 million people worked for the Postal Service, 6,84,762 career employees and 7,85,929 non-career employees. The non-career work force comprised casual rural part time leave replacement and transitional employees.

3.22. Summary of findings.

The summary of the access provided in the rural area especially towards fulfilling the Universal Service Obligation, remuneration paid and viability of the rural network is given below:-

Many of the countries discharge the Universal Service Obligation in the rural areas through licensed service provider/ on a contractual basis with the requirement of complying with the prescribed performance standards. Some of the countries ensure the viability of the network to provide Universal Service Obligation through monopoly of letter mail, cross subsidization from other sectors and also through governmental subsidy. A few of the foreign postal administrations have a system of both regular and part time employees.

While different countries have followed different approaches to ensure USO in rural areas, it is worthwhile to adopt some of the practices adopted by other countries, to improve the viability of the entire postal network and also provide postal services which meet the quality standards.

In this connection, the criterion adopted by Australia Post is worth mentioning:

- 1 Australia Post has established performance standards towards delivery of letters within the prescribed time frame, 98 % of the delivery points must receive at least 5 deliveries per week and 99.7%, 2 deliveries per week.
- 2 For extending postal facilities in the rural areas following factors have been taken into consideration:
 - (a) Level of demand
 - (b) Logistics of providing delivery since the remote areas are difficult to access
 - (c) Viability of the new Post offices
 - (d) Cost of providing the service without compromising with the established performance standard
3. Rural Post offices are operated under the licensee arrangement.

To maintain the performance standard of the rural Post offices, they receive top up payments to ensure that they receive the minimum income. When the demand is minimum Post offices can function with flexible hours.

3.23. *From the information compiled, it is seen, that the USO functions are discharged through the licensed postal agents/contract basis in many countries. Many countries have taken recourse to monopoly of letter mail, cross subsidisation from other sectors and also governmental subsidy to cover the cost of Universal Service Obligation. Viability of rural Post offices is an issue in most of the countries. India Post may examine the relevance of the experience of different postal administrations in maintaining the network. The GDS Committee has suggested various measures to improve the viability of rural Post offices under the viability chapter. In case the Post offices do not generate the minimum income but there is need to improve access, the department needs to look into franchisee/Out reach arrangements.*

Part Time Systems under Central / State Governments

Chapter IV

Anganwadi Workers and Helpers under Integrated Child Development Scheme (ICDS)

Integrated Child Development Scheme (ICDS) is a centrally sponsored scheme wherein the Union Government is responsible for Programme Planning and infrastructure costs and States are responsible for programme implementation. The scheme provides an integrated approach for converging basic services through community workers and helpers. The services are provided at a centre which provides package of six services under the ICDS centre:

- Supplementary nutrition
- Non-formal pre-school education
- Immunization
- Health check up
- Referral services.
- Nutrition and Health education

4.1. ICDS scheme envisages that on an average there will be one Anganwadi Centre for a population of 1000 in rural/urban project and for a population of 700 in tribal project with suitable adjustment, wherever necessary in the light of local conditions.

There are a total of 5724 operational projects and 7,81,208 Anganwadi Centres in the country as on 30-09-2006.

As on 29-02-2008, there were 10,10,912 Anganwadi workers in the country.

4.2. Status of AWW's and Helpers:

Under the ICDS scheme, the AWW's and helpers are given the status of "honorary workers" who are engaged from the local community who come forward to render their services on part time basis in the area of child care and development. AWW's and Helpers are the grass root functionaries. They are paid monthly honoraria as decided by GOI from time to time.

4.3. Facilities and Benefits extended to Anganwadi Workers and Helpers:

Honorarium: The Government has increased their honorarium from time to time, as indicated below:

<i>Qualification</i>	<i>1975-76</i>	<i>1-4-78</i>	<i>1-7-86</i>	<i>2-10-92</i>	<i>16-5-97</i>	<i>1-4-02</i>
Non-matriculate	Rs. 100	Rs. 125	Rs. 225	Rs. 350	Rs. 438	Rs. 938
Matriculate	150	175	275	400	500	1000
Non-Matriculate with 5 years exp	-	-	250	375	469	969
Matriculate with 5 years exp	-	-	300	425	531	1031
Non-Matriculate with 10 years exp	-	-	275	400	500	1000
Matriculate with 10 years exp	-	-	325	450	563	1063

Honorarium of Helper:

Helper	Rs. 35	Rs. 50	Rs. 110	Rs. 200	Rs. 260	Rs. 500
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4.3.1 Leave:

They have been allowed paid leave due to absence on maternity at par with women employees of organised sector.

4.3.2 Insurance Cover:

The Government of India has introduced 'Anganwadi Karyakarti Bima Yojana' to Anganwadi Workers/Anganwadi Helpers w.e.f. 1-04-2004 under Life Insurance Corporation's Social Security Scheme. The salient features of the Anganwadi Karyakarti Bima Yojana are as below. The total annual premium of Rs.280 will be shared in the ratio as under:

- Rs. 100/- per member from the Social Security Fund of the LIC.
- Rs. 100/- per member by the Government of India.
- Rs. 80/- by the Anganwadi Worker and Helper insured member.

The scheme is optional for target group. The Anganwadi Karyakarti Bima Yojana Scheme has been reviewed by the Government of India and the Government of India has taken a decision in consultation with LIC to waive the amount of Rs. 80/- per annum towards illness by beneficiaries for two years with effect from 1st April 2007.

The scheme provides for following benefits:

Sl. No.	Event	Enhanced benefit
1.	On natural death	Rs. 30,000/-
2.	On death or total permanent disability due to accident	Rs. 75,000/-
3.	On partial permanent disability	Rs. 37,500/-

4.3.3 Award:

In order to motivate the Anganwadi Workers and give recognition to good voluntary work, a Scheme of Award for Anganwadi Workers has been introduced, both at the National and State Level. The Award comprises Rs. 25,000/- cash and a citation at Central level and Rs. 5000/- cash and a citation at State level.

4.4. Incentives Scheme of State Governments:

(a) In addition to the honorarium being paid by the Government of India, many States are also giving incentives to AWWs/AWHs out of their own resources for the additional functions assigned under other schemes of the State/Central Government.

(b) To consider the services rendered as AWWs as additional qualification for being recruited as Primary School Teachers, ANMS and other such village based posts;

(c) To recruit at least 25% of Supervisors under ICDS Scheme from matriculate AWWs with 10 years' experience;

(d) Setting up Anganwadi Workers and Helpers Welfare Fund at the State/UT level out of the contributions from Workers/Helpers and State/UT Governments;

4.5 Village Servants (Andhra Pradesh)

Category of part time : 1. Village Servants.

1. Appointing authority	Tahsildar of the Mandal
2. Classes of village servants.	Vetti, Kalwalkar ,Toti ,Talayari, Tandalgar, and Neeradi Neeruganti in category 2
3. Age limit for recruitment	18 to 35 years
4. Educational Qualification	Should have passed 7 th standard.
5. Residential Qualification	Should be a native of the village and have adequate knowledge of the village.
6. Status	Treated as part time employee of State Government.
7. Payment details	Honorarium is fixed on monthly basis and revised from time to time.
8. Eligibility for leave	Eligible for leave without allowances & should provide substitute on his own responsibility.
9. Gratuity	Paid at one month honorarium for every completed year of service subject to a maximum of 20 months
10. Group Insurance Scheme	Provided with a Group Insurance Scheme. Rs. 10/- as monthly subscription for covering a risk of Rs. 10,000/- on death
11. Disciplinary matters	Tahsildar can suspend the village servant & he is not eligible for any subsistence allowance during the period of suspension. The minor penalty allowed is imposition of fine. Major penalties are removal and dismissal.
12. Age of Discharge	60 years
13. Medical Facilities	Not provided
14. Working Hours	No working hours prescribed.
15. Payment of Salary and Allowance	They are paid fixed monthly honorarium , travelling allowances and daily allowances for such journeys as the Government may fix from time to time.

4.6. Village Administrative Officers (VAOs)

One VAO is appointed for every revenue village or group of villages.	Appointing authority is Revenue Divisional officer.
Educational Qualification - SSC Pass or its equivalent.	Age of Recruitment - 18 to 58 of years of age.
Method of selection - by open notification by a selection committee headed by Revenue Divisional officer.	Status - Considered as part-time employees of the State Government & liable for transfer throughout the District & paid Transfer Allowance.
Residential Qualification - The VAOs on appointment should reside in the Revenue Village where they have to discharge their duties.	Salary - Only Honorarium is paid which is fixed from time to time by the Commissioner, Revenue Department.
Leave - Not eligible for EL Surrender Leave, LTC. They have to apply for leave without allowances by providing a substitute.	Superannuation - 62 years.
Gratuity - Paid as one month's honorarium for every completed year of service subject to a maximum of 20 months.	Discipline matters - VAO can be suspended by Competent Authority & he is not eligible for any subsistence allowance during the period of suspension.
Penalties - Minor Penalty fine. Major penalty removal & dismissal. Tahsildar can impose a fine of Rs.1000/-.	Working hours - Not prescribed.

4.7**Himachal Pradesh State - Panchayat Chowkidars**

1. Residence	Should be a resident of the Gram Panchayat where he is to be appointed
2. Monthly Honorarium	<p>Rs.800/- + Rs. 25 DA</p> <p>In addition to this amount Panchayat chowkidars are also paid separately for delivery of summons in the territorial jurisdiction of the Panchayat concerned:</p> <p>(a) Rs. 3/- per summon issued by the Panchayat</p> <p>(b) Rs. 10/- per summon issued by the Police authority</p>
3. Nature of duties	<p>i. Cleaning of the Gram Panchayat office</p> <p>ii. Assistance to the GP office</p> <p>iii. Delivery of summons</p> <p>iv. To guard the movable & immovable property of the Panchayat office</p> <p>v. All other duties assigned by the Panchayat office</p>

4.7.1**Vocational & Tailoring Teachers**

- Should have Middle Standard qualification & have undergone training for one year in Tailoring & Cutting.
- Age at the time of appointment should be between 18-45 years.
- Gram Panchayat is the appointing authority.

He shall be an employee of GP & State Government provides a honorarium of Rs.700/- per month & the Gram Panchayat can add any more amount depending upon its financial position.

4.8 Karnataka State- Category: Grama Sahayaks

In Revenue Department, the Grama Shayaks are working at the village level on a consolidated remuneration of Rs. 2000/- per month.

Terms and conditions of employment and recruitment of Grama Sahayaks are as under:

The Tahsildar of Revenue Taluka is empowered to appoint the Grama Sahayaks, subject to the general orders of State Government, on a stipendiary basis. The persons belonging to the inferior village offices viz. Walikars, Mahars, Thalaries etc. and who have attained age of 25 years but not more than 65 years are eligible for such appointment.

Minimum education qualification not prescribed for such appointment. However, preference is being given to person who is literate.

The Grama Sahayak shall be paid fixed remuneration of Rs. 2000/- per month on monthly stipendiary basis.

4.8.1 Duties of Grama Sahayaks:

The main duty of the Grama Sahayak is to assist the Village Accountant in discharging his duties. Further, the Gram Sahayak has to do the following duties:

- ❖ To help the Village Accountant to collect Government revenues;
- ❖ To report birth/deaths and other incidents happened in the village to the Village Accountant;
- ❖ To escort the Village Accountant at the time of remittances of money to the Treasuries;
- ❖ To summon villagers to the village chavadi or any public place in the village in connection with Govt. work;
- ❖ To accompany the Village Accountant and other officers during field inspections;
- ❖ To carry village tapals and records from the village to taluk office and vice-versa;
- ❖ To assist the Village Accountant and other officers of Government during their tour in the village while performing their duties;
- ❖ To do any such other duties relating to Government work such as (i) Service of notices (ii) Election (iii) Natural calamity survey work and work relating to payment of compensation, identification of persons etc. and other works (as exigencies of administration may demand), under the direction of Village Accountant or Officers superior to him.

4.8.2 Periodical increase of emoluments per annum:

There is no periodical increase in the remuneration of Grama Sahayaks. Vide Government order No. KE-01/BS-C.2005 Dtd: July 10, 2007. Grama Sahayaka posts have been made permanently stipend based and their salary is being paid through Treasury. At present, they are getting of Rs. 2000 p.m.

4.8.3 Furnishing Security Bond:

No security bond is being obtained from the Grama Sahayaks.

4.9. Conclusion:

4.9.1 AWWs and AWH are given the status of honorary part time workers who are not paid regular pay scale. They are paid fixed honorarium per month.

4.9.2 Part time workers are also engaged in other states mostly for functions of the Panchayat and revenue administration and they are local residents being paid a consolidated honorarium.

4.9.3 AWWs and Helpers are present in all the villages with a population of 1000 in the normal area and 700 for tribal areas. Government has a plan to operationalise 14 lakhs AWCs in a phased manner by the end of Dec' 2008.

4.9.4 Recruitment Rule provides that the Anganwadi Workers and Helpers should reside in the village for which they are appointed and the survey indicates that 70% of the Anganwadi workers and helpers actually belong to the villages for which they are recruited.

4.9.5 They are not governed by any service rule and are recruited between the age of 18-44 years with Matriculation educational qualification for Anganwadi Workers while 8th pass educational qualification is prescribed for Helpers.

4.9.6 Village Servants like Vetti, Talayari etc. in Andhra Pradesh are also treated as part time employees who are paid fixed honorarium as revised from time to time. They are recruited on the condition that they should be a native of the village for which they are recruited.

4.9.7 Panchayat Chowkidars in H.P State are engaged on part time basis who are paid fixed monthly honorarium. They are also recruited on the condition that they should be a native of Gram Panchayat where they are to be appointed.

Categories of Gramin Dak Sevaks

In the early days, the ED Agents were mainly utilised for performing the functions of Branch Postmaster in the rural areas. The Mail was conveyed through the system of Departmental Runner, while the letter box clearance and delivery of Mail was carried through the Village Postman. The ED Branch Postmasters were also given the responsibility of delivery of unregistered articles and mail conveyance. However, in the year 1926, the new category of runner and delivery agent was introduced replacing the Departmental Runner and Village Postman.

5.1 After 1931, with the acceptance of Jehangir Committee report, the Extra Department system was extended to the Sub Post offices and small combined Post offices. Some new categories of EDAs were introduced like ED Sorter, Stamp Vendor, Mail Peon, Letter Box Peon, Packer and Messenger.

5.2 Before the introduction of GDS (Conduct and Employment) Rules, 2001 there were 13 categories of GDS as specified in the Posts and Telegraphs Extra Departmental Agents (Conduct and Service) Rules, 1964:

- (i) ED SPM
- (ii) ED BPM
- (iii) ED Delivery Agent
- (iv) ED Mail Agent
- (v) ED Letter Box Peon
- (vi) ED Mail Carrier (Runner)
- (vii) ED Packer
- (viii) ED Messenger
- (ix) ED Chowkidar
- (x) ED Stamp Vendor
- (xi) ED Sorter in the Railway Mail Service
- (xii) ED Sub Record Clerk
- (xiii) ED Porter.

5.3 After implementation of Justice Talwar Committee recommendations following 8 categories of GDS Employees were retained in the Department under GDS (Conduct & Employment) Rules, 2001:

- (i) GDS SPM
- (ii) GDS BPM
- (iii) GDS Mail Deliverer
- (iv) GDS Mail Carrier
- (v) GDS Mail Packer
- (vi) GDS Mail Messenger
- (vii) GDS Mail Man
- (viii) GDS Stamp Vendor

5.4 The information gathered from the field units indicates that in addition to the 8 specified categories, some unapproved categories of GDS still exist like GDS Letter Box Peon, GDS Chowkidar, and GDS Sweeper and other miscellaneous categories.

5.5 With a view to rationalise and ensure optimum utilisation of GDS manpower, orders were issued by the Directorate on 10th Oct. 2005 for phasing out the category of the GDS Mail Messenger. The work of delivery of telegrams performed by the GDS Mail Messenger has been combined with the GDS Mail Deliverer or any other GDS engaged in the work of Mail Delivery or regular Group D / Postman Staff. At present, there are only 7 approved categories of GDS:

- a. GDS SPM
- b. GDS BPM
- c. GDS Mail Deliverer.
- d. GDS Mail Carrier
- e. GDS Mail Packer
- f. GDS Mail Man
- g. GDS Stamp Vendor.

5.6 **GDS Stamp Vendor (GDS SV) Survey**

At present, there are about 3,168 GDS SVs who are mainly engaged in the Departmental Post offices of the status of Head Post office. HSG - I, HSG - II, LSG and triple handed Post office and even in single handed Post offices. The details of GDS SVs deployed circle wise as per the information provided by Directorate as on Mar 31, 2008 is given below:

Sr. No.	Name of the Circle	No. of Stamp Vendors deployed
1	Andhra Pradesh	344
2	Assam	77
3	Bihar	71
4	Chattisgarh	25
5	Delhi	70
6	Gujarat	96
7	Haryana	61
8	Himachal Pradesh	17
9	Jammu & Kashmir	14
10	Jharkhand	37
11	Karnataka	270
12	Kerala	232
13	Madhya Pradesh	36
14	Maharashtra	250
15	North Eastern	17
16	Orissa	296
17	Punjab	104
18	Rajasthan	78
19	Tamil Nadu	464
20	Uttar Pradesh	376
21	Uttarakhand	0
22	West Bengal	233
Total		3168

5.7 Following norms have been prescribed for sanctioning of the Post of GDS Stamp Vendor for sale of stamps and stationery:

- | | | |
|------|---|-----------|
| (i) | Upto Rs. 50/- or part thereof | 3 Minutes |
| (ii) | Subsequent sale of stamps and stationery of Rs. 50/- or part thereof upto Rs. 100 | 3 Minutes |

(Sale upto Rs. 100/- is treated as retail sale and beyond that as bulk sale.)

Keeping in view the above norm, the GDS SV is required to sell Rs. 1000/- stamps and stationery per hour. If there are Multi Purpose Counter Machines in a Post office the justification for post of Stamp Vendor / GDS SV gets reduced. The surplus posts of Stamp Vendors are required to be re-deployed where they can be better utilised.

5.8 Technology is bringing new approaches in collecting postal tariff and dispensing stamps to the postal users. Up to the end of the 10th Five Year Plan, India Post has computerised all Head Post offices and 7424 Sub Post offices across the country where Multi Purpose Counter Machines have been installed. The Department has ambitious plan of computerisation of all the Departmental Post offices and also about 60,000 Extra Departmental Branch Post offices under the 11th Five Year Plan. The computer based counter machines automatically record the weight of the article, calculate the postage and generate self adhesive postage sticker which is pasted on the postal article. Introduction of high speed electronic franking machines has further significantly minimized the use of postage stamps. Electronic Franking Machines are now being used extensively by bulk mailers, corporate offices and Government Departments. However, the individual customers continue to use postage stamps. E-stamping using Internet has the ability to print and dispense stamps. This allows the consumer to purchase stamps on the net. Personal logo can also be paired with the printing of E-Stamps. Such an arrangement reduces the effort required to service the consumers at the postal counters, minimizes the cost of printing, transportation and storage. Printing postage online is a convenient and better alternative to the conventional method of purchasing stamps at the local Post Office. All that is required to print the postage is Computer, Internet access and a Printer using the requisite software and cash transfer arrangement.

5.9 The Gramin Dak Sevak Committee conducted country wide survey selecting one Post office in each postal division where a large number of Stamp Vendors are engaged for sale of stamps and stationery. Survey was conducted in 477 Post offices covering 593 GDS SVs, thereby covering a sample of 18.71% of the total GDS SVs functioning in the country. The details of Post offices, number of personnel deployed, average stamps sale, workload as per the survey conducted in 22 Circles are appended in tables 1-23 at the end of this chapter.

Analysis of the survey

5.10 Of the 592 GDS SVs surveyed, the survey revealed that only 87 posts are found to be statistically justified as per prescribed standards. The survey further revealed that the average stamp sale by GDS SVs in bigger Post offices is Rs. 2966/- per day. The daily average stamp sale of GDS SVs engaged in double handed and single handed SOs, is found to be Rs.1500/-.

5.11 Ideally if each of the GDSSVs sells Rs. 5000/- worth of Postal stamps and stationery during 5 hours duty the cost of sale of stamps is about Rs. 3.25 per Rs. 100/- of stamps sold. However, due to average of stamps sold being 2955 which is less than the prescribed standards, the cost has considerably increased to Rs. 5.48 per Rs. 100/- stamps sold.

5.12 As explained earlier the norms for sale of stamps through stamp vendor have been revised. The norm provided in M.T.T for sale of stamps by departmental official is prescribed at 1 minute for Rs.1/- sale of stamps. Though, the norm for sale of stamps by the stamp vendors were revised from time to time, the norm for sale of stamps by counter officials has not undergone any change. There is need to revise the norm for the sale of stamps by the counter clerks.

5.13 The above survey reveals that out of existing available staff hours of GDS SVs only 59% of the staff hours are utilised and 41% net staff hours remains under utilised and need to be fully utilised by entrusting any additional works like sale of recruitment applications, non judicial stamp papers, enquiries etc.

5.14 There is a system of vending stamps through licensed stamp vendors. A commission of 5% is paid on sale of stamps and daily replenishment is restricted to Rs. 5000/-. The Department is spending Rs.5.50 on sale of stamps worth Rs 100. This cost component tends to increase every year due to hike in the cost index and decline in the sale of stamps through stamp vendor due to increased computerisation. The committee suggests for reviewing this scheme of stamp vending through licensed stamp vendors and make it more popular. The Department may also consider popularising franchised outlets in the urban areas.

5.14.1 The Committee further suggests that the GDS SVs not justified statistically may not be filled up and there may not be any further recruitment of GDS SVs in their place.

5.15 The Committee suggests that the department may consider various technology options to make the dispensing of stamps easier and cost effective. It may also utilise electronic franking machines across the counters for reducing the stocking of stamps.

The details of the survey of GDS SV are at Annexure I to this chapter

5.16 Recommendations

(1) *The Department should pursue various technology options to make dispensing of stamps easier and cost effective. It may also utilise electronic franking machines across the counters for reducing the stocking of stamps.*

(2) *Stamp sale in Post office could as well be entrusted to counter clerks in the present circumstances of reduced stamp sales due to computerisation.*

(3) *The committee suggests for reviewing this scheme of stamp vending through licensed stamp vendors and make it more popular. The Department may also consider popularising franchised outlets in the urban areas.*

(4) *The Committee further suggests that the GDS SVs not justified statistically may not be filled up and there may not be any further recruitment of GDS SVs in their place.*

5.17 GDS Packers

As on Mar 31, 2007, there were 15,884 GDS Packers working in the country. Majority of these GDS Packers are engaged in class III single handed Post offices both in the rural & urban areas.

5.17.1 The standards laid down for Mail Attendants, LB Attendants and Group D packers vide Directorate letter No 31-5/85-PE-1 dated Oct 04, 1985 are as under. The same standards are adopted for examining the justification for packers in GDS category.

Sl. No.	Item of work	Time factor in Minutes
1.	Cleaning of stamp & seals and change of date & type hour	2 min. per stamp/seal
2.	Exchange of mails including loose Parcels	0.5 min. per bag/loose parcel subject to a minimum of 10 min. per exchange
3.	Opening of bags of all types	1 min. per bag
4.	Closing of bags	4 min. per bag
5.	Work connected with articles of unregistered mail posted for despatch, stamping of articles a) By hand b) By stamp cancelling machines	a) 0.06 min. per Article b) 0.037 min.
6.	Registered & VP Articles booked	0.07 min. per article
7.	Registered & VP Parcels booked	0.17 min. per article
8.	Sealing of Registered bundles	1.50 min. per bundle
9.	Stitching & stamping of lists, etc.	0.12 min.
10.	Stitching & stamping of vouchers	0.1 min.
11.	Stamping of MO issued	0.1 min. per MO
12.	Stamping of blank MO forms for sale	0.05 min. per MO
13.	Clearance of Letter-boxes	

	a) Street Letter boxes; b) Office Letter boxes	a) 1.5 min for letter boxes b) 3.5 min for letter boxes						
14.	Distance traveled for conveyance of mails, clearing of street letter boxes a) On foot b) On bicycle	<table> <tr> <td>Hilly area</td> <td>Other areas</td> </tr> <tr> <td>a) 3.33 Km per hour</td> <td>4 Km per hour</td> </tr> <tr> <td>b) --</td> <td>8 Km per hour</td> </tr> </table>	Hilly area	Other areas	a) 3.33 Km per hour	4 Km per hour	b) --	8 Km per hour
Hilly area	Other areas							
a) 3.33 Km per hour	4 Km per hour							
b) --	8 Km per hour							
15.	Co-efficient for Miscellaneous items of work	Time scale delivery SO - 4% Time scale no delivery SO -15%						

5.17.2 The GDS Committee conducted a survey of GDS packers in 43 postal divisions covering about 149 Post offices of all categories. The details of the divisions, Post offices, work load etc is presented at annexure II of this chapter.

5.18 Demand

The GDS representatives in the memorandum have submitted that the GDS Mail packers commence their duty with opening of the Post office and cleaning it along with counters and other materials for work. Afterwards they assist the Sub Postmaster and this assistance may be taken as 30 minutes for computing the work load. Thereafter the GDS MP has to collect and open bags and close the bags for despatch and for all these work proper time factors are to be fixed. It is further stated that such assistance is very much essential not only for the satisfaction of the public but also from security angle.

5.19 Evaluation of the demand

The Committee has observed that it is not the duty of GDS Mail packer to open the Post office in the morning hours and it is the duty of Sub Postmaster to ensure that the Post office is opened in time. Further cleaning of the counters, dusting of the tables etc., is also an item of work to be done by part time sweeper engaged for this purpose. In respect of urban non delivery Post offices, the GDS mail packers are attending the Head office/centralised Post office in the morning hours for collection of account bag of their Sub office and the same is made over to the Sub Postmaster. They are again attending the Sub office in the after noon hours and rendering assistance in stamping and stitching of receipts and closing of the mail bag and account bag and exchanging the same at the RMS office or transit office. In regard to the departmental Sub office located in rural areas also, the duties are similar in nature except collecting the mail bag from the mail exchange point, rendering assistance to the SPM in stamping of the unregistered articles and registered articles/MOs received for delivery, closing of the BO bags etc. In the after noon hours he clears the outside letter boxes, if any, provides assistance in opening of Branch office bags stamping and stitching of receipts, closing of mail bags/account bag and exchange of the mail at exchange point if there is no separate mail carrier. All these items have already been

covered by the standards laid down by the department for group 'D' and the same norms are equally adopted for GDS packers also. The non postal operations like sweeping, dusting, assistance in opening of Post offices etc. are not included in the job description of mail packers. The standards are already provided for the duties which are expected to be performed by the GDS Mail packers.

5.19.1 The Committee further observed that in the urban non delivery Sub offices, the work load on account of rendering group 'D' assistance is limited, and most of the work load is on account of distance covered for conveyance of account bag and mail bag.

The postal operations performed in single handed non delivery offices are limited though they are spread out during the working hours. The nature of group 'D' assistance required is limited and it is mainly for the purposes of opening of account bag, closing of mail bag, stitching and stamping of receipts/vouchers and conveyance of mail bag/account bag. From the work load point of view, it does not justify a departmental group 'D' though the elements comprising the work load are of staggered nature. In order to provide full fledged facilities to the public, the Committee has recommended merger of single handed non delivery offices to make them into class II or class I SOs. In that event, it will increase the quantum of group 'D' assistance required in performance of various operations and may justify a full time group 'D' assistance.

5.19.2 The Sixth Central Pay Commission has recommended for converting the existing group 'D' posts into multi skilled group 'C' posts. Keeping this recommendation in view, there is a need for separating the duties which are expected to be performed by the multi skilled group 'C' and such other duties which are of a house keeping nature requiring assistance. The Department may consider managing these house keeping functions like sweeping, dusting, guarding etc. including other peripheral functions which are of the nature of group 'D' assistance, separately. The functions to be performed by the multi skilled group 'C' may be organised in a manner that a full time multi skilled group 'C' may be justified in a reorganised set up of urban Post offices.

5.19.3 In the rural and semi urban areas, GDS packers may have to continue in view of the limited amount of work load. However in order to utilise them for the duties for which they are meant, the Committee suggests that each Sub Divisional Inspector will fix the duty chart and the hours of attendance of the GDS packers and ensure strict adherence. The inspecting authorities should check this aspect during their visits to the Post offices and ensure compliance to the duty chart and the hours of attendance.

5.19.4 The Committee understands that a large number of GDS packers are also engaged in bigger offices like LSG, HSG in urban areas. In these offices, the justified multi skilled group 'C' may be got sanctioned and arrangements made for performance of items of work pertaining to group 'D' through other means.

5.20 Recommendations

1. *The urban Post offices may be reorganised in a manner that public facilities are enhanced and at the same time multi- skilled Group 'C' posts are justified in such offices.*
2. *The Group D nature of duties and duties of house keeping nature may be managed through alternative arrangements.*
3. *In the semi urban and rural departmental Post offices, the GDS packers have to be continued if the Post offices do not justify full time posts.*
4. *The duty chart and hours of attendance of GDS packers be fixed by the Sub Divisional Inspectors for strict adherence.*
5. *The engagement of GDS packers in larger offices like LSG/HSG be avoided and department may consider creation of justified multi-skilled Group C posts. Creation of new posts will however be subject to existing instructions and orders on the subject.*

5.21 GDS Mailman

GDS Mailman is one of the approved categories of the Gramin Dak Sevaks functioning in Railway Mail Service wing of the Department of Posts. The above categories of workers are employed in the Mail offices and Transit Mail offices of RMS units. Though, the Gramin Dak Sevaks are predominately meant for rural areas, still some categories like Mail Deliverers, Packers and Mailman are engaged in Post offices / RMS units in urban pockets also.

5.21.2. The reports received from the circles revealed that the following numbers of GDS Mailmen are functioning in the circles.

Sl. No.	Circle	No. of RMS Divisions	Sanctioned strength of GDS MM	Actually working
1.	Andhra Pradesh	6	422	332
2.	Bihar	5	76	41
3.	Chhattisgarh	1	32	21
4.	Gujarat	4	218	152
5.	Himachal Pradesh	1	9	9
6.	Haryana	2	16	13
7.	Jharkhand	2	28	25
8.	Karnataka	3	7	7
9.	Kerala	3	293	279
10.	Madhya Pradesh	3	143	95
11.	Maharashtra	4	122	25
12.	Orissa	3	160	145
13.	Punjab	2	45	40
14.	Rajasthan	3	88	70
15.	Tamil Nadu	5	387	387
16.	Uttar Pradesh	7	204	140
17.	West Bengal	6	336	196
Total		60	2586	1977

GDS Mailmen are engaged in major cities like Hyderabad, Patna, Ahmedabad, Bangalore, Thiruvananthapuram, Pune, Bhopal, Cuttack, Chennai, Jaipur, Lucknow, Kanpur and Kolkata.

5.21.3. Views of earlier Committees on the system of engaging GDS Mailman in Mail offices and Transit offices are as below:

3.1 Shri C. V. Rajan who functioned as Chairman of the first committee of enquiry on Extra Departmental system has not made any specific mention about the work pattern and fixation of wages regarding GDS Mailman.

However, it could be seen from the report that he had recommended for abolition of this category of ED sorters in RMS offices. Subsequently to this also ED Sorters continued.

3.2 Shri R. R. Savor, Chairman of the third committee of enquiry on Extra Departmental system also recommended for abolition of ED sorters.

In regard to deployment of Mailmen in the Mail agency he observed that on a visit to Howrah RMS in Calcutta, 94 Mailmen were deployed and in addition as many as 86 ED Mailmen were additionally deployed. He further commented that the practice of employment of ED Mailmen has been excessively resorted to and can be dispensed by utilising the services of regular Group 'D'. He did not agree with the argument that the system of deploying ED Mailmen was sought to be justified on the plea of bunching of arrival and departure times of Mail trains and to cope with peak hour workload, as such a contingency was prevailing even earlier also. He also observed that one reason for employment of ED Mailmen is because of their higher output and the supervisors were finding it difficult to get expected level of performance from regular Mailmen. He felt that this should not constitute a ground for departure from a normal practice of deploying a regular Government Servant when there is ample workload justifying creation of regular post. Finally, in Para 4.3.3 of the Report, he recommended for giving up the practice of engaging ED Mailmen in large railway platforms and also not to employ ED Staff in Metropolitan and Urban areas. The employment of ED Mailmen might be resorted to where necessary in small cities and towns.

The 4th Committee headed by Justice Charanjit Talwar did not examine the issue regarding continuance of the deployment of the Mailman and in Para 9.1 of his Report recommended scale of pay for ED MC/ED Packer/ED Runner/ED Messenger and all other categories of ED Agents who do the work of Group 'D'.

5.21.4 Demand of the GDS representatives:

The NFPE in the oral evidence submitted to the Committee on April 04, 2008 stated that the Group 'D' MM and GDS MM are deployed as per observational standard which is not relevant at all. Further, it was stated that there is need for prescribing standard for Group 'D' operations in Mail offices and in the TMOs /Platforms for exchange of Mail. They submitted that though the Shri R. R. Savor committee recommended abolition of the all GDS MM in Metros and urban areas, it was not implemented completely. They further submitted that the duties of the GDS MM and casuals should be

clubbed for regularising all GDS MM as Departmental officials. They requested the Committee for recommending for scrapping the GDS MM from RMS side altogether.

5.21.5 **Demands of the Individual GDS MM:**

Some of the GDS MM from Kerala Circle have represented to the Committee that they are performing arduous tasks of exchanging Mails on the platform in odd hours and they are to be equated with GDS Mail Deliverers in fixation of their wages.

5.21.6. **Duties and functions of Mailmen:-**

The GDS Mailmen are employed in Mail offices and Transit Mail offices for performing following duties:

- (a) Receipt of bags from Sections, MMS Schedules, and State Transport buses,
- (b) Conveyance of bags to the Mail offices/TMOs,
- (c) Exchange of bags at Railway Stations/Bus Stand and with the MMS schedules,
- (d) Opening and closing of bags,
- (e) Segregation of closed bags, line wise, before they are exchanged with the sections etc.
- (f) Facing and stamping of articles.

All the above duties are similar to the duties performed by regular Mailman (Group 'D') and as prescribed in Volume VII.

5.21.7. The Appointing authority for the GDS Mailman as per the Schedule prescribed in Rule-4 of GDS (Conduct & Employment) Rules, 2001 is Inspector/ Assistant Superintendent, Sub-Record officer or Head Record officer.

The Educational Qualification prescribed for GDS Mailman engagement is Middle Standard pass, preference being given to those with Matriculation qualification.

5.21.8. **Standards for Mailman and GDS MM in RMS Units:-**

Unlike Post offices and Administrative offices, no specific standards are laid down for deployment of Mailman in RMS offices viz., Mail offices and Transit Mail offices. These posts of Group 'D' Mailman & GDS Mailman are operated on observational basis depending upon inflow and outflow of Mail.

However, standards have been laid down for Mail Guard establishment in Transit Sections, Transit Mail Offices and Mail Agency Branch of Mail Office (Molinder Singh Formula) vide Directorate letter No. 6-93/71-PE.II dated 26-03-1977. In the same letter, it was further, ordered to provide a Van Attendant/Mail Attendant in transit

sections where the number of points by adopting Molinder Singh Formula is hundred or less and no Mail list is prepared.

5.21.9. All the GDS Mailmen as stated earlier are deployed in Mail offices/Transit Mail Offices of RMS Units which are mostly located in urban areas. It is learnt that some Circles like Karnataka and Delhi have already dispensed with the services of GDS Mailmen in Urban areas but this was not seriously attempted by other Circles uniformly. With the result the GDS Mailmen are still continued to be engaged in large numbers in RMS Units.

5.21.10. **Survey**

The Gramin Dak Sevak committee conducted a survey of GDS MM in 9 RMS Divisions of various circles about the pattern of deployment of Mailmen.

Sl. No.	Circle	RMS Divisions Surveyed
1.	Kerala	1. RMS 'TV' Division Thiruvananthapuram
		2. RMS 'EK' Division Ernakulam
2.	Tamil Nadu	1. Chennai sorting Division
		2. RMS - CB Division Coimbatore
3.	Madhya Pradesh	1. RMS ID Division Indore
		2. RMS MP Division Bhopal
4.	Andhra Pradesh	1. Hyderabad Sorting Division
		2. RMS AG Division Guntakal
		3. RMS TP Division Tirupati

10.1 The statistical details collected in respect of Mail offices surveyed are furnished in Annexure-III to this chapter.

10.2 The study and examination of the data collected revealed the following :

- (i) The GDS MM are found to be engaged in unapproved categories like Truck operators, Gardeners, Waterman, Sweeper cum duster, office peon in Divisional office/HRO, call boy, port folio boy and Rest House Attendant.
- (ii) The statistical review of the Mail offices and TMOs is not carried out regularly and even the reports for Mail offices have shown remarks like no revision is called for in regard to Group 'D' /GDS MM.
- (iii) The Mail handled is decreasing but corresponding reduction has not taken place in Group D and GDS mailmen.
- (iv) The absenteeism in Mail guard, Mailmen and GDS MM is high. The Department is incurring a large expenditure on casual labour for managing the work in addition to payment to the leave substitutes.

(v) The expenditure on OTA incidence is also high though the traffic has reduced to a considerable extent.

(vi) The HROs / SROs are controlling the arrangements of Mailmen and GDSMM whereas the unit in charges have no control over the attendance of MM and GDS MM and even the unauthorised absence if any, is reported in Daily Report is not properly acted upon and they are let off with cut in allowances, as this is obvious from the list of GDS against whom action has been taken for the last five years.

(vii) The SSRM/SRM, ASRMs and Inspectors have opined that the GDS are meant for offices which work for limited number of 3- 5 hours and such being the case the GDS Mailman with limited hours of duty are not suitable in the structure of Mail offices and TMOs which normally function for 8-12 hours. They suggested that only fulltime Mailmen or casual labour are required for the operational work and any intermediate work force with limited hours of duty like GDS MM is not required. They suggested that the GDS MM posts be converted to regular posts.

(viii) They also suggested for carrying out a scientific work study of job profile of Group 'D', Mailman in Mail office and TMOs and to prescribe standards. As some of the duties like facing of articles, stamping of articles, closing and opening of bags, tying of bundles are similar to the Group 'D' duties performed in Post offices , norms could be worked out in RMS also for this type of work.

5.21. 11. **Examination of the issues:**

The maximum duty hours upto which the GDS Mailman can work is 5 hrs per day in a unit which normally functions for 8 hrs to 12 hrs per day. Hence, the GDS Mailman with a limited number of hours of duty cannot fit into a system where the working hours are more than the duty hours and sometimes staggered and also functioning during nights. There are three types of persons performing the duties meant for Group 'D' as described in the previous Para, viz., regular Group 'D', GDS Mail man (upto 5 hrs duties) and casual labour who are engaged for limited number of hours to cope up with peak hour workload or traffic. There is also no rational standard prescribed for the deployment of Group 'D' in RMS and it is being done based on observation. In periodical statistical reviews, the inflow of unregistered Mail, number of bags closed/opened, number of MOs handled number of exchanges etc. is taken into account for determining the staff strength for supervisory and operative cadres. In respect of Transit Sections and Transit Mail Offices, the justification or otherwise is examined with reference to number of bags handled and points earned on Molinder Singh formula, whereas for Group 'D', Mailman and GDS Mailman there are no such standards prescribed for various items of operational work performed by them. This has resulted in unsystematic review of the Group 'D' establishment.

5.21.12 The Committee observed that the observational standard adopted for deploying GDS Mailman/Mailman in RMS is out dated and not relevant particularly in the scenario of reduced traffic. There is an urgent need for correctly assessing the workload of Group 'D' in RMS and two types of work force with full time and other one for limited hours is not required. Further, some of the operations as explained in the previous para are

similar to Group 'D' duties performed in Post offices. There is a need to conduct a work study of the Group D in Mail offices and Transit Mail offices. It is possible to lay down standards for the indoor work performed in Mail offices and Transit Mail offices. As regards mail exchanges, conveyance of the bags over platforms, waiting time for exchange and actual time for exchange work, guidelines could be worked out, depending on the number of exchanges, type of exchanges, and number of bags exchanged and this area of operational work could be adjusted as per actual observation in different Mail offices and Transit Mail offices. Such a fixation of standards will broadly take into account the Group D assistance required at various times and will reflect the changing need of traffic from time to time.

5.21.13 The requirement of Group D and part time engagement to cope up with bunching of exchanging and train arrival/departure requires to be carefully assessed and part time staff component be managed from casual employees only for limited extra manpower during peak hours. GDS which is intended for operating the rural postal system needs to be phased out from Mail offices which are mostly located in urban areas. There is also no justification to have GDS engaged for unapproved categories like Sweeping, Gardening, Rest House Attendants, Call boys, Box boys, Watermen etc. and require to be given up immediately. These GDS who are presently engaged in unapproved categories may be immediately shifted to approved categories. The surplus GDS Mailmen be treated as a wasting group in RMS.

5.21.14 In regard to demands of the GDS MM of Kerala circle, the Committee observed that the GDS MM were never equated with GDS MD for fixation of wages and they were placed on par with GDS Mail Carrier/Packer on Postal side and the duties performed by them are corresponding to the regular Mailman. In view of this, there is no congruence between the duties performed by the GDS MD and GDS MM.

5.21.15 The Sixth Central Pay Commission recommended for conversion of group D posts into multi skilled group C posts. Keeping this recommendation in view, the Department may examine the duties that can be entrusted to the multi skilled group C and separation of nature of duties pertaining to group D work. All the future recruitments be made in multi skilled groups C posts. The Department may examine managing the house keeping functions and duties of the nature of group 'D' through alternative means. An exception however needs to be made for absorption of temporary status group D in regular group D posts to the extent of their eligibility.

5.22 Recommendations:

1) *There is a need to conduct a work study of the Group 'D' in Mail offices and TMOs. It is possible to lay down standards for the indoor work performed in Mail offices and TMOs. As regards Mail exchanges, conveying the bags over platforms, waiting time for exchange of mail and actual time of exchange, guide lines could be worked out depending on the number, type of exchanges, number of bags exchanged, this area of work could be adjusted as per actual observation in different Mail offices and TMOs. Such a fixation of standards will broadly take into account the Group 'D' assistance required at various times and will reflect the changing traffic needs from time to time.*

2) *The requirement of Group 'D' and part time engagement to cope with bunching of exchange and train arrival/departure requires to be carefully assessed and part time staff component managed from casual employees for limited extra need of manpower at peak hours. GDS which is intended for operating rural postal system needs to be phased out from Mail offices which are mostly located in urban areas. This work may be managed by normal Group 'D' or part time staff as the case may be.*

3) *The GDS Mailman be treated as a wasting group in RMS.*

4) *The engagement of GDS in unapproved categories like Sweeping, Gardening, Rest House Attendants, Call boys, Box boys, Waterman be given up immediately. There is no justification to have GDS Mailman engaged for non operative work in RMS. These GDS Mailman who are presently engaged in non operative duty should immediately be shifted to operational areas.*

5) *The Department may examine the duties that can be entrusted to the multi-skilled Group C and separation of nature of duties pertaining to Group D work. All the future recruitments be made in multi skilled Group 'C' posts. The Department may examine managing the house keeping, functions and duties of the nature of group 'D' through alternative means. An exception however needs to be made for absorption of temporary status Group D in regular group D posts.*

5.23 GDS engaged in seasonal Post offices

The GDS representative in their memorandum submitted to the Committee stated that in HP circle and Uttarakhand circle, some Post offices are kept open for 6 to 7 months during summer and remains closed during the winter period. The employees working in such Post offices are kept out of job during off season and they are not paid any allowances or shown an alternative job during such off season. Under such circumstances the employees are struggling for their survival. A demand was put forth for granting of half pay leave or special leave or they should be attached to neighboring Post offices so that they can earn their livelihood. One more demand was also made about granting of TA and packing allowances to GDS working in the seasonal Post offices on par with departmental employees.

5.24 Evaluation of the demand

The committee examined the above issue. The enquires revealed that seasonal Post offices are existing and function only in Uttarakhand circle and not in Himachal Pradesh as stated by the GDS representatives. The details of the seasonal Post offices functioning in Uttarakhand circle as below.

Chamoli division

2 DSOs and 8 EDBOs	BPMs	08
	MDs	01
	MCs	03
	MD/MC	04
	Packer	01

Nainital division

1 EDSO and 1 EDBO	EDSPM	01
	EDBPM	01
	MC	01
	MD	01

Tehri Garhwal Division

2 EDBOs	EDBPM	02
	MD	01

Pithoragarh division

1 DSO and 11 EDBOs	EDBPM	11
	MD	03
	MC	03
	Packer	01

It is further stated that most of the above seasonal Post offices are kept open from May 15 to November 15 and in some cases closed in October month itself. The Chief PMG Uttarakhand circle reported that the Gramin Dak Sevaks working in seasonal Post offices are not paid any allowances during the off season as the terms of contract is for working in seasonal period only. It is also further intimated that the off season period is not counted for gratuity.

The Gramin Dak Sevaks are governed by GDS conduct and Employment rules and as per the same their conditions of employment are regulated. The Gramin Dak Sevaks so employed in seasonal Post offices are meant for the period during which the Post offices are kept open and the Department cannot be expected to compensate them during the period for which they cannot put to any engagement. In regard to providing them alternate job during off season period, the GDS working in seasonal Post offices are engaged against specific posts borne on the establishment and they cannot be attached to any other Post offices during off season as surplus since there is no justification for their engagement and any payment paid for surplus staff will be a violative and result in establishment in excess of sanction. The general principle of engagement implies no allowances for no work. The Gramin Dak Sevaks in seasonal Post offices are engaged for specific periods. The terms of engagement have to be for a temporary period from locally available persons. However, in case any of the persons engaged puts in a total qualifying period, the department may consider paying them eligible ex-gratia gratuity and Severance amount.

Andhra Pradesh Circle

Annexure I (Table 1)

Division	Name of the PO	No. of stamp vendors		Daily average stamps sold		Workload		Duty hours		TRCA Paid		No. of FM impressions and value	
Adilabad	Adilabad HO	-	1	-	1695	-	1.42hrs	-	5hrs	-	II	-	32/160
Hanamkonda	Subedari SO	-	1	-	2700	-	2.42hrs	-	5hrs	-	II	-	-
									5hrs				
Karimnagar	Jagtial HO	-	1	-	2485	-	2.29hrs	-	5hrs	-	II	-	-
Mahbubnagar	Mahbubnagar HO	-	2	-	2800	-	2.48hrs	-	5hrs		II	-	-
					3120	-	3.07hrs	-	5hrs		II		
Medak	Gajvel SO	-	1	-	4395	-	4.23hrs	-	5hrs	-	II	-	-
Medak	Siddipet HO	-	1	-	693	-	0.41hrs	-	5hrs	-	II	-	-
Medak	Ramayampet SO	-	1	-	350	-	0.21hrs	-	5hrs	I	-	-	-
Nalgonda	Nalgonda HO	-	1	-	3507	-	3.30hrs	-	5hrs	-	II	-	-
Nalgonda	Bhongir HO	-	1	-	2391	-	2.23hrs	-	5hrs	-	II	-	-
Nalgonda	Bottuguda SO	-	1	-	1211	-	1.12hrs	-	5hrs	-	II	-	-
Nalgonda	Ramagiri SO	-	1	-	1123	-	1.07hrs	-	5hrs	-	II	-	-
Nalgonda	Clocktower SO	-	1	-	2033	-	2.01hrs	-	5hrs	-	II	-	-
Nalgonda	Pochampally SO	-	1	-	1496	-	1.29hrs	-	5hrs	I	-	-	-
Nizamabad	Nizamabad RS	-	1	-	1648	-	1.38hrs	-	5hrs	-	II	-	-
Nizamabad	Gandhi Gunj SO	-	1	-	675	-	0.40hrs	-	5hrs	-	II	-	-
Nizamabad	Jawahar Road TSO	-	1	-	1204	-	1.12hrs	-	5hrs	-	II	-	-
Nizamabad	Kamareddy HO	-	1	-	2813	-	2.48hrs	-	5hrs	-	II	-	-
Nizamabad	Armoor HO	-	1	-	1572	-	1.34hrs	-	5hrs	-	II	-	-
Nizamabad	Nizamabad HO	1	1	2528	1538	2.32hrs	1.33hrs	8hrs	5hrs	-	II	-	-
Nizamabad	Subashnagar SO	-	1	-	1316	-	1.18hrs	-	5hrs	-	II	-	-
Nizamabad	Banswada SO	-	1	-	824	-	0.49hrs	-	5hrs	-	II	-	-
Nizamabad	Yellareddy SO	-	1	-	419	-	0.26hrs	-	5hrs	-	II	-	-
Peddapally	Peddapally HO	-	1	-	2200	-	2.12hrs	-	5hrs	-	II	-	200/1030
Peddapally	Huzurabad HO	-	1	-	1290	-	1.17hrs	-	5hrs	-	II	-	-
Peddapally	Manthani SO	-	1	-	650	-	0.39hrs	-	5hrs	-	II	-	-
Peddapally	Jyothinagar NTPC SO	-	3	-	876	-	0.52hrs	-	5hrs	-	II	-	-

Peddapally					895	-	0.53hrs	-	5hrs	-	II	-	-
Peddapally					871	-	0.52hrs	-	5hrs	-	II	-	-
Peddapally	Jammikunta SO	-	1	-	1208	-	1.12hrs	-	5hrs		II	-	-
Peddapally	G.V.8 Incline Colony SO	-	1	-	1600	-	1.36hrs	-	5hrs		II	-	-
Sangareddy	Ramachandrapuram H.E SO	-	1	-	1575	-	1.34hrs	-	5hrs	-	II	-	-
Suryapet	Kodad SO	-	1	-	3000	-	3.00hrs	-	5hrs	-	II	-	-
Wanaparthy	Wanaparthy HO	-	1	-	3500	-	3.30hrs	-	5hrs	-	II	-	-
Wanaparthy	Shandnagar SO	-	1	-	2500	-	2.30hrs	-	5hrs	-	II	-	-
Wanaparthy	Nagerkurnool SO	-	1	-	2500	-	2.30hrs	-	5hrs	-	II	-	-
Wanaparthy	Kollapur SO	-	1	-	2500	-	2.30hrs	-	5hrs	-	II	-	-
Wanaparthy	Kalwakurthy SO	-	1	-	2500	-	2.30hrs	-	5hrs	-	II	-	-
Wanaparthy	Achampet SO	-	1	-	2500	-	2.30hrs	-	5hrs	-	II	-	-
Warangal	Narsampeta SO	-	1	-	2553	-	2.33hrs	-	5hrs	I	-	-	-
Warangal	Mahbubabad HO	-	1	-	4227	-	4.13hrs	-	5hrs	-	II	-	-
Warangal	Warangal HO	1	1	5625	4368	5.37hrs	4.22hrs	8hrs	5hrs	I	-	-	-
Warangal	Mandi Bazar SO	-	1	-	4200	-	4.12hrs	-	5hrs	-	II	-	-
									5hrs				
Bhimavaram	Narsapur SO	-	1	-	5130	-	5.07hrs	-	5hrs	-	II	-	-
Eluru	Rama Chandrarao Pet SO	-	1	-	1500	-	1.30hrs	-	5hrs	-	II	-	-
Gudivada	Gudivada HO	1	1	5322	1147	5.19hrs	1.08hrs	8hrs	5hrs	-	II	-	-
Gudur	Gudur HO	-	1	-	1500	-	1.30hrs	-	5hrs	I	-	-	-
Guntur	Guntur HO	1	1	6000	4500	6.00hrs	4.30hrs	8hrs	5hrs	-	II	-	-
Khammam	Khammam HO	1	1	6350	1550	6.21hrs	1.33hrs	8hrs	5hrs	-	II	-	-
Machilipatnam	Chilakalapudi SO	-	1	-	1636	-	1.38hrs	-	5hrs	-	II	-	-
Nellore	Nellore HO	1	2	4700	3520	4.42hrs	3.31hrs	8hrs	5hrs	-	II	-	180/1200
					3070	-	3.04hrs	-	5hrs	-			
Prakasam	Ongole HO	1	1	3000	2500	3.00hrs	2.30hrs	8hrs	5hrs	-	II	-	-
Tadepalligudem	Nidadavole SO	-	2	-	1588	-	1.35hrs	-	5hrs	-	II	-	-
					145	-	0.08hrs	-	3hrs	-	II	-	-
Tenali	Tenali HO	1	1	3000	800	3.00hrs	0.48hrs	8hrs	5hrs	I	-	-	-
Vijayawada	Venkateswra Puram	-	2	-	2218	-	2.13hrs	-	5hrs	-	II	-	-

	SO												
					3046	-	3.02hrs	-	5hrs	-	II	-	-
Rajahmundry	Rajahmundry HO	1	1	5017	2129	5.01hrs	2.07hrs	8hrs	5hrs	-	II	-	-
Anakapalli	Anakapalli HO	-	1	-	1790	-	1.47hrs	-	5hrs	-	II	-	41/190
Visakhapatnam	M.V. P Colony SO	-		2	-	2321	2.19hrs	-	5hrs	-	II	-	-
						2110	2.06hrs	-	5hrs	-	II	-	-
Vizianagaram	Vizianagaram City SO	-	1	-	1790	-	1.47hrs	-	5hrs	-	II	-	-
Kakinada	Samalkot HO	-	1	-	802	-	0.48hrs	-	5hrs	-	II	-	-
Srikakulam	Srikakulam HO	1	1	2500	1800	2.30hrs	1.48hrs	8hrs	5hrs	-	II	-	-
Parvati Puram	Salur LSG SO	-	1	-	1512	-	1.30hrs	-	5hrs	-	II	-	-
Anantapur	Anantapur HO	-	3	-	2932	-	2.56hrs	-	5hrs	-	II	-	-
		-			4562	-	4.34hrs	-	5hrs	-	II	-	-
					3198	-	3.12hrs	-	5hrs	-	II	-	-
Chittoor	Chittoor HO	-	3	-	2203	-	2.12hrs	-	5hrs	-	II	-	-
		-			2180	-	2.10hrs	-	5hrs	-	II	-	-
					Vacant								
Kadapa	Kadapa HO	-	2	-	5510	-	5.30hrs	-	5hrs	-	II	-	-
					5346	-	5.20hrs	-	5hrs	-	II	-	-
Hindupur	Dharmavaram HO	-	1	-	1500	-	1.30hrs	-	5hrs	-	II	-	-
Kurnool	Kurnool HO	-	3	-	1600	-	1.36hrs	-	5hrs	-	II	-	-
					2955	-	2.57hrs	-	5hrs	-	II	-	-
					2400	-	2.24hrs	-	5hrs	-	II	-	-
Nandyal	Yeragondapalem SO	-	1	-	244	-	0.14hrs	-	5hrs	-	II	-	-
Proddatur	Proddatur HO	-	2	-	2035	-	2.02hrs	-	5hrs	-	II	-	-
					1644	-	1.38hrs	-	5hrs	-	II	-	-
Tirupathi	Tirupati HO	-	2	-	1305	-	1.13hrs	-	5hrs	-	II	-	-
					1281	-	1.16hrs	-	5hrs	-	II	-	-
Hyd. City	Humayun Nagar SO	-	1	-	3918	-	3.55hrs	-	5hrs	-	II	-	409/2722
Hyd. South East	Stn. Kachiguda HO	-	2	-	5353	-	5.21hrs	-	5hrs	-	II	-	-
					6258	-	6.15hrs	-	5hrs	-	II	-	-
Secunderabad	Trimulgherry HO	-	1	-	4183	-	4.10hrs	-	5hrs	I	-	-	-

Ser No	Analysis		HO	SO
1	No of Post offices surveyed	70	24	36
2	No of posts surveyed	85	49	36
3	Number justified statistically	05	04	01
4	Total stamp sales per day	191801		
5	Average stamp sales	2256		
6	Cost incurred for 87 GDSSVs per day	13826		
7	Cost of stamp sales	Rs 0.07 for I Re stamp sale and Rs 7.20 for 100 Rs stamp sales		

Assam Circle

Annexure I (Table 2)

Division	Name of the PO	No. of stamp vendors		Daily average stamps sold		Workload		Duty hours		TRCA Paid		No. of FM impressions and value	
		DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	I	II	DSV	GDS SV
Dibrugarh	Dibrugarh HO	1	2	7000	2500	7.00hrs	2.30hrs	8hrs	5hrs			-	-
					2500		2.30hrs						
Nalbari	Nalbari HO	-	1	-	4700	-	4.42hrs	-	5hrs	-	II	-	Yes -01
Darrang	Chariali MDG	-	1	-	875	-	0.52hrs	-	5hrs	-	II	-	Yes - 01
Cachar	Silchar Gazetted HO	2	1	1500	1300	1.30hrs	1.18hrs	7hrs	5hrs	-	II	-	-
				1500	0	1.30hrs							
Guwahati	Assam Sachibalaya MDG	-	2	-	711	-	0.42hrs	-	5hrs	-	II	-	-
					305	-	0.18hrs						
Sibasagar	Mariani MDG	-	1	-	936	-	0.56hrs	-	5hrs	-	II	-	-
Nagaon	Diphu HO	-	2	-	2219	-	2.13hrs	-	5hrs	-	II	-	Yes - 01
					2086	-	2.05hrs	-	5hrs				
		DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	I	II	DSV	GDS SV

Ser No	Analysis		HO	SO
1	No of Post offices surveyed	07	04	03
2	No of posts surveyed	10	06	04
3	Number justified statistically	Nil	0	0
4	Total stamp sales per day	18132		
5	Average stamp sales	1813		
6	Cost incurred for 10 GDSSVs per day	1627		
7	Cost of stamp sales	Rs 0.08 for I Re stamp sale and Rs 8.97 for 100 Rs stamp sales		

Bihar Circle

Annexure I (Table 3)

Division	Name of the PO	No. of stamp vendors		Daily average stamps sold		Workload		Duty hours		TRCA Paid		No. of FM impressions and value	
		DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	I	II	DSV	GDS SV
Saran	Chapra HO	2	1	3091	1410	3.05hrs.	1.24hrs.	8hrs.	5hrs.	I	-	-	-
				Vacant									
Champanan	Motihari HO	-	2	-	5342.2 for 2 GDSSVs	-	2.40 each	-	5hrs.	-	II	-	-
Darbhanga	Darbhanga HO	1	1	2499	644	2.30hrs.	0.39hrs.	8hrs.	4hrs.	-	II	-	-
Bhojpur (Ara)	Buxar HO	-	2	-	5300	-	5.18hrs.	-	5hrs.	-	II	-	-
					4500	-	4.30hrs.	-	5hrs.	-	II	-	-
Munger	Munger Fort SO	-	1	-	1122	-	1.07hrs.	-	5hrs.	-	II	-	-
Saharsa	Saharsa HO	-	1	-	2960	-	2.57hrs.	-	5hrs.	I	-	-	-
Patna	Bahadurpur Housing Colony SO	-	1	-	900	-	0.54hrs.	-	5hrs.	-	II	-	-
Muzaffarpur	Moti Jheel SO	-	1	-	488	-	0.29hrs.	-	5hrs.	-	II	-	-
Vaishali	Hazipur HO	-	2	-	1312	-	1.19hrs.	-	5hrs.	I	-	-	-
					4119	-	4.07hrs.	-	5hrs.	I	-	-	-
Rohthas	Dehri-on-sonne SO	-	1	-	1504	-	1-30-14	-	5		II		
Gaya	Purani Godown SO	-	1	-	582	-	0 hr 34	-	5	-	II		
Begu Sarai	Begu Sarai HO	-	2	-	1500		1 -30hrs		5		II		
					2000	-	2-00hrs	-	5	-	II		
Sitamarhi	Sitamarhi HO	-	2	-	2352		2-21hrs		5	-	II		
					1749		1.44hrs		5	-	II		
Nawada	Nawada HO	-	1	-	4525	-	4.31hrs	-	5	-	II		
Bhagalpur	District Board	-	1	-	1418	-	1.25hrs	-	5		II		

	SO												
Aurangabad	Aurangabad HO	-	1	-	4955	-	4.57hrs	-	5	-	II		
Nalanda	Biharsharif HO	-	2	-	8553	-	8.33hrs		5		II		
					7045	-	7.02hrs		5		II		
Samasthipur	Samastipur HO	1	1	3500	2000	3.30hrs	2.00hrs	8	5		II		
Siwan	Siwan HO	-	3	-	1623 for three	-	1.37hrs for three	-	5 each	-	II		
West Champaran	Lalbazar SO	-	1	-	850	-	0.51hrs	-	5	-	II		
Purnea	Purnea HO	-	1	-	15880	-	15.52hrs	-	5	-	II		

Ser No	Analysis		HO	SO
1	No of Post offices surveyed	21	14	07
2	No of posts surveyed	29	22	07
3	Number justified statistically	04	04	0
4	Total stamp sales per day	84639		
5	Average stamp sales	2919		
6	Cost incurred for 28 GDSSVs per day	4717		
7	Cost of stamp sales	Rs 0.05 for I Re stamp sale and Rs 5.57 for 100 Rs stamp sales		

Chhatisgarh Circle

Annexure I (Table 4)

Division	Name of the PO	No. of stamp vendors		Daily average stamps sold		Workload		Duty hours		TRCA Paid		No. of FM impressions and value	
		DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	I	II	DSV	GDS SV
Baster	Jagdapur HO	1	-	2930	-	2.55hrs	-	8hrs	-	-	-	-	-
Bilaspur	Bilaspur HO	-	1	-	2500	-	2.30hrs	-	5hrs	-	II	-	Yes - 01
					Vacant								
Durg	Kawardha MDG	-	1	-	768.00	-	0.46hrs	-	5hrs	-	II	-	-
Raigarh	Ambikapur HO	1	1	1882	3088	1.53hrs	3.05hrs	8hrs	5hrs	-	II	-	-
Raipur	Raipur GPO	1	1	6742	4841	6.44hrs	4.50hrs	8hrs	5hrs	-	II	-	-

Ser No	Analysis		HO	SO
1	No of Post offices surveyed	05	04	01
2	No of posts surveyed	04	03	01
3	Number justified statistically	Nil	0	0
4	Total stamp sales per day	11197		
5	Average stamp sales	2799		
6	Cost incurred for 05 GDSSVs per day	651		
7	Cost of stamp sales	Rs 0.05 for I Re stamp sale and Rs 5.81 for 100 Rs stamp sales		

Delhi Circle

Annexure I (Table 5)

Division	Name of the PO	No. of stamp vendors		Daily average stamps sold		Workload		Duty hours		TRCA Paid		No. of FM impressions and value	
		DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	I	II	DSV	GDS SV
ND West Dn	S.R.T.Nagar SO	1	2	8952	8200	8.57hrs.	8.12hrs	8hrs.	5hrs.	I	-	1400/32000	
					3500		3.30hrs		3hrs.	I	-	-	-
ND West Dn	Ramesh Nagar HO	-	1	-	2500	-	2.30hrs	-	5hrs.	-	II	-	-
	Ashok Vihar HO	1	1	18000	7000	18.00hrs	7.00hrs	8hrs.	4hrs	-	II	-	-
ND South West	Hauz Khas SO	1	1	10574	1532	10.34hrs	1.31hrs	8hrs	5hrs.	-	II	299/1782	
East	Laxmi Nagar SO	-	1	-	2182	-	2.10hrs	-	5hrs.	-	II	-	-
	Malaviya Nagar SO	-	2	-	5000	-	5hrs	-	5hrs	-	II	-	-
					5000	-	5hrs	-	5hrs	-	II	-	-

Ser No	Analysis		HO	SO
1	No of Post offices surveyed	06	02	04
2	No of posts surveyed	08	02	06
3	Number justified statistically	04	01	03
4	Total stamp sales per day	34914		
5	Average stamp sales	4364		
6	Cost incurred for 08GDSSVs per day	1301		
7	Cost of stamp sales	Rs 0.03 for I Re stamp sale and Rs 3.72 for 100 Rs stamp sales		

Gujarat Circle

Annexure I (Table 6)

Division	Name of the PO	No. of stamp vendors		Daily average stamps sold		Workload		Duty hours		TRCA Paid		No. of FM impressions and value	
		DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	I	II	DSV	GDS SV
Ahmedabad	Naroda Road SO	-	1	-	4000	-	4.00hrs	-	5hrs	-	II	-	-
Gandhinagar	Ranpur SO	-	1	-	8848	-	8.50hrs	-	5hrs	-	II	-	-
Sabarkantha	Himmatnagar HO	-	1	-	7363	-	7.21hrs	-	5hrs	-	II	-	431/3163
Mehsana	Mehsana IE SO	-	1	-	5000	-	5.00hrs	-	5hrs	-	II	-	-
Palanpur	Palanpur Delhi Gate SO	-	1	-	1763	-	1.45hrs	-	5hrs	-	II	-	-
SP Patan	Sidhpur MDG	-	1	-	999	-	0.59hrs	-	5hrs	-	II	-	577/2394
Gondal	Gondal HO	-	1	-	4811	-	4.48hrs	-	5hrs	-	II	-	665/3443
Junagadh	Junagadh HO	1	2	4935	1800	4.56hrs	1.48hrs	8hrs	5hrs	-	II	-	-
Jamnagar	Jam Nagar Patel Colony SO	-	1	-	1875	-	1.52hrs	-	5hrs	-	II	-	-
Rajkot	Rajkot Kalawad Road SO	-	1	-	4808	-	4.48hrs	-	5hrs	-	II	-	-
Porbandar	Manavadar SO	-	1	-	624	-	0.37hrs	-	5hrs	-	II	-	-
Surendranagar	Dhrangodhra MDG	-	1	-	4125	-	4.07hrs	-	5hrs	-	II	-	1153/2890
Valsad	Valsad HO	-	1	-	4554	-	4.33hrs	-	5hrs	I	-	-	250/5000
Vadodara West	Alkapuri SO	-	1	-	3000	-	3.00hrs	-	5hrs	-	II	-	-
Vadodara East	ONGC Colony PO	-	1	-	974	-	0.58hrs	-	5hrs	-	II	-	-
Surat	Textile Market SO Surat	-	1	-	5695	-	5.41hrs	-	5hrs	-	II	-	100/460

Panchmahals	Godhra HO	-	1	-	2800	-	2.48hrs	-	5hrs	-	II	-	400/1650
Navsari	Bilimora RS PO	-	1	-	1700	-	1.42hrs	-	5hrs	-	II	-	-
Kheda	Nadiad HO	-	2	-	1652	-	1.39hrs	-	5hrs	-	II	-	800/2793
					1336	-	1.20hrs	-	5hrs	-	II	-	-
Bharuch	Bharuch RS SO	-	1	-	3044	-	3.02hrs	-	5hrs	-	II	-	-
Bardoli	Ahwa MDG	-	1	-	750	-	0.45hrs	-	5hrs	-	II	-	-
Anand	Anand HO	-	1	-	2100	-	1.06hrs	-	5hrs	-	II	-	500/3000

Ser No	Analysis		HO	SO
1	No of Post offices surveyed	22	07	15
2	No of posts surveyed	24	08	16
3	Number justified statistically	4	01	03
4	Total stamp sales per day	73621		
5	Average stamp sales	3068		
6	Cost incurred for 24 GDSSVs per day	3904		
7	Cost of stamp sales	Rs 0.05 for I Re stamp sale and Rs 5.30 for 100 Rs stamp sales		

Haryana Circle

Annexure I (Table 7)

Division	Name of the PO	No. of stamp vendors		Daily average stamps sold		Workload		Duty hours		TRCA Paid		No. of FM impressions and value	
		DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	I	II	DSV	GDS SV
Ambala	Jagadhari Court SO	-	1	-	2019	-	2.01hrs	-	5hrs.	-	II	-	-
Bhiwani	Bhiwani HO	-	1	-	2155	-	2.09hrs.	-	5hrs.	-	II	-	-
Faridabad	Ballabgarh SO	-	1	-	4310	-	4.18hrs.	-	5hrs.	-	II	-	-
Gurgaon	Gurgaon HO	-	1	-	7530	-	7.31hrs.	-	5hrs.	-	II	-	-
Hisar	Model Town SO	-	1	-	5000	-	5hrs.	-	5hrs.	-	II	-	-
Karnal	Panipat HO	-	2	-	4434	-	4.25hrs.	-	5hrs.	-	II	-	-
					1410		1.25hrs.		5hrs.	-	II	-	-
Kurukshetra	Kaithal MDG	-	1	-	1814	-	1.48hrs	-	5hrs.	-	II	-	-
Rohtak	Rohtak HO	-	1	-	5783	-	5.47hrs.	-	5hrs.	-	II	-	-
Sonepat	Sonepat HO	-	1	-	5074	-	5.04hrs.	-	5hrs.	-	II	-	-

Ser No	Analysis		HO	SO
1	No of Post offices surveyed	09	05	04
2	No of posts surveyed	10	06	04
3	Number justified statistically	04	03	01
4	Total stamp sales per day	39529		
5	Average stamp sales	3953		
6	Cost incurred for 10 GDSSVs per day	1627		
4	Total stamp sales per day	39529		

Himachal Pradesh Circle

Annexure I (Table 8)

Division	Name of the PO	No. of stamp vendors		Daily average stamps sold		Workload		Duty hours		TRCA Paid		No. of FM impressions and value	
		DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	I	II	DSV	GDS SV
Shimla	Kasumpti SO	-	1	-	3885	-	3.53hrs	-	5hrs	-	II	-	-
Una	Una HO	-	1	-	1500	-	1.30hrs	-	5hrs	I		-	-
Mandi	Mandi HO	-	2	-	5500	-	5.30hrs	-	5hrs	-	II	-	-
					4200	-	4.12hrs	-	5hrs	-	II	-	-
Dehra	Jwalamukhi SO	-	1	-	483	-	0.28hrs	-	5hrs	-	II	-	-
Solan	Baddi SO	-	1	-	5390	-	5.24hrs	-	5hrs	-	-	-	-
Dharmasala	Palampur HO	-	1	-	3683	-	3.40hrs	-	5hrs	-	II	-	Yes - 01

Ser No	Analysis		HO	SO
1	No of Post Offices surveyed	06	03	03
2	No of posts surveyed	07	04	03
3	Number justified statistically	02	01	01
4	Total stamp sales per day	24641		
5	Average stamp sales	3520		
6	Cost incurred for 07 GDSSVs per day	1139		
7	Cost of stamp sales	Rs 0.04 for I Re stamp sale and Rs 4.62 for 100 Rs stamp sales		

Jammu & Kashmir Circle

Annexure I (Table 9)

Division	Name of the PO	No. of stamp vendors		Daily average stamps sold		Workload		Duty hours		TRCA Paid		No. of FM impressions and value	
		DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	I	II	DSV	GDS SV
Jammu	Jammu Tawi HO		1	-	2000	-	2 hrs	-	5hrs.	I	-	-	-
Srinagar	Batwara SO	-	1	-	2000	-	2hrs	-	5hrs.	-	II	-	-
Udhampur	Udhampur Cantonment SO	-	1	-	2187	-	2.11hrs	-	5hrs.	-	II	-	-

Ser No	Analysis		HO	SO
1	No of Post offices surveyed	03	01	02
2	No of posts surveyed	03	01	02
3	Number justified statistically	0	0	0
4	Total stamp sales per day	6187		
5	Average stamp sales	2062		
6	Cost incurred for 03GDSSVs per day	488		
7	Cost of stamp sales	Rs 0.07 for I Re stamp sale and Rs 7.88 for 100 Rs stamp sales		

Jharkhand Circle**Annexure I (Table 10)**

Division	Name of the PO	No. of stamp vendors		Daily average stamps sold		Workload		Duty hours		TRCA Paid		No. of FM impressions and value	
		DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	I	II	DSV	GDS SV
Santhal Paragana Division Dumka	B. Deoghar HO	-	1	-	1541	-	1.32hrs	-	5hrs	-	II	-	-
-do-	Sahibganj MDG	-	1	-	2081	-	2.04hrs	-	5hrs	-	II	-	-
-do-	Dumka HO	-	1	-	5100	-	5.06hrs	-	5hrs	-	II	-	-
Giridih	Giridih HO	1	1	VACANT	3023	-	3.12hrs	-	5hrs	-	II	-	-
Hazaribagh Ranchi	Hazaribagh HO	1	1	11000	4000	11.00hrs	4.00hrs	8hrs	5hrs	-	II	-	-
	Doranda HO	-	2	-	4000	-	4.00hrs	-	5hrs	-	II	-	-
					Vacant			5hrs					
Singhbhum	Jamshedpur HO	-	2	-	1650	-	1.39hrs	-	5hrs	-	II	-	-
					VACANT			5hrs					
do	Sakchi SO	-	2	-	2500	-	2.30hrs	-	5hrs	-	II	-	-
					Vacant		-						

Ser No	Analysis		HO	SO
1	No of Post offices surveyed	08	06	02
2	No of posts surveyed	11	08	03
3	Number justified statistically	01	01	0
4	Total stamp sales per day	23895		
5	Average stamp sales	2172		
6	Cost incurred for 11 GDSSVs per day	1789		
7	Cost of stamp sales	Rs 0.07 for I Re stamp sale and Rs 7.48 for 100 Rs stamp sales		

Karnataka Circle

Annexure I (Table 11)

Division	Name of the PO	No. of stamp vendors		Daily average stamps sold		Workload		Duty hours		TRCA Paid		No. of FM impressions and value	
		DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	I	II	DSV	GDS SV
Bangalore East	Vimanapura SO	-	2	-	5808	-	5.48hrs	-	5hrs	-	II	-	-
					1795	-	1.48hrs	-	5hrs	-	II	-	-
Bangalore West	Mahalakshmi Layout SO	-	1	-	2000	-	2hrs.		5hrs	-	II	-	-
Bangalore South	Lalbagh West SO	-	1	-	1975	-	1.58hrs		5hrs	-	II	-	-
Chikmagalur	Chikmagalur HO	-	1	-	1600	-	1.36hrs		5hrs	-	II	-	-
Chitradurga	Chitradurga HO	-	2	-	3473	-	3.28hrs		5hrs	-	II	-	Yes - 01
					1135	-	1.08hrs		5hrs	-	II	-	-
Hassan	Hassan District Board SO	-	1	-	1122	-	1.07hrs		5hrs	I	-	-	-
Kolar	Kolar HO	-	1	-	8860	-	8.51hrs		5hrs	-	II	-	Yes - 01
Mandya	Mandya HO	-	1	-	10950	-	10.59hrs		5hrs	-	II	-	Yes - 01
Mangalore	Mangalore HO	1	1	2768	3140	2.46hrs	3.08hrs		5hrs	-	II	-	-
Mysore	Kuvempunagara SO	-	1	-	1971	-	1.58hrs		5hrs	-	II	-	-
Nanjanagud	Nanjanagud HO	-	1	-	1491	-	1.29hrs		5hrs	-	II	-	Yes - 01
Puttur	Karkala HO	-	1	-	4335	-	4.20hrs		5hrs	-	II	-	-
Shimoga	Bhadravathi Old Town SO	-	1	-	1200	-	1.12hrs		5hrs	-	II	-	-
Tumkur	Tumkur HO	-	1	-	8121	-	8.07hrs		5hrs	-	II	-	Yes -

													01
Udupi	Udupi HO	-	2	-	3462	-	3.27hrs		5hrs	-	II	-	Yes - 02
		-	do	-	3252	-	3.15hrs		5hrs	-	II	-	
Bagalkot	Bagalkot HO	-	1	-	1551	-	1.33hrs		5hrs	-	II	-	-
Belgaum	Belgaum Kutchery SO	-	1	-	5478	-	5.28hrs		5hrs	-	II	-	-
Bidar	Bidar HO	-	2	-	2825	-	2.49hrs		5hrs	-	II	-	Yes - 01
		-	do	-	1138	-	1.08hrs		5hrs	-	II	-	
Gokak	Gokak HO	-	1	-	3492	-	3.29hrs		5hrs	-	II	-	Yes - 01
Chikodi	Chikodi HO	-	1	-	6380	-	6.22hrs		5hrs	-	II	-	Yes - 01
Bijapur	Bijapur HO	1	1	4763	5679	4.45hrs	5.40hrs	8hrs	5hrs	-	II	-	Yes - 01
Gulbarga	Gulbarga RS SO	-	1	-	3662	-	3.39hrs		5hrs	-	II	-	-
Bellary	Hospet HO	-	1	-	2157	-	2.09hrs		5hrs	-	II	-	Yes - 01
					Vacant								
Dharwad	Hubli HO	2	2	7200	3810	7.12hrs	3.48hrs	8hrs	5hrs	-	II	-	-
	Do	do	do	4886	4227	4.53hrs	4.13hrs	8hrs	5hrs	-	II	-	-
Karwar	Kumta HO	-	2	-	1169	-	1.10hrs		5hrs	-	II	-	Yes - 01
	Do	-	do	-	1150	-	1.09hrs		5hrs	-	II	-	
Raichur	Raichur HO	1	1	3359	3202	3.21hrs	3.12hrs	8hrs	5hrs	I	-	-	-
Sirsi	Sirsi HO	-	1	-	4576	-	4.34hrs		5hrs	-	II	-	-
					Vacant								

Ser No	Analysis		HO	SO
1	No of Post offices surveyed	27	19	08
2	No of posts surveyed	33	24	09
3	Number justified statistically	06	04	02
4	Total stamp sales per day	116186		
5	Average stamp sales	3521		
6	Cost incurred for 33 GDSSVs per day	5368		
7	Cost of stamp sales	Rs 0.04 for I Re stamp sale and Rs 4.62 for 100 Rs stamp sales		

Kerala Circle

Annexure I (Table 12)

Division	Name of the PO	No. of stamp vendors		Daily average stamps sold		Workload		Duty hours		TRC A Paid		No. of FM impressions and value	
		DS V	GD S SV	DSV	GDS SV	DSV	GDS SV	DSV	GD S SV	I	II	DS V	GDS SV
Thiruvananthapuram (North)	Varkala SO	-	2	-	2756	-	2.45hrs	-	5hrs	-	II	-	49/214
					1975	-	1.58hrs	-	5hrs				
Thiruvananthapuram (South)	Nedumangad SO	-	1	-	5850	-	5.51hrs	-	5hrs	-	II	-	-
Kollam	Kollam HPO	1	2	6705	3584	6.42hrs	3.35hrs	8hrs	5hrs	-	II	-	-
					2964		2.57hrs		5hrs	-	II		
Pathanamthitta	Punalur SO	-	2	-	3565	-	3.33hrs	-	5hrs	-	II	-	-
					3200	-	3.12hrs	-	5hrs				
Tiruvalla	Tiruvalla HO	-	2	-	10016	-	10hrs	-	5hrs	-	II	-	-
					9986	-	10hrs	-	5hrs	-	II		
Alappuzha	Alappuzha Iron Bridge SO	-	1	-	4843	-	4.50hrs	-	5hrs	-	II	-	300/1399
Mavelikkara	Mavelikkara HO	-	2	-	3970	-	3.58hrs	-	5hrs	-	II	-	-
					3370	-	3.22hrs	-	5hrs	-	II	-	-
Changanacherry	Changanacherry HO	-	2	-	4500	-	4.30hrs	-	5hrs	-	II	-	150/3500

					4000	-	4.00hrs	-	5hrs	-	II		
Idukki	Munar MDG	-	1	-	4049	-	4.02hrs	-	5hrs	-	II	-	-
Kottayam	Kottayam HPO	1	2	15500	9000	15.30hrs	9.00hrs	8hrs	5hrs	-	II	-	-
					8900		8.54hrs		5hrs	-	II		
Aluva	Muvattupuzha HO	-	2	-	6200	-	6.12hrs	-	5hrs	-	II	-	30/1053
Aluva	Muvattupuzha HO	-		-	4100		4.06hrs	-	5hrs	-	II	-	
Ernakulam	Panampally Nagar SO	-	1	-	6135	-	6.08hrs	-	5hrs	-	II	-	-
Thrissur	Kunnamkulam HO	1	2	5600	3850	5.36hrs	3.51hrs	7.30hrs	5hrs	-	II	-	-
					2720		2.43hrs			-	II	-	-
Irinjalakkuda	IrinjalakkudaHO	-	2	-	7596	-	7.35hrs	-	5hrs	-	II	-	69/607
					6376	-	6.22hrs	-	5hrs	-	II	-	
Palakkad	Palakkad HO	1	1	13000	4561	13hrs	4.33hrs	8hrs	5hrs	-	II	-	-
Ottapalam	Ottapalam HO	-	2	-	1924	-	1.55hrs	-	5hrs	-	II	-	619/3095
					3095	-	3.05hrs	-	5hrs	-	II	-	-
Tirur	Tirur HO	-	2	-	2840	-	2.50hrs	-	5hrs	-	II	-	177/2582
					4622	-	4.37hrs	-	5hrs	-	II	-	
Manjeri	Perinthalmanna MDG	-	1	-	3085	-	3.05hrs	-	5hrs	-	II	-	-
Vadakara	Balusseri MDG	-	1	-	4218	-	4.13hrs	-	5hrs	-	II	-	-

							s						
Thalassery	Iritty LSG SO	-	1	-	2942	-	2.56hrs	-	5hrs	-	II	-	-
Kozhikode	Kozhikode HO	1	2	6927	6964	6.55hrs	6.57hrs	8hrs	5hrs	-	II	-	-
					6812		6.48hrs		5hrs	-	II	-	-
Kannur	Taliparamba HO	-	1	-	4149	-	4.08hrs	-	5hrs	-	II	-	-
Kasargod	Kanhangad HO	-	2	-	4180	-	4.10hrs	-	5hrs	-	II	-	-
					4230	-	4.13hrs	-	5hrs				

Ser No	Analysis		HO	SO
1	No of Post offices surveyed	23	14	09
2	No of posts surveyed	37	24	13
3	Number justified statistically	10	09	01
4	Total stamp sales per day	177127		
5	Average stamp sales	4787		
6	Cost incurred for 37 GDSSVs per day	6018		
7	Cost of stamp sales	Rs 0.03 for I Re stamp sale and Rs 3.39 for 100 Rs stamp sales		

Madhya Pradesh Circle

Annexure I (Table 13)

Division	Name of the PO	No. of stamp vendors		Daily average stamps sold		Workload		Duty hours		TRCA Paid		No. of FM impressions and value	
		DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	I	II	DSV	GDS SV
Rewa	Rewa HO	-	1	-	4400	-	4.24hrs.	-	5hrs.	I	-	-	-
Bhopal	C.T.T. Nagar HO	1	1	Vacant	3299	-	3.17hrs.	-	5hrs.	I	-	-	-
Guna	Guna HO	-	1	-	1600	-	1.36hrs.	-	5hrs.	I	-	-	-
Gwalior	Gwalior Industrial Estate SO	-	1	-	1368	-	1.21hrs.	-	5hrs.	-	II	-	-
Jabalpur	Jabalpur HO	-	1	-	5150	-	5.09hrs.	-	5hrs.	I	-	-	-
Morena	Morena HO	-	1	-	2250	-	2.15hrs.	-	5hrs.	-	II	-	-
Ratlam	Ratlam HO	-	1	-	4282	-	4.16hrs.	-	5hrs.	I	-	-	-
Sehore	Rajgarh Biora HO	-	1	-	1500	-	1.30hrs.	-	5hrs.	I	-	-	-
Mandsaur	Mandsaur HO	-	1	-	2396	-	2.23hrs.	-	5hrs.	I	-	93/10685	-
Indore City	Indore RSS Nagar SO	-	1	-	2500	-	2.30hrs.	-	5hrs.	I	-	-	-
RMS JB divn	Jabalpur RMS	-	1	-	1599	-	1.35hrs.	-	5hrs.	-	II	-	-

Ser No	Analysis		HO	SO
1	No of Post offices surveyed	11	08	03
2	No of posts surveyed	11	08	03
3	Number justified statistically	01	01	0
4	Total stamp sales per day	30344		
5	Average stamp sales	2759		
6	Cost incurred for 11GDSSVs per day	1789		
7	Cost of stamp sales	Rs 0.05 for 1 Re stamp sale and Rs 5.89 for 100 Rs stamp sales		

Maharashtra Circle

Annexure I (Table 14)

Division	Name of the PO	No. of stamp vendors		Daily average stamps sold		Workload		Duty hours		TRCA Paid		No. of FM impressions and value	
		DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	I	II	DSV	GDS SV
Beed	Beed HO	-	2	-	3502	-	3.30hrs.	-	5hrs.	-	II	-	-
					2951	-	2.57hrs.	-	5hrs.	-	II	-	-
Aurangabad	Sillod SO	-	01	-	1600	-	1.32hrs	-	5hrs.	-	II	-	-
Bhusawal	Chopra SO	-	1	-	3000	-	3hrs.	-	8hrs.	-	II	-	-
Dhule	Dhule HO	1	1	15000	3000	15hrs.	3hrs.	7hrs	4hrs.	-	II	-	-
Jaligaon	Chalisingaon HO	-	2	-	2231	-	2.13hrs		4hrs.		II	-	-
					2032		2.01hrs		4hrs.		II	-	-
Malegaon	Kalwan SO	-	1		795		0.47hrs		4hrs	I	-	-	-
Nanded	Nanded HO	1	-	12040	-	12hrs.	-	7.30hrs.	-	-	-	-	-
	Nanded Town SO	-	1	-	4463	-	4.27hrs.	-	4hrs.	I	-	-	-
	Degloor SO	-	1	-	1232	-	1.13hrs.	-	4hrs.	I	-	-	-
	Mudkhed SO	-	1	-	905	-	0.54hrs.	-	4hrs.	I	-	-	-
	Shivaji Nagar SO	-	1	-	4985	-	4.59hrs	-	4hrs.	I	-	-	-
	Bhokar SO	-	1	-	2692	-	2.41hrs.	-	4hrs.	I	-	-	-
	Ashoknager SO	-	1	-	4607	-	4.36hrs.	-	4hrs.	I	-	-	-
	Kandhar SO	-	1	-	5432	-	5.25hrs.		4hrs.	I	-	-	-
	Hadgaon SO	-	1		713.03	-	0.42hrs.	-	4 hrs.	I	-	-	-
Osmanabad	Osmanabad HO	-	1		2126	-	2.07hrs	-	5 hrs.	II	-	-	-
					Vacant								
Parbhani	Parbhani HO	1	1	3600	1000	3.36hrs.	1hr.	8hrs.	5hrs.	II		-	-
					2								

					vacant								
Goa	Ponda MDG	-	1	-	4918	-	4.55hrs.	-	5hrs.	-	II	-	-
Kolhapur	Mangalwar Peth SO	-	1	-	3656	-	3.39hrs.	-	5hrs.	-	II	-	-
Ratnagiri	Ratnagiri Collectorate SO	-	1	-	3900	-	3.54hrs.	-	5hrs.	-	II	-	-
Sangli	Miraj HO	-	1	-	5200	-	5.12hrs.	-	5hrs.	-	II	-	-
Akola	Akola HO	1	1	8065	3360	8.03hrs	3.21hrs.	8hrs.	5hrs.	I	-	-	-
Amravati	Paratwada HO	-	1	-	3004	-	3hrs.	-	5hrs.	-	II	-	-
Buldana	Buldana HO	1	-	7831	-	7.49hrs	-	8hrs	-	-	II	-	-
Chandrapur	Chandrapur HO	-	2	-	3900	-	3.54hrs.	-	5hrs.	-	II	-	-
					1670	-	1.40hrs.	-	5hrs.	-	II	-	-
Nagpur City	Hanuman Nagar SO	-	1	-	4453	-	4.27hrs.	-	5hrs.	-	II	-	-
Nagpur Mofussil.	Gondia HO	-	1	-	2138	-	2.08hrs.	-	5hrs.	I	-	-	-
Wardha	Pulgaon SO	-	1	-	2578	-	2.34hrs.	-	5hrs.	-	II	-	-
Yavatmal	Pusad SO	-	1	-	3745	-	3.45hrs.	-	3hrs.	-	II	-	-
Ahmednagar	Ahmednagar HO	-	2	-	3000	-	3hrs	-	-	-	II	-	-
					8000	-	8hrs	-	-	-	II	-	-
Pune City East	Sachapir Street SO	-	1	-	3596.25	-	3.35hrs.	-	5hrs.	-	II	-	-
Pune City West	Sadashiv Poth LSG SO	-	1	-	3898	-	3.53hrs.	-	5hrs.	-	II	-	-
Pune Mofussil	Baramati HO	1	-	8590.84	-	8.35hrs.	-	5hrs.	-	-	-	-	-
	Rajguru Nagar SO	-	1	-	4074	-	4.04hrs	-	5hrs	-	II	-	-
Pandharpur Dn	Pandharpur HO	-	1	-	5000	-	5hrs.	-	5hrs.	-	II	-	-

Satara	Satara HO	-	1	-	1000	-	1hr.	-	5hrs.	I	-	-	-
	Dahiwadi SO	-	1	-	1901	-	1.54hrs	-	5hrs		II	-	-
Solapur	Barsi SO	-	1	-	3425	-	3.25hrs.	-	3.45hrs.	I	-	-	-
Mumbai City East	Dadar Colony SO	-	1	-	3500	-	3.30hrs.	-	5hrs.	-	II	-	-
Mumbai City West	Savarkar Marg SO	-	1	-	2338	-	2.20hrs.	-	5hrs.	-	II	-	-
Mumbai City North	Santacruz (E) SO	1	1	5068	3499	5hrs.	3.30hrs.	8hrs.	6hrs.	-	II	-	-
Mumbai City South	Colaba Bazar SO	-	1	-	1000	-	1hr.	-	5hrs.	-	II	-	-
Mumbai City North-West	Motilalnagar SO	-	1	-	7107	-	7.06hrs.	-	5hrs.	-	II	-	-
Mumbai City North-East	Bhandup Ind. Estate SO	-	1	-	3403	-	3.25hrs.	-	5hrs.	-	II	-	-
Thane Central	Thane HO	1	2	7227	5730	7.13hrs.	5.44hrs.	8hrs.	5hrs.	-	II	-	-
					5378		5.22hrs.		5hrs.		II	-	-
Thane West	Virar SO	-	1	-	2484.5	-	2.29hrs.	-	5hrs.	-	II	-	-
Navi Mumbai	Turbhe Market SO	-	1	-	2760	-	2.45hrs.	-	5hrs.	-	II	-	-
Raigad	Alibag HO	-	2	-	900	-	0.54hrs.	-	5hrs.	-	II	-	-
					1000		1hrs	-	5hrs.	-	II	-	-

Ser No	Analysis		HO	SO
1	No of Post offices surveyed	48	17	31
2	No of posts surveyed	51	21	30
3	Number justified statistically	07	05	02
4	Total stamp sales per day	162782		
5	Average stamp sales	3192		
6	Cost incurred for 51 GDSSVs per day	8296		
7	Cost of stamp sales	0.05 Rs for I Re stamp sale and 5.09 for 100 Rs stamp sales		

North-East Circle

Annexure I (Table 15)

Division	Name of the PO	No. of stamp vendors		Daily average stamps sold		Workload		Duty hours		TRCA Paid		No. of FM impressions and value	
		DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	I	II	DSV	GDS SV
Aizawl	Kolasib SO	-	1	-	2800	-	2.48hrs.	-	5hrs.	I	-	-	-
Manipur	Imphal Bazar SO	1	1	2000	2100	2hrs.	2.06hrs.	8hrs.	5hrs.	-	II	-	-
Nagaland	Kohima HO	1	1	7150	5170	7:09hrs	05:10hrs	8hrs	5hrs	-	II	-	-

Ser No	Analysis		HO	SO
1	No of Post offices surveyed	03	01	02
2	No of posts surveyed	03	01	02
3	Number justified statistically	01	01	0
4	Total stamp sales per day	10070		
5	Average stamp sales	3357		
6	Cost incurred for 03 GDSSVs per day	488		
7	Cost of stamp sales	0.04 Rs for I Re stamp sale and 4.84 for 100 Rs stamp sales		

Orissa Circle

Annexure I (Table 16)

Division	Name of the PO	No. of stamp vendors		Daily average stamps sold		Workload		Duty hours		TRCA Paid		No. of FM impressions and value	
		DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	I	II	DSV	GDS SV
Bhadrak	Bhadrak HO	-	1	-	4338	-	4.20hrs.	-	5hrs.	-	II	-	-
Puri	Puri HO	1	-	1728	Vacant	1.43hrs.	-	-	5hrs.	-	II	-	-
Cuttack North	Salipur MDG	-	1	-	1221	-	1.13hrs.	-	5hrs.	-	II	-	-
	Kendrapara HO	-	1	-	520	-	0.31hrs.	-	5hrs.	-	II	-	-
	Pattamantai SO	-	1	-	512	-	0.31hrs.	-	5hrs.	-	II	-	-
Cuttack City	Cuttack GPO	1	1	6075	2132	6.05hrs.	2.08hrs.	5hrs.	5hrs.	-	II	-	-
Cuttack North	Jajpur MDG	-	1	-	1645	-	1.39hrs.	-	5hrs.	-	II	-	-
Bhubneshwar	BJB Nagar SO	-	1	-	1063	-	1.06hrs.	-	5hrs.	-	II	-	-
	IRC Village SO	-	1	-	2882	-	2.53hrs.	-	5hrs.	-	II	-	-
Koraput	Jeypore HO	-	2	-	1552	-	1.33hrs.	-	5hrs.	-	II	-	-
					1601		1.36hrs.	-	5hrs.	-	II	-	-
Mayurbhanj	Bhanjpur SO	-	1	-	797	-	0.47hrs.	-	5hrs.	-	II	-	-
Balasore	Srikantpur SO	-	1	-	1209	-	1.13hrs.	-	5hrs.	-	II	-	-
	Balasore Court SO	-	1	-	1787	-	1.47hrs.	-	5hrs.	-	II	-	-
	Shahidpark SO	-	1	-	875	-	0.53hrs.	-	5hrs.	-	II	-	-
Cuttack South	Jagatsinghpur HO	-	1	-	2648	-	2.38hrs.	-	5hrs.	-	II	-	-
	Paradip MDG	-	1	-	3423	-	3.25hrs	-	5hrs	-	II	-	-
Aska	Bhanjanagar HO	-	1	-	1000	-	1hr.	-	5hrs.	-	II	-	-
Phulbani	Phulbani HO	-	1	-	1050	-	1.03hrs.	-	3hrs.	I	-	-	-

Kalahandi	Bhawani Patna HO	-	1	-	1538	-	1.32hrs.	-	5hrs.	I	-	-	-
Berhampur	Parlakhemudi HO	-	1	-	463	-	0.27hrs.	-	5hrs.	I	-	-	-
	Berhampur City SO	-	1	-	550	-	0.33hrs.	-	5hrs.	I	-	-	-
Sambalpur	Gole Bazaar SO	-	1	-	877	-	0.52hrs.	-	5hrs.	-	II	-	-
	Budha Raja SO	-	1	-	1823	-	1.49hrs.	-	5hrs.	-	II	-	-
	Sambalpur HO	-	2	-	1597	-	1.35hrs.	-	5hrs.	-	II	-	-
					1851		1.51hrs.		5hrs.		II		-
	Bargarh HO	-	1	-	1456	-	1.27hrs.	-	5hrs.	I	-	-	-
	Burla MDG	-	1	-	952	-	0.57hrs.	-	5hrs.	I		-	-
	Hirakud SO	-	1	-	5700	-	5.42hrs.	-	5hrs.	I		-	-
Dhenkanal	Angul HO	-	1	-	2023	-	2.22hrs.	-	5hrs.	I	-	-	-
Balangir	Titilagarh MDG	-	1	-	800	-	0.48hrs.	-	5hrs.	-	II	-	-
Sundargarh	Bonaigarh SO	-	1	-	935	-	0.56hrs.	-	5hrs.	-	II	-	-
	Rourkela-III SO	-	1	-	493	-	0.29hrs.	-	5hrs.	I	-	-	-
	Rourkela-V SO	-	1	-	1635	-	1.38hrs.	-	5hrs.	-	II	-	-
	Biramitrapur SO	-	1	-	817	-	0.49hrs.	-	5hrs.	-	II	-	-
	Rajgangpur MDG	-	1	-	2687	-	2.41hrs.	-	5hrs.	-	II	-	-
	Rourkela-14 SO	-	1	-	767	-	0.46hrs.	-	5hrs.	I	-	-	-
	Rourkela-06 SO	-	1	-	217	-	0.13hrs.	-	5hrs.	I	-	-	-
Keonjhar	Keonjhar HO	-	1	-	1306	-	1.18hrs.	-	6hrs.	I	-	-	-
	Barbil MDG	-	1	-	1205	-	1.12hrs.	-	5hrs.	I	-	-	-
	Joda LSG SO	-	1	-	1165	-	1.09hrs.	-	5hrs.	I	-	-	-

Ser No	Analysis		HO	SO
1	No of Post offices surveyed	39	14	25
2	No of posts surveyed	40	15	25
3	Number justified statistically	01	0	01
4	Total stamp sales per day	61112		
5	Average stamp sales	1528		
6	Cost incurred for 40 GDSSVs per day	6506		
7	Cost of stamp sales	0.10 Rs for I Re stamp sale and 10.64 for 100 Rs stamp sales		

Punjab Circle

Annexure I (Table 17)

Division	Name of the PO	No. of stamp vendors		Daily average stamps sold		Workload		Duty hours		TRCA Paid		No. of FM impressions and value	
		DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	I	II	DSV	GDS SV
Chandigarh	Sector - 8 SO, Chandigarh	-	1	-	1053	-	1.03hrs	-	5hrs	-	II	-	-
Ludhiana City	Sarabha Nagar SO	-	1	-	822	-	0.49hrs	-	5hrs	-	II	-	-
Ludhiana Mofussil	Doraha SO	-	1	-	3420	-	3.25hrs	-	5hrs	-	II	-	-
Patiala	Sheran Wala Gate Patiala SO	-	1	-	2350	-	2.21hrs	-	5hrs	-	II	-	-
Sangrur	Dhuri HSG - II	-	1	-	853	-	0.51hrs	-	5hrs	-	II	-	-
Amritsar	Hide Market SO	-	1	-	1800	-	1.48hrs	-	5hrs	-	II	-	-
Bhatinda	Bhatinda City SO	-	1	-	2500	-	2.30hrs	-	5hrs	-	II	-	-
Faridkot	Muktsar MDG	-	1	-	2599	-	2.36hrs	-	5hrs	-	II	-	-
Ferozpur	Abohar Mandi SO	-	1	-	707	-	0.42hrs	-	5hrs	-	II	-	-
Gurudaspur	Batala HO	-	1	-	951	-	0.57hrs	-	5hrs	-	II	-	-
Hoshiarpur	Dasuya HO	3	1	1565	560	1.33hrs	0.33hrs	8hrs	5hrs	-	II	-	-
				995		0.59hrs		8hrs	5hrs	-	II	-	-
				1150		1.09hrs		8hrs	5hrs	-	II	-	-
Jalandhar	Charanjil-Pura SO	-	1	-	1586	-	1.35hrs	-	5hrs	-	II	-	-
Kapurthala	Kapurthala HO	-	2	-	2773	-	2.46hrs	-	5hrs	-	II	-	-
					2195	-	2.11hrs	-	5hrs	-	II	-	-

Ser No	Analysis		HO	SO
1	No of Post offices surveyed	13	3	10
2	No of posts surveyed	14	4	10
3	Number justified statistically	Nil	0	0
4	Total stamp sales per day	24169		
5	Average stamp sales	1726		
6	Cost incurred for 14 GDSSVs per day	2277		
7	Cost of stamp sales	Rs.0.09 for I Re stamp sale and Rs9.42 for 100 Rs stamp sales		

Rajasthan Circle

Annexure I (Table 18)

Division	Name of the PO	No. of stamp vendors		Daily average stamps sold		Workload		Duty hours		TRCA Paid		No. of FM impressions and value	
		DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	I	II	DSV	GDS SV
Sirohi	Sirohi HO	-	1	-	Utilized as Group 'D'	-	-	-	5hrs.	I	-	-	-
	Jalore HO	-	1	-	2993	-	2.59hrs.	-	5hrs.	-	II	-	-
Pali	Falna (LSG) SO	-	1	-	635	-	0.38hrs.	-	5hrs.	-	II	-	-
Jodhpur	Girdikot-NDT SO	-	1	-	1634	-	01:38hrs	-	5hrs.	-	II	-	-
Sikar	Nimka Thana Town SO	-	1	-	6207	-	06.12hrs.	-	5hrs.	-	II	-	-
Bikaner	Bikaner Kutchery SO	-	1	-	1978	-	01:58hrs	-	5hrs.	-	II	-	-
Jhun Jhunu	Chirawa HO	-	1	-	3600	-	3.36hrs.	-	5hrs.	-	II	-	-
	Pilani LSG SO	-	1	-	4240	-	4.14hrs.	-	5hrs.	-	II	-	-
Sri Ganganagar	Raisingh Nagar LSG SO	-	1	-	2071	-	2.04hrs.	-	5hrs.	-	II	-	-
Nagaur	Nagaur HO	-	1	-	1748	-	1.44hrs.	-	5hrs.	-	II	-	-
Churu	Sardar Shahar LSG SO	-	1	-	780	-	0.46hrs.	-	5hrs.	I	-	-	-
Ajmer	Kutcheri Ajmer SO	-	1	-	2245	-	2.15hrs.	-	5hrs.	-	II	-	-
Bhilwara	Gulabpura Bazar NDT SO	-	1	-	960	-	0.57hrs.	-	5hrs.	-	II	-	-
Tonk	Bundi HO	-	1	-	2782	-	02:46hrs	-	5hrs.	-	II	-	-
Chittorgarh	Pratapgarh LSG SO	-	1	-	800	-	0.48hrs.	-	8hrs.	-	II	-	-
Dungarpur	Dungarpur	-	1	-	1250	-	1.15hrs.	-	5hrs.	-	II	-	-

	HO												
Kota	New Grain Mandi SO	-	1	-	2286.07	-	2.17hrs.	-	5hrs.	-	II	-	-
Udaipur	Udaipur Shastri Circle SO	-	2	-	7327	-	07:19hrs	-	5hrs.	-	II	-	-
					6698	-	06:41hrs	-	5hrs.	-	II	-	-
	Udaipur HO	-	1	-	5202	-	5.12hrs.	-	5hrs.	-	II	-	-
RMS JP divn	Jaipur RMS-II	-	1	-	1573	-	1.34hrs.	-	5hrs.	-	II	-	-
Jaipur City	Jaipur GPO	-	3	-	3773	-	3.46hrs.	-	5hrs.	-	II	-	-
					2967		2.58hrs.		5hrs.	-	II	-	-
					4731		4.44hrs.		5hrs.	-	II	-	-
Alwar	Bhiwad I.A. SO	-	1	-	1800	-	1.48hrs.	-	5hrs.	-	II	-	-
Jaipur Mofussil.	Dausa HO	-	1	-	2632.1	-	2.38hrs.	-	5hrs.	-	II	-	-
	Renwal SO	-	1	-	576.57	-	0.35hrs.	-		-	II	-	-
Dholpur	Dholpur HO	-	1	-	800	-	0.48hrs.	-	5hrs.	-	II	-	-

Ser No	Analysis		HO	SO
1	No of Post offices surveyed	25	10	15
2	No of posts surveyed	28	12	16
3	Number justified statistically	04	01	03
4	Total stamp sales per day	74289		
5	Average stamp sales	2653		
6	Cost incurred for 28 GDSSVs per day	4554		
7	Cost of stamp sales	Rs 0.06 for 1 Re stamp sale and Rs 6.13 for 100 Rs stamp sales		

Tamilnadu Circle

Annexure I (Table 19)

Division	Name of the PO	No. of stamp vendors		Daily average stamps sold		Workload		Duty hours		TRCA Paid		No. of FM impressions and value	
		DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	I	II	DSV	GDS SV
Karur	Karur HO	-	2	-	3200	-	3.12hrs	-	5 hrs	-	II	-	-
					3200	-	3.12hrs	-	5 hrs	-	II	-	-
Kumbakonam	Kumbakonam HO	-	2	-	4495	-	4.29hrs	-	5hrs.		II		
					5564	-	5.34hrs	-	5hrs.		II		
Mayiladuthurai	Mayiladuthurai HO	-	2	-	4720	-	4.43hrs	-	5hrs	-	II	-	-
					4720	-	4.43hrs	-	5hrs	-	II	-	-
Nagapattinam	Nagapattinam HO	-	2	-	1670	-	1.40hrs	-	5hrs.	-	II	-	-
					1122		1.07hrs		5hrs.	-	II	-	-
Pattukkottai	Pattukkottai HO	-	2	-	4298	-	4.18hrs.	-	5hrs.	-	II	-	-
					2286		2.17hrs.		5hrs.	-	II	-	-
Pudukkottai	Pudukkottai HO	-	2	-	7032	-	7.02hrs.	-	5hrs.	-	II	-	-
					6030	-	6.02hrs.	-	5hrs.	-	II	-	-
Srirangam	Perambalur HO	-	1	-	4535	-	4.32hrs.	-	5hrs.	-	II	-	280
Thanjavur	Thanjavur HO	-	2	-	2200	-	2.12hrs.	-	5hrs.	-	II	-	1200
					1500	-	1.30hrs.	-	5hrs.	-	II	-	685
Tiruchirappalli	Tiruchirappalli HO	-	3	-	2554	-	2.33hrs.	-	5hrs.	-	II	-	-
					2652	-	2.39hrs.	-	5hrs.	-	II	-	-
					3230	-	3.14hrs.	-	5hrs.	-	II	-	-
Vridhachalam	Kallakurichi HO	-	1	-	3788	-	3.47hrs.	-	5hrs.	-	II	-	-
Cuddalore	Chidambaram HO		2	-	2650	-	2.39hrs.	-	5hrs.	-	II	-	1001/2720
					3152	-	3.09hrs.	-	5hrs.	-	II	-	-

Dindigul	Dindigul HO	-	1	3076	2605	3.04hrs.	2.36hrs	8hrs	5hrs	-	II	-	-
Kanniyakumari	Nagercoil HO	1	1	9573	2044	9.34hrs.	2.02hrs.	8hrs	5hrs.	-	II	-	-
Karaikudi	Karaikudi HO	-	2	-	4400	-	4.24hrs.	-	5hrs.	-	II	-	633/2125
					4518		4.31hrs.		5hrs.	-	II		633/2171
Kovilpatti	Sankarankovil HO	-	1	-	1432	-	1.25hrs.	-	5hrs.	-	II	-	150/229
Madurai	Vilakkuthoon SO	-	2	-	1005	-	1hrs.	-	5hrs.	-	II	-	501/2886
					1005		1hrs.		5hrs.	-	II		501/2886
Ramanathpuram	Kilakkarai SO	-	1	-	607	-	0.36hrs.	-	5hrs.	-	II	-	38/592
Sivaganga	Sivaganga MDG	1	1	320	280	0.19hrs.	0.16hrs.	8hrs.	5hrs.	-	II	-	97/1800
Theni	Theni MDG	-	1	-	4500	-	4.30hrs.	-	5hrs.	-	II	-	600/3000
Tirunelveli	Palayankottai HO	-	2	-	2842	-	2.50hrs.	-	5hrs.	-	II	-	-
					3264		3.16hrs.		5hrs.	-	II		-
Virudhunagar	Rajapalayam HO	-	2	-	2994	-	2.59hrs.	-	5hrs.	-	II	-	218/1208
					2446		2.26hrs.		5hrs.	-	II		132/648
Tuticorin	Tuticorin HO	-	2	-	5037	-	5.02hrs.	-	5hrs	-	II	-	-
					4142		4.08hrs.		5hrs.	-	II		-
Erode	Erode Collectorate SO	-	1	-	2055	-	2.03hrs.	-	5hrs.	-	II	-	-
Salem East	Hasthampatti SO	-	1	-	3293	-	3.18hrs.	-	5hrs.	-	II	-	-
Tirupur	Dharapuram HO	-	2	-	1623	-	1.37hrs.	-	5hrs.	-	II	-	457/1167
					1651		1.39hrs.		5hrs.	-	II		-
Pollachi	Udamalpet HO	-	3	-	1890	-	1.53hrs.	-	5hrs.	-	II	-	900/2800
					1960		1.57hrs.		5hrs.	-	II		950/3000
					2050		2.03hrs.			-	II		-
Tirupathur	Tirupattur HO	-	1	-	4430	-	4.25hrs.	-	5hrs.	-	II	-	101/505
Salem West	Suramangalam HO	-	2	-	5924	-	2.58hrs.	-	5hrs.	-	II	-	1734/102432
	Mettur dam HO		1		2631		2.38hrs.			-	II		212/20075
	Rashipuram SO		1		1078		1.04hrs.			-	II		530/35978
Dharampuri	Hosur SO	-	1	-	3340	-	3.20hrs.	-	5hrs.	-	II	-	-
Coimbatore	RS Puram HO	1	1	9000	5000	9hrs.	5hrs.	8hrs.	5hrs.	-	II	-	0/3500

Namakkal	Namakkal HO	-	2	-	5240	-	5.14hrs.	-	5hrs.	-	II	-	174/790
					5011	-	5hrs.			-	II		-
Nilgiri	Udagamandalam HO	1	1	6497	2525	6.29hrs.	2.21hrs.	8hrs.	5hrs.	-	II	-	-
Arakkonam	Arakkonam HO	-	2	-	2621	-	2.37hrs.	-	5hrs.each	-	II	-	-
					2541		2.32hrs.			-	II	-	-
Chengalpattu	Chengalpattu HO	-	2	-	2489	-	2.29hrs.	-	5hrs.each	-	II	-	88/1160
					2629		2.37hrs.			-	II		
Kanchipuram	Big Kanchipuram SO	-	1	-	1378	-	1.22hrs.	-	5hrs.	-	II	-	-
Pondicherry	Villupuram HO	-	2	-	3711	-	3.42hrs.	-	5hrs.	-	II	-	240/828
					2498		2.29hrs.	-	5hrs	-	II	-	-
Tambaram	Tambaram HO	-	2	-	4492	-	4.29hrs.	-	5hrs.	-	II	-	-
					3120	-	3.07hrs.	-	5hrs	-	II	-	-
Tiruvannamalai	Sriramana shram SO	-	1	-	3812	-	3.42hrs	-	5hrs.	-	II	-	-
Vellore	Vellore HO	1	2	2591	3897	2.35hrs.	3.53hrs.	8hrs.	5hrs.	-	II	-	527/2571
					2754		2.45hrs.		5hrs	-	II		-
Chennai City Central	T.Nagar HO	1	1	12538	7735	12.32hrs.	7.44hrs.	8hrs.	5hrs.	-	II	-	-
Chennai City North	High Court Building SO	1	4	6665	4230	6.40hrs.	4.13hrs.	8hrs.	5hrs.	-	II	-	-
					5210		5.12hrs.			-	II	-	-
					4603		4.36hrs.			-	II	-	-
					3800		3.48hrs.			-	II	-	-
Chennai City South	Velacherry SO	-	2	-	1626	-	1.37hrs.	-	5hrs.each	-	II	-	143/709
					1260		1.15hrs.			-	II		113/604

Ser No	Analysis		HO	SO
1	No of Post offices surveyed	44	32	12
2	No of posts surveyed	73	56	17
3	Number justified statistically	09	08	01
4	Total stamp sales per day	231826		
5	Average stamp sales	3176		
6	Cost incurred for 72 GDSSVs per day	11874		
7	Cost of stamp sales	Rs 0.05 for I Re stamp sale and Rs 5.12 for 100 Rs stamp sales		

Uttar Pradesh Circle

Annexure I (Table 20)

Division	Name of the PO	No. of stamp vendors		Daily average stamps sold		Workload		Duty hours		TRCA Paid		No. of FM impressions and value	
		DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	I	II	DSV	GDS SV
Gorakhpur	Gorakhpur HO	1	1	7421	10991	07:25 hrs	10:59 hrs	8 hrs.	5 hrs.	I	-	-	-
					Vacant								
Bahraich	Bahraich HO	-	1	-	10000	-	10hrs	-	4hrs.	-	II	-	-
					Vacant								
Deoria	Salempur SO	-	1	-	5025	-	5:01hrs	-	5hrs	-	II	-	-
Gonda	Gonda HO	-	1	-	4300	-	4:18hrs.	-	5hrs.	I	-	-	-
Azamgarh	Azamgarh HO	-	1	-	5000	-	5hrs.	-	5hrs.	-	II	-	-
Basti	Basti kutchery. SO	-	1	-	3000	-	3hrs.	-	5hrs.	-	II	-	-
Ballia	Ballia HO	-	2	-	7995	-	8hrs.	-	5hrs.	I	-	-	-
					6187	-	6:11hrs	-	5hrs.	I	-	-	-
Agra	Civil Line SO Agra	-	2	-	5224	-	5:13hrs.	-	5hrs.	-	II	-	-
					5425	-	5:25hrs.	-	5hrs.	-	II	-	-
Aligarh	Aligarh City HO	-	1	-	2804	-	2:48hrs.	-	5hrs.	-	II	-	-
					Three Vacant								
Bulandshahar	Bulandshahar HO	-	2	-	5000	-	5hrs.	-	5hrs.	-	II	-	-
					5000	-	5hrs.	-	5hrs.	-	II	-	-
Etah	Etah HO	-	2	-	1095	-	1.05hrs.	-	5hrs.	-	II	-	-
					1108	-	1.06hrs.	-	5hrs.	-	II	-	-
Etawah	Etawah HO	-	2	-	5545	-	5.32hrs.	-	5hrs.	-	II	-	-
					5266	-	5.15hrs.	-	5hrs.	-	II	-	-
Jhansi	Orai HO	-	1	-	3185	-	3.11hrs.	-	6hrs.	-	II	-	-

Mainpuri	Shikohabad LSG SO	-	1	-	5168	-	5.10 hrs	-	5 hrs	-	II	-	-
Allahabad	Sohbatiabagh SO	-	1	-	3368	-	3.22 hrs	-	5hrs.	-	II	-	-
Varanasi (E)	Mughal Sarai SO	-	2	-	3000	-	3.00 hrs	-	5hrs.	-	II	-	-
					3000	-	3.00 hrs	-	5hrs.	-	II	-	-
Allahabad	Pratapgarh HO	-	2	-	4388	-	4.23 hrs	-	5 hrs	-	II	-	-
					6902	-	6.54 hrs		5 hrs	-	II	-	-
Jaunpur	Collectorate Compound SO	-	1	-	2001	-	2.00hrs.	-	5 hrs	-	II	-	-
Varanasi West	Kamachha SO	-	2	-	1436	-	1.26 hrs	-	5hrs.	-	II	-	-
					1436	-	1.26 hrs	-	5hrs.	-	II	-	-
Mirzapur	Renukot SO	-	1	-	2090	-	2.05hrs.	-	5hrs.	-	II	-	-
Bareilly	Bareilly HO	1	1	5000	4000	5.00 hrs	4.00 hrs	8hrs.	5hrs.	-	II	-	-
Moradabad	Moradabad HO	-	1	-	6000	-	6hrs.	-	5hrs.	-	II	-	-
					Vacant								
Meerut	Meerut City HO	-	1	-	4800	-	4.48 hrs	-	5 hrs	-	II	-	-
					Two Vacant								
Muzaffarnagar	Khatauli SO	-	1	-	3800	-	3.48hrs.	-	5hrs.	-	II	-	-
Saharanpur	Saharanpur HO	Vacant	1	-	420	-	0.25hrs.	-	5hrs.	-	II	-	-
Budaun	Budaun HO	-	1	-	5831	-	5.50hrs.	-	5hrs.	-	II	-	-
Hardoi	Hardoi HO	-	1	-	2225	-	2.13hrs.	-	6hrs.	-	II	-	-
					Vacant								
Kheri	Kheri HO	-	1	-	2448	-	2.26hrs.	-	5hrs.	-	II	-	-
Shahjahanpur	Pawayan SO	-	1	-	1605	-	1.36hrs.	-	5hrs.	-	II	-	-
Bijnor	Bijnor HO	1	1	7210	2857	7.12hrs	2.51 hrs	8hrs.	5hrs.	-	II	-	-

Kanpur	Sarvodaya Nagar SO	-	1	-	6353	-	6.21hrs.	-	5hrs.	-	II	-	-
					Vacant								
Fatehpur	Fatehpur HO	-	2	-	4121	-	4.07hrs	-	5hrs.	-	II	-	-
					4712		4.42hrs.		5hrs.	-	II		
Banda	Banda HO	-	1	-	6753	-	6.45hrs.	-	5hrs.	-	II	-	-
Kanpur (M)	Collectorate SO Unnao	-	1	-	900	-	0.54hrs.	-	5hrs.	-	II	-	-
Faizabad	Faizabad HO	-	2	-	11000	-	11.00hrs	-	5 hrs	-	II	-	-
					7000		7.00hrs.	-	5hrs.	-	II	-	-
Lucknow	Lucknow Chowk HO	1	1	12900	8870	12.54 hrs	8.52hrs	9hrs.	3hrs.	-	II	-	-
Sitapur	Maholi SO	-	1	-	1841	-	1.30 hrs	-	5hrs.	-	II	-	-
	Eye Hospital SO	-	1	-	2266	-	2.16 hrs	-	5hrs.	-	II	-	-
	Sitapur Kachhery SO	-	1	-	5958.33	-	5.57 hrs	-	5hrs.	-	II	-	-
	Sitapur HO	-	1	-	1689	-	1.41 hrs	-	5 hrs		II	-	-
	Nai Basti SO	-	1	-	695	-	0.41 hrs	-	5hrs.		II	-	-
	H.S.Mill SO	-	1	-	648.3	-	0.39 hrs	-	5hrs.	-	II	-	-
	Biswan SO	-	1	-	1867	-	1.52 hrs	-	5hrs.		II	-	-
Rae Bareli	RBL Kutchery SO	-	1	-	1329	-	1.19hrs.	-	8hrs.	-	II	-	-
	Lalganj HO	-	1	-	1293.68	-	1.17hrs.	-	5hrs.		II	-	-
	Rae Bareli HO		2	-	2312.11		2.19 hrs	8hrs.	5hrs.		II	-	-
					2027.38		2.01hrs.		5hrs.		II	-	-
Sultanpur	Sultanpur HO	-	2	-	5832	-	5.50 hrs	-	5hrs.		II	-	-
					3572		3.34 hrs		5hrs.			-	-
Ghaziabad	Ghaziabad HO	-	1	-	5988	-	5.59 hrs	-	5hrs.		II	-	-

Ser No	Analysis		HO	SO
1	No of Post offices surveyed	48	29	19
2	No of posts surveyed	60	38	22
3	Number justified statistically	23	17	06
4	Total stamp sales per day	245953		
5	Average stamp sales	4099		
6	Cost incurred for 61 GDSSVs per day	9760		
7	Cost of stamp sales	0.04 Rs for I Re stamp sale and 3.96 for 100 Rs stamp sales		

Uttarakhand Circle

Annexure I (Table 21)

Division	Name of the PO	No. of stamp vendors		Daily average stamps sold		Workload		Duty hours		TRCA Paid		No. of FM impressions and value	
		DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	I	II	DSV	GDS SV
Nainital	Haldwani HO	-	2	-	4273	-	4.16hrs.	-	4hrs.	-	II	-	-
					4273	-	4.16hrs.	-	4hrs.	-	II	-	-
Dehradun	Roorkee HO	-	1	-	10000	-	10.00hrs.	-	5hrs.	-	II	-	-
Almora	Almora HO	-	1	-	4880	-	4.52hrs.	-	5hrs.	-	II	-	-

Ser No	Analysis		HO	SO
1	No of Post offices surveyed	03	03	0
2	No of posts surveyed	04	04	0
3	Number justified statistically	01	01	0
4	Total stamp sales per day	23426		
5	Average stamp sales	5857		
6	Cost incurred for 04 GDSSVs per day	651		
7	Cost of stamp sales	Rs 0.03 for I Re stamp sale and Rs 2.77 for 100 Rs stamp sales		

West Bengal Circle

Annexure I (Table 22)

Division	Name of the PO	No. of stamp vendors		Daily average stamps sold		Workload		Duty hours		TRCA Paid		No. of FM impressions and value	
		DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	DSV	GDS SV	I	II	DSV	GDS SV
Murshidabad	Berhampore HO	-	2	-	3360	-	3.22hrs.	-	5hrs.	-	II	-	-
					1680	-	1.40hrs.	-	5hrs	-	II	-	-
South Presy	Alipore HO	1	Vacant	2830	-	2.49hrs.	-	9hrs.	-	-	-	-	-
Barasat	Barasat HO	-	02	-	3000	-	3hrs.	-	5hrs.	-	II	-	-
					Vacant								
North Presy.	Barrackpur RS SO	-	1	-	920	-	0.55hrs.	-	5hrs.	-	II	-	-
Birbhum	Santiniketan SO	-	1	-	823	-	0.49hrs.	-	5hrs.	-	II	-	-
Nadia South	Santipur SO	-	1	-	378	-	0.23hrs.	-	5hrs.	-	II	-	-
Central Kolkata	Writer's Building SO	1	1	5873	2500	5.52hrs.	2.30hrs.	8hrs.	5hrs.	-	II	-	-
North Kolkata	Shyam Bazaar SO	1	2	2893	1874	2.54hrs.	1.52hrs.	8hrs.	5hrs	-	II	-	-
					1778		1.46hrs.		5hrs				
East Kolkata	RR Sarani SO	2	1	2552	400	2.33hrs.	0.24hrs.	8hrs.	5hrs.	-	II	-	-
					1247		1.14hrs.		8hrs.				
Bara Bazaar Gazatted HO	Bara Bazaar HO	3	1	3500 each	2500	3.30hrs.	2.30hrs.	8hrs.	5hrs.	-	II	-	-
Midnapore	Midnapore HO	-	2	-	3500	-	3.30hrs.	-	5hrs.	-	II	-	-
					3200		3.12hrs.			-	II		
Contai	Contai HO	-	2	-	3475	-	3.28hrs.	-	5hrs.	-	II	-	-
					3334		3.20hrs.						
Howrah	Howrah RS SO	-	3	-	325	-	0.19hrs.	-	5hrs.each	-	II	-	-

					1020		1.01hrs.					
					635		0.38hrs.					
Burdwan	Burdwan HO	-	2	-	1385	-	1.23hrs	-	5 hrs		II	-
					1795	-	1.47hrs	-	5hrs	-	II	-
South Hoogly Dn	Rishra SO	-	2		2000	-	2.00hrs	-	5hrs	-	II	-
					2000	-	2.00hrs	-	5hrs	-	II	-
South Hoogly	Serampore HO	-	2	-	4000	-	4.00hrs	-	5hrs	-	II	-
					4000	-	4.00hrs	-	5hrs	-	II	-
	Tarakeshwar SO	-	1	-	1100	-	1.06 hrs	-	5hrs.	-	II	-
	Uttarpara SO	-	1	-	1000	-	1.00hrs.	-	5hrs.	-	II	-
	Serampore Court SO	-	1	-	500	-	0.30hrs.	-	5hrs.	-	II	-
	Kannagar SO	-	1	-	800	-	0.48hrs.	-	5hrs.	-	II	-
	Hindmotor SO	-	1	-	900	-	0.54hrs.	-	5hrs.	-	II	-
	Sheoraphuli SO	-	1	-	600	-	0.36hrs.	-	5hrs.	-	II	-
Bankura Dn	Sonamukhi SO	-	1	-	1900	-	1.54hrs.	-	5hrs.	-	II	-
North Hoogly Dn	Bandel JN. SO	-	1	-	1100	-	1.06hrs.	-	5hrs.	-	II	-
North Hoogly Dn	Arambagh HO	-	1	-	2700	-	2.42hrs.	-	5hrs.	-	II	-
North Hoogly Dn	Tribeni SO	-	1	-	1100	-	1.06hrs.	-	5hrs.	-	II	-
North Hoogly Dn	Chinsura Court SO	-	1	-	2300	-	2.18hrs.	-	5hrs.	-	II	-
Asansol Dn	Asansol HO	1	2	2500	2000	2.30hrs.	2.00hrs.	8hrs.	5hrs.	-	II	-
				vacant	2000	2.30hrs.	2.00hrs.	8hrs.	5hrs.	-	II	-
Asansol Dn	Mal HO	-	1	-	2580	-	2.35hrs.	-	5hrs.	-	II	-
Darjeeling	Siligudiwada	-	1	-	1600	-	1.36hrs.	-	5hrs.	-	II	-

	Market. SO												
Cooch Behar	Alipur Duar SO	1	1	2200	2000	2.12hrs.	2.00hrs.	8hrs.	5hrs.	-	II	-	-
Dinajpur	Balurghat HO	-	2	-	3135	-	3.08hrs.	-	5hrs.	-	II	-	-
					3134	-	3.08hrs.	-	5hrs.	-	II	-	-
	Raiganj MDG	-	1	-	1993	-	1.59hrs.	-	5hrs.	-	II	-	-
Malda	Malda HO	-	3	-	2656	-	2.39hrs.	-	5hrs. Each	-	II	-	-
					2611		2.36hrs.						
					2701		2.42hrs.						

Ser No	Analysis		HO	SO
1	No of Post offices surveyed	34	15	19
2	No of posts surveyed	47	24	23
3	Number justified statistically	Nil	0	0
4	Total stamp sales per day	90292		
5	Average stamp sales	1921		
6	Cost incurred for 47 GDSSVs per day	7645		
7	Cost of stamp sales	Rs 0.08 for I Re stamp sale and Rs 8.46 for 100 Rs stamp sales		

Analysis of the stamp sales by Gramin Dak Savak Stamp vendors in post offices of 22 Circles

Sl No	Name of Circle	No of Post offices surveyed	No of GDSSV Posts surveyed	Total stamp sales per day	Average Stamp sale per day per GDSSV	No justified statistically	Average cost of 100 Rupee stamp sale
1	Andhra Pradesh	70	85	191801	2256	5	7.2
2	Assam	7	10	18132	1813	0	8.97
3	Bihar	21	29	84639	2919	4	5.57
4	Chattisgarh	5	4	11197	2799	0	5.81
5	Delhi	6	8	34914	4364	4	3.72
6	Gujarat	22	24	73621	3068	4	5.3
7	Haryana	9	10	39529	3953	4	4.11
8	Himachal Pradesh	6	7	24641	3520	2	4.62
9	Jammu & Kashmir	3	3	6187	2062	0	7.88
10	Jharkhand	8	11	23895	2172	1	7.48
11	Karnataka	27	33	116186	3521	6	4.62
12	Kerala	23	37	177127	4787	10	3.39
13	Madhya Pradesh	11	11	30344	2759	1	5.89
14	Maharashtra	48	51	162782	3192	7	5.09
15	North Eastern	3	3	10070	3357	1	4.84
16	Orissa	39	40	61112	1528	1	10.64
17	Punjab	13	14	24169	1726	0	9.42
18	Rajasthan	25	28	74289	2653	4	6.13
19	Tamil Nadu	44	73	231826	3176	9	5.12
20	Uttar Pradesh	48	60	245953	4099	23	3.96
21	Uttarakhand	3	4	23426	5857	1	2.77
22	West Bengal	34	47	90292	1921	0	8.46
	TOTAL	475	592	1756132	2966	87	5.48

Annexure II**Details of the POs Surveyed and Group 'D' Workload**

Sl. No.	Name of the Circle	Division	Name of the Post office surveyed	Group 'D' workload		Staff hours	
				Hrs.	Min.	Hrs.	Min.
1.	Andhra Pradesh	Hyderabad City	Central University Campus SO	05	04	05	00
			Kothaguda NDSO	01	51	05	00
			Chaitanya Bharati Institute of Technology SO	03	45	05	00
			Puppalaguda	02	23	05	00
		Kurnool	Balaji Nagar	05	48	05	00
			Kothapeta	05	14	05	00
			Peapully	11	40	10	00
			Nandavaram	03	51	5	00
2.	Assam	Golapara	Agomoni SO	14	00	12	30
			Fakirganj	14	00	12	30
			Rangjuli SO	07	00	05	00
			North Bongaigaon	06	00	05	00
		Guwahati	Lachit Nagar	03	30	5	00
			Beltola	04	00	5	00
3.	Bihar	Patna	Lohiyanagar	20	00	20	00
			Chirayatand	05	00	05	00
			Naubatpur	05	00	05	00
		Madhubani	Jhanjharpur R.S	08	00	12	30
4.	Chattisgarh	Raipur	Tati Bandh	05	38	05	00
			Kalibadi	04	07	05	00
			Hirani	03	49	05	00
			Jagdishpur	03	28	05	00
		Durg	Gurur	05	30	05	00
			Nawagarh	03	27	05	00
5.	Delhi	Delhi East	Patpar Ganj	14	45	25	00
			Gokulpur	34	39	27	30
			Nirman Vihar	02	24	10	00
			Yojana Vihar	07	25	05	00
		Delhi North	Shakur Basti Depot	05	16	07	30
			Narela Town	03	50	05	00
Mangolpuri	04		38	05	00		

6.	Gujarat	Ahmedabad City	Sukhrampura	01	30	05	00
			A. E. South	01	45	05	00
			Bodakdev	24	20	17	30
			Sardar Nagar	25	30	12	30
		Jamnagar	Jam Kalyanpur	06	00	05	00
			Khandhera	04	50	05	00
			Jam Nagar Bedi	04	07	05	00
			Jam Nagar Pawanchaki	05	43	05	00
7.	Haryana	Gurgaon	Dahina	08	00	07	30
		Rohtak	Sector 6 Bahdurgarh	02	25	05	00
			Asthal Bohar	02	25	05	00
			Asandah	03	30	05	00
			Chhara	02	09	05	00
8.	Himachal Pradesh	Shimla	Chihaila	04	00	05	00
			Kiari	04	40	05	00
			Rohru	12	11	15	00
			Combermere	06	14	05	00
		Mandi	Jai Devi	04	27	05	00
			Bhojpur	08	41	10	00
			Sultanpur	04	10	05	00
			Babeti	03	58	05	00
9.	Jammu & Kashmir	Jammu	Muthi	04	14	12	30
			Bhalwal	05	14	05	00
			Industrial Estate Jammu	03	32	05	00
		Udhampur	Paragwal	01	44	05	00
			Court Road Udhampur	04	55	05	00
			Chenani	06	10	05	00
			Ram Kote	04	11	05	00
			Jaganoo	06	48	05	00
		Srinagar	Medical College SO	01	20	03	00
			Hyderpora	01	25	03	00
			Hawl	05	34	05	00
			Yaripora	06	29	05	00

10.	Jharkhand	Palamau	Lesleiganj	15	00	20	00
			Chhattpur	14	00	20	00
		Ranchi	Lohardaga MDG	04	21	05	00
			Ormanjhi	02	32	05	00
			Ranchi Medical College Campus	01	45	05	00
Mandar	03	42	05	00			
11.	Karnataka	Dharwar	Hubli Keshwapur	16	40	17	30
			Dharwar City	12	07	12	30
			Saunishi	05	38	05	00
			Amania Bhavi	04	04	05	00
		Nanjanagud	Talkad	05	09	05	00
			Ramasamudura	07	19	05	00
			Begur	03	18	05	00
Kollegal South	03	34	05	00			
12.	Kerala	Ernakulam	Arakkunnam	03	56	05	00
			Kanji Ramatton	04	41	05	00
			Kochi MG Road	03	56	05	00
			Ernakulam Hindi Prachar Sabha	05	30	05	00
		Palakkad	Mundur	05	18	05	00
			Palakkad College	03	52	05	00
			Kalpathy	04	47	05	00
Kongad	4	18	05	00			
13.	Madhya Pradesh	Guna	Kolaras	06	03	05	00
			Subhash Ganj Ashoknagar	02	56	05	00
			Bamori	07	55	05	00
			Piprai	04	35	05	00
		Bhopal	Bhopal Shiksha Mandal	15	00	25	00
14.	Maharashtra	Nagpur City	VN Nagar	11	11	12	30
			NADT Campus	02	25	05	00
			CRPF	03	59	05	00
			Panchsheel Nagar	02	16	05	00
		Sangli	Government Medical College Miraj	03	56	05	00
			Women's College Sangli	11	04	12	30
			Dighanchi	04	25	05	00
Wategaon	05	19	05	00			

15.	North East	Meghalaya	Cherrapunji	15	12	15	00
			Meghalaya Secretariat	03	33	07	30
			Mawpat	04	22	05	00
			Khliehriat	04	22	05	00
		Manipur	Litan	05	30	05	00
			Chandel	04	32	05	00
			Manipur University	04	35	05	00
		DM College	04	22	05	00	
16.	Orissa	Cuttack City	Madhu Patna	11	49	12	30
			Chaudhary Bazar	02	21	10	00
			Kalpathar	02	23	05	00
			Dompara	07	15	05	00
		Puri	Odagaon	05	06	05	00
			Srivihar	04	30	05	00
			BS Nagar	03	15	05	00
17.	Punjab	Ludhiana Mofusil	Kamalपुरa	04	04	05	00
			Gujjarwal Khanna	06	09	05	00
			Doraha	11	25	11	15
		Chandigarh	Post Graduate Institute of Medicine and Research Chandigarh	06	53	10	00
			Nayagaon	03	07	05	00
			MHC Mani Majra	03	15	10	00
			Khizrabad	02	45	05	00
18.	Rajasthan	Jaipur City	Shastri Nagar	51	13	42	30
			Sangmer Bazar	13	15	12	30
			PWD office	05	59	05	00
			Krishi Upaj Mandi	05	35	05	00
		Bikaner	Ganga Nahar	10	50	12	30
			Sital Gate	05	00	05	00
			Khajuwala	05	24	05	00
			Napasar	05	00	05	00
19.	Tamil Nadu	Chennai City Central	Nungambakkam High Road	12	30	12	30
			T Nagar South	12	30	12	30
			Thiruvallikkeni	78	30	77	30
			Choolaimedu	31	30	27	30
		Kovilpatti	Sivagiri	12	42	12	30
			Tenkasi	03	05	05	00
			Puleyangudi	08	32	12	30
		Naduvirpatti	02	34	05	00	

20.	Uttar Pradesh	Lucknow	Malihabad	08	00	12	30
		Jhansi	Medical College Jhansi	02	35	05	00
			Kalpi	08	25	12	30
			Baragaon	03	56	05	00
			Parichha	04	00	05	00
21.	Uttarakhand	Pithoragarh	Degree College	04	12	05	00
			Merthi	04	43	05	00
			Khethikhan	04	29	05	00
			Siltham	03	06	05	00
22.	West Bengal	East Kolkatta	Bidhan Nagar CC Block	37	17	32	30
			Labony Estate	02	28	05	00

Position of mail offices in the RMS divisions surveyed by the GDS Committee

Sl No	Circle	Name of mail office	Year of review	Position of establishment					Statistical position of articles handled				Work hours	Staff hours
				Super visor	SAs	Mail Guard	Mail Man	GDS Mail Man	Unregd Letters	RLs	Parcels	MOs		
1.	Madhya Pradesh	Indore RMS/1	1999	02	14	0	11	6	40827	0	0	0	81-34-26	104-30-00
			2008	01	09	0	06	1	29530	0	0	0	67-53-07	62-42-00
2.		Indore RMS/2	1999	02	18	1	13	08	42003	0	251	0	122-36-17	131-58-53
			2008	02	12	1	8	7	25107	0	189	0	67-53-07	62-42-00
3.		Indore CRC/2	1999	01	06	0	02	01	0	3062	0	0	36-36-44	46-02-40
			2008	01	06	0	3	0	0	2956	0	566	41-01-49	42-32-00
4.		Ratlam RMS/2	2000	02	08	0	06	02	16740	892	220	155	63-43-00	68-58-00
			2007	01	05	0	04	02	5404	416	171	223	34-29-53	41-48-00
5.		Khandwa RMS/2	2001	01	06	1	04	03	8109	536	83	150	40-21-18	45-33-20
			2008	01	02	01	03	03	4828	350	86	131	26-57-02	19-30-00
6.		Ujjain RMS/2	2001	01	07	00	05	01	13453	723	57	315	48-17-42	55-35-00
			2007	01	03	0	04	01	5948	514	80	75	28-04-25	27-07-47
7.		Bhopal RMS/1+2+3/CRC & MBC	1998	10	82	3	46	23	262405	11846	0	2358	591-25-09	608-00-01
			2007	09	70	3	41	20	127770	8477	0	1724	411-33-58	454-42-00
8.		Itarsi RMS/2	1998	02	22	3	16	24	59169	2293	0	329	112-50-26	109-08-40
			2007	01	09	3	6	23	29703	455	0	211	101-32-54	82-16-00
9.		Gwalior RMS/2+3	1999	4	29	3	21	11	67345	4618	0	505	210-50-25	119-25-31
			2007	3	26	2	18	11	41735	2703	0	540	150-08-126	176-10-20
10.	Kerala	Ernakulam RMS/I	1997	4	24	1	10	7	57377	1972	450	990	106-11-00	132-22-00

			2007	2	8	1	7	7	28542	0	304	0	72-06-32	59-02-00
11.		Ernakulam RMS/II	1998	3	27	1	11	4	67543	4455	0	1254	211-00-00	268-00-00
			2007	2	11	1	6	4	34665	0	458	0	79-10-50	78-48-00
12.		Kochi Air sorting/II	2002	3	45	0	18	4	86632	6788	0	1654	307-15-59	334-00-00
			2005	3	35	0	15	4	53444	6211	0	1067	205-54-55	268-26-00
13.		Thrissur RMS/II	2002	2	15	1	7	7	38496	661	130	417	82-02-47	100-58-00
			2007	2	11	1	5	5	21085	775	189	366	72-44-04	89-12-00
14.		Thrissur RMS/III	2002	2	18	1	6	9	59310	3855	0	1007	176-37-48	215-20-00
			2007	2	14	1	5	9	42672	3693	0	543	141-12-40	171-07-00
15.		Aluva RMS/II	1998	1	11	1	5	7	45723	3584	0	1029	149-40-57	132-06-00
			2007	1	12	0	6	7	24292	1925	0	464	87-13-18	110-44-00
16		Thiruvananthapuram RMS/I	1998	3	37	0	15	0	102876	6916	0	770	294-27-20	296-22-00
			2007	3	26	0	11	0	49171	4313	0	924	211-42-32	215-51-00
		Thiruvananthapuram RMS/II	1998	3	26	0	14	0	115962	10858	0	2906	384-41-27	383-13-00
			2007	3	20	0	10	0	71654	7605	0	1200	280-16-20	273-33-20
17		Kollam RMS/I	1998	1	9	1	4	0	32360	1815	0	416	94-38-12	84-26-42
			2006	1	8	1	4	0	16265	1046	0	282	56-46-40	59-40-36
18		Kollam RMS/II	1998	3	19	1	9	0	91446	5206	0	2261	281-51-05	262-54-00
			2007	3	16	1	8	0	48372	5193	0	905	195-34-12	192-12-48
19.		Thiruvalla RMS/II	1998	3	20	1	12	0	88000	4049	0	1328	235-48-26	240-16-00
			2007	3	15	1	6	0	45792	3627	0	604	149-15-53	180-12-00
20.	Tamil Nadu	Chennai sorting/II	2001	3	19	0	11	0	119902	0	0	0	210-22-27	220-28-38
			2007	2	13	0	9	0	56418	0	0	0	156-24-00	180-00-00
21.		Egmore RMS/II	2001	3	20	0	7	0	43817	0	0	0	92-47-21	142-44-48
			2007	1	7	0	15	4	27273	0	0	0	57-29-15	49-57-41
22.		Egmore RMS/I	2001	2	7	0	4	0	42109	0	0	0	51-40-50	51-41-34
			2007	2	9	0	5	3	61083	0	0	0	121-35-06	59-04-38
23.		Chennai PSO/I	2001	3	22	1	14	0	79739	0	0	0	158-00-09	162-27-46
			2007	3	20	0	15	9	89552	0	0	0	169-48-12	147-41-36

24.		Chennai PSO/II	2001	3	20	1	11	0	67765	0	0	0	138-39-45	142-44-48
			2007	3	20	0	13	10	73851	0	0	0	144-29-36	142-44-48
25.		Coimbatore RMS/I	1997	2	24	1	11	4	67409	2471	0	299	160-14-00	181-47-54
			2007	2	20	2	11	4	40052	2154	0	648	124-24-59	140-18-31
26.		Coimbatore RMS/II	1997	2	24	1	9	5	67557	3214	0	1361	130-40-00	170-23-54
			2007	2	19	1	8	8	30607	323	0	80	78-40-57	106-25-26
27.		Coimbatore RMS/III	1997	6	22	1	8	15	114683	4599	0	914	215-30-00	247-35-39
			2007	3	22	1	9	15	62140	3957	0	1518	212-56-04	212-59-20
28.		Erode RMS/II	1997	3	20	2	13	13	82980	3346	0	838	163-30-00	183-45-53
			2007	2	15	0	6	10	42453	2577	0	979	121-34-06	160-05-00
29.		Salem Jn RMS/I	1997	0	11	1	3	2	17508	802	0	300	55-44-00	62-22-04
			2007	0	8	1	5	3	15880	0	0	0	44-39-42	41-34-44
30.		Salem Jn RMS/II	1997	3	21	1	11	17	100112	3717	0	940	186-50-55	234-18-17
			2007	3	20	1	10	16	51422	4187	0	1059	179-23-27	219-41-06
31.		Ooty Stg	1997	1	8	1	2	8	30940	1329	0	611	52-30-00	80-45-00
			2007	1	6	1	4	5	11344	774	0	507	16-13-58	46-10-16
32.		Dharmapuri Stg	1997	0	7	1	3	7	24762	1323	0	567	78-10-00	77-38-00
			2007	0	5	1	3	7	18276	1162	0	247	63-27-23	59-11-00
33.	Andhra Pradesh	Tirupathi RMS/I	2000	1	6	0	2	5	18471	1011	0	851	54-50-15	62-42-00
			2007	1	5	0	2	5	17404	834	18	0	48-02-47	41-48-00
34.		Tirupathi RMS/II	2000	1	15	2	28	5	44761	2609	301	1418	144-30-18	156-20-00
			2007	1	16	2	9	5	34024	5633	217	3285	167-30-00	164-29-34
35.		Nellore RMS/II	2000	1	13	1	6	4	27728	1405	0	1110	75-34-52	89-12-00
			2007	1	12	1	7	10	37007	4394	111	634	134-07-42	122-50-00
36.		Kurnool RMS/I	1999	1	16	0	3	1	27251	2170	159	677	100-01-07	93-36-00
			2006	1	16	0	3	1	28007	1181	95	1632	103-39-21	84-28-00
37.		Kurnool RMS/II*	1999	1	6	1	3	1	19237	615	0	434	53-12-41	55-44-00
			2007	1	8	1	4	3	33384	1088	0	1314	97-36-38	62-42-00
383		Kadappa RMS/II	1999	1	10	0	7	3	32659	2270	153	1155	109-51-10	111-40-00
			2007	1	10	0	6	3	19698	1325	45	482	108-41-20	113-01-00
39.		Guntakal RMS/II	1999	1	11	1	7	13	29235	1009	0	1520	147-50-00	130-06-00

			2007	1	9	1	7	13	43644	758	0	254	129-33-05	108-55-00
40.		Anantpur RMS/II	1999	1	6	0	4	0	9923	662	0	420	38-42-39	41-48-00
			2007	1	7	0	5	0	26278	632	0	742	68-42-16	55-44-00
41.		Hyderabad Stg/I	1991	3	33	0	9	9	37255	3953	0	782	209-41-44	241-23-42
			2006	2	15	0	7	10	58825	0	0	0	76-35-15	110-42-24
42.		Hyderabad Stg/II	1991	3	40	0	9	11	136943	10997	0	1384	390-21-35	377-10-00
			2007	2	12	0	7	0	47411	0	0	0	85-50-59	84-48-00
43.		Hyd Packet Stg office	1991	3	22	0	11	17	96000	0	0	0	191-06-54	160-55-00
			2006	3	20	0	12	15	51587	0	0	0	157-03-43	147-54-00
44.		Hyderabad parcel Stg	1991	2	11	0	9	2	0	0	1718	0	68-42-27	78-40-06
			2007	1	8	0	7	2	0	0	1716	0	61-57-46	57-48-19
45.		Hyderabad air sorting/II	1992	2	17	0	5	3	26738	4273	0	1150	102-01-31	94-54-00
			2007	1	6	5	0	1	31337	0	0	0	67-29-21	71-00-00

*Kurnool RMS/II&II is merged and made to function as inward office

The system of opening of Extra Departmental Sub offices under the charge of Extra Departmental Agents in the rural and semi urban areas was first introduced in the year 1931 as a result of the recommendations of the Jehangir Committee Report. This was mainly done as a measure of economy. The functioning of EDSOs was under constant review and during the year 1956 the Director General issued orders vide No Plg/13-15/56 dated 26 Oct 1956 discouraging the opening of EDSOs or conversion of EDBOs into EDSOs. Another order was issued vide letter No Plg/1-11/55 dated 12-07-1957 which stated as follows:-

6.1 "The matter has been very carefully considered by Government who has considered that in view of the present financial stringency through which we are passing, the status quo should be maintained. However, there is no bar to the conversion of Extra Departmental offices into Departmental ones, where conversion is justified by existing standards". In the report of the development committee, in 1957 a view was held that no town sub offices should be in extra departmental category.

6.2 Sri CV Rajan in his report (Para 60) has opined that Extra Departmental Sub offices in semi urban areas may be opened after a careful examination and that there may not be any need for Extra Departmental Sub offices in the urban areas, as the limited services rendered by them do not balance with the services rendered by Departmental Post offices in the same town.

6.3 The Madan Kishore Committee examined the working of the EDSOs at length and recommended that -

- (i) There should be no ED sub offices both in urban and rural areas.
- (ii) The existing offices in the urban areas should either be closed or upgraded to departmental Sub Post offices.
- (iii) Existing ED Sub offices in rural areas should either be converted into EDBOs or upgraded into departmental SOs if justified by norms.

This recommendation was not accepted by the Government.

6.4 The Department introduced a scheme of automatic up-gradation of EDBO provided with PCO into EDSO in the year 1978. The above decision had a far reaching effect in the organisational structure in the subordinate formation as the upgraded EDSOs were reckoned as separate units for decentralising the Sub Accounts work in Head offices resulting in opening of more number of Head Post offices, new postal divisions and postal sub divisions. The number of such EDSOs recorded a sharp increase in the years as would be seen from the following table:-

Date	No of ED Sub offices
1-4-1971	758
1-4-1973	852
1-4-1975	863
1-4-1977	995
1-4-1979	6060
1-4-1981	12573
1-4-1983	12193

6.5 The orders relating to the automatic upgradation of EDBOs were held in abeyance vide letter No 1-74/73-PRP/PT dated 04-03-1981. A decision was also taken to downgrade the EDSOs into EDBOs and following orders were issued by the Directorate.

- i) Orders for automatic up-gradation of EDBOs into EDSOs issued in 1978 were withdrawn vide letter no. 1-74/73-PRP/Pt. dated: 12-08-1983.
- ii) The permanent EDBO will be up-graded to EDSO if the existing work load exceeds four hours or more per day. The experimental EDBO will be up-graded as EDSO provided its existing workload exceeds four hours or more per day and loss on up-gradation does not exceed Rs. 360/- per annum.
- iii) EDBOs upgraded in the past to the level of EDSOs on the basis of workload of 4 hours or more may continue to operate as EDSOs.
- iv) EDBOs upgraded in the past to the level of EDSOs merely on the basis of PCOs may be retained as such, if after review, it is found that they have come up to the new standard. An annual review may be conducted in each case in consultation with the JS & FA. Such of these EDSOs satisfying new standard may be continued as EDSOs. The workload assessment methodology will be the same as adopted for the purpose of assessing the work load of departmental SOs.

Further in 1986, orders were issued vide letter no. 1-1/86-PRP/Pt. dated: 18-08-1986 for down-gradation of 5000 more EDSOs into EDBOs.

6.6 The question of retention of ED Sub offices as a separate category of Post office was examined in depth by the Committee of enquiry of Extra Departmental System (1986) under the Chairmanship of Sh. R. R. Savor. The Committee recommended that Extra Departmental Sub offices as a category should be abolished. The Department accepted the recommendation and issued the following orders:

- (a) In rural areas Extra Departmental Sub Post offices may be downgraded on or before 18-02-1987 to the level of EDBOs.
- (b) In urban areas, an EDSO may be abolished if in the assessment of Regional Director/PMG, no useful purpose is to be served by continuing the office as an EDSO, Otherwise the EDSO may be downgraded as EDBO and a fresh

review conducted after a period of 6 months to decide whether the EDBO needs to be retained further.

- (c) ED SPMs who continue to work as ED BPMs on down-gradation will be remunerated as ED BPMs only. However, if the allowance is less than the amount drawn by the ED agent as ED SPM, the allowance last drawn as ED SPM may continue to be paid until such time the ED BPM relinquishes the office or is replaced by another incumbent.
- (d) Consequent upon the down-gradation of EDSOs the justification for the existing Head Post offices and Postal Divisions may be reviewed and a report submitted to postal establishment branch of the Directorate for further instructions.

Subsequently the order for down gradation of EDSOs into EDBOs were kept in abeyance in the year 1987

6.7 **Evaluation of the Working of EDSOs:**

The EDSO observes 5 hours of work per day and the work of the EDSO is same as performed by departmental branch Post offices except in respect of certain aspects as detailed below:-

- (1) The Money orders issue work is done independently and the EDSPM himself advises the money order form and impresses the oblong stamp. He also maintains MO issue journal and renders fortnightly MO issue returns to the Head Post offices. The Branch Post offices are not authorised to keep oblong money order Stamp.
- (2) In respect of MOs received for payment, the EDSPM maintains register of MOs paid and after payment prepares MO paid journal and submits fortnightly MO paid returns.
- (3) In respect of SB accounts the new passbooks for the accounts opened are issued by the Head Post office but for the subsequent transactions the EDSPM maintains SB ledger and long book. He is also having the same SB withdrawal power of Rs 2000/- per day in a SB account similar to Branch Postmaster.
- (4) The sale and payment of India Postal Orders is also authorised at EDSOs.
- (5) In respect of NSC/KVP, the issue and discharge is done after authorisation by Head office only.
- (6) Wherever the EDSO is placed in direct dealing with mail offices, in such cases mail bags are received and sent directly. In all other cases, the mail bag is received through Head office/Transit office.
- (7) In respect of registered letters and parcels, the work is done independently and EDSPM maintains registered abstract and parcel abstract.

6.8**Number of EDSOs.**

The following number of EDSOs is functioning in the country as on March 31, 2007:

Ser No	Name of the Circle	No. of EDSOs functioning	
		Urban	Rural
1	Andhra Pradesh	12	19
2	Assam	0	35
3	Bihar	18	81
4	Chhattisgarh	0	0
5	Delhi	10	9
6	Gujarat	0	41
7	Haryana	3	11
8	Himachal Pradesh	4	14
9	Jammu & Kashmir	11	11
10	Jharkhand	11	17
11	Karnataka	14	33
12	Kerala	71	397
13	Madhya Pradesh	33	35
14	Maharashtra	10	111
15	North Eastern	4	10
16	Orissa	10	59
17	Punjab	0	9
18	Rajasthan	14	30
19	Tamil Nadu	131	83
20	Uttar Pradesh	123	248
21	Uttarakhand	5	76
22	West Bengal	48	294
	Total	532	1623

6.9**Standards for opening of an EDSO or upgradation**

1. As per the norms laid down by the Postal Directorate in letter No 1-74/73-PRP/Pt. dated Aug 12, 1983, the EDSO should have a work load of 4 hrs or more per day on upgradation and the loss should not exceed Rs.360 per annum.

2. An ad-hoc time factor of 30 minutes is allowed for accounts work.
3. The work load is assessed based on the time factors prescribed in Marathe Time Test. The norms for sale of postage stamps and treasury work load are also adopted mutatis-mutandis as in the case of Departmental Sub Post offices.
4. The norm prescribed for sale of postage stamps is one minute for one rupee sale of stamps and in respect of treasury, the norm is 9 minutes for a cash handling of a Rs 1000/- up to Rs 10000/- and thereafter 9 minutes for each Rs. 2000/- in excess of Rs. 10000/-. The norms for treasury in Head Post offices were revised in the year 2002 and Directorate has ordered that the revised norms for treasury in HOs should be adopted for all category of Post offices. Hence, the treasury work load in EDSOs has to be worked out on the same standards.
5. The norms for sale of stamps through stamp vendors were revised and the present norm is 3.6 seconds for one rupee sale of stamps. The job profile activity in the sale of stamps either through stamp vendor or departmental official is identical and there is no justification in having separate norms for sale of postage stamps through stamp vendor and EDSPM.

6.10 Survey and Analysis

1. The GDS committee undertook the work of conducting a survey of EDSOs through Circles. The Heads of circle conducted a survey of 5% of rural delivery EDSOs in their circles. The methodology for conducting of survey, sample selection of EDSOs, sampling design, schedule of enquiry were prescribed by the GDS Committee.
2. Based on the reports received from the circles the, work load of the EDSOs and their financial position has been analysed and is given in the following table.

Ser No	Name of the Circle	Number of GDS SO surveyed	Number justified by existing statistical norm	Number justified if norm of SV is adopted	Number justified by financial norm	Number having more than 5 hrs work load
1	Andhra Pradesh	5	1	0	0	0
2	Assam	2	0	0	0	0
3	Bihar	5	0	0	0	0
5	Delhi	4	3	1	0	1
6	Gujarat	2	1	0	0	0
7	Haryana	1	0	0	0	0
8	Himachal Pradesh	1	0	0	0	0
9	Jammu & Kashmir	1	0	0	0	0
10	Jharkhand	5	3	1	0	1
11	Karnataka	2	1	0	1	0
12	Kerala	22	12	1	0	1

13	Madhya Pradesh	2	0	0	0	0
14	Maharashtra	6	3	1	0	0
15	North Eastern	2	0	0	0	0
16	Orissa	2	0	0	0	0
17	Punjab	1	0	0	0	0
18	Rajasthan	15	4	2	0	1
19	Tamil Nadu	11	4	1	0	0
20	Uttar Pradesh	18	4	1	0	0
21	Uttarakhand	4	1	0	0	0
22	West Bengal	19	1	0	0	0
	Total	130	38	8	1	4

3. The number of EDSOs justified by existing statistical standard, financial norm and EDSOs having more than five hours work load and justifying upgradation is shown below:

Total No. of EDSOs surveyed	130
EDSOs justified on the basis of workload norms	38 (29.23%)
No. of EDSOs justified if norms of SV for stamp sales is adopted	08 (6.15%)
EDSOs justified on financial norms	01 (0.76%)
No. of EDSOs justified for upgradation on statistical norm	04 (3.07%)

In the case of EDSOs having more than 5 hours workload also they are not justified by financial norm prescribed for upgradation to departmental offices.

4. The analysis clearly shows that many of the EDSOs do not have adequate work load and statistically justified as per norms prescribed by the Directorate.

5. Even those EDSOs found to be justified are based on the liberalised norm adopted for stamp sales. If norm meant for Stamp Vendors is adopted the work load will be further reduced.

6. There is not much operational or functional difference between the working of EDSOs and EDBOs. The public will not be inconvenienced in any manner if EDSOs are downgraded to EDBOs as public will be provided with same level of postal facilities. Even in the present set up the EDBOs with II TRCA have to function upto 5 hrs and the Department can consider extending authorisation of the postal transactions done at SOs like MIS, Senior Citizen Savings Account, NSC/KVP etc at the BOs as per public demand even if the EDSOs are downgraded.

7. Based on the survey and analysis the Committee recommends for abolition of the category of EDSOs. It is recommended that all the existing EDSOs in the urban areas may be upgraded if justified or closed. The rural EDSOs may be down graded to the level of EDBOs for providing the postal facilities. The existing allowances of the incumbents be protected. He will continue to work for five hours per day. Any future increase in the protected TRCA may be given if the work load of the down graded EDSO reaches 125 points based on the point system assessed on revised norms for handling of cash and stamp sales.

The protection of the allowances ceases if the incumbent relinquishes the charge and the allowances of the new incumbent will be as per the BO work load assessed on point system.

6.11 **Recommendations:**

1. *There should be no ED Sub offices both in urban and rural areas*
2. *The existing offices in the urban areas should either be closed or upgraded to departmental Sub Post offices based on statistical and financial justification.*
3. *In case the EDSOs in urban areas are not justified for upgradation, the Department may consider their closure by providing alternate arrangement for provision of Postal services.*
4. *Existing ED Sub offices in rural areas should either be converted into EDBOs or upgraded into departmental SOs if justified by norms.*
5. *On down gradation the existing incumbent working in the post of EDSPM may be placed in the TRCA corresponding to 5 hours workload of GDS BPM and his allowances paid as GDS SPM be protected.*
6. *The downgraded EDSPM will earn the future annual increase if the workload of the downgraded EDSO assessed on revised norms reaches 125 points per month in point system.*
7. *The protection will be limited to existing incumbent only. If he relinquishes the post, for any reason, the TRCA of the new incumbent will be fixed as per workload of ED BPM in point system.*

Analysis of EDSOs

Ser No	Name of the EDSO	Circle	Division	Population served	No of villages served	Establishment	Work load as per MTT and old treasury norm	Work load by adopting revised norm for treasury	Work load by adopting revised norm for stamp sales	Financial position of income to cost
1	Kothapalli	Andhra Pradesh	Medak	10000	2	GDS SPM-01 GDS MC-01	2:16:52	1:34:52	1:20:00	8.71 %
2	Shanti Nagar	Andhra Pradesh	Mahbub Nagar	8441	1	GDS SPM-01 GDS MD-01 MDS Pkr/MC-01	4:51:46	3:29:24	2:31:07	16.66%
3	Fort Warangal NDEDSO	Andhra Pradesh	Warangal	Part of Warangal town which is a B2 city	Nil	GDS SPM-01 GDS MD-01 MDS Pkr/MC-01	6-46-33	4-50-43	2-38-03	25.83%
4	Tungabhadra	Andhra Pradesh	Kurnool	4000	Nil	GDS SPM-01 GDS MD/pkr-01	2:46:21	2:13:21	1-13-22	14.78%
5	Peddaravuru	Andhra Pradesh	Tenaly	7000	1	GDS SPM-01 GDS MD/MC-01	4:01:10	3:05:10	2-18-09	23.19%
6.	Dharapur	Assam	Guwahati	9860	Nil	GDS SPM-01 GDS MD-01 GDS MC-01	4:01:12	3:49:12	2:35:40	14.82%
7.	Srigauri	Assam	Cachar	10650	10	GDS SPM-01 GDS MD/MC-01	1:19:48	1:05:48	0:57:54	15.28%
8.	Naya Tola NDEDSO	Bihar	Muzaffarpur	Part of Muzaffarpur town	Nil	GDS SPM-01	1:24:26	1:18:46	0-51-16	11.46%

9.	Baijani	Bihar	Bhagalpur	12400	4	GDS SPM-01 GDS MD-01 GDS MC-01	3:17:36	2:45:10	2-45-10	12.15%
10.	Khanjarpur NDEDSO	Bihar	Bhagalpur	Part of Bhagalpur town	Nil	GDS SPM-01	1:01:43	0:52:47	0-52-47	5.96%
11.	Dhoraiya	Bihar	Bhagalpur	26278	5	GDS SPM-01 GDS MC-01	1:44:31	1:13:28	1-02-11	2.93%
12.	Sondiha Babhangama	Bihar	Bhagalpur	3800	1	GDS SPM-01 GDS MD-01 GDS MC-01	1:13:14	0:56:38	0-54-00	2.03%
13.	Fatehpur Beri	Delhi	New Delhi South West	12000	Nil	GDS SPM-01 GDS MD-02 GDS MC-01	12:16:28	9:52:22	6-52-49	24.57%
14.	Mukhmelpur	Delhi	New Delhi North	27292	6	GDS SPM-01 GDS MD-01 GDS MD/MC- 01	4:47:20	3:32:01	2-28-16	12.82%
15.	Dhansa	Delhi	New Delhi West	16000	2	GDS SPM-01 GDS MD-01 GDS MC-01	6:11:48	4:09:28	3-08-38	20.49%
16.	Tehkhand NDEDSO	Delhi	New Delhi South	N.A	1	GDS SPM-01 GDS MC-01	6:07:48	4:52:48	3-37-36	39.21%
17.	Jetalpur	Gujarat	Gandhi Nagar	8000	1	GDS SPM-01 GDS MD-01 GDS Pkr/MC- 01	4:55:21	4:43:21	2-03-11	35.10%
18.	Umarsadi	Gujarat	Valsad	14236	Nil	GDS SPM-01 Deptl PM-01	2:40:50	1:37:50	1-19-27	9.92%
19.	Sisana	Haryana	Sonepat	15123	1	GDS SPM-01 GDS MD-01 GDS MD/MC-01	5:09:41	3:44:41	2-12-09	22.68%

20.	Mohtli	Himachal Pradesh	Dharamshala	3865	1	GDS SPM-01 GDS MD-01 GDS Pkr/MC-01	5:51:25	4:13:55	2-18-12	30.08%
21.	Seri	Jammu & Kashmir	Rajouri	2500	6	GDS SPM-01 GDS MD/MC-01 GDS MC-01	2:04:51	1:20:04	1:11:42	5.44%
22.	Mohulpahari (Tribal)	Jharkhand	Dumka	8900	6	GDS SPM-01 GDS MD/MC-01	6:27:02	6:06:50	5:11:25	52.55%
23.	Daburgram	Jharkhand	Dumka	29200	5	GDS SPM-01 GDS MD/MC-01	1:44:13	1:32:51	1:29:25	1.14%
24.	Hearngunj (Urban) NDEDSO	Jharkhand	Hazaribagh	Part of Hazaribag town	Nil	GDS SPM-01 GDS MD/MC-01	4:57:06	4:45:06	3:02:06	26.14%
25.	Foundry works (Urban)	Jharkhand	Singbhum	Part of Jamshedpur town	Nil	GDS SPM-01 Group D -01	1:22:39	1:15:47	1:02:21	2.98%
26.	Pelawal (Urban)	Jharkhand	Hazaribagh	10000	Nil	GDS SPM-01 GDS MC-01	7:18:36	5:43:37	3:50:48	46.58%
27.	Sacheri Gudday	Karnataka	Mangalore	2378	Nil	GDS SPM-01 GDS MD-01	9:34:30	08:09:58	2:51:00	102.77%
28.	Hirehally	Karnataka	Tumkur	6483	8	GDS SPM-01 GDS MD-01 GDS MD/pkr-01	4:39:32	3:24:44	2:28:03	23.71%
29.	Ambalappuzha East	Kerala	Alappuzha	3815	Nil	GDS SPM-01 GDS MD-vacant	10:43:12	9:30:42	2-54-12	57.20%
30.	Atavanad	Kerala	Tirur	9000	Nil	GDS SPM-01 GDS MD-02	4:14:36	2:50:10	2-37-07	4.30%
31.	Chandragiri	Kerala	Kasargod	5000	1	GDS SPM-01 GDS MD-01	4:08:48	3:48:54	1-43-20	31.34%

32.	Chittattumukku	Kerala	Thiruvananthapuram North	5600	2	GDS SPM-01 GDS MD-02	4:01:27	3:44:34	2-59-27	11.04%
33.	Erumthampatty	Kerala	Palakkad	16684	Nil	GDS SPM-01 GDS MD-02	4:54:10	4:14:10	3-25-18	21.50%
34.	Kollelibhagam	Kerala	Kollam	15000	1	GDS SPM-01 GDS MD-01 GDS MD/MC-01	5:17:52	3:54:31	2-42-53	18.45%
35.	Karthikapuram	Kerala	Kannur	9597	2	GDS SPM-01 GDS MD-02	4:31:38	3:31:14	2-08-31	17.31%
36.	Kodannur	Kerala	Thrissur	11000	9	GDS SPM-01 GDS MD-02	8:09:33	7:58:33	3-55-11	41.23%
37.	Kudappanamoodu	Kerala	Thiruvananthapuram South	10000	3	GDS SPM-01 GDS MD-01 GDS MC-01	5:23:04	4:55:04	3-04-21	20.46%
38.	Manappuram	Kerala	Alappuzha	15000	1	GDS SPM-01 GDS MD-02	5:56:54	4:37:38	3-51-29	24.75%
39.	Mathur	Kerala	Pathanamthitta	4500	1	GDS SPM-01 GDS MD/MC-02	4:41:15	2:53:57	2-17-38	10.07%
40.	Mokeri	Kerala	Vadakara	13900	2	GDS SPM-01 GDS MD-02	6:53:48	5:17:50	3-15-42	25.50%
41.	Nedumpana	Kerala	Kollam	8000	Nil	SPM-01 GDS MD-02	5:03:35	3:30:31	2-51-03	6.24%
42.	Pachalur	Kerala	Thiruvananthapuram South	5200	1	GDSSPM-01 GDS MD-02	5:02:28	4:39:38	3-27-49	16.12%
43.	Padannakkad	Kerala	Kasargod	4000	1	GDSSPM-01 GDS MD-02	8-19-07	7:18:52	03-07-06	43.90%
44.	Pathiyarakkara	Kerala	Vadakara	6248	Nil	GDSSPM-01 GDS MD-02(01 vacant)	6:03:25	4:38:43	3-23-16	27.59%

45.	Pizhaku	Kerala	Kottayam	8250	2	GDSSPM-01 GDS MD-02 GDS MC-01	4:46:54	3:57:57	2-14-10	21.28%
46.	South Paravoor	Kerala	Ernakulam	6700	Nil	GDSSPM-01 GDS MD-02	5:55:45	5:22:45	2-06-21	32.64%
47.	Thirumilaikode	Kerala	Ottappalam	8500	1	GDSSPM-01 GDS MD-02	4:34:44	2:58:45	2-48-44	27.08%
48.	Trichattukulam	Kerala	Alappuzha	5000	4	GDSSPM-01 GDS MD-02	3:36:30	3:29:30	2-18-57	19.66%
49.	Valluvambram	Kerala	Manjeri	11000	1	GDSSPM-01 GDS MD-01 GDS MC-01	8:42:18	7:18:14	4-01-57	35.71%
50.	Venchembu	Kerala	Pathanamthitta	4500	1	GDSSPM-01 GDS MD-01 GDS MC-01	10:32:21	9:11:01	8-20-39	74.19%
51.	Badalapur	Maharashtra	Thane central	NA	Nil	GDS SPM-01 GDS MD-02	6:50:03	5:10:03	3-54-00	29.45%
52.	Danapur	Maharashtra	Akola	4828	4	GDS SPM-01 GDS MD-01	4:39:40	3:22:58	2-17-22	35.39%
53.	Kabnur	Maharashtra	Kolhapur	23250	Nil	GDS SPM-01 GDS MD-02	9:51:34	7:56:34	4-24-40	51.58%
54.	Morgiri	Maharashtra	Satara	6418	8	GDS SPM-01 GDS MD-01 Pkr-01	2:54:45	2:26:45	1-28-34	11.37%
55.	Patonda	Maharashtra	Jalgaon	8476	4	GDS SPM-01 GDS MD-01 Pkr-01	4:23:42	3:12:48	1-36-55	20.74%
56.	Usgaon	Maharashtra	Goa	7551	1	GDS SPM-01 Pkr-01 PM-01	5:55:36	4:15:51	2-30-20	23.00%
57.	Rehatgaon	Madhya Pradesh	Hoshangabad	31653	72	GDS SPM-01 GDS MD/MC-03	4:27:42	3:31:42	1-27-30	15.93%

58.	Bhatnawar	Madhya Pradesh	Guna	11075	12	GDS SPM-01 GDS MD/MC-01	2:26:54	1:30:55	1-08-21	8.83%
59.	Chilika Nuapada	Orissa	Puri	13200	6	GDS SPM-01 GDS MD/Pkr-01 GDS MC-02	3:13:06	2:20:36	1-26-27	10.60%
60.	Lalitgiri	Orissa	Cuttack North	12000	8	GDS SPM-01 GDS MD (vacant) GDS MC-01	1:16:25	1:00:10	00-54-58	2.03%
61.	Jaintipur	Punjab	Amritsar	15600	5	GDS SPM-01 GDS MD -01 GDS MC-01	3:12:42	2:02:42	1-30-07	14.04%
62.	Badi TB	Rajasthan	Udaipur	3766	6	GDS SPM-01 GDS MC-01	4:02:52	2:51:44	2-31-40	17.74%
63.	Chawand	Rajasthan	Udaipur	6000	4	GDS SPM-01 GDS MD -01 GDS MC-01	3:24:39	2:57:54	2-41-21	32.25%
64.	Rinchad	Rajasthan	Udaipur	5195		GDS SPM-01 GDS MD/MC-01	1:59:25	1:20:13	1-00-21	6.54%
65.	Mohi	Rajasthan	Udaipur	8110	8	GDS SPM-01 GDS MD(vacant)	2:44:26	1:59:55	1-19-58	20.07%
66.	Potlan	Rajasthan	Bhilwara	4501	3	GDS SPM-01 GDS MD -01 GDS MC-01	5:22:14	3:42:29	3-06-57	23.61%
67.	Kanera	Rajasthan	Chittorgarh	15000	5	GDS SPM-01 GDS MC/Pkr-01	7:42:32	5:48:04	2-58-45	38.41%
68.	Papurna	Rajasthan	Jhunjhunu	18000	5	GDS SPM-01 GDS MD -01	6:36:18	4:44:51	3-15-06	24.30%

						GDS MC-01				
69.	Shimla	Rajasthan	Jhunjhunu	8450	Nil	GDS SPM-01 GDS MD -01 GDS MC-01	11:44:52	8:25:55	6-08-18	36.39%
70.	Thanwla	Rajasthan	Nagaur	7686	5	GDS SPM-01 GDS MD/MC -01 GDS MD-01	5:41:32	5:07:57	4-02-02	27.41%
71.	Dariba Project	Rajasthan	Alwar	3788	9	GDS SPM-01 GDS MD/MC -01	3:00:17	2:36:44	1-08-27	23.97%
72.	Amarpur	Rajasthan	Dholpur	5000	4	GDS SPM-01 GDS MD/MC -02	2:00:04	1:52:04	1-52-04	3.75%
73.	Mondha Bhimsingh	Rajasthan	Jaipur Mofusil	11300	4	GDS SPM-01 GDS MD -01 GDS MC-01	3:32:45	3:21:02	1-43-23	22.51%
74.	Sambhar salt colony(Urban) NDEDSO	Rajasthan	Jaipur Mfl	Part of Sambhar salt city	Nil	GDS SPM-01	2:50:22	2:44:05	1-11-05	20.85%
75.	Gadoli	Rajasthan	Bharatpur	4678	2	GDS SPM-01 GDS MD -01 GDS MC-01	1:23:53	1:01:13	00-52-18	2.76%
76.	Kayamsar	Rajasthan	Sikar	2398	2	GDS SPM-01 GDS MC-01	2:35:52	1:31:57	1-14-07	8.27%
77.	Velliyoor	Tamil Nadu	Kanchipuram	5562	4	GDS SPM-01 GDS MC-01	5:14:49	3:41:10	2-17-00	29.96%
78.	Ettugudi	Tamil Nadu	Nagapattinam	3030	6	GDS SPM-01 GDS MD -01 GDS MC-01	3:54:16	2:51:20	1-40-25	19.46%
79.	Perambur	Tamil Nadu	Mayiladuthurai	7880	7	GDS SPM-01 GDS MD/MC	6:50:20	5:36:56	4-34-30	25.02%

						-01				
80.	Najaithalayoor	Tamil Nadu	Karur	5835	11	GDS SPM-01 GDS MD -01	3:24:31	2:07:05	1-50-47	11.70%
81.	Dhalavaipettah	Tamil Nadu	Erode	2450	3	GDS SPM-01 GDS MD/MC -01	4:25:26	2:54:26	2-15-40	23.52%
82.	Ingur	Tamil Nadu	Erode	8750	17	GDS SPM-01 GDS MD -01 GDS MC-01	5:38:02	4:33:02	2-36-28	28.06%
83.	Markayankottai	Tamil Nadu	Theni	8500	2	GDS SPM-01 GDS MD -01	6:00:36	3:56:37	3-32-10	35.70%
84.	Peyanvilai	Tamil Nadu	Tuticorin	5625	10	GDS SPM-01 GDS MD/MC -01	6:18:32	4:33:32	3-08-30	36.38%
85.	Chellampatti	Tamil Nadu	Madurai	5413	4	GDS SPM-01 GDS MD/MC -01	5:23:08	4:16:30	2-40-13	45.27%
86.	Pulankurichi	Tamil Nadu	Karaikkudi	3000	1	GDS SPM-01 GDS MD -01 Pkr-01	4:05:11	2:52:41	3-09-19	13.81%
87.	Rajakapatti	Tamil Nadu	Dindigul	4869	10	GDS SPM-01 GDS MD -01 GDS MC-01	3:10:19	1:56:50	1-43-37	7.90%
88.	Bhanoli	Uttarakhand	Almora	5296	27	GDS SPM-01 GDS MD-01 GDS MC-01	3:57:37	2:26:04	1-54-01	7.46%
89.	Gagarigole	Uttarakhand	Almora	6948	17	GDS SPM-01 GDS MD-02	5:40:59	3:27:18	1-58-24	21.90%
90.	Maithana	Uttarakhand	Chamoli	1420	2	GDS SPM-01 GDS MD-01	4:13:12	2:58:33	2-30-11	23.29%
91.	Yemkeshwar	Uttarakhand	Pauri Garhwal	2350	10	GDS SPM-01 GDS MD-01	7:06:42	4:33:44	3-36-49	18.00%

						GDS MC-01				
92.	Chakla	West Bengal	Barasat	25000	10	GDS SPM-01 GDS MD(vacant) GDS MC-01	6:10:22	5:00:22	3-07-33	47.45%
93.	DK Bari	West Bengal	Barasat	15000	1	GDS SPM-01 GDS MD-01 GDS MC(vacant)	4:48:21	3:52:13	2-12-12	32.81%
94.	Bahadurpur	West Bengal	Nadia North	5840	1	GDS SPM-01 GDS MD-01 GDS MD/MC-01	3:27:33	2:16:18	2-00-19	9.80%
95.	Habibpur	West Bengal	Nadia South	30000	13	GDS SPM-01 GDS MD-02	5:08:24	3:23:59	2-54-10	8.94%
96.	Ahiran	West Bengal	Murshidabad	23702	3	GDS SPM-01 GDS MD-01 GDS MC-01	2:35:47	1:51:25	1-25-00	6.36%
97.	Ghorsala	West Bengal	Murshidabad	25267	12	GDS SPM-01 GDS MD(vacant) GDS MC-01	2:53:06	2:22:53	2-09-43	5.95%
98.	Bodra	West Bengal	South Presidency	60700	20	GDS SPM-01 GDS MD-02 GDS MC-01	2:48:08	2:02:31	1-28-2	6.70%
99.	Kumarganj	West Bengal	Dinajpur	14500	5	GDS SPM-01 GDS MD-01	3:25:53	2:07:29	2-00-56	13.31%
100.	Bamongola	West Bengal	Malda	17163	34	GDS SPM-01 GDS MD-02 Group D-01	3:25:39	2:47:47	1-28-49	8.48%
101.	Khagrabari	West Bengal	Cooch Behar	25000	6	GDS SPM-01 GDS MD-01	3:13:32	2:23:17	2-05-48	6.74%

						GDS MC-01				
102.	Kalijhora	West Bengal	Darjeeling	5321	10	GDS SPM-01 GDS MD-01 GDS MC-02	1:02:43	0:59:07	00-51-43	1.27%
103.	Ranirghat	West Bengal	Jalpaiguri	7247	3	GDS SPM-01 GDS MD(vacant)	1:37:00	1:32:41	1-17-22	16.70%
104.	Susunia	West Bengal	Bankura	5810	22	GDS SPM-01 GDS MD-02 GDS MC-01	1:48:14	1:17:17	1-13-28	14.17%
105.	Simlagarh	West Bengal	North Hooghly	11100	8	GDS SPM-01 GDS MD-02 GDS MC-01	4:12:33	2:40:43	2-25-11	9.04%
106.	Kalindi	West Bengal	Contai	11000	15	GDS SPM-01 GDS MD-02 GDS MC-01	4:50:24	3:27:54	2-20-13	16.23%
107.	Panitras	West Bengal	Howrah	10000	6	GDS SPM-01 PM-(vacant)	2:09:01	1:51:42	1-19-44	17.63%
108.	Antpur	West Bengal	South Hooghly	20100	8	GDS SPM-01 GDS MD-01 GDS MC(vacant)	4:19:30	2:50:29	2-06-09	37.14%
109.	Belmuri	West Bengal	North Hooghly	7800	6	GDS SPM-01 GDS MD(vacant)	5:39:20	3:54:44	3-13-18	36.35%
110.	Beloon	West Bengal	North Hooghly	9860	5	GDS SPM-01 GDS MD(vacant)	3:13:55	2:31:55	2-30-01	31.05%
111.	Farukhanagar	Uttar Pradesh	Ghaziabad	12000	3	GDS SPM-01 GDS MD-01 GDS MC(vacant)	2:41:31	2:30:25	1-40-59	19.45%

112.	Paukoli Bazar	Uttar Pradesh	Faizabad	15000	11	GDS SPM(vacant) GDS MD-01 GDS MC-01	2:38:28	2:29:24	1-21-21	23.91%
113.	Guptarganj	Uttar Pradesh	Sultanpur	19350	20	GDS SPM-01 GDS MD-02 GDS MC-01	2:50:35	1:39:21	1-20-30	2.99%
114.	Dariabad ND EDSO (urban)	Uttar Pradesh	Allahabad	Part of Allahabad town	Nil	GDS SPM-01 Pkr-01	1:58:04	01:32:52	00-53-23	6.22%
115.	Alopibag (urban) NDEDSO	Uttar Pradesh	Allahabad	Part of Allahabad town	Nil	GDS SPM-01 Pkr-01	4:44:16	4:26:36	2-41-09	19.50%
116.	Bisauri	Uttar Pradesh	Varanasi East	25600	9	GDS SPM-01 GDS MD/MC-01	4:09:48	3:41:48	3-36-10	35.24%
117.	Pisnaharia(Urban) NDEDSO	Uttar Pradesh	Varanasi West	Part of Varanasi cant	Nil	GDS SPM-01 Pkr-01	7-57-31	7-29-31	4-21-31	33.20%
118.	Pali	Uttar Pradesh	Gorakhpur	24872	12	GDS SPM-01 GDS MD-01	4-14-42	3-18-42	2-00-45	21.81%
119.	Sanwara	Uttar Pradesh	Ballia	20500	6	GDS SPM-01 GDS MD-01 GDS MC-01	3:23:01	2:27:01	1-38-19	9.55%
120.	Khampar	Uttar Pradesh	Deoria	14200	4	GDS SPM-01 GDS MD-01	2:48:03	1:52:03	1-38-53	10.62%
121.	Bhagawatnagar NDEDSO	Uttar Pradesh	Hardoi	Part of Hardoi town	Nil	GDS SPM-01	2-10-16	1-52-46	00-56-18	13.74%
122.	Ratheri	Uttar Pradesh	Muzaffar Nagar	8500	1	GDS SPM(vacant) GDS MD-01 GDS	0:51:49	0:51:49	0-50-43	1.23%

						MC(vacant)				
123.	Station Road Dhanaura(Urban) NDEDSO	Uttar Pradesh	Moradabad	Part of Moradabad town	Nil	GDS SPM-01 Pkr-01	5:06:25	5:04:25	1-06-15	26.29%
124.	Labour colony (Urban) NDEDSO	Uttar Pradesh	Agra	Part of Agra town	nil	GDS SPM-01	2-07-03	1-48-39	1-03-37	15.21%
125.	Jarar EDSO	Uttar Pradesh	Agra	14936	5	GDS SPM-01 GDS MD/MC-01	3:26:57	2-42-39	2-06-03	14.15%
126.	Wazirpur	Uttar Pradesh	Etah	3200	8	GDS SPM-01 GDS MD -01	2-05-36	1-23-36	1-15-19	3.22%
127.	Banail	Uttar Pradesh	Bulandshahar	7000	Nil	GDS SPM-01 GDS MD/MC-01	2:50:23	2-05-17	1-06-14	15.29%
128.	Muzaffarganj	Uttar Pradesh	Mirzapur	3400	Nil	GDS SPM-01 GDS Pkr -01	5-33-54	5-12-54	1-19-03	28.65%
129.	Ampi Nagar	North Eastern	Agarthala	9542	2	GDS SPM(vacant) GDS MD-01 Group D-01	1:31:39	1:19:23	00-58-05	14.39%
130.	Boxanagar	North Eastern	Agarthala	15000	NA	GDS SPM-01 GDS MD-01 GDS MC-01	1:43:50	1:25:06	1-03-33	1.44%

Rural Post office Network- Access

Chapter VII

India Post is committed to providing Universal Postal 'Service throughout the country which inter-alia includes basic mail as defined in the article 9 of UPU convention, "Member countries shall ensure acceptance, handling & delivery of letter post items". Member countries are also supposed to ensure acceptance, handling, conveyance and delivery of postal parcel upto 20 kg". Different countries have followed different definitions for defining the USO.

Country	Products under USO
UK	Letter mail and parcel up to 20 kg.
US	First class mail up to 28.4 gm, priority mail up to 2.27 kg and parcels
Germany	Letter post including registration up to 2 kg, cash on delivery items, Parcels up to 20 kg, newspapers and magazines
France	Domestic & cross-border services for postal items upto 2 kg, Parcels up to 20 kg, registered items and insured items
China	Letter Post items, parcels, newspapers, periodicals and Money orders
Switzerland	Letter Post items and parcels upto 20 kg, newspapers, periodicals, payments, transfers and out payments (financial services)

7.1 Many countries while defining the USO functions have included Money order under the USO. In the Indian context where the literacy rate is very low especially amongst women, labour intensive market, and the low penetration of the banking net work in the rural areas, especially in the far-flung and remote areas of the country, money order service needs to be included in the Universal Service Obligation. The Post office plays a social as well as economic role. The Post offices are not merely commercial enterprises but also play a vital role in many sectors of the rural community life. The vision of the Post office net work is to ensure that every citizen has reasonable access in terms of geographical proximity and travelling time to a defined range of postal services. The following services and products need to be covered while defining the USO as the provision of these services by other players is non existent or not available upto the desired level.

Product/Service

- (i) Postcard/Letter card/Letter/Parcel
- (ii) Parcel
- (iii) Blind literature
- (iv) Newspapers & Periodicals
- (v) Registration
- (vi) Acknowledgement
- (vii) Money order upto Rs. 5000/-
- (viii) Bill Payment facility
- (ix) Government and Insurance services

The above products and services are considered necessary to be provided to enable fulfillment of social role of the Post offices in rural areas.

7.2 Postal Network and Accessibility criteria

There is a network of 155,204 Post offices throughout the country. Of these 1,39,046 Post offices are in rural areas and 16,158 Post offices are in urban areas. This means that almost 89.5% of the Postal Network has been dedicated to serve the rural areas. The network has steadily grown by almost 7 times in post independence era from 22,116 Post offices at the time of Independence. On an average a Post office in India serves an area of 21.2 Sq. Kms and a population of 7166. Post offices in rural areas are opened subject to fulfillment of distance, population and income norms and availability of resources. These norms are suitably relaxed especially for hilly, tribal, desert and inaccessible areas.

7.2.1 Before beginning of the First Five Year Plan, there were 36,000 Post offices. The objective in the First Five Year Plan was to set up Post offices at Administrative Head quarters besides in Head Quarters such as Tehsil, Talukas and Thanes, and every group of villages located within the radius of 2 miles and having total population of 2,000, the annual loss involved was not to be more than Rs. 750/- and there was no Post office within a distance of 3 miles. The number of Post offices in the country grew from 36,000 in 1950-51, to 55,000 in 1955-56 and to 77,000 in 1960-61.

7.2.2 The conditions for opening of Post offices in villages were relaxed during the Second Plan period and the programme aimed at providing Post offices in each group of villages within a radius of 2 miles and having a population of 2000. In addition, provision was made to provide Post offices at every Headquarters of National Extension and Community Project Blocks provided it fulfilled general conditions as to the annual loss and distance from an existing Post office. In 1959, the conditions of opening Post offices were further liberalised for the Head Quarters of the Community Projects and National extension service blocks and for places where there is a school run by District Boards, Local Boards or School Boards of the State Government. The distance condition for opening Post offices at all such places was reduced from 3 miles to 2 miles.

7.2.3 The Fourth Five Year Plan (1969-74), provided for opening of about 31,000 new Post offices. The Fifth Five Year Plan (1974-79), provided for opening or up-gradation of 6,320 Post offices. During Sixth Five Year Plan Period (1980-85), the expansion of Postal network was mainly for rural, backward, hilly and tribal areas. As on 31st March 1980, the number of rural Post offices in the country was 1,22,839. During this plan period (1980-85), it was proposed to open 8,000 Post offices including 5,000 in tribal, hilly and backward areas. Postal Counter facilities through mobile Post offices were also to be provided to 10,000 villages which did not have regular Post offices. About 10,000 Extra Departmental Delivery agents were proposed to be appointed for strengthening delivery in rural Post offices network and improving the efficiency of rural Mobile Postal Services. The Physical achievement in the Seventh Five Year Plan included the opening of 6,752 rural Post offices, provision of counter service to rural areas in 9,625 villages, installation of 12,832 letter boxes, appointment of 8,040 Extra Departmental Agents and 37 Inspectors for Plan Monitoring. During Eighth Five Year Plan, a target of opening 3,000 Extra Departmental Branch Post offices (EDBOs), mainly in the rural areas, and 500 Departmental Sub-offices (DSOs) were fixed. The targets were later revised by the Department to 1440 and 650 for EDBOs and DSOs respectively. The performance with regard to the opening of DSOs, mainly in the urban areas, has been satisfactory with the achievement of 72% of the revised and 93% of the original target. However, in the rural areas only about 52% of the original target was achieved. The response to the newly formulated scheme of Panchayat Sanchar Seva Yojana

has been lukewarm with only 38% of the target having been achieved. During the Ninth Five Year Plan (1997-2002) priority was accorded to the provision of postal facilities in the rural, hilly, tribal and difficult areas. Targets were fixed for opening of 2,500 rural Post offices (EDBOs), and 250 urban Post offices (DSOs). During the Tenth Five Year Plan (2002-2007), no plan targets were allotted for opening of new Post offices in view of the policy Directive of 10th Plan regarding rationalisation of Postal network. However, Post offices where justified could be opened by re-location of existing Post offices as per Departmental norms. Efforts to provide cost effective Postal Services and alternative means of providing access to Postal Services such as Franchising were explored.

7.2.4 During the Eleventh Five Year Plan (2007-2012), it has been proposed to open 3000 EDBOs, 2000 Departmental Sub offices and 10000 franchised outlets in the country. The Department also proposed to provide infrastructural equipments to 10,000 EDBOS for facilitating the public to transact postal business in rural Post offices.

7.3 The norms for opening of Post offices that existed in 1978 vide letter No. 1-76/73-PRP-Pt. VI dated: 28-8-1978 were as under:

7.3.1. **Post offices in normal rural areas:**

(i) Post office in Gram Panchayat Villages is to be opened subject to fulfillment of the following conditions:

- (a) There is no other Post office within the radius of 3 Kilometres from the proposed Post office; and
- (b) The proposed Post office is expected to yield income to the extent of at least 25% of its estimated cost.

(ii) Post office in Non-Gram Panchayat Villages is to be opened subject to fulfillment of the following conditions:

- (a) The population of the village is 2, 000 or more;
- (b) There is no other Post office within the radius of 3 Kilometres from the proposed Post office; and
- (c) The Post office is expected to yield income to the extent of at least to meet 25% of its estimated cost.

7.3.2. **Post offices in hilly, tribal and backward areas:**

(i) Post offices in Gram Panchayat Villages is to be opened subject to the fulfillment of the following conditions:

- (a) There is no other Post office within the radius of 3 kilometres from the proposed Post office; and
- (b) The proposed Post office is expected to yield income to the extent of at least 10% of its estimated cost.

(ii) Post office in Non-Gram Panchayat Villages is to be opened subject to the fulfillment of the following conditions:

- (a) The village (or an integrated cluster of villages within a radius of 1.5 kms.) has a population of 1, 000 or more;
- (b) There should not be another Post office within the radius of 3 kilometres from the proposed Post office; and
- (c) The proposed Post office is expected to yield income to the extent of at least 10% of its estimated cost.

(iii) While reviewing, the norms circulated in 1978, the Postal Services Board approved following modifications in the norms issued in 1978:

- (i) Instead of "Hilly, Backward and Tribal" the phrase "Hilly States/Regions recognised by the Planning Commission as Special Category States" to be adopted.
- (ii) The criterion of the distance of 3 kilometres not to be made applicable to Hilly States/Regions recognised by the Planning Commission as special category States.
- (iii) For Hilly States/Regions recognised as such by the Planning Commission, the minimum revenue of 10% or at the most 15% may be required (and not 20% as applicable at that time).
- (iv) It was further clarified that in Hilly areas the distance of 3 kilometres be taken to mean the actual distance which is required to be covered to reach the Post office even if such route happens to be a circuitous one.

7.3.3 **Revision of norms for opening of Post offices:**

The Department reviewed the norms prescribed in the year 1978 after taking into account some of the recommendations of the Committee of inquiry on Extra Departmental system by R. R. Savor, decided the following norms for expansion of postal facilities in rural areas vide letter No. 1-37/85-PRP dated: 28-1-1987.

i) **Population criterion**

A group of villages will be identified for opening of new Post offices. Within this group a suitable village has to be selected for locating the Post office based on one or more of the following criteria:

- a) Head Quarters of a Gram Panchayat
- b) Village with largest population
- c) Location on an existing Mail Line
- d) Central location with reference to group of villages.
- e) Village which has a concentration of economic activities/other social facilities.

The aggregate population of group of villages should not be less than 5000 in normal rural areas and 2500 in hilly, backward and tribal areas. Another important condition attached was that the parent Post office should still have a total population of not less than 5000 in normal rural areas and 2500 in hilly, backward and tribal areas.

ii) **Distance**

3 kms from an existing Post office and should be certified by PWD/ Highways/ZP/ District Board.

iii) **Anticipated Income**

The anticipated income of the Post office should not be less than 50% of its cost in normal rural areas and 25% in hilly, backward and tribal areas. Subsequently, the population condition was modified to 3000 in normal rural areas and 1500 in hilly, backward and tribal areas.

Similarly, the minimum anticipated revenue was modified to 33.33% of the cost in the normal rural areas and 15% in the hilly, backward and tribal areas vide letter No. 1-37/85-PRP dated: 19th Nov. 1987.

7.3.4 **New norms evolved in the year 1991:**

With a view to evolve a scientific method for formulating the norms for opening of Post offices in rural areas, a special study was entrusted to the National Institute of Rural Development, Hyderabad (NIRD). Based on their recommendations following norms were adopted for opening of Branch Post offices in rural areas with effect from 1st April 1991. Vide letter No. 1-2/90-PLG.II dated 20th March 1991.

i) **Population**

a) **In Normal areas:**

3000 population in a group of villages (including the PPO village).

b) **In the Hilly, Tribal, Desert and Inaccessible areas:**

500 population in an individual village or 1000 population in a group of villages.

ii) **Distance**

a) **In Normal areas:**

The minimum distance from the nearest existing Post office will be 3 kilometres.

b) In the Hilly, Tribal, Desert and Inaccessible areas:

The distance limit will be the same as above except that in hilly areas, the minimum distance limit can be relaxed by the Directorate in cases where such relaxation is warranted by special circumstances which should be clearly explained while submitting a proposal.

iii) Anticipated Income

1. In Normal areas:

The minimum anticipated revenue will be 33.33% of cost.

2. In the Hilly, Tribal, Desert and Inaccessible areas:

The minimum anticipated income will be 15% of the cost. The above norms are still in vogue.

7.4 As on March 31,2007, the following number of Gram Panchayat Villages justify opening of Post offices on various criteria:

Sl. No	Name of Circle	Number of Gram Panchayats villages without PO but fulfilling		
		One criterion (Population)	Two criteria (Population & Distance)	Three criteria (Population, Distance and Minimum Income)
1	Andhra Pradesh	363	195	81
2	Assam	0	30	1
3	Bihar	0	4	1
4	Chattisgarh	691	183	5
5	Delhi	0	0	0
6	Gujarat	640	231	0
	Daman diu &D.N Haveli	0	0	0
7	Haryana	30	17	3
8	Himachal Pradesh	17	15	6
9	Jammu & Kashmir	0	0	0
10	Jharkhand	89	169	0
11	Karnataka	286	174	0
12	Kerala	0	0	0
	Lakshdweep	0	0	0
	Mahe (Pondichery)	0	0	0

13	Madhya Pradesh	0	0	0
14	Maharashtra	475	346	13
15	North Eastern			
	Arunachal Pradesh	0	0	0
	Manipur	0	3	0
	Meghalaya	0	0	0
	Mizoram	0	2	0
	Nagaland	0	259	0
	Tripura	0	0	0
16	Orissa	819	377	20
17	Punjab	1	0	0
	Chandigarh	0	0	0
18	Rajasthan	453	0	0
19	Tamil Nadu	53	10	1
20	Uttar Pradesh	0	0	0
21	Uttarakhand	13	11	0
22	West Bengal	0	0	0
	Andaman & Nicobar Islands	0	0	0
	Sikkim	0	0	0
	Total	3930	2026	131

7.5 A comparison of the access criteria with that adopted by some other important countries presents the following picture:

<i>Country</i>	<i>Population per PO (No/PO)</i>	<i>Area served per PO (sq. Km / PO)</i>
USA	7471	245.85
UK	3377	13.89
Germany	6335	27.46
Brazil	13769	679.87
S. Africa	16728	460.77
Nigeria	25288	199.78
China	22490	167.97
Australia	5008	1992.09
Japan	5143	15.26
India	6600	20.54

7.5.1 Accessibility of letter boxes

Country	Number of letterboxes	Area covered by each letter box (Sq KM per letter box)
Australia	15139	511.3
China (People's Rep.)	275962	34.8
Great Britain	116000	2.1
India	590952	5.6
Japan	186200	2.0
Pakistan	18862	42.2
United States of America	350000	27.5

7.5.2 Frequency of delivery

Country	Deliveries per working day in urban	Deliveries per week in rural areas
Australia	1	5
China (People's Rep.)	2	5
Great Britain	1	6
India	1(mostly)	6
Japan	1	6
Pakistan	1	6
United States of America	1	6

7.5.3 Frequency of collections

Country	Urban areas (times per day)	Rural areas (times per week)
Australia	2	5
South Africa	1	5
Great Britain	3	9
India	3	6
Japan	4	13
Pakistan	2	6
United States of America	2	6

Sl. No.	Name of Circle	Average Population served by a PO	Average Area Served by a PO (Sq. Km)
1	Andhra Pradesh	4995	17.0
2	Assam	7156	19.6
3	Bihar	10023	11.1
4	Chattisgarh	7232	43.3
5	Delhi	28107	2.5
6	Gujarat	6180	21.9
7	Haryana	8788	16.7
8	Himachal Pradesh	2323	20.0
9	Jammu & Kashmir	6470	131.4
10	Jharkhand	9479	23.9
11	Karnataka	5719	19.5
12	Kerala	6575	7.7
13	Madhya Pradesh	7971	37.0
14	Maharashtra	8280	24.3
15	North Eastern	4236	60.2
16	Orissa	4765	19.1
17	Punjab	6873	12.8
18	Rajasthan	6009	33.0
19	Tamil Nadu	5438	10.7
20	Uttarakhand	3394	23.4
21	Uttar Pradesh	10375	13.1
22	West Bengal	9516	11.5
Total		7723	21.2

As regards coverage of rural areas with Postal facilities, India compares well with other countries in terms of population and area covered per Post office. However, it would be helpful if indicators are calculated separately for rural areas under normal, tribal, hilly, desert and inaccessible areas which could throw up proper data for analysis. As regards location of LBs, clearance and delivery, India Post stands well. There is need to look into the % of population served in different categories of areas within a specified distance. There is also need to look into provision of Postal facilities in all GP.HQS (Where there is no Post office at present) in the light of the decision of the Government to make the Panchayats the nodal point for operationalising of various schemes of the Government. The provision of postal facilities in areas fulfilling two criteria of population and distance also needs a closer look.

7.7 Rationalisation of Network:

Observation of Shri R. R. Savor Committee:

7.7.1 Shri R. R. Savor in his report 1986 observed that during his visits and the information collected from the field formations revealed that what has been implemented in expansion of postal facilities is not consistent with the orders issued by the Directorate. The expansion of services proceeded on a scale larger than what was contemplated by planners and the provisions of rules and instructions on the subject seem to have been ignored.

He further observed that under the orders issued in 1977 no Post office could be opened in rural areas within 3.2 kms (2 miles) of an existing Post office and that this norm was much liberal when compared to earlier one and any relaxation in the distance norm has to be given by Directorate under certain conditions only. Information collected from all the sub divisions in the country revealed that there were 661 Post offices functioning within a distance of 1 KM from another office, 1596 offices at a distance beyond one kilometer but within two kilometres of another office and 10405 offices beyond two kilometres but within three kilometres of another office. Thus, in all, 12662 Post offices exist at places where, under the orders of the Directorate such offices should not have been opened at all. He estimated a loss of 1.1 crores per annum on account of opening of Post offices contravening the distance norm at that time.

While reiterating the recommendation of Madan Kishore Committee, he recommended that distance criterion should be strictly adhered to and the distance should be reckoned to based on the radial distance and not the road distance. Shri R. R. Savor recommended that none of the offices which do not satisfy the condition of minimum distance of 3 kilometres be retained.

The department does not seem to have taken any action on this recommendation and such Post offices have been allowed to continue.

7.7.2 Observations of Talwar Committee:

The previous Committee headed by Justice Shri Charanjit Talwar did not comment on this aspect.

7.8 Information compiled from Circles:

The present Committee sent a questionnaire to Heads of circle for intimating the number of Branch Post offices and EDSOs located within a radius of 1 kms, 2 kms and 3 kilometres. The information received from the Heads of circle has been compiled and the following table presents the position of such Branch offices which do not satisfy the distance condition.

Name of the Circle	< 1 km	Between 1-2 km	Between 2-3 km
Andhra Pradesh	34	343	5966
Assam	0	0	1035
Bihar	0	0	8012
Chhattisgarh	01	07	2783
Delhi	03	15	25
Gujarat	09	149	1645
Haryana	0	0	0
Himachal Pradesh	0	0	2317
J&K	05	18	1387
Jharkhand	01	18	1844
Karnataka	24	154	3725
Kerala	11	1333	2224
M.P.	04	131	1478
Maharashtra	03	16	2014
N.E	0	0	145
Orissa	07	234	2368
Punjab	0	104	2246
Rajasthan	0	33	2748
Tamil Nadu	54	687	3983
Uttarakhand		36	4992
Uttar Pradesh	05	52	224
West Bengal	0	0	0
Total	161	3330	51161

7.8.1 A review of the Post offices existing within one km, upto 2 two kms and 2-3 kms distance shows that 161 Post offices are within one km of each other, 3330 Post offices are upto 2 kms from the nearest Post office and 51161 are within a distance of 2-3 km of each other. Thus 54652 Post offices are within 3 kms of each other. 50% of these Post offices can be relocated while satisfying the distance condition of three kms between two Post offices. There is a possibility to relocate a total of 27326 Post offices while maintaining the distance norm of 3 kms between two Post offices. There is a need to review the existing rural Branch Post offices to ensure satisfaction of distance condition.

7.8.2 In this connection preparation of digital maps in multi layer format with database attached to them will help in streamlining the planning process in the Department. The Registrar General of India published figures of the Census villages with the population and availability of the Post office etc. They have also prepared digital maps for each district. These digital maps can be used to draw hexagons to locate the Post offices and identify the areas which are deprived of Postal facilities. Such hexagonal digital maps will not only provide the details of villages which are deprived of the Postal facility but also indicate the Post offices which are located within 3 kilometres radius. These digital maps can be put to better use for further planning of rural network. The digital maps may also be linked to a comprehensive data base which gives the population of the villages, area classification (Normal, Tribal, Backward, Hilly, inaccessible, desert, forest, uninhabited etc; in a multi layer format), road network, transport network, % of population covered in 3/4/5 kms radial distance of the Post office, the village amenities data of RGI, postal traffic, cost and

income, potential for various services under financial inclusion, digital inclusion and insurance services. The 11th Five Year Plan provides for opening of 3000 new Branch Post offices and 10000 retail outlets. The opening of new Branch Post offices where justified could be either by relocation or through franchise/outreach arrangements as in the case of U.K. This will lead to rationalisation of Post offices and efficient use of resources. *The Department needs to provide a quality network which is completely computerised and network connected to the data centre instead of the present network which does not fully meet the aspirations of the people.*

7.8.3 *The committee suggests that the Directorate may undertake preparation of digital maps for identifying Branch Post offices which are functioning within 3 kms radial distance from each other in order to rationalise the network and also totally computerise the network connected to the data centre. The distance should be radial distance but not distance by road, and such distance should be based on the digital map or certified by a State Government authority and to close or relocate identified offices.*

7.9 Panchayat Sanchar Seva Kendras

7.9.1 During 9th five year plan, the Government formulated a scheme called Panchayat Sanchar Seva Yojana. The main objective of the scheme was to provide basic postal facilities in remote and far-flung areas with the twin objective of keeping the Government expenditure to the minimum and to increase access to postal services.

7.9.2 Under this scheme, Gram Panchayats are required to provide accommodation and appoint a suitable person approved by the Department for providing basic postal services. The person is designated as "Sanchar Kendra Agent". The Panchayat is responsible for the functioning of the Panchayat Sanchar Seva Kendra and ensuring financial discipline and propriety. The PSSK Agent is paid a consolidated amount of Rs 600 per month and operations of services like sale of stamps and booking of registered articles is done on commission basis. These Kendras observe fixed hours and operate for three hours on all working days.

7.9.3 Functions of Sanchar Kendra Agents:

Under the scheme Sanchar Kendra Agents are expected to perform the following functions:

- (i) Sale of Postage Stamps and Stationery.
- (ii) Booking of Registered Letters.
- (iii) Grant of certificate of posting.
- (iv) Collection, conveyance and delivery of mail within Gram Panchayat Villages.
- (v) Propagation of National Saving Schemes and PLI schemes.

This scheme also envisaged operation of PCO/STD phone subject to fulfillment of conditions laid down by the Department of Telecommunications.

7.9.4 In the second phase of the implementation of Panchayat Sanchar Seva Yojana, it was intended to introduce additional functions connected with other operations and SB agency functions. The idea behind the scheme is not only to provide basic postal and SB facilities in Gram Panchayat villages but also to utilise the Kendras for performing non-

postal functions within the village as a part of Government's attempt to provide a single window service. A provision was made for giving license to the Sanchar Kendra Agent for being appointed as Agent for small saving schemes also.

7.9.5 Functioning of PSSK

The Panchayat Sanchar Seva Yojana was first introduced in the States of Orissa, Karnataka, Himachal Pradesh, Utter Pradesh, Bihar and Gujarat in the year 1995-96.

In the year 1995-96, against the target of 509, 497 PSSKs were commissioned.

In the year 1996-97, the scheme was further extended in the States of Haryana, Madhya Pradesh, Maharashtra, Punjab and Rajasthan. 173 PSSKs were opened against a target of 250.

In the year 1998-99, 224 PSSKs were opened against given target of 1000 PSSKs.

7.9.6 Number of PSSKs opened from 1995-96 to 2002-03

Year	No. of PSSKs opened
1995-96	441
1996-97	208
1997-98	1
1998-99	224
1999-2000	482
2000-01	1928
2001-02	2042
2002-03	1482

7.9.7 The PSSKs functioning in the circles as on March 31, 2007 is indicated below:

Sl. No	Name of the Circle	No. of PSSKs
1	Andhra Pradesh	194
2	Assam	321
3	Bihar	1364
4	Chattisgarh	218
5	Gujarat	48
6	Haryana	239
7	Himachal Pradesh	178
8	Jammu & Kashmir	40
9	Jharkhand	261

10	Karnataka	25
11	Madhya Pradesh	324
12	Maharashtra	521
13	North Eastern	179
14	Orissa	208
15	Punjab	15
16	Rajasthan	322
17	Tamil Nadu	152
18	Uttarakhand	128
19	Uttar Pradesh	1168
20	West Bengal	21
Total		5926

The scheme was not introduced in Kerala and Delhi Circles.

7.9.8 The Planning Commission, Government of India conducted a study on functioning of the Panchayat Sanchar Seva Kendras in the year 2003. The study team visited 67 PSSKs across the country and observed that 18.3% of the PSSKs were earning revenue below 250 per month and need close attention. The study team also observed that 81.7% of the PSSKs were selling rupees 250 or above stamps per month. The study team during their visits observed that the scheme has not been able to create sufficient interest in the public. The team pointed out the problem as lack of supervision, and also lack of business. The report suggested for affiliation of PSSKs to the nearest EDBO instead of a Departmental Post office.

7.10 Survey of PSSKs by GDS Committee:

The GDS Committee has under taken a survey of 138 PSSKs in 20 Postal Circles through National Sample Survey Organisation.

7.10.1 Results of the Survey

The Survey conducted revealed the following:

- 62% of the PSSKs are located in normal areas, 13% in backward areas, 5% in tribal areas.
- The distance of PSSK from base PO is less than 2 KMs in 36% of PSSKs, 2-3KMs for 23% of PSSKs and 3-5 KMs for the remaining 41% of the PSSKs. No PSSK was found to be located at a distance of more than 5 KMs from the base PO.
- About 30% of the PSSKs are provided with rooms by the Gram Panchayats, 23% of the PSSKs are having electricity, supplied with chair and table..

- Selling of postage stamps and stationery is the most prevalent service provided and nearly 94% of the PSSKs are found rendering this service. About 66% of PSSKs are handling the work of booking the registered letters and 80% of the PSSKs are attending to collection and conveyance of unregistered letters posted. About 87% of the PSSKs made only one visit per day to the base PO.
- The PSSKs are willing to render additional services like pension payments, bills payment, booking of MOs and payment of MOs.
- Travel by cycle is the most common mode of travel among the PSSKs for performing the work.
- The major difficulties adduced during the survey by the SKAs is
 - (i) No demand
 - (ii) SKA busy with non postal work
 - (iii) Non co-operation from base Post office
 - (iv) Lack of guidance from the supervisor
 - (v) Inadequate remuneration

7.11 Analysis of work load and revenue

1. The Postal Directorate vide letter No 1-25/2005-06-PSSK/Plg dated 17-04-2006 prescribed the following minimum performance targets for the PSSKs functioning in normal rural areas and hilly/tribal areas.

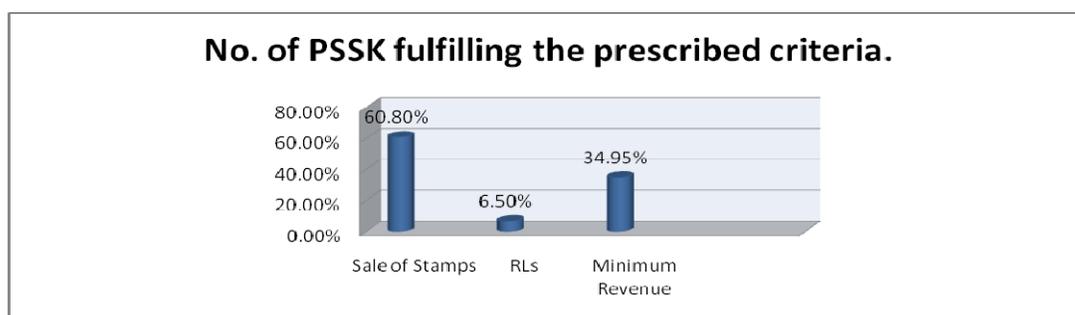
Ser No	Name of Item	Target prescribed for normal rural areas	Target prescribed for tribal/hilly areas
1	Booking of regd letters	2 per day or 50 per month	1 per day or 25 per month
2	Stamp sales	Rs 30/- per day or Rs 750/- per month	Rs 10/- per day or Rs 250/- per month
3	Minimum revenue	Rs 1850/- per month	Rs 800/- per month

2. The survey conducted reveals that only a few PSSKs are able to generate the above prescribed minimum performance. The circle wise analysis is as below:-

Sl. No	Name of Circle	No of PSSKs surveyed	No. fulfilling sale of stamps	No. fulfilling RL standards	No. fulfilling Minimum revenue
1	Andhra Pradesh	6	2	0	1
2	Assam	6	5	1	4
3	Bihar	20	12	1	10

4	Chattisgarh	3	3	0	3
5	Gujarat	3	3	0	0
6	Haryana	8	7	1	3
7	Himachal Pradesh	4	4	0	2
8	Jammu & Kashmir	4	2	0	1
9	Jharkhand	3	1	0	1
10	Karnataka	2	0	0	0
11	Madhya Pradesh	7	6	0	2
12	Maharashtra	12	4	0	0
13	North Eastern	4	1	0	1
14	Orissa	6	5	0	1
15	Punjab	2	0	0	0
16	Rajasthan	6	1	0	0
17	Tamil Nadu	3	2	0	2
18	Uttarakhand	3	3	0	2
19	Uttar Pradesh	18	12	5	8
20	West Bengal	3	3	0	2
	Total	123	76	8	43

The above table indicates:



1. No. of PSSKs which fulfill the criteria prescribed for sale of stamps 60.8%.
2. No. of PSSKs which fulfill the criteria prescribed for booking of RLs 6.50%.
3. No. of PSSKs which fulfill the criteria prescribed for minimum Revenue 34.95%.

3. The scheme has not been able to create sufficient interest in the Gram Panchayats. The reasons for this need to be examined and remedial action taken. The cost of operating a PSSK has been roughly estimated at Rs 775/- per month.

Panchayat Sanchar Seva Kendras have been the low cost option for expanding the rural postal network in rural and remote areas to provide basic facility in GP Head Quarters without a Post office. There is need to take a comprehensive look into Postal planning including provision of facilities at PSSKs.

7.12 Fresh approach to Postal Planning:

Post offices are non Commercial Enterprises, play a vital role in many communities, especially rural, and deprived urban ones, keeping the society together, provide social community cohesion and prevent psychological and economic isolation of the rural dwellers. The Post offices give the people access to mail, cash, social security benefits and insurance as also collection of bills. The Branch Postmaster being important representative of the community can play an important role in disseminating information, educating the people in respect of the financial needs and also information needs converting the Branch offices into information centres. Post office is the last life line in the rural areas which enables the rural people to live independently.

7.12.1 While Post office has to look after the point of view of social benefits of the community, it goes without saying that wherever possible the income of the Post office is augmented through entrepreneurial management by popularisation of variety of services relevant to the people at large. Such a course will put less burden on the national exchequer and in turn extra funds would be available for the Government to provide other important services to the people in the rural area.

7.12.2 The Post offices' main concern is to fulfill the needs of the people and not profitability alone. Long term future of the Postal network depends on the entrepreneurial flair of the Postal system which has been conspicuous in the past. It has been realised that no entity offers benefits comparable to the coverage of Post office. The Service of the Post office when expanded in relation to disbursement of social benefits and also other financial services, bills collection, mail order business, Information centres could really bring about substantial benefits to the rural communities.

7.12.3 As regards coverage of rural areas with Postal facilities, India compares well with other countries on population and area covered per Post office and the existing norms provide for a liberal dispensation. However, it would be helpful if indicators are calculated separately for rural areas under normal, tribal, hilly, desert and inaccessible areas which could throw up proper data for analysis. As regards location of Letter Boxes, clearance and delivery, India Post stands well. There is need to look into the % of population served in different categories of areas within a specified distance, as in the case of Australia Post which will clearly bring out the population covered within a specified distance from the Post office. There is also need to examine provision of Postal facilities in all GPHQS (Where there is no Post office at present) in the light of the decision of the Government to make the Panchayats the nodal point for operationalising of various schemes of the Government. Provision of postal facilities in areas fulfilling three criteria (population, distance and minimum income) and also two criteria (population, distance) also needs to be considered. For extension of Postal facilities in all the above areas the concept of outreach Post offices adopted in U.K and elsewhere could come in handy. One of the willing persons to provide postal services is identified for providing counter services as a franchisee and the mail connectivity to the village is provided by the service provider. In India, a similar model could be adopted with

mail connectivity and delivery entrusted to the franchisee. The outreach office needs to provide a range of products and services.

- (a) Postal Services (Letter, Parcel Mail delivery and collection)
- (b) Banking facilities (SB, TD, RD accounts) & Micro Credit
- (c) Insurance
- (d) Bills Payment
- (e) Government Services like NREGS, Old Age Pensions, widow pensions, Passport applications etc.

7.12.4 For providing basic postal services of collection and delivery of mail, a retention allowance can be provided. For all transactions including stamp sales, commission can be fixed. The agent will also function as small savings agent and will also be authorised to do PLI / RPLI business. The Department may supply infrastructure, technology along with software free of cost to the agency. In the Public Opinion Survey conducted by the Committee, out of 9968 respondents, 4797 respondents (48.12%) have preferred franchisee arrangements for provision of rural postal services. 40.98% of the respondents have opted for present system. Franchisee arrangement allows for flexibility of working hours and ensures that the person who operates is a local resident. We had also received response from some eminent persons suggesting better access for postal services and provision of postal services under franchisee arrangements.

7.12.5 As per the information provided by the Planning branch, the following number of GP villages are without Post office but satisfy one of more criteria as per the details given below:

GP Villages satisfying:

(i)	Distance criterion	3930
(ii)	Distance / Population	2026
(iii)	All the three criteria	131

In addition we have 5921 number of PSSKs operating in various postal circles which need to be enhanced to provide better postal facilities.

7.13 The locations that can be considered for extension of postal facilities under the above arrangement are:

(i) *Head quarters of village Panchayats where there are no postal outlets at present and there is no Post office in the Panchayat area which can be shifted to the GP Headquarters.*

(ii) *Locations where PSSKs are now functioning subject to the condition that there is no Postal facility in any of the villages under the Panchayat. If there is already a Post office in any of the villages under the Panchayat, the Post office may be shifted to the Headquarters village and there will not be any need for any additional facility unless a postal outlet is justified for a village which is not the Headquarters of a Panchayat village separately. The area of operation in case of Panchayat can cover the entire Panchayat area along with villages coming under the Panchayat.*

(iii) Villages which fulfill all the three criteria, though not the Headquarters of a Panchayat.

(iv) Villages which fulfill only two criteria of distance and population but not the income condition could also be considered for providing Postal services under the above arrangements.

7.14 Recommendations

7.14.1 The following services and products need to be covered while defining the USO as the provision of these services by other service providers is non-existent or not available up to the desired level.

Product/Service

Postcard/Letter card/Letter/Package

- (i) Parcel
- (ii) Blind literature
- (iii) Newspapers & Periodicals
- (iv) Registration
- (v) Acknowledgement
- (vi) Money order upto Rs. 5000/-
- (vii) Bill Payment facility
- (viii) Government services and Insurance services

The above products and services are considered necessary to be provided to enable fulfillment of social role of the Post offices in rural areas.

7.14.2 The Committee recommends review of the existing rural Branch Post offices, to ensure satisfaction of distance condition. The distance should be radial distance but not distance by road, and such distance should be based on the digital map or certified by a State Government authority and to close or relocate identified offices (which are opened in contravention of the distance norm) to places where justification exists on present norms. The 11th Plan provides for opening of 3000 Branch Post offices and 10,000 Retail outlets. The opening of the new Branch offices where justified may be either by relocation or through Franchisee/outreach arrangements only.

7.14.3 Digital maps be got prepared to locate the Post offices with data base attached to them, in order to identify areas which are deprived of postal facility and areas with more Post offices within a designated area. This can lead to a rationalisation of Post offices and a more efficient use of resources.

7.14.4 Panchayat Sanchar Seva Kendras have been the low cost option for expanding the rural postal network in rural and remote areas to provide basic facilities in Gram Panchayat Head Quarters without a Post office. There is need to take a comprehensive look into postal planning including provisional facilities at Panchayat Sanchar Seva Kendras

7.14.5 Extension of postal facilities are suggested in the following cases.

- (i) Head quarters of village Panchayats where there are no postal outlets at present and there is no Post office in the Panchayat area which can be shifted to the GP Headquarters.

(ii) Locations where PSSKs are now functioning subject to the condition that there is no Postal facility in any of the villages under the Panchayat. If there is already a Post office in any of the villages under the Panchayat, the Post office may be shifted to the headquarters village and there will not be any need for any additional facility unless a postal outlet is justified for a village which is not a headquarters of the village Panchayats separately. The area of operation in case of Panchayat can cover the entire Panchayat area along with villages coming under the Panchayat.

(iii) Villages which fulfill all the three criteria, though not the Headquarters of a Panchayat.

(iv) Villages which fulfill only two criteria of distance and population but not the income condition could also be considered for providing Postal services under the above arrangements.

Viability of Branch Post offices

At present Branch Post offices are opened and further retained as per the following norms:

8.1 In Normal areas, a Branch Post office can be opened to serve a population of group of villages of 3,000 or above subject to the condition that the nearest Post office from the proposed Post office is 3 kms or more and is expected to earn a revenue of 33.33% of cost. In tribal, hilly and remote areas, a Post office can be opened for a group of villages of 1,000 population or at a village with 500 population subject to the condition that there is no other Post office within 3 kms of the proposed Post office and is expected to cover 15% of the cost.

8.2 The field survey has shown that even the minimum expected revenue is not being generated in large percentage of Post offices. The reason being that the traffic has not grown in the rural areas corresponding to the increase in the cost of establishment. It is also noticed that there has been a significant reduction in mail volume both outward and inward in rural areas, contributing to lower income for the Branch Post offices. The committee has selected 5 BOs from each circle and analysed the workload, income and cost of the BOs. The details are furnished in the tables for 22 circles in annexures.

8.3 Presently the formula adopted by the Department for assessing the Cost & Income of the BOs is as follows:

Cost / Income Formula Rural Area

(Income calculation)

- a. $2/5^{\text{th}}$ of the value of all postage stamps and stationery (including service stamps) sold at the office plus 20% (this represents income on account of articles received for delivery)
- b. $7/20^{\text{th}}$ of the value of all postage stamps and stationery (including service postage stamps) sold at the office (This represents income on account of articles posted for despatch)
- c. $3/4^{\text{th}}$ of postage collected on unpaid and insufficiently paid articles delivered by the office.
- d. $1/8^{\text{th}}$ of the postage due on unpaid and insufficiently paid articles posted at the office.
- e. For Urban areas the above items are to be substituted by $43/120$, $37/120$, $5/7$ and $5/42$.

The following components of income were made common for Post offices in Urban and Rural areas.

- (i) 24% of the commission on Money orders issued by the office.
- (ii) 38% of the commission on Money orders paid by the office.
- (iii) 2/5th of the amount of commission realised on Indian Postal Orders sold by the office.
- (iv) 2/5th of the amount of commission that would have been realised on the Indian Postal Orders paid at the office.
- (v) 2.93 paise per SB transaction and 1.70 paise per Recurring deposit/Savings Certificate transaction / TD performed by the office.
- (vi) 1% of the total income on other items (viz., Postage, Money orders, Postal Orders, Savings Bank and Recurring deposit/certificates) towards agency functions where these are performed.

Cost

- 1) Establishment charges of the office or if it is a combined office, charges which are treated as its Postal Establishment charges for administrative purposes.
- 2) Indirect overhead charges of Rs.2 per BO.
- 3) Fixed house rent in the case of rented building or assessed rent of the office if it is in a departmental building.
- 4) Fixed stationery charges of the office.
- 5) 2/3rd of the line establishment charges that are maintained solely for the benefit of the office.
- 6) 5% of the total value of postage stamps sold at the office to cover cost of printing of stamps, postcards etc, towards cost of Direction and Audit.

Note 1.

In case where the line establishment is not maintained solely for the benefit of a particular office, the cost of line establishment charges may be proportionately divided among the various offices served by the particular line in the proportion of their distance from the places where the mail line emanates (as amended in DG Post letter No. 2-79/PRP dated 4-12-1989).

8.4 The Department set up a committee vide Memo No. 1-2/2003-plg dated: 24-09-2008 to revise the income & cost formula for BOs, SOs and PSSKs with the Shri M.P. Rajan PMG South Karnataka region, Smt. Shoba Koshy then DDG (CP), Shri Munish Malik

Director (PA).The committee recommended following revised formula for calculating the income of the Branch offices.

Income

- (i) 100% of postage collected on unpaid and insufficiently paid articles delivered by the office.
- (ii) 100% of the value of all postage stamps and stationery (including service postage stamps) sold at the office.
- (iii) 60% of the value of the Money order commission on money orders issued by the office.
- (iv) 40% of the value of the Money order commission on Money orders paid by the office.
- (v) 60% of the value of the Indian Postal Orders commission on IPOs sold by the office.
- (vi) 40% of the value of the Indian Postal Orders commission on IPOs paid by the office.
- (vii)** 25% of the income earned by the Department from all retailing functions performed by the office (This will include income from Saving Bank and Savings Certificates in addition to other retailing functions)

Cost

- (i) Full establishment charges on exclusive establishment of the office.
- (ii) In case of shared establishment, proportionate cost of that establishment.
- (iii) Incentive paid to the GDS agents for retailing and RPLI work etc.
- (iv) 1% of the total cost of the Branch Post office as worked out above may be added towards any indirect overhead charges for running the Branch Post office.

8.5 This revised formula has not been approved by the Department till now. Pending approval of the revised formula, it is suggested that the existing formula may be adopted with modifications in the income of the BO in respect of SB/RD transactions in tune with the reimbursement formula adopted per account, providing for PLL, RPLI and Bills collection as per the cost incurred at the BO and 25% of revenue of retail post as income from Retail Post.

8.6

Calculation of Income SB/RD transactions based on Transaction cost:

The Branch postmasters working for 3 hrs per day are paid allowances at 1st TRCA. The cost of the Branch Postmaster on 1st TRCA presently is as follows. For arriving at the cost, the mid point of the minimum of TRCA Scale of the Branch Postmaster is taken into consideration.

Basic TRCA	Rs. 1630
5 % increase	Rs. 82
DA @ 97% as on 1/1/2008	Rs. 1661
Office Maintenance Allowance.	Rs. 50
FSC	Rs. 10
Bonus	Rs. 411 (Average per paid month of last bonus)
Total	Rs. 3844.00
Cost per minute	Rs. 0.85

8.7

The Branch Postmaster earns 1 point of work load for performing 10 SB transactions. This translates to 6 mts. for each transaction. The time taken for attending to the other transactions can similarly be quantified. The following table gives time factors for various transactions:

Sl. No.	Item of work	Time
1.	Unregistered articles (25 articles per day)	2.4 mts (25 articles)
2.	Registered articles handled.	3.0 mts per article
3.	Money orders handled	4.0 mts per Money order
4.	SB/RD transactions.	6.0 mts per Transaction
5.	Rs. 100 Cash handled	6.0 mts for every Rs. 100/-
6.	PLI premia	3.0 mts per Transaction
7.	Pension payment	4 mts per Transaction
8.	Accounts and mails	33.6 or 34 mts per day

8.8

The Branch Postmaster is remunerated at Rs. 3844.00 on an average per month for a work load upto 75 points or 3 hrs of work, and his cost per day is Rs 153.76 and for each minute, the cost would be around 0.85 Paise. On this account the cost of 1 SB Transaction is estimated at:

Time for one transaction	Cost per minute	Cost of one transaction
6 minutes for one SB transaction	Rs 0.85	Rs 5.10

8.9 The above cost is only for SB operations and it does not include the element of cost of cash handling. The estimated cash handled for one SB transaction is Rs 58.49 this will translate to an additional cost of Rs. 3.50 @ 6 mts for every Rs. 100 cash handled, thus total cost of 1 SB transaction comes to approximately Rs. 8.60.

8.10 The costing section of the Directorate has estimated that the average number of transaction in one SB account is 4.8 transactions in a year and as per this the cost of one SB account in a BO comes to Rs. 41.28. This is the transactional cost for one account per year. This can be taken as income allocated for the work of the BPM towards the Savings Bank operations. The same can be adopted for RD operation.

8.11 Similarly in respect of RPLI, the time factor for 1 RPLI transaction is 3 minutes and including the element of cash handling operation it would be 3.66 minutes and the cost of one RPLI transaction comes to Rs 3.11. Similarly in respect of telephone bills and other bills, the time factor applicable for RPLI can be adopted. As regards retail post, out of the revenue earned by the BO due to business products and retail post, approximately 25% of the revenue earned by the Department can be allocated for working out the income and cost.

8.12 In view of the above, the income formula for the BOs can be taken as follows.

Ser No	Name of the item	Formula
1	Stamp sales	83% of the Stamp sales
2	Unpaid postage realised	75% of revenue
3	Commission on MOs issued	24% of revenue
4	Commission on MOs paid	38% of revenue
5	Commission on IPOs sold	40% of revenue
6	Commission on IPOs paid	40% of revenue
7	SB/RD transactions	Rs 41.28 x No. of live accounts/12
8	RPLI premia collections	Rs 3.11 x No. of RPLI transactions per month
9	Bills collection	Rs 3.11 x No. of bills collected per month
10	Retail Post	25% of the revenue

Of the total revenue, 1% of the same can be added for other functions which cannot be measured and quantified.

8.13 The present method of calculating the cost may continue to be adopted with the following changes.

In the present formula, an amount of Rs.2 is added as indirect overhead charges to the cost of the BO. This indirect overhead charge was prescribed in 1982 and the Cost Index has gone up by 22.82 times during the last 26 years. There is a need for revising the indirect overhead charge taking into account the present over head costs. Pending a detailed study, it is suggested that the formula adopted by Shri M. P. Rajan to take 1% of the total cost as indirect overhead charges on ad-hoc basis may be adopted and a detailed review taken up for fixing the over head charges.

8.14 The income and cost of some Branch Post offices based on the data collected in the sample survey reports and adopting the above formula is given in tables for various Circles.

8.15 From the data analysed in respect of some BOs in various circles it may be noticed that only 14% of the Branch Post offices are earning minimum income justifying continuance of the offices. The cost will progressively escalate due to increase in wages and dearness allowance. This will require suitable measures to increase the workload and income.

8.16 The possible ways to improve the viability of Post offices are as under:

(a) Improving the level of transactions:

Traditionally the Post offices have been established to provide access to Postal Services viz. letter mail, Registered Newspapers and other literature and parcel mail. Savings Bank facilities and money transfer came to be included in the range of services provided by the network of Post offices to the vast population of the country. With the revolution in telecommunications, the importance of Post as a medium of communication for transmission of messages has got reduced. Now, in rural areas, the mail mostly consists of correspondence from Business to consumers. Overall, it is seen the quantum of mail to rural areas has shown a decline. Notwithstanding the overall fall in mail traffic, the need of the Post office to connect large areas of the country for transmission of mail will continue for a long time to come. *However, it can be seen that with the increasing cost of providing mail services to the vast areas of the country, the Post office has to transform itself as a service provider for a basket of different products and services needed by the rural populations for which it is well positioned.* A sample of the income derived by the rural Post offices in various circles is given in Annexure I to this chapter.

8.16.1 Possible ways of improving the income from various items are discussed below:

(i) **Mail:-**

Ways to increase mail volume in the rural area are improving promotional literature, mail from B to C, Direct Post and E commerce. Maintenance of quality Standards in the entire network is a pre-requisite to improve traffic in this area. The improvement in this area will also depend on induction of technology suitable to the rural Post offices which can provide the desired services. The data of mail traffic from 1995-96 to 2006-07 is furnished below which indicates that the mail traffic is getting reduced year by year and it requires maintenance of quality standards and innovative approaches to improve the traffic in this area.

Ser No	Year	Un Regd mail traffic (In crores)	Increase/ Decrease (+ or -)	Regd mail traffic (In crores)	Increase/ Decrease (+ or -)
1	1995-96	1364.96	(+)2.74%	30.79	(-)4.47%
2	1996-97	1479.52	(+)8.39%	30.13	(-)2.14%
3	1997-98	1545.18	(+)4.44%	29.75	(-)1.26%
4	1998-99	1549.83	(+)0.30%	26.82	(-)9.85%
5	1999-00	1550.56	(+)0.05%	27.59	(+)2.87%
6	2000-01	1395.80	(-)9.00%	24.52	(-)11.00%
7	2001-02	1081.35	(-)22.53%	21.72	(-)11.42%
8	2002-03	887.16	(-)17.96%	22.24	(+)2.39%
9	2003-04	842.16	(-)5.07%	21.36	(-)3.96%
10	2004-05	714.61	(-)15.15%	21.41	(+)0.28%
11	2005-06	649.21	(-)9.15%	20.85	(-)2.62%
12	2006-07	645.98	(-)0.50%	21.73	(+)4.20%

(ii) **SB/RD accounts:**

S.B/RD accounts can be increased to ensure that each rural household has at least one SB or RD account. Success of select Post offices in Dharwad Region in ensuring total coverage of all households in SB/RD has improved the income of those BOs by an average of 13 to 26%.

(iii) The example of special efforts made in Bidar Division of Dharwad Region in Karnataka shows following results:

1. **Madargaon BO in account with Hoodgi sub office:**

This BO is declared as *Anchay bachat* Gaon for the year 2006-07. On account of the special effort made by the management, the percentage of income to cost ratio which was 40.51 rose to 53.48%. The Branch office is operating 402 SB accounts, 435 RD accounts and 13 active RPLI policies.

2. **Kodimbil BO in account with Chitguppa sub office:**

This BO has also been declared as *Anchay bachat* Gaon on 21-08-2007. The income and cost has increased from 36.49% to 52.16% within a period of one year. The Branch office is operating 145 SB accounts 784 RD accounts and 9 TD accounts and 14 RPLI policies.

3. **Itga BO in account with Chitguppa sub office:**

The village is also declared as *Anchay bachat* Gaon as every household is covered by small saving scheme. The income cost ratio has gone up from 36.49 to 62.69% in a period of one year. The BPM has managed to open 656 new RD/SB accounts in a period of six months. The BPM is operating 577 SB accounts 309 RD accounts and 36 active RPLI policies. TD Accounts have also played useful role in some of the Post offices increasing the deposits under Savings Bank.

Presently, very few Branch Post offices are authorised to transact certificate business. With the improvement in the economy, Heads of Circle should examine the desirability of authorising issue of certificates in Branch Post offices by way of issue of preliminary receipts and certificates being delivered next day after receipt from the Sub Post office. This will increase the level of transactions in savings bank area.

(iv) Income through Money order (MO):

The data of Money orders traffic for the last twelve years indicates the following pattern:

Sl No	Year	Money order traffic (in crores)	Increase/ Decrease (+ or -)	Value of MOs transmitted (in crores of rupees)	Increase/ Decrease (+ or -)
1	1995-96	10.57	(+)3.7%	3737.30	(+)12.8%
2	1996-97	11.16		4101.77	
3	1997-98	11.08	(-)0.72%	4465.38	(+)8.86%
4	1998-99	10.91	(-)1.53%	4829.86	(+)98.16
5	1999-00	11.37	(+)4.22%	5707.94	(+)18.18%
6	2000-01	10.95	(-)3.69%	5851.84	(+)2.52%
7	2001-02	11.22	(+)2.47%	6188.26	(+)5.75%
8	2002-03	10.50	(-)6.42%	8650.00	(+)39.78%
9	2003-04	9.93	(-)5.43%	6875.02	(-)20.52%
10	2004-05	10.16	(+)2.31%	7052.16	(+)2.57%
11	2005-06	9.57	(-)5.72%	7183.43	(+)1.86%
12	2006-07	9.91	(+)3.46%	7756.70	(+)7.98%

The reasons for reduction in Money order traffic are many, some of which are listed below.

- a) The delay in payment of MOs on account of delay in transmission.
- b) Delay in financing of the Post office
- c) Delay in payment of the Money orders even after their receipt in the Branch Post office/Sub Post offices
- d) Inadequate supervision
- e) Emergence of alternate channels for Money transfer.

The delay in transmission and payment of Money orders can be overcome by switching over to electronic transmission of Money orders and strengthening of financial arrangements.

This presupposes that all the delivery Sub Post offices are computerised and the cash arrangements for the Branch Post offices are strengthened adequately. The supervision over the payment of money orders also needs to be strengthened through the mechanism of physical verification of MOs received and paid, analysis of inward complaints received in each division in the Public Grievance Cell.

(v) **NREGS:**

The scheme has helped to effectively utilise the idle time of Branch offices and increase the income. Andhra Pradesh Circle has pioneered the scheme. The following statistics obtained from Andhra Pradesh circle reveals that the said scheme contributed for the revenue of the circle, and also for improving the income of the Branch Post offices.

Sl. No	Description of the item	Statistical information for 2006-07	Statistical information for 2007-08
1.	No. of Branch Post offices, participating in the scheme.	7500	10822
2.	Total no. of accounts opened in NREGS	29,86,442	66,55,554
3.	Average no. of accounts opened per BO.	398	615
4.	Total amount deposited in the accounts.	Rs. 360.42 crores	1054.67 crores.
4.	Commission received from the state govt.	Rs. 7.20 crores	21.09 crores.
5.	Average commission earned from state government per BO.	Rs. 9611 P.A Rs.800.91 P.M	Rs.19491.00 P.A. Rs.1624.00 P.M
6.	Amount to be reimbursed by Ministry of finance @ 117.89 as contribution for the Department as a whole.	Rs.46,920 P.A per Branch office	Rs. 72,502 P.A per Branch office
7.	Proportionate revenue that can be allocated for the BO as per cost of transaction for the year.	Rs. 16429.00 P.A Rs. 1369 P.M.	Rs. 25,387 P.A Rs.2116 per month.

Each BO earned an additional revenue of Rs. 2170.00 PM during 2006-07 and Rs. 3740.00 during 2007-08 by way of commission earned from state government and also operation of NREGS accounts through savings bank. The above income has contributed for growth of income by 23.47 % per BO on an average during 2006-07 and during 2007-08 by 40.45% respectively. It is now reported that over 90 lakhs SB accounts have been opened by NREGS wage seekers in the circle.

The above scheme has also improved the work load of the BO, as the withdrawals effected in the scheme are counted towards work load, and many Branch Postmasters got the advantage of shifting to II TRCA.

The Committee has collected the statistical data of 10 BOs in Nizamabad postal division, to illustrate how, the NREGS contributed for financial viability

of the BOs in general and in particular of those BOs where the scheme is operated and the same may be seen at Annexure II.

The analysis of the financial position of Branch Post offices shows that:

		% of income to cost
Before introduction of NREGS	:	18.83%
After introduction of NREGS	:	62.14 %

This scheme has to be seriously pursued in all the circles in a manner that leads to greater transparency in operation and cost effective implementation. The point of sale terminal has been implemented by the State Bank of India for its account holders in remote locations through the rural Post offices. The Department should quickly move in the direction of computerisation of the Branch Post office wherever there is need for transactions like NREGS and also integration of all the transactions of the BO adopting technology which has already been tested. It is not possible to implement a scheme like NREGS in manual system economically and efficiently without following a computerised model which provides a single point of data entry for the operations in the entire system.

(vi) OAP MOs:

Payment of old age Money orders, Social Security Pensions like Widow Pensions has increased the workload of Branch offices in states like Bihar, Karnataka, etc. This needs to be popularised with the use of biometric cards in a computerised environment.

(vii) RPLI:

The RPLI has contributed to sizable increase in the revenues of the Department and there is a consistent growth in the number of policies procured and sum assured. The following details project the position of growth

Year	No of policies issued	Sum assured (Rs. in lakh)	Average Sum Assured per policy (Rs. in lakh)
2002-03	7,02,542	3,34,794.55	0.48
2003-04	10,83,152	5,94,997.88	0.55
2004-05	13,35,847	7,20,796.85	0.54
2005-06	14,43,818	8,82,286.71	0.61
2006-07	12,68,826	11,16,597.82	0.88
2007-08	12,00,582	96,44,304.30	0.80

The business of the fund, No. of policies and sum assured during the preceding five years is also gathered from the PLI Directorate and furnished below:

Year	No. of Policies	Sum assured (in Crores)
2003-04	26,66,540	12,385.34
2004-05	37,96,773	18,895.93
2005-06	47,02,776	25,229.66
2006-07	52,46,673	33,865.66
2007-08	61,67,928	41,846.09

The cost of RPLI is found to be expensive and the expense ratio in relation to premium income from 2001-02 to 2006-07 is furnished in the following table. Therefore, there is a need for reducing the cost of expense ratio and this is feasible by introducing point of sale terminals at the Branch Post offices for collection of RPLI premium.

Year	Premium Income (Rs. in lakh)	Expenses (in Rs. lakh)	% of expense ratio to premium income
2001-02	9470.99	1090.88	11.52%
2002-03	17135.73	2477.48	14.45%
2003-04	24532.69	3004.63	12.25%
2004-05	38087.78	6164.98	16.18%
2005-06	47509.79	4792.12	10.08%
2006-07	60102.07	6952.84	11.57%

The comparison of achievement of premium income during 2006-07 and 2007-08 in respect of RPLI is shown below for different circles.

Sl No	Circle	Achievement during 2006-07	Annual Target for 2007-08	Achievement during 2007-08	% growth in 2007-08 over 2006-07
1	Andhra Pradesh	119.69	171.92	154.12	28.77
2	Assam	10.38	7.98	13.10	26.20
3	Bihar	58.58	73.67	60.25	2.85
4	Chhattisgarh	10.06	20.67	12.34	22.66
5	Delhi	0	2.50	0.36	-
6	Gujarat	36.42	46.13	107.45	195.03
7	Haryana	3.4	21.90	28.54	739.41
8	Himachal Pradesh	11.21	9.25	13.91	24.09
9	Jammu & Kashmir	9.63	7.62	10.94	13.60
10	Jharkhand	9.87	12.36	17.09	73.15
11	Karnataka	40.22	39.13	52.95	31.65

12	Kerala	41.77	35.84	50.85	21.74
13	Maharashtra	98.57	194.43	94.17	-4.46
14	Madhya Pradesh	35.98	44.90	33.12	-7.95
15	North-East	1.99	3.07	2.58	29.65
16	Orissa	42.63	26.83	59.19	38.85
17	Punjab	20.69	19.67	47.71	130.59
18	Rajasthan	58.71	28.96	43.10	-26.59
19	Tamilnadu	220.2	126.68	204.57	-7.10
20	Uttar Pradesh	39.24	90.65	60.24	53.52
21	Uttrakhand	24.66	20.69	27.19	10.26
22	West Bengal	13.19	63.56	65.97	400.15
	TOTAL	907.09	1068.41	1159.74	27.85

The Rural Postal Life Insurance fund balance was 1127.61 crores in 2004-05. This rose to 1624.77 crores in 2005-06 and during 2006-07 the fund balance is 2284.92 crores. It rose to 3003.78 crores at the end of the year 2007-08. Similarly, the premium income which was 907.09 crores in 2006-07 rose to 1159.74 crores in 2007-08 registering a growth of 27.85%.

The information relating to progress of RPLI in central region of Tamil Nadu circle which has achieved substantial progress is shown below:-

- Tiruchhirapalli has secured All India Second position during 2004-05.
- Secured Rural Postal Life Insurance business for 120 crores on single day i.e. on Rural Postal Life Insurance day of the year 2007-08 (13.10.2007).
- This region secured All India First position by securing Rural Postal Life Insurance business worth Rs. 1017 crores during 2007-08.
- The income and payments over the years in the region is shown below:-

Year	Total premium collected (in crores)	Payments (in Crores)				Balance (in Crores)
		Maturity	Surrender	Death claim	Total	
2003-04	13.99	0.13	0.49	0.42	1.04	12.95
2004-05	22.67	0.16	0.08	0.34	0.58	22.09
2005-06	37.14	0.42	0.10	0.53	1.05	36.09
2006-07	49.03	0.75	0.14	0.55	1.44	47.59
2007-08	63.33	1.23	0.32	1.79	3.34	59.99

While, there has been significant progress in a few circles, the same is not up to the mark in many circles. The reasons for not achieving the desired progress in RPLI need to be gone into in detail and deficiencies remedied in order to achieve substantial increase in rural insurance coverage.

(viii) Bills collection (Electricity, Telephone, Cell phone, other service providers in insurance etc.):

Bills collection like telephone bills, electricity bills is picking up now. The electricity bill collections is also being made in Branch Post offices in Karnataka, Gujarat and other circles. With introduction of Digital connectivity the percentage of income from this area will go up substantially. (Some circles like Andhra Pradesh started a business package of collection of telephone bills from the residence of the customers in Branch offices on collecting an additional sum of Rs.5-00 from the subscribers.)

(ix) Micro Credit:

Micro Credit has been introduced on a pilot basis in Karaikudi and Pudukotai Divisions of Tamil Nadu Circle. With the expansion of the scheme and introduction of Digital technology, the scheme offers to increase the volume of transactions under Micro Credit in all the circles.

(x) Front end services transactions of various Banks:

With introduction of digital technology in Branch Post offices, rural Post office can provide front-end services for transactions of various Banks.

(xi) Issue of Co-Branded Card

Issue of a co-branded multi purpose biometric card that can undertake a variety of transactions in the digital environment both for postal transactions, bills collection, social security payments etc. needs to be examined for implementation.

(xii) Provision of Telecom Facilities through Mobile phone:

Members of public can be provided calling facility with provision of mobile phones to BOs & GDS MDs. Services like recharge of cell phones could be provided when once mobile phones are supplied in BOs.

(xiii) Web enabled services:

Wherever it is advantageous, PCs could be supplied to provide a range of web enabled services and also e-Commerce.

(xiv) Retail Post:

Products under Retail Post can be designed as per local needs. Distribution of temple Prasadam has been successfully implemented in AP Circle under Retail Post.

8.17 Improvement of transactions as detailed above pre-supposes induction of technology in BOs through POS terminals/Personal computers connected to the data centre and also provision of aids like cell phones. Such an arrangement will not only enable generation of higher revenues through a higher volume of transactions but will also bring down the cost of transactions providing enhanced public facility at the same time. *In order to reach a work load of 3 hours, as an illustration, the BPM has to handle 50 unregistered letters per day, 100 RLs, 90 MO transactions, 200 RD/SB transaction, 100 RPLI transactions, 100 telephone and other bill collection transactions, and sale of stamps Rs 600/- besides handling 1.60 lakhs cash per month.* Some models of levels of income required to be generated by the Branch Post offices in normal rural areas, tribal/hilly/backward areas giving the level of transactions for making the Branch Post offices to run within permissible limit of loss is given in Annexure III.

8.18 Rationalisation of the establishment

The policy of opening of small offices in rural areas was pursued from the days of British. Rural messengers were employed for delivering and collection of letters amongst the agricultural population. This is evident from the annual report for 1870-71. The earliest decision for extension of postal facilities was taken in the year 1923. The emphasis was for opening of additional Post offices in rural areas. This was intensively followed between the periods 1924-1929 and about 4518 Post offices were opened in the rural areas. During the period 1939-1945 the question of expansion and improvement of postal services was examined to meet the increasing needs of the public. Schemes were drawn up for opening of Post offices for a fifteen year period. After independence the extension of postal facilities to rural areas was pursued vigorously doing away with the crippling restrictions. A large number of Post offices were thus opened under the post war plan and also during the first five year plan. A number of Post offices as at the time of independence were 18129 in rural areas rose to 54954 by 31-3-1958. During 1953-54 the concept of NO DAK villages was completely eliminated and such villages included within the beat of the nearest Post offices. In the year 1959 the policy was further liberalised for opening of Post offices under 8 categories. In spite of all the liberalisation of the policy, the norms for opening of Post offices in rural areas were found to be cumbersome and again new norms were laid down for opening of Post offices in the year 1977. The population and distance conditions were further relaxed. Subsequently, the Department sanctioned about 10000 delivery agent posts for strengthening the delivery in the rural areas. All these factors have contributed to the growing extra departmental system and some times it was even found to be in violation of the norms laid down for opening of Post offices.

8.19 Universal Service Obligation for India Post

At present the delivery of unregistered and registered articles in India Post is defined as delivery at the given address and to the person specific or his authorised representative in regard to registered articles. This type of delivery is not available in many countries and they are delivered either to a post box or to the community centers. In rural areas, the delivery of unregistered and registered articles is done in the main village and attached villages through delivery agents if provided or through Branch Postmasters. There are about 43,000 Branch Postmasters doing the delivery work as against the existing 1,25,000 and odd Branch Post offices. The GDS mail deliverers are mainly engaged in rural Branch offices, Sub offices and also in some urban Post offices. There is not much difference in the quality of service rendered by Branch Postmaster or delivery agent, except that, the BPM can get the unregistered articles delivered through any person on his responsibility.

India Post has to explicitly define USO products, accessibility criteria and also concept of delivery in the Indian context. Based on such decisions only, the rural establishment can be rationalised. Prior to 1977, in almost all the BOs, there was no exclusive delivery agent and BPM used to perform the delivery functions. Consequent on creation of delivery agents under plan schemes, the cost of establishment has increased considerably, while the mail traffic is reducing gradually. *Rationalisation of the establishment in the Branch Post offices in tune with the traffic needs subject to fulfilment of Universal Service Obligation could be considered.* The following model showing the rationalisation of establishment of the Sub office along with its BOs illustrates the concept and such rationalisation would be possible, only if the review of the Sub office along with its BOs is taken up simultaneously which would help in identifying surplus posts and their utilisation in needy offices.

8.19.1 Periodical review of 'XYZ' Sub Office and its Branch offices.

1. XYZ SO

- (a) Sanctioned strength
- | | | |
|------------------|----|---|
| Sub Postmaster | -- | 1 |
| Postal Assistant | -- | 1 |
| Postmen | -- | 2 |
| GDS Messenger | -- | 1 |
| GDS packer | -- | 1 |
| Group-D | -- | 1 |
- (b) Mail arrangements : The Sub office is linked to a HSG.II Sub office, which is at a distance of 11 kms. The Mails are exchanged by MMS. Group--D attends to exchange at Bus stand which is at a distance of 0.5 kms.
- (c) Financing arrangements The Sub office is placed in account with State Bank of India. Cash is drawn from SBI and surplus cash also remitted.

- (d) **Delivery arrangements** The S.O is a Mandal headquarters and about 24 villages in and around are attached to the Sub office. There is one delivery. The distance traversed by the Postmen is about 48 kilometres and the ASP Sub division reported that 10 kms is sandy tract and not cycleable. One post of Postman was abolished under Annual Direct Recruitment plan.
- (e) **Gr. D arrangements** The BSNL opened a telecom centre. The Services of GDS Messenger is utilised for Gr. D work pending redeployment/abolition of the post.

II Result of periodical review conducted in 2006:

Sl. No	Category of post	Work load as per standards.	Staff Hours.	Remarks.
1.	Operative establishment	17-22-00	15-00-00	(+) 2-22-00 Excess work load.
2.	Delivery establishment	20-56-00	15-00-00	(+)5-56-00 Excess work load
3.	Group D establishment	05-10-00	15-30-00	(-) 10-20-00 short work.

Results of review and proposals for rationalisation:

1. The operative work load is assessed by adopting old treasury norms. The Directorate clarified that revised norms for treasury branches of Head Post offices have to be adopted for all categories of POs. If this is done, the total operative work load comes to 15-12-00 and with unprovided work load of 0-12-00 and there is no justification for augmentation.

2. The delivery work load by adopting the six days statistics and two days test figures for unregistered articles, and cycle beat for 38 kms and 10 kms at foot rate, works out to 20-52-00. The net un provided delivery work load is 5-52-00 justifying augmentation of delivery staff. The post of GDS packer which is declared as an a surplus in this office can be redeployed as GDS Mail deliverer with 5 hours duty. This will provide relief to the present postman.

3. The work load of Gr. D is 5 hrs 10mts, against the staff hours of 12 hrs and 30 mts excluding the work of messenger. There is a possibility to attach the additional work to the group -D. The post of GDS messenger can be utilised in any needy office for redeployment based on the justification.

4. Expenditure coverage ratio: The Sub office is a permanent class II sub office. The income derived by the sub office is 38.66 %. The income in the sub office requires improvement by opening more no. of savings bank accounts, RD accounts,

popularisation of Postal Life Insurance and Rural Postal Life Insurance. The Western Union has provided a system for IMTS transactions and this also can be publicised to increase the number of transactions.

8.19.2 Branch offices in account.

- (i) 'A' Branch office :
- | | |
|------------------------------|-----------------|
| Sanctioned strength: | GDS BPM, GDS MD |
| Distance from Account office | 5 kms |
| Distance from nearest office | 3 kms. |
| No. of villages served | 2 villages. |
| Distance traversed for Dely. | 7 kms |
| Income to cost ratio | 18.66% |

Sl. No	Designation	Work load	Duty hours	TRCA paid	Remarks
1.	GDSBPM	64 points	3 hrs	I	The BO bag is conveyed by GDS MC of 'D' BO on common line.
2.	GDS MD	1-15-00	<3-45 mts	I	

Result of the review:

- The BO is in normal rural area and is expected to generate 33.33% of the income to meet its cost. The present ECR is 18.66 %.
- The BO is serving only two villages and delivery work load is 1-15 mts and therefore, the delivery work can be entrusted to Branch Postmaster by paying combined duty allowance.
- The Post of GDS MD can be abolished or redeployed. This would make the BO to achieve the % of income to cost within P.L.L.

8.19.3 'B' Branch office :

- | | |
|------------------------------|--------------------|
| Sanctioned strength: | GDS BPM, GDS MD/MC |
| Distance from Account office | 8 kms |
| Distance from nearest office | 3 kms. |
| No. of villages served | 3 villages. |
| Distance traversed for Dely. | 8 kms |
| Income to cost ratio | 11.23 % |

Sl.No	Designation	Work load	Duty hours	TRCA paid	Remarks
1.	GDSBPM	45points	3 hrs	I	The BO bag is conveyed by GDS MD/MC of this BO and exchanged at transit office "A" BO. This BO also functions as Transit office for "C" BO
2.	GDS MD/MC	2-17-00	<3-45 mts	I	--

Result of the review :

1. The BO is in normal rural area and is expected to generate 33.33.% of the income to meet its cost. The present ECR is 11.23%
2. The BO is serving only three villages and delivery work load is 1-12 mts. The conveyance work load is 1-05 mts only. Since the delivery work load is not substantial, the delivery work can be entrusted to the Branch Postmaster.
3. The conveyance of the BO bag can be entrusted to GDS MC of "C" BO by exchanging the mail line upto " A " BO. The additional distance that would be covered will be 6 kms and the allowances of the GDS MC can be revised if found justified.
4. This will bring down the cost of the Branch office, and the post of GDS MD/MC can be identified as surplus and proposed for redeployment/abolition.
5. The BPM can be paid combined delivery allowance entrusting the delivery work.

8.19.4 'C' Branch office:

Sanctioned strength:	GDS BPM, GDS MD-I&II, GDS MC
Distance from Account office	12 kms
Distance from nearest office	4 kms.
No. of villages served	9 villages.
Distance traversed for Dely.	27 kms
Income to cost ratio	14.47 %

Sl. No	designation	Work load	Duty hours	TRCA paid	Remarks
1.	GDSBPM	117 points	5 hrs.	II	The BO bag is conveyed by GDS MC of this BO and exchanged at B BO
2.	GDS MD (I&II)	7-25-00	8-45-00	GDSMD-I is on I TRCA and GDS MD-II is on second TRCA	--
3.	GDS Mail carrier.	1-20-00	< 3-45 mts.	I TRCA	Exchanges mails at B BO which is at a distance of 4 kms.``

Result of the review:

1. The BO is in normal rural area and is expected to generate 33.33.% of the income to meet it's cost. The present ECR is 14.47%
2. The BO is serving nine villages and delivery work load is 7-25 mts. whereas there are two GDS MDs with staff hours of 8 hrs 45 mts.
3. The conveyance work load is 1-20 mts only. The distance travelled by GDS MC is 8 kms per day. In order to reduce the establishment of the "B" BO, there is scope to reduce the post of GDS MD/MC at " B" BO by entrusting the delivery work to the BPM, and to extend the mail line of this GDS MC upto "A" BO. The additional distance required to be traversed would be 6kms per day and additional work load would be 1-05 mts.
4. Even after extending the mail line, the GDS MC will be within I TRCA and he can be given some delivery work of the GDS MD-II by revising his allowance to second II stage of TRCA by suitable re-designation of the post as GDS MC/MD. The post of II GDS MD can be identified as surplus. This will reduce the cost of establishment at this BO. Besides, the services of GDS MC can be utilised in better way and also to enhance his allowances.

8.19.5 'D' Branch office

Sanctioned strength:	GDS BPM, GDS MD, GDS MC
Distance from Account office	8 kms
Distance from nearest office	3 kms.
No. of villages served	6 villages.
Distance traversed for Dely.	16 kms
Income to cost ratio	35.27%

Sl.No	designation	Work load	Duty hours	TRCA paid	Remarks
1.	GDS BPM	217points	5 hrs.	II	The BO bag is conveyed by GDS MC of this BO and exchanged at "A" BO
2.	GDS MD	3-35-00	5-00-00	II TRCA	
3.	GDS Mail Carrier.	2-30-00	> 3-45 mts.	II TRCA	Exchanges mails at account office along with that of A,B and C BOs on common line. The distance traversed by him is 16 kms per day.

Result of the review :

1. The BO is in normal rural area and is expected to generate 33.33.% of the income to meet it's cost. The present ECR is 35.27%.The BO is serving four Gram Panchayat villages in addition to main village. The BPM has taken active interest to improve the transactions level at the BO. His average RPLI revenue collection is 15,345 per month and he also collects about 100 telephone bills.
2. The BO is serving six villages of which four are G.P villages and delivery work load is 3-35 mts against staff hours of 5 hours. The GDS MD is helping the BPM in collection of telephone revenue from customers and its payment at BO. He is also authorised to work as RPLI agent and procuring new business independently..
3. The distance traversed for conveyance work is 16 kms per day and the work load is 2-30 mts. The GDS MC is on II TRCA. The combination of delivery and conveyance is examined and found that it would exceed 5 hrs per day and also distance to be travelled is more. Hence the post of Mail Carrier can be retained.

8.19.6 'E' Branch office

Sanctioned strength:	GDS BPM, GDS MD, GDS MC
Distance from Account office	13 kms
Distance from nearest office	5 kms.
No. of villages served	2 villages.
Distance traversed for Dely.	6 kms
Income to cost ratio	13.24%

This BO is peculiarly located. It is in another revenue district and it is in an Island formed by the backwaters of the sea. The BO bag is conveyed by GDS MC and exchanged at "D" BO by crossing the rivulet everyday and he has to travel 5 kms in sandy tract and cross the river .It is certified that the route is not cycleable.

Sl. No	Designation	Work load	Duty hours	TRCA paid	Remarks
1.	GDS BPM	57 points	3 hrs.	I	The BO bag is conveyed by GDS MC of this BO and exchanged at "D" BO
2.	GDS MD	1-30-00	<3-45 mts	I TRCA	
3.	GDS Mail Carrier.	2-30-00	< 3-45 mts.	I TRCA	Exchanges mails at "D" BO. The distance traversed is 10 kms by foot and has to cross the river.

Result of the review

1. The BO is unable to generate the income required to meet the cost. There is need for reducing the cost on establishment.
2. The BO is located in an Island, and the traffic is very low. The delivery work is also not substantial.
3. It is proposed to redesignate the GDS MC as MD/MC and he can be entrusted with the delivery work by revising his allowances to II TRCA or in the alternative the delivery work can be entrusted to the BPM by payment of combined duty allowance.
4. The above exercise will result in reduction of establishment and the post of GDS MD can be identified as surplus.

8.19.7 'F' Branch office.:

Sanctioned strength:	GDS BPM, GDS MD/ MC
Distance from Account office	3 kms
Distance from nearest office	3 kms.
No. of villages served	2 villages.
Distance traversed for Dely.	6 kms
Income to cost ratio	11.24 %

Sl. No	designation	Work load	Duty hours	TRCA paid	Remarks
1.	GDS BPM	46 points	3 hrs.	I	The BO bag is conveyed by GDS MD/ MC of this BO and exchanged at Account office itself.
2.	GDS MD/MC	2-05-00	<3-45 mts	I TRCA	

Result of the review

1. The BO is unable to generate the income required to meet the cost. The present ECR is 11.24% There is need for reducing the cost on establishment and also to improve the level of transactions..
2. The BO is serving only two villages and the delivery work load is less than one hour and similarly, the conveyance work load is 1-05 mts.
3. It is proposed to entrust the conveyance and delivery work load to the BPM by payment of combined duty allowance.
4. The above exercise will result in reduction of establishment and the post of GDS MD/MC can be identified as surplus.

8.20 Rationalisation of the network

Rationalisation of the existing network, subject to the social commitment to provide universal service to the entire population of the country. Rationalisation of the network has been discussed under the Chapter Rural Post office Network - Access.

8.21 Computerisation of Post offices

Computerisation of the BOs will lead to capacity building to handle a substantial number of different transactions and at the same time lead to higher level of efficiency with reduced cost of handling over the network.

8.22 Results of the survey of the Branch Post offices

The Gramin Dak Sevak committee commissioned a random survey of the Branch Post offices in the circles through National Sample Survey Organisation. In each postal division two Sub offices were identified and under one Sub office, two to three BOs were identified for survey of General profile, personal profile and work profile. Thus, in each postal division five Branch Post offices were identified and surveyed. 2094 Branch Post offices across 422 postal divisions were covered in this survey, comprising of hilly, normal, backward and tribal areas. The committee collected the schedules from the field investigators and analysed the position regarding establishment, work load as per the existing norms and financial viability indicating the percentage of income derived to meet the cost. The committee also analysed the work load of the BO in the point system by adopting modifications suggested for cash handling and stamp sales.

1. Analysis of the establishment borne on the BOs

It revealed that of the 2094 BOs surveyed, 626 BOs are functioning with single establishment (29.89%), 1187 Branch offices are having two posts on their rolls (56.69%) 278 BOs with three persons (13.28%) and three BOs having more than three posts (0.14%) (Annexure IV)

2. Analysis of the work load of BOs.

The analysis of the work load of the 2094 BOs surveyed indicates the following position as per the existing norms. (Annexure V)

Sl.No	Range of work load	No. of Branch offices.	Percentage
1.	With less than 25 points work load.	34	1.62%
2.	Having a work load between 26 to 50 points.	206	9.84%
3.	Having a work load between 51 to 75 points	244	11.65%
4.	Having a work load between 76 to 100 points	236	11.27%
5.	Having a work load between 101 to 125 points	221	10.55%
6.	Having a work load between 126 to 150 points	183	8.74%
7.	Having a work load of more than 150 points.	970	46.32%

3. 76.86% of the BOs surveyed are having a work load of more than 75 points per month justifying payment of II TRCA on the existing method of assessment ;of ;work lopad ;and computation ;of allowances.. On further analysis, it revealed that, 64.87% to 86 % of the work load is on account of cash handling. The existing norm for cash handling i.e., 1 point for Rs. 1000 handling per month was prescribed after implementation of recommendations of C.V.Rajan committee (1958) and this norm did not undergo any review or change, though the norms for handling of cash by departmental officials was revised from time to time. Since the inception of the above norm, the consumer price index increased and the value of one rupee in 1958 has gone upto Rs. 31. Higher denomination currency notes like Rs 500/- and Rs 1000/- have also been introduced. Taking these things into consideration, *the committee recommends for revising the existing norm for cash handling to Rs. 20,000 for earning one point and to take up a work study for prescribing a norm.* Similarly, the norm for sale of stamps by Branch Postmasters was prescribed at Rs. 60/- sales per month for earning one point, and this was subsequently revised to RS. 45/- by the Department while implementing the recommendations of Madan Kishore Committee in 1974. Since then the above norm for stamp sale is continuing. *The Committee recommends for a revision of the norm to Rs 60.00 per month for earning one point of work load on Adhoc basis and suggests that a work study be conducted for prescribing norm for stamp sale by Branch Postmasters.*

4. The Committee analysed the work load of the 2094 Branch offices keeping the above two modifications in view. The modified picture that emerges is given below:-

Sl.No	Range of work load	No. of Branch offices.	percentage
1.	With less than 25 points work load.	280	13.37%
2.	Having a work load between 26 to 50 points.	957	45.70%
3.	Having a work load between 51 to 75 points	462	22.06%
4.	Having a work load between 76 to 100 points	200	9.55%

5.	Having a work load between 101 to 125 points	83	3.96%
6	Having a work load between 126 to 150 points	34	1.62%
7.	Having a work load of more than 150 points.	78	3.72%

It can be seen that by adopting these norms for above two items of work, the Branch Post offices having a work load upto 75 points (3hrs work) will constitute about 81.13% and only 18.87 % of BOs will have a work load of more than 75 points. The point that emerges is that the major work load of the Branch offices surveyed is on account of cash handling only based on a very liberalised norm which requires revision for various reasons indicated above. The circle wise position of work load of BOs in the existing set up and in the proposed model is furnished in Annexures V and VI.

5. Financial viability

The financial parametres prescribed by the Department for opening and retention of the Branch Post offices in tribal/hilly/backward areas is that they should derive income to cover at least 15% of the cost and for the BOs in respect of normal areas the BOs are expected to generate an income of 33.33 percent of their cost. The Committee analysed the financial viability of 2094 BOs surveyed by analysing the income of the BOs and their cost. It reveals the following position:-

Overall Position of 2094 BOs surveyed

Sl.No	Range of income derived to meet the cost	No. of Branch offices.	percentage
1.	No of BOs deriving less than 5% of income	339	16.19%
2.	No of BOs deriving income of 5.1% to 10% of its cost.	441	21.06%
3.	No of BOs deriving income of 10.1% to 15% of its cost.	348	16.62%
4.	No of BOs deriving income of 15.1% to 20% of its cost.	223	10.65%
5.	No of BOs deriving income of 20.1% to 25% of its cost.	206	9.84%
6	No of BOs deriving income of 25.1% to 33.33% of its cost.	211	10.08%
7.	No of BOs deriving income of 33.33% to 50% of its cost.	175	8.36%
8.	No of BOs deriving income of 50.1% to 75% of its cost.	92	4.39%
9.	No of BOs deriving income of 75.1% to 100% of its cost.	25	1.19%
10	No of BOs self supporting	34	1.62%
	Total	2094	100.00%

The circle wise position is in annexure VII

The Committee also analysed the financial position of the Branch Post offices in the circles separately for BOs located in normal areas and separately for tribal/hilly/backward areas.(Annexures VIII and IX)

6. The Position regarding Branch Post offices located in normal areas is shown in the following table:-

Financial Position of Branch Post offices in Normal areas

Sl.No	Range of income derived to meet the cost	No. of Branch offices.	percentage
1.	No of BOs deriving less than 5% of income	234	13.94%
2.	No of BOs deriving income of 5.1% to 10% of its cost.	340	20.25%
3.	No of BOs deriving income of 10.1% to 15% of its cost.	279	16.62%
4.	No of BOs deriving income of 15.1% to 20% of its cost.	195	11.61%
5.	No of BOs deriving income of 20.1% to 25% of its cost.	165	9.83%
6	No of BOs deriving income of 25.1% to 33.33% of its cost.	183	10.90%
7.	No of BOs deriving income of 33.33% to 50% of its cost.	147	8.76%
8.	No of BOs deriving income of 50.1% to 75% of its cost.	87	5.18%
9.	No of BOs deriving income of 75.1% to 100% of its cost.	19	1.13%
10	No of BOs self supporting	30	1.79%

7. The financial position regarding 415 Branch Post offices located in Tribal/hilly/backward areas is as below:-

Financial Position of Branch Post offices in Tribal/Backward/Hilly areas

Sl.No	Range of income derived to meet the cost	No. of Branch offices.	percentage
1.	No of BOs deriving less than 5% of income	105	25.30%
2.	No of BOs deriving income of 5.1% to 10% of its cost.	101	24.34%
3.	No of BOs deriving income of 10.1% to 15% of its cost.	71	17.11%
4.	No of BOs deriving income of 15.1% to 20% of its cost.	26	6.27%
5.	No of BOs deriving income of 20.1% to 25% of its cost.	41	9.88%
6.	No of BOs deriving income of 25.1% to 33.33% of its cost.	28	6.75%
7.	No of BOs deriving income of 33.33% to 50% of its cost.	28	6.75%
8.	No of BOs deriving income of 50.1% to 75% of its cost.	6	1.45%
9.	No of BOs deriving income of 75.1% to 100% of its cost.	5	1.20%
10	No of BOs self supporting	4	0.96%

It may be seen that 83.15% of the Branch Post offices in normal areas are not generating even the expected percentage of income of their cost. 16.86% of the Branch Post offices are deriving income more than the prescribed norm. A meager 1.79% of the BOs are only self supporting and remunerative.

In regard to backward/hilly/tribal areas, about 66.75 percent (2/3rd) are not generating the minimum percentage of income of 15% of the cost. 33.26 percent of the BOs are generating income of more than 15% and only 0.96% are self supporting and remunerative.

The above position is due to escalation in the cost of establishment and the Branch Post offices not maintaining the expected level of transactions to generate the income. Therefore there is an urgent need for rationalising the establishment besides increasing the level of transactions and income for making the BOs self sufficient and viable.

Income from traditional products

Annexure I

Sl. No.	Name of the Circle	Average income per BO	Income earned through Mail out of total income.	Percentage of income on mail.	Income earned through Savings products	Percentage of income out of the total income.	Income earned through Money orders	Percentage of income out of total income.
1.	Andhra Pradesh	1617.95	535.51	33.10%	144.01	8.90%	500.61	30.94%
2.	Assam	331.82	76.70	23.11%	131.59	39.66%	112.86	34.01%
3.	Bihar	1340.45	122.50	9.14%	201.25	15.01%	808.96	60.35%
4.	Chhattisgarh	490.47	205.04	41.80%	52.40.	10.68%	206.83	42.17%
5.	Delhi	4521.47	2312.88	51.15%	325.63	7.20%	1882.85	41.64%
6.	Gujarat	655.39	271.74	41.46%	246.62	37.63%	109.04	16.64%
7.	Haryana	379.85	164.34	43.26%	84.57	22.26%	93.25	24.55%
8.	Himachal Pradesh	293.30	88.54	30.19%	34.75	11.85%	168.76	57.54%
9.	Jharkhand	848.74	27.86	3.28%	97.28	11.46%	687.76	81.03%
10.	Jammu & Kashmir	573.12	228.20	39.82%	18.09	3.16%	306.10	53.41%
11.	Karnataka	1404.18	30.78	2.19%	161.57	11.51%	1199.27	85.41%
12.	Kerala	2927.77	767.52	26.22%	149.74	5.11%	1734.10	59.23%
13.	Madhya Pradesh	667.10	246.12	36.89%	340.13	50.99%	21.76	3.26%
14.	Maharashtra	530.37	55.06	10.38%	129.87	24.49%	290.79	54.83%
15.	North-East	1889.96	1202.66	63.63%	215.77	11.42%	418.76	22.16%
16.	Orissa	1245.54	322.99	25.93%	187.61	15.06%	696.62	55.93%
17.	Punjab	837.92	382.43	45.64%	154.84	18.48%	271.13	32.36%
18.	Rajasthan	736.29	155.10	21.07%	125.31	17.02%	364.79	49.54%
19.	Tamilnadu	2791.39	902.83	32.34%	444.79	15.93%	1284.21	46.01%
20.	Uttrakhand	2268.04	250.32	11.04%	973.60	42.93%	912.83	40.25%
21.	Uttar Pradesh	951.46	162.99	17.13%	724.56	76.15%	45.68	4.80%
22.	West Bengal	1345.20	83.66	6.22%	609.09	45.28%	600.21	44.62%
	Average	1302-17	390-71	30.00%	252.41	19.38%	578.05	44.39%

Income from New products

S1. No.	Name of the Circle	Average income per BO	Income derived from NREGS	Percentage of income	OAP money orders	Percentage of income	Income derived from PLI/RPLI	Percentage of income	Bills collection	Micro Credit	Retail Post
1.	Andhra Pradesh	1617.95	140	8.65%	Nil	0	297.82	18.41%	Nil	Nil	Nil
2.	Assam	331.82	--		--	0	10.67	3.22%	Nil	nil	Nil
3.	Bihar	1340.45	nil	0	179	13.35%	26.74	1.99%	Nil	Nil	Nil
4.	Chhattisgarh	490.47	Nil	0	Nil	0	26.20	5.34%	Nil	Nil	Nil
5.	Delhi	4521.47		0		0	0	0.00%			
6.	Gujarat	655.39	Nil	0	Nil	0	27.99	4.27%	Nil	Nil	Nil
7.	Haryana	379.85	Nil	0	Nil	0	37.69	9.92%	Nil	Nil	Nil
8.	Himachal Pradesh	293.30	Nil	0	Nil	0	1.25	0.43%	Nil	Nil	Nil
9.	Jharkhand	848.74	Nil	0	Nil	0	35.80	4.22%	Nil	Nil	Nil
10.	Jammu & Kashmir	573.12	Nil	0	Nil	0	20.73	3.62%	Nil	Nil	Nil
11.	Karnataka	1404.18	Nil	0	Nil	0	12.56	0.89%	Nil	Nil	Nil
12.	Kerala	2927.77	Nil	0	Nil	0	276.41	9.44%	Nil	Nil	Nil
13.	Madhya Pradesh	667.10	Nil	0	Nil	0	59.09	8.86%	Nil	Nil	Nil
14.	Maharashtra	530.37	Nil	0	Nil	0	54.65	10.30%	Nil	Nil	Nil
15.	North-East	1889.96	Nil	0	Nil	0	52.77	2.79%	Nil	Nil	Nil
16.	Orissa	1245.54	Nil	0	Nil	0	38.32	3.08%	Nil	Nil	Nil
17.	Punjab	837.92	Nil	0	Nil	0	29.52	3.52%	Nil	Nil	Nil
18.	Rajasthan	736.29	Nil	0	Nil	0	91.09	12.37%	Nil	Nil	Nil
19.	Tamilnadu	2791.39	Nil	0	Nil	0	159.56	5.72%	Nil	Nil	Nil
20.	Uttrakhand	2268.04	Nil	0	Nil	0	131.29	5.79%	Nil	Nil	Nil
21.	Uttar Pradesh	951.46	Nil	0	Nil	0	18.23	1.92%	Nil	Nil	Nil
22.	West Bengal	1345.20	Nil	0	Nil	0	52.24	3.88%	Nil	Nil	Nil
	Average	1302-17	6.36	0.48%	8.13	0.62 %	66.39	5.09%	Nil	Nil	nil

Impact of NREGS on the financial position of Branch Post offices in Nizamabad Division											
Sl No	Name of BO	Monthly cost with out NREGS	Monthly cost with NREGS (including incentive)	Monthly income without NREGS	% of Income to cost without NREGS	Monthly income on NREGS transactions (Received from A.P State government)	Monthly income on each account from MOF @ Rs 114.45 per annum divided by 12 months	Total income for NREGS	Percentage of income to cost with NREGS	Total Monthly income of the BO with NREGS and other traditional products.	Percentage of income to cost with NREGS and other traditional products
1	Dharmaraopet	4987.23	5149.80	630.97	12.65%	461.96	1998.64	2460.60	47.78%	3091.57	60.03%
2	Madhavanagar	3033.20	3083.81	2337.05	77.05%	329.91	354.32	684.23	22.19%	3021.28	97.97%
3	Kothapally	2743.51	2830.06	378.32	13.79%	336.21	495.36	831.57	29.38%	1209.83	42.75%
4	Tadla Rampur	6328.84	6446.68	1325.36	20.94%	433.15	1348.48	1781.63	27.64%	3106.99	48.20%
5	Jankampet	3655.44	3768.04	308.42	8.44%	595.76	1554.88	2150.64	57.08%	2459.06	65.26%
6	Vannel	3339.08	3448.32	999.44	29.93%	366.98	915.04	1282.02	37.18%	2281.46	66.16%
7	Timmapur	3686.42	3751.37	348.96	9.47%	187.52	385.28	572.8	15.27%	921.76	24.57%
8	Barangedgi	4844.45	5020.48	206.51	4.26%	379.92	2841.44	3221.36	64.16%	3427.87	68.28%
9	Tippapur	4443.99	4489.10	317.06	7.13%	145.27	1492.96	1638.23	36.49%	1955.29	43.56%
10	Rameshwarapalli	3296.07	3380.52	746.33	22.64%	487.35	2999.68	3487.03	103.15%	4233.36	125.23%
TOTAL		40358.23	41368.18	7598.42	18.83%	3724.03	14386.08	18110.11	43.77%	25708.47	62.14%

Average per BO	4035.82 3	4136.818	759.842	18.83%	372.403	1438.60	1811.01	43.77%	2570.84	62.14%
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Annexure III

(i) Table showing a sample of work load to be generated by a Branch Postmaster to earn 75 points of work load or 3 hrs.

Sl. No	Service	Business volume	Factors	No. of points
1	Mails and accounts.	--	--	14 points
2.	Handling of unregistered articles (delivery& despatch)	50 letters per day.	One point for 25 no.	2 points
3.	Handling of registered articles	100 per month.	One point for 20 Registered letters.	5 points.
4.	Handling of Money orders.	90 per month.	One point for 15 MOs.	6 points.
5.	Savings Bank transactions.	200 per month.	One point for 10 transactions.	20 points.
6	RPLI transactions.	100 per month.	One point for 20 collections.	5 points.
7.	Telephone and other bills collection.	100 per month.	One point for 20 collections	5 points.
8.	Sale of stamps.	Rs. 600 per month.	One point for Rs. 60 stamp sales per month.	10 points.
9.	Handling of cash	1,60,000	One point for Rs. 20,000 per month.	8 points
Total			75 points	

(ii) A sample of level of transactions required for making a BO earn the minimum required income to meet the income parameter

ii. Branch offices with single establishment

Cost of the BPM:	Basic TRCA	2000
	5% increase	100
	DA 97%	2037
	OMA	50
	FSC	10
	Bonus	411
	C.D.A	100
	Total	4708

If the allowance go up around 20% over the existing the TRCA, the expected level of transactions is indicated as below to achieve 33.33% of income to meet the cost.:

Sl.No.	Service	Business volume	Factor	Monthly revenue
1.	Sale of stamps	475PM	83% of stamp sale.	Rs. 394.25
2.	Commission on MOs issued.	280 PM	24 % of the commission	Rs. 67.20
3.	Commission on MOs paid	500 PM	38% of the commission.	Rs. 190-00
4.	No. of live SB/RD accounts held.	300 accounts.	Rs. 41.28 per account per year.	Rs1032.00
5.	RPLI premium collections.	50 per month	3.11 Per collection.	Rs. 155-00
6.	Collection of bills.	5 per month.	3.11 Per collection	Rs. 15.55
7.	Investments in Mutual funds.	5,000 PM	3.5% of the amount invested.	Rs. 175-00
Total				Rs. 2029-00

% of income to cost 34.10%

(iii) A sample of level of transactions required for making a BO to earn the minimum required income to make it self supporting and viable

iii. Branch offices with single establishment

Cost of the BPM:	Basic TRCA	2,000
	5% increase	100
	DA 97%	2037
	OMA	50
	FSC	10
	Bonus	411
	C.D.A	100
	Total	4708

If the allowance go up around 20% over the existing the TRCA, the expected level of transactions is indicated as below to achieve self sufficiency for the BO with single establishment.

Sl.No.	Service	Business volume	Factor	Monthly revenue
1.	Sale of stamps	600 PM	83% of stamp sale.	Rs. 498-00
2.	Commission on MOs issued.	300 PM	24 % of the commission	Rs. 72-00
3.	Commission on MOs paid	500 PM	38% of the commission.	Rs. 190-00
4.	No. of live SB/RD accounts held.	1100 accounts.	Rs. 41.28 per account per year.	Rs. 3784-00
5.	RPLI premium collections.	200 per month	3.11 Per collection.	Rs. 622-00
6.	Collection of bills.	20 per month.	3.11 Per collection	Rs. 62-20
7.	Investments in Mutual funds.	20,000 PM	3.5% of the amount invested.	Rs. 700-00
Total				Rs. 5928.20

Note : The Branch Postmaster may have to keep the same tempo of transactions and business volume, and to improve the further income every year to meet the cost of increase due to Dearness allowance and annual increase.

(iv) A sample of level of transactions required for making a BO to earn the minimum required income to fulfill financial parameter

iv. Branch offices with double establishment

(a)	Cost of the BPM :	Basic TRCA	2000
		5% increase	100
		DA 97%	2037
		OMA	50
		FSC	10
		Bonus	411
		C.D.A	100
		Total	4708

(b)	GDS MD/MC :	Basic TRCA	2040
		5% increase	102
		DA 97%	2078
		FSC	05
		Bonus	411
		Total	4636

If the allowance go up around 20% over the existing the TRCA, the expected level of transactions is indicated as below to achieve 33.33% of income to meet the costing case of Branch offices having two establishment on its roll:

Sl.No.	Service	Business volume	Factor	Monthly revenue
1.	Sale of stamps	600 PM	83% of stamp sale.	Rs. 498-00
2.	Commission on MOs issued.	300 PM	24 % of the commission	Rs. 72-00
3.	Commission on MOs paid	1000 PM	38% of the commission.	Rs. 380-00
4.	No. of live SB/RD accounts held.	600 accounts.	Rs. 41.28 per account per year.	Rs2064-00
5.	RPLI premium collections.	150 per month	3.11 Per collection.	Rs. 466-50
6.	Collection of bills.	10 per month.	3.11 Per collection	Rs. 31.10
7.	Investments in Mutual funds.	10,000 PM	3.5% of the amount invested.	Rs. 350-00
Total				Rs. 3861.60

% of income to cost of the BO (ECR) 34.15%

Note : The Branch Postmaster may have to keep the same tempo of transactions and business volume, and to improve the further income every year to meet the cost of increase due to Dearness allowance and annual increase.

(v) A sample of level of transactions required for making a bo to earn the minimum required income to become self supporting and viable

v. Branch offices with double establishment

(a) Cost of the BPM :	Basic TRCA	2000
	5% increase	100
	DA 97%	2037
	OMA	50
	FSC	10
	Bonus	411
	C.D.A	100
	Total	4708

(b) GDS MD/MC :	Basic TRCA	2040
	5% increase	102
	DA 97%	2078
	FSC	05
	Bonus	411
	Total	4636

If the allowances go up around 20% over the existing the TRCA, the expected level of transactions is indicated as below to achieve self sufficiency of the Branch office having double establishment on its roll:

Sl. No.	Service	Business volume	Factor	Monthly revenue
1.	Sale of stamps	600 PM	83% of stamp sale.	Rs. 498-00
2.	Commission on MOs issued.	300 PM	24 % of the commission	Rs. 72-00
3.	Commission on MOs paid	1000 PM	38% of the commission.	Rs. 380-00
4.	No. of live SB/RD accounts held.	2000 accounts.	Rs. 41.28 per account per year.	Rs.6880-00
5.	RPLI premium collections.	600 per month	3.11 Per collection.	Rs. 1866
6.	Collection of bills.	50Per month.	3.11 Per collection	Rs. 155-50
7.	Investments in Mutual funds.	50,000	3.5% of the amount invested.	Rs. 1750-00
Total				Rs. 11601-50

Note : The Branch Postmaster may have to keep the same tempo of transactions and business volume, and to improve the further income every year to meet the cost of increase due to Dearness allowance and annual increase

(vi) A sample of level of transactions required for making a BO to earn the minimum required income to meet the income parameter in hilly/tribal/backward areas.

vi. Branch offices with single establishment

Cost of the BPM :	Basic TRCA	2000
	5% increase	100
	DA 97%	2037
	OMA	50
	FSC	10
	Bonus	411
	C.D.A	100
	Total	4708

If the allowance go up around 20% over the existing the TRCA, the expected level of transactions is indicated as below to achieve 15% of income to meet the cost in case of Branch offices having single establishment on its roll.

Sl.No.	Service	Business volume	Factor	Monthly revenue
1.	Sale of stamps	200 PM	83% of stamp sale.	Rs. 166-00
2.	Commission on MOs issued.	150 PM	24 % of the commission	Rs. 36-00
3.	Commission on MOs paid	150 PM	38% of the commission.	Rs. 57-00
4.	No. of live SB/RD accounts held.	150 accounts.	Rs. 41.28 per account per year.	Rs. 516-00
5.	RPLI premium collections.	50 per month	3.11 Per collection.	Rs. 155-50
6.	Collection of bills.	5 per month.	3.11 Per collection	Rs 15-50
Total				Rs. 1042

% of income to cost 16.60 %

(vii) A sample of level of transactions required for making a BO to earn the minimum required income to fulfill financial parameter in hilly/tribal /backward area

vii. Branch offices with double establishment

(a)	Cost of the BPM :	Basic TRCA	2,000
		5% increase	100
		DA 97%	2037
		OMA	50
		FSC	10
		Bonus	411
		C.D.A	100
		Total	4708

(b)	GDS MD/MC :	Basic TRCA	2040
		5% increase	102
		DA 97%	2078
		FSC	05
		Bonus	411
		Total	4636

If the allowance go up around 20% over the existing the TRCA, the expected level of transactions is indicated as below to achieve 15% of income to meet the costing case of Branch offices having two establishment on its roll.

Sl. No.	Service	Business volume	Factor	Monthly revenue
1.	Sale of stamps	250 PM	83% of stamp sale.	Rs.207-50
2.	Commission on MOs issued.	150 PM	24 % of the commission	Rs. 36-00
3.	Commission on MOs paid	150 per month	38% of the commission.	Rs57-00
4.	No. of live SB/RD accounts held.	300 accounts.	Rs. 41.28 per account per year.	Rs1032-00
5.	RPLI premium collections.	100 per month	3.11 Per collection.	Rs. 311-00
6.	Collection of bills.	25 per month.	3.11 Per collection	Rs. 77.75
Total				1721.25

% of income to cost of the BO (ECR) 15.22%

Note : The Branch Postmaster may have to keep the same tempo of transactions and business volume, and to improve the further income to meet the cost of increase in dearness allowance, and future increases.

Annexure IV

Details of BOs surveyed in the circles and establishment borne on the bos

Ser No	Circle	No of BOs surveyed	BOs working with an establishment of			
			1 Post	2 Posts	3 Posts	>3 Posts
1	Andhra Pradesh	218	65	142	11	0
2	Assam	45	6	25	14	0
3	Bihar	110	34	66	10	0
4	Chhattisgarh	25	10	15	0	0
5	Delhi	10	5	4	1	0
6	Gujarat	122	37	79	6	0
7	Haryana	45	21	22	2	0
8	Himachal Pradesh	45	5	24	16	0
9	Jammu & Kashmir	30	16	11	3	0
10	Jharkhand	35	1	20	14	0
11	Karnataka	148	69	77	2	0
12	Kerala	113	2	63	48	0
13	Madhya Pradesh	100	33	60	7	0
14	Maharashtra	168	81	81	6	0
15	North East	34	4	22	8	0
16	Orissa	88	17	53	18	0
17	Punjab	62	24	31	7	0
18	Rajasthan	115	80	33	2	0
19	Tamil Nadu	199	31	142	25	1
20	Uttarakhand	35	1	16	18	0
21	Uttar Pradesh	219	59	134	26	0
22	West Bengal	128	25	67	34	2
	Total	2094	626	1187	278	3
	Percentage		29.89%	56.69%	13.28%	0.14%

Details of BOs surveyed in the circles and work load position in point system as per existing norms

Ser No	Circle	No of BOs surveyed	BOs having a work load of						
			Less than 25 points	Between 26-50 points	Between 51-75 points	Between 76-100 points	Between 101-125 points	Between 126-150 points	More than 150 points
1	Andhra Pradesh	218	0	18	25	19	27	26	103
2	Assam	45	0	14	7	10	6	4	4
3	Bihar	110	1	7	7	17	20	14	44
4	Chhattisgarh	25	0	6	5	7	4	1	2
5	Delhi	10	0	0	1	3	1	0	5
6	Gujarat	122	1	18	27	16	10	6	44
7	Haryana	45	1	1	6	2	2	4	29
8	Himachal Pradesh	45	0	3	11	5	5	2	19
9	Jammu & Kashmir	30	4	6	9	3	0	1	7
10	Jharkhand	35	0	1	4	4	5	3	18
11	Karnataka	148	0	3	7	18	17	16	87
12	Kerala	113	0	0	0	1	0	4	108
13	Madhya Pradesh	100	5	18	14	14	17	10	22
14	Maharashtra	168	3	24	18	19	19	16	69
15	North East	34	9	7	7	5	2	1	3
16	Orissa	88	3	10	11	15	13	10	26
17	Punjab	62	2	17	11	8	7	5	12
18	Rajasthan	115	3	11	20	24	11	14	32
19	Tamil Nadu	199	0	1	8	10	11	19	150
20	Uttarakhand	35	0	1	1	3	4	1	25
21	Uttar Pradesh	219	2	31	29	20	33	14	90
22	West Bengal	128	0	9	16	13	7	12	71
	Total	2094	34	206	244	236	221	183	970
	Percentage		1.62%	9.84%	11.65%	11.27%	10.55%	8.74%	46.32%

Details of BOs surveyed in the circles and work load position in point system as per proposed revised norms

Ser No	Circle	No of BOs surveyed	BOs having a work load of						
			Less than 25 points	Between 26-50 points	Between 51-75 points	Between 76-100 points	Between 101-125 points	Between 126-150 points	More than 150 points
1	Andhra Pradesh	218	14	83	55	23	8	5	30
2	Assam	45	12	30	3	0	0	0	0
3	Bihar	110	9	72	20	6	2	1	0
4	Chhattisgarh	25	9	16	0	0	0	0	0
5	Delhi	10	0	3	4	0	1	0	2
6	Gujarat	122	33	66	14	6	1	0	2
7	Haryana	45	4	21	14	3	3	0	0
8	Himachal Pradesh	45	7	27	10	1	0	0	0
9	Jammu & Kashmir	30	13	13	4	0	0	0	0
10	Jharkhand	35	3	14	9	6	2	0	1
11	Karnataka	148	6	57	56	18	7	2	2
12	Kerala	113	0	4	31	34	20	10	14
13	Madhya Pradesh	100	18	56	14	9	0	1	2
14	Maharashtra	168	33	71	27	21	8	3	5
15	North East	34	15	13	2	3	0	1	0
16	Orissa	88	15	63	8	0	2	0	0
17	Punjab	62	21	31	7	2	1	0	0
18	Rajasthan	115	24	72	11	6	1	1	0
19	Tamil Nadu	199	2	53	67	33	18	7	19
20	Uttarakhand	35	2	16	11	3	2	1	0
21	Uttar Pradesh	219	27	110	61	16	4	1	0
22	West Bengal	128	13	66	34	10	3	1	1
	Total	2094	280	957	462	200	83	34	78
	Percentage		13.37%	45.70%	22.06%	9.55%	3.96%	1.62%	3.72%

Annexure VII

Details of BOs surveyed in the circles and the number deriving the percentage of income to meet the cost

Ser No	Circle	No of BOs surveyed	BOs deriving income to meet the cost									
			<5%	5.1-10%	10.1-15%	15.1-20%	20.1-25%	25.1-33.33	>33.33%-50%	50.1-75	75.1-100%	>100%
1	Andhra Pradesh	218	21	46	36	26	15	25	16	14	2	17
2	Assam	45	15	17	5	2	3	1	2	0	0	0
3	Bihar	110	6	10	21	18	17	14	9	9	3	3
4	Chhattisgarh	25	7	10	4	3	1	0	0	0	0	0
5	Delhi	10	0	3	1	0	2	2	2	0	0	0
6	Gujarat	122	61	40	15	3	1	0	0	1	1	0
7	Haryana	45	4	16	10	4	3	4	1	3	0	0
8	Himachal Pradesh	45	10	15	10	3	3	2	2	0	0	0
9	Jammu & Kashmir	30	9	7	7	0	2	3	1	0	1	0
10	Jharkhand	35	2	10	11	5	2	2	2	0	0	1
11	Karnataka	148	2	12	16	17	23	23	28	20	4	3
12	Kerala	113	0	2	7	10	13	24	32	17	4	4
13	Madhya Pradesh	100	30	32	14	10	4	6	2	1	0	1
14	Maharashtra	168	32	38	32	15	16	15	10	6	3	1
15	North East	34	17	8	2	2	3	1	1	0	0	0
16	Orissa	88	23	25	18	10	6	2	3	1	0	0
17	Punjab	62	20	17	9	4	3	4	4	1	0	0
18	Rajasthan	115	21	25	29	14	14	7	4	1	0	0
19	Tamil Nadu	199	1	19	31	31	29	41	31	8	4	4
20	Uttarakhand	35	4	8	14	2	0	5	2	0	0	0
21	Uttar Pradesh	219	33	42	36	30	34	20	15	8	1	0
22	West Bengal	128	21	39	22	12	12	10	8	3	1	0
	Total	2094	339	441	350	221	206	211	175	93	24	34
	Percentage		16.19%	21.06%	16.71%	10.55%	9.84%	10.08%	8.36%	4.44%	1.15%	1.62%

Details of BOs surveyed in normal areas and the number deriving the percentage of income to meet the cost

Ser No	Circle	No of BOs surveyed	BOs deriving income to meet the cost									
			<5%	5.1-10%	10.1-15%	15.1-20%	20.1-25%	25.1-33.33	>33.33%-50%	50.1-75	75.1-100%	>100%
1	Andhra Pradesh	208	21	45	35	25	14	23	15	14	0	16
2	Assam	24	11	9	2	0	1	1	0	0	0	0
3	Bihar	94	5	10	19	16	13	13	5	8	3	2
4	Chhattisgarh	14	3	8	3	0	0	0	0	0	0	0
5	Delhi	10	0	3	1	0	2	2	2	0	0	0
6	Gujarat	89	39	30	15	2	1	0	0	1	1	0
7	Haryana	41	4	13	10	3	3	4	1	3	0	0
8	Himachal Pradesh	0	0	0	0	0	0	0	0	0	0	0
9	Jammu & Kashmir	0	0	0	0	0	0	0	0	0	0	0
10	Jharkhand	6	0	3	1	1	0	1	0	0	0	0
11	Karnataka	109	2	8	11	14	15	17	18	18	3	3
12	Kerala	113	0	2	7	10	13	24	32	17	4	4
13	Madhya Pradesh	79	25	26	10	9	3	4	1	1	0	0
14	Maharashtra	145	23	30	28	15	14	15	10	6	3	1
15	North East	11	9	2	0	0	0	0	0	0	0	0
16	Orissa	57	10	16	15	10	2	1	2	1	0	0
17	Punjab	62	20	17	9	4	3	4	4	1	0	0
18	Rajasthan	101	15	25	27	13	12	5	4	0	0	0
19	Tamil Nadu	194	1	18	30	31	28	40	30	8	4	4
20	Uttarakhand	0	0	0	0	0	0	0	0	0	0	0
21	Uttar Pradesh	208	30	41	36	30	31	19	15	6	0	0
22	West Bengal	114	16	34	20	12	10	10	8	3	1	0
	Total	1679	234	340	279	195	165	183	147	87	19	30
	Percentage		13.94%	20.25%	16.62%	11.61%	9.83%	10.90%	8.76%	5.18%	1.13%	1.79%

Annexure IX

Details of backward/hilly/tribal BOs surveyed in the circles and the number deriving the percentage of income to meet the cost

Ser No	Circle	No of BOs surveyed	BOs deriving income to meet the cost									
			<5%	5.1-10%	10.1-15%	15.1-20%	20.1-25%	25.1-33.33	>33.33%-50%	50.1-75	75.1-100%	>100%
1	Andhra Pradesh	10	0	1	1	1	1	2	1	0	2	1
2	Assam	21	4	8	3	2	2	0	2	0	0	0
3	Bihar	16	1	0	2	2	4	1	4	1	0	1
4	Chhattisgarh	11	4	2	1	3	1	0	0	0	0	0
5	Delhi	0	0	0	0	0	0	0	0	0	0	0
6	Gujarat	33	22	10	0	1	0	0	0	0	0	0
7	Haryana	4	0	3	0	1	0	0	0	0	0	0
8	Himachal Pradesh	45	10	15	10	3	3	2	2	0	0	0
9	Jammu & Kashmir	30	9	7	7	0	2	3	1	0	1	0
10	Jharkhand	29	2	7	10	4	2	1	2	0	0	1
11	Karnataka	39	0	4	5	3	8	6	10	2	1	0
12	Kerala	0	0	0	0	0	0	0	0	0	0	0
13	Madhya Pradesh	21	5	6	4	1	1	2	1	0	0	1
14	Maharashtra	23	9	8	4	0	2	0	0	0	0	0
15	North East	23	8	6	2	2	3	1	1	0	0	0
16	Orissa	31	13	9	3	0	4	1	1	0	0	0
17	Punjab	0	0	0	0	0	0	0	0	0	0	0
18	Rajasthan	14	6	0	2	1	2	2	0	1	0	0
19	Tamil Nadu	5	0	1	1	0	1	1	1	0	0	0
20	Uttarakhand	35	4	8	14	2	0	5	2	0	0	0
21	Uttar Pradesh	11	3	1	0	0	3	1	0	2	1	0
22	West Bengal	14	5	5	2	0	2	0	0	0	0	0
	Total	415	105	101	71	26	41	28	28	6	5	4
	Percentage		25.30%	24.34%	17.11%	6.27%	9.88%	6.75%	6.75%	1.45%	1.20%	0.96%

The Branch Postmasters form bulk of the Gramin Dak Sevak, about 45% of the GDS work force. Historically, standards for measuring the work load of the Branch Postmasters and fixation of their emoluments are in existence.

History of the point system

9.1. The Point system for assessing the workload of the Branch Postmaster was introduced long back in the year 1932. It is seen that a point system, even existed prior to 1932 and it was applied for determining the responsibility and fixing pay of Sub offices and all the Departmental and Extra Departmental Branch offices.

9.1.1 Director General's letter No. 166 s-Es dated May 15, 1903 defined the Point system thus; "the Point System is a system for determining automatically and roughly but with sufficient accuracy for practical proposes, the weight of certain responsibilities of the usual character which require that the holder of them shall have a minimum pay or income"

9.1.2 In regard to Extra Departmental Branch Postmasters, postal allowances depended on what he earned from his private resources. It was stated that "when the 'Point System' is applied to an Extra Departmental Postmaster, his total emoluments or income and not his Postal remuneration should be considered with reference to the aggregate of points. Certain other considerations must, however be taken into account before determining his postal remuneration, viz. (a) what it is becoming to give him, (b) what he is willing to accept and (c) whether with the remuneration proposed, the Departmental financial conditions which are held to justify the maintenance of an office are fulfilled."

9.2 In the year 1930, the question of fixing the allowance for Extra Departmental Branch Postmasters with reference to some specific standard was mooted and the present standards popularly known as "Point System" was evolved and communicated on 20-3-1932. The standards prescribed for fixation of allowances of BPMs under the point system were :-

1. For each Rs. 15 worth of stamps and stationery sold per mensem upto Rs. 75 and for each Rs. 30 worth in excess of Rs. 75 per mensem - 1 point.
2. For each Rs. 500 worth of money orders issued and paid savings bank deposits and withdrawals and cash certificates issued and discharged per mensem upto Rs. 3,000 and for each Rs. 1,000 worth of such transactions in excess of Rs. 3000 per mensem -- 1 Point.

9.3

The First Central Pay Commission 1947 observed as under;

“We consider that for providing adequate postal facilities for the countryside, the system of employing extra departmental staff has to continue but would recommend that the scales of remuneration should not be linked with the amount of money handled by the office but must have reference generally to the work and attendance required. They must be revised in the light of present day condition”

9.3.1 After detailed examination of the various suggestions made for eliminating the defects in the point system as pointed out by the central pay commission, Shri C.V. Rajan, the chairman of the first ED committee made the following proposals for assessing the work load of the BPM.

9.3.2 Rajan committee had conducted special time allowance test required for carrying out the essential items of work in a Branch Post office and based on which following time factors were proposed which was then converted into point system.

1	Handling of registered, VP, insured articles	4 mts per MO
2	Handling of money orders	3 mts per article.
3	Handling of savings bank transactions	6 mts per transaction
4	Dealing with unregistered article	0.1 minute

Each hour of work performed in a month was equated to one point and the points fixed for various essential items of work was proposed. Based on the above observations, the point system is given below was recommended and based on the same, he proposed remuneration for the Branch Postmasters. He also proposed revision of the allowances of the BPMs on the basis of the above point system once in two years.

Sl. No.	Nature of the Transactions	Points
1	Handling of 20 Registered articles in a month	1 point
2	Handing of 15 money orders in a month.	1 point
3	Handling of 25 unregistered articles per day	1 point
4	Handling of 10 SB/ NSC transactions in a month	1 point
5	For each Rs. 1000 cash handled in a month	1 point
6	For each Rs. 30.worth postage stamps sold PM	1 point
7	For the accounts work and receipt and despatch of Mail in a month	1 4 points

Shri C.V. Rajan, who refined the Point System, commented that an allowance of time was already made partially under the head 'Handling'. He also felt that the assessment of the workload and computation of allowances should be linked to monetary transactions and stamps sold in a Branch Post office. Without this component of workload, he opined the allowances of Branch Postmaster who have little workload will be considerably disturbed.

The Department accepted the above recommendations of Shri C.V. Rajan, and formulated the point system.

9.4 Changes recommended by the Madan Kishore Committee:

The following additional items of work were included in the point system after of implementation of recommendations of second committee on ED system headed by Shri Madan Kishore.

1	1 point for 10 BRL licenses renewed in a month
2	1 point for 15 pension payments in a month
3	1 point for every 20 receipts of LIC premium per month
4	1 point for every 20 receipts of PLI premium per month

In regard to stamp sales, the value of stamps and stationery sold per month was enhanced to Rs. 45.00 per month. All the above changes were issued vide letter No.1-1/72-ED cell/PAP dated. 28.3.74 effective from 01-09-73.

9.5 Changes introduced by R. R. Savor Committee:

Shri R.R. Savor chairman of the third committee also had adopted the above point system as basis for proposing remuneration for Branch Postmasters. The Department retained the point system for assessment of work load of the Branch offices and the same standards were retained deleting the work load pertaining to Broadcast Receiver Licenses vide letter No 14-6/87-PAP dated 15-07-87. The above point system is still in vogue for assessment of the work load of the Branch Postmasters and fixation of their remuneration.

9.6 Recommendations by Justice Talwar Committee:

The fourth committee on ED system under the stewardship of Justice Talwar did not examine this aspect and he proposed six scales of pay ranging from 3 hours to 7:30 hours. He further recommended that for all the BPMs the minimum scale is for 3 hours of attendance, those whose work load is beyond 3 hours they would be entitled to the higher scale of 3:45 hrs. For excess work load of half and hour or more a lumpsum pay of Rs 212/- be given. He did not however state the methodology for assessing the work load. This recommendation was not accepted by the Government and approved two TRCAs, one upto 75 points of work load for 3 hours and the other one for work load beyond 75 points. The threshold for crossing over to II TRCA was fixed at 75 points in a month and the norms communicated in 1987 continued to be adopted for determining the work load of the Branch Postmaster.

9.7 Time factor for Cash Handling:

The Point system for determining Branch Postmaster's workload with minor changes continues to be adopted for the last 51 years, especially the cash handling norm which was never altered. In the earlier days, there were only Rs. 1, Rs.5, Rs. 10 and Rs. 100 currency notes. Subsequently, currency notes in denomination of Rs. 2, Rs. 20, Rs. 50, Rs. 500 and Rs. 1000 were introduced. In course of time, coins for Rs. 1, 2 and 5 have

become much popular and currency notes of the said denominations disappeared from circulation. Further, on account of Saving Bank transactions and new schemes like RPLI, payment of Old Age Pension Money orders, NREGS etc. the cash handling increased enormously and it is observed that 64.87% to 86% of the BPMs workload is on account of cash handling component only.

9.7.2 The GDS Committee surveyed 2094 Branch Post offices across 422 postal divisions in the country through National Sample Survey Organisation. The Committee assessed the work load of the surveyed BOs on the existing point system in vogue. The analysis is reflected in the table given below. It may be seen that of the 2094 BOs, 76.88% of the BOs have earned a work load exceeding 75 points per month and 46.32% BOs deriving a work load of more than 150 points per month. The circle wise analysis is reflected in annexure I. On estimation, it revealed that 64.87% to 86% of the work load is mainly on account of cash handling.

Sl.No	Range of work load	No. of Branch offices	percentage
1.	With less than 25 points work load	34	1.62%
2.	Having a work load between 26 to 50 points	206	9.84%
3.	Having a work load between 51 to 75 points	244	11.65%
4.	Having a work load between 76 to 100 points	236	11.27%
5.	Having a work load between 101 to 125 points	221	10.55%
6	Having a work load between 126 to 150 points	183	8.74%
7.	Having a work load of more than 150 points	970	46.32%

9.7.3 The present system has distorted the assessment of work load of Branch offices. In this connection the observations of First Central Pay Commission “ that the scales of remunerations should not be linked with the amount of money handled by the office but must have reference generally to the work and attendance required”.

9.7.4 Shri C.V. Rajan also observed that the allowance of time for handling of cash was already partially made for cash transactions. He felt that work load and computation of allowances should be linked to monetary transactions and stamps sold in a Branch Post office. He further opined that without this component of work load the allowances of Branch Postmaster who have very little work load will be considerably disturbed. The distortion that has taken place in the computation of work load can be avoided if proper allowance of time is made for cash handling in the transactional time instead of present practice of making a partial provision while handling transactions and separate provision for cash handling. In fact the time factors for handling transactions under Marate Time Test provide for a time factor inclusive of cash handled during the transactions. Pending such fixation of new norms there is need to immediately correct the imbalance which has not undergone a review in the last 50 years.

9.8 Cash handling in Departmental Post offices

The method of cash handling in a B.O and departmental Post office is more or less same. The Branch Postmasters have to count the cash at the time of its acceptance from customers, counting again at the time of tallying of accounts and remittance of surplus cash to the Account office.

Over the years, the time factor for cash handling in departmental offices viz. Head offices and Sub Post offices has undergone revision. The following chronological events would explain the position:

1. Time factors prior to 7-9-1987.

Description of Business	Time Factor in minutes
<p style="text-align: center;"><u>Treasurer</u></p> <p>Cash handled, i.e. minimum cash balance plus average total daily receipt, as arrived at from the treasurer's cash book.</p>	<p>45 mts. per Rs. 1,000 when the daily average cash handled is Rs. 10,000 or less. All fractions of Rs. 1,000 to be rounded to the nearest Rs. 500.</p> <p>450 mts. for the first Rs. 10,000 and 45 mts. for each Rs. 2,000 in excess of Rs. 10,000 when the daily average cash handled is more than Rs. 10,000 but not more than Rs. 30,000. All fractions of Rs. 2,000 to be taken to the nearest Rs. 1,000/-.</p> <p>900 mts. for the first Rs. 30,000 and 45 mts. for each Rs. 3,000 in excess of Rs. 30,000 when the daily average cash handled exceeds Rs. 30,000. All fractions of Rs. 3,000 to be taken to the nearest Rs. 1,000/-.</p>

2. Time factors after 7-9-1987

There after, the work study unit examined the issue of revising the norms for handling cash in the Post offices, and after detailed study, the Directorate issued orders revising norms vide letter no. 31-43/81-PE.I dated Sept 07, 1987. In the revised norms, separate provision was made for transactions with Bank, disbursement of salary, individual claims, advance to counter assistants, remittance to Sub Post offices, supply of cash to postmen, remittance to subordinate offices, indenting, stocking, supply of stamps and stationery. The revised standards were as below:

Sl. No	Item of work	Time factor.
1.	Daily average receipt of cash of Rs. 10,000 or less from counters of the office and subordinate offices excluding minimum cash balance.	9 mts. for 1000. All transactions of Rs. 1000 to be rounded off to the nearest Rs. 500
2.	Daily average receipt in excess of Rs. 10,000 and below Rs. 40,000 from counters etc.	90 mts for first 10,000 and 9 mts for each Rs. 2000 in excess of Rs. 10,000. All fractions of Rs. 2000 to be taken to nearest 1000
3.	Daily average receipt in excess of Rs. 40,000 and below Rs. 1 lakh	225 mts for the first 40,000. 9 mts for every 3,000 in excess of Rs. 40,000. All fractions of Rs. 3000 to be rounded off to nearest Rs. 1000
4.	Daily average receipt in excess of Rs. 1 Lakh	405 mts for first one lakh and 9 mts for every 4,000 in excess of one lakh All fractions of 4,000 to be rounded off to nearest 1,000

9.9 Current Norms

Subsequently, the Internal work study wing of the Directorate conducted a survey of the treasury branches of Head Post offices and evolved revised norms. In the revised norms, factor was provided for counting of currency note bundles. Separate norms were provided for receipt of cash bag, weighting of cash bag, disbursement of salaries, giving cash to postmen, transactions with Bank, opening of treasury etc. As per the revised norms, a time factor of 2 minutes is provided for counting 100 pieces of currency notes irrespective of denominations. Subsequently, Directorate also clarified that the revised norms shall be made applicable to all categories of Post offices.

9.9.1 While the cash handing time factor for departmental offices has been reviewed periodically and adjusted, the time factor for cash handling by Branch Postmasters has not changed even after 50 years. Further one point of work load for one month is equated to one hour and handling of mere Rs. 1000 for one hour while is highly liberal. In fact, this liberal norm is enabling many Branch Postmasters to earn more points of work load.

9.9.2 The cost index for the last 50 years has increased by 31.49 times, and the rupee has depreciated as indicated in the table below. Despite all these changes, continuing the same factor for handling of cash by Branch Postmasters is not realistic and it needs to undergo a change.

9.9.3 Consumer Price Index (Industrial Workers):

Sl. No.	Base Year	CPI for Industrial workers	Linking Factor
1.	1949	100	--
2.	1960	-	1.22
3.	1982	-	4.93
4.	2001	-	4.63
5.	April 2008	138	--

$$\begin{aligned} \text{Value of Rs. 100 with respect to the base year 1960} &= 138 \times 4.63 \times 4.93 \\ &= \text{Rs. 3149/-} \end{aligned}$$

Depreciation with respect to base year 1960 is 31.49 times.

9.9.4 In the existing Point system, there is already a “partial” provision for cash handling under various transactions. Keeping in view, the depreciation of the rupee and introduction of higher denomination of currency notes, and the treasury norms having been revised downward by 22.5 times it will be reasonable to give a credit of 1 point for every Rs. 20, 000 cash handled per month. At the same time, the other time factors for giving cash to the GDS MD and receiving unpaid cash etc., disbursement of pay as applicable to the Departmental offices can be adopted here also.

9.9.5 *Therefore the Committee recommends that the quantum of cash handling for assessment of work load be taken at Rs 20,000 for earning one point of work load as the consumer price index has gone up by about 31.49 times since the inception of the norm and to adopt the same for the purpose of assessment of work load of the BPMs.* The existing provision of taking the total receipts and payments such as Money order issue, Money order paid, SB/RD/TD deposits, withdrawals, RPLI collections be taken towards cash handling. The cash received from account office and remitted to account office may be excluded since the Branch Postmaster is already given a credit of 14 points for receipt and despatch of mails and accounts which includes preparation of BO daily account, verification of balances and checking of contents of received/sent BO bag.

9.9.6 In regard to stamp sale, the original norm prescribed at Rs 30 per month for earning one point was modified to Rs 45 while implementing the recommendations of Madan Kishore Committee in 1974. The same standards are continued even now. The standards prescribed for sale of stamps by Departmental Sub Postmasters and counter PAs is one minute for one rupee stamp sale where as the norm for stamp vendor is 3.6 seconds per rupee sale. The stamp sale at the Branch Post offices is of staggering nature. The present norm of one point for sale of Rs 45 in a month results in a time factor of 1 min 20 sec. for a stamp sale of Rs 1/-. There is no much difference between the stamp sale by the BPM and sale through departmental SPM/counter PA. Therefore the Committee recommends to adopt the existing norm available for departmental SPM and counter PAs for BPM also which translates to Rs 60 stamp sales per month for earning one point of work load. This may be adopted purely on adhoc basis and the Department may take up a work study for fixation of new norms for work load of Branch offices.

9.10 **Norms for new items of work.**

There is a demand from the GDS representatives for providing standard/norms for items of work not covered by the present standards. The committee has examined the matter. No norms have been prescribed for new items of work like RPLI, NREGS, Old Age Pension payments through SB accounts etc. A standard has already been prescribed for collection of LIC/PLI premia in the rules. Since the collection of PLI and RPLI premium collection is akin to the above work, the Committee recommends for adopting the same norms at one point for every collection of 20 RPLI premium collections.

In regard to work relating to NREGS, Old Age Pension payments through Savings Bank account, the existing point system adopted for Savings Bank account may be followed uniformly. In respect of Old Age Pensions paid through Money orders the Point system for payment of Money orders may be adopted.

Similarly in regard to telephone bills collection and other bills collection, the norm adopted for RPLI/PLI premium collections may be adopted.

9.11 **Work hours for BO**

The Branch Post offices may generally be kept open for a minimum of three hours. The minimum TRCA may be fixed for BOs kept open for three hours with work load upto 75 points. The allowances may be fixed as per the wage structure given elsewhere in the report. However in respect of Branch Post offices where the work load is limited, the Department may consider reducing the hours for which the Branch Post offices may be kept open. The Department may consider entrusting the delivery work or conveyance work or both to the Branch Postmaster on payment of combined duty allowances suggested elsewhere in the report where ever the work load and the financial condition of the BO do not support the engagement of additional post. Further retention/creation of any additional post in the Branch Post offices may be subject to justification of work load and financial viability of BO.

9.12 **Mode of assessment of workload and fixation of TRCA**

In the existing setup, the work load of the Branch Postmasters is assessed on four quarterly months statistics and two days test figures for unregistered articles as the basis for determining the work load on point system and revision if any is effected on this assessment and the BPM allowances are paid till the next review which is taken up after three years. This sort of arrangement is found to be not satisfactory since the quarterly months chosen may not reflect the correct position of work load and further once the allowances are revised the same work load may not continue. In order to keep the same tempo and level of transactions, to retain the work load which will in turn reflect on the financial viability of the Branch office, the Committee suggests that *the work load of the Branch Postmaster may be reviewed at the end of the every calendar/financial year as the case may be, and for this purpose, the Branch Postmaster may send at the end of every calendar month statistical information on all the accountable inputs required for assessment of workload except handling of unregistered articles. In the divisional offices, the information received may be posted in a prescribed register for each BO and at the end of calendar/financial year this statistical inputs be consolidated for arriving at the monthly average and for determining the work load in respect of accountable aspects as per point system. In regard to unregistered articles the information furnished*

by the inspecting officer in the Inspection Report or the information collected from the Accounts office in the middle of the week may be adopted for determining the total work load.

The entire process is to be completed in the month following the end of calendar/financial year and the revision is to be given effect from the first day of following year. In the event of drop in the work load, the TRCA of the GDS BPM requires to be fixed appropriate to be newly assessed work load. However the BPM may be given an opportunity to improve the work load and in the meanwhile the allowances last drawn may be protected.

9.13 Impact of the adoption of suggested norms on the work load of BOs

The Committee also analysed the likely impact of the adoption of above two modifications for cash handling and stamp sales in respect of the BOs surveyed through NSSO. The result of the analysis is also reflected in the form of a table. It reveals that 81.13% of the BOs will be in the range of work load upto 75 points and 3.72 % of the BOs derive work load exceeding 150 points. The circle wise position may be seen in annexure-II to this chapter.

Sl.No	Range of work load	No. of Branch offices	percentage
1.	With less than 25 points work load	280	13.37%
2.	Having a work load between 26 to 50 points.	957	45.70%
3.	Having a work load between 51 to 75 points	462	22.06%
4.	Having a work load between 76 to 100 points	200	9.55%
5.	Having a work load between 101 to 125 points	83	3.96%
6	Having a work load between 126 to 150 points	34	1.62%
7.	Having a work load of more than 150 points.	78	3.72%

9.14 Calculation of work load of Mail Deliverers or Mail Carriers

The GDS representatives in their memorandum submitted that after 1987, irrespective of areas whether cycleable or not, the allowance of the Mail Deliverer/Mail Carrier has been ordered to be calculated on the basis of cycle beat formula. They requested for review and restoring calculation of the work load on foot beat formula and also on actual hours of attendance but not on the distance covered.

9.15 Evaluation of the demand

RR Savor Committee recommended for assessment of the work load of the Mail Deliverers and Mail Carriers as per cycle beat formula, wherever the beats are cycleable. The Govt. accepted the recommendation of the said Committee and issued orders vide letter No 31-13/87-PE-I dated 15-12-1987 to the effect that:

- (i) Time factors applicable for regular employees may be applied for arriving at the work hours of each category of ED agents except in the case of EDBPMs
- (ii) The Work load of the EDDAs may be measured in the same manner as in the case of Postmen
- (iii) The standards observed for Group D officials may be applied in the case of EDMCs and ED packers.

9.15.1 Subsequently in OM No 14-11/87-PAP dated 01-10-1987 and 05-01-1988, it was clarified that the work load of EDDA/EDMC will be calculated on cycle beat in respect of such ED agents appointed after 01-11-1987 and in respect of those appointed prior to that cut off date, their allowances determined on foot beat be protected.

9.15.2 Justice Talwar Committee recommended scales for work load upto 3 hrs 45 min and that exceeding 3 hrs 45 min. The Government issued following orders fixing TRCA of GDSMD and GDS MC with effect from 01-03-1998.

GDS MD

Work load upto 3 hrs 45 min	:	Rs 1375-25-2125
Work load above 3 hrs 45 min	:	Rs 1740-30-2040

GDS MCs/Packers

Work load upto 3 hrs 45 min	:	Rs 1220-20-1600
Work load above 3 hrs 45 min	:	Rs 1545-25-2020

The arrears for the period from 01-01-1996 to 28-02-1998 were to be paid by increasing the existing basic monthly allowance as on 1.1.1996 by a factor of 3.25.

9.15.3 Vide Directorate OM 14-2/2002-PAP dated 02-02-2001 orders were issued for assessment of workload on foot beat in respect of such EDAs appointed prior to 01-11-1987 and working in Cycleable area to the effect that the protected allowances under pre TRCA if any, is to be taken into account for the purpose of giving arrears and fixing the minimum appropriate allowance and not to extend the benefit of fixation of TRCA taking into account the workload on foot beat.

9.15.4 Aggrieved by these orders, the Divisional secretary AIPEDU Namakkal division filed OA No 1011/2001 in Hon'ble CAT Chennai, for payment of the emoluments on the basis of foot beat formula only and to refund the excess recovered payment, if any. The Hon'ble CAT Chennai bench in their order dated July 22, 2002 has observed that they are unable to accept the contention of the respondent for calculation of work load on foot beat formula as the concept of calculation of the cycle beat formula was introduced with effect from 01-11-1987 and that the TRCA was announced from 01-03-1998 with reference to cycle beat formula alone. The Hon'ble CAT also observed that the protection applied to the quantum of basic allowance is for the payment of arrears only, and the work load is to be expressed in terms of cycle beat alone in deciding the TRCA stage. However the Hon'ble CAT did not agree for recovering the excess paid amounts due to irregular fixation, if any.

9.15.5 The Department filed WP No 2733/2003 in the Hon'ble High Court of Judicature at Chennai contesting the order of the CAT about non recovery of excess paid TRCA. The Hon'ble High Court in their judgment has upheld the decision of the CAT in regard to fixation of TRCA on cycle beat formula, but relying on the earlier judgments of Apex Court, dismissed the appeal for recovery of the excess paid amount.

9.15.6 The above demand of the GDS representative has already undergone legal scrutiny and the case stands decided. Therefore, the work load of the Mail Deliverer or Mail Carriers has to be calculated on cycle beat formula provided the beat is cycleable. Therefore it is suggested that the same formula be adopted for fixation of TRCA while implementing the recommendations of this committee, subject to the condition that the beat is cycleable. In case of distances which are partly cycleable, the cycleable distance will be calculated at cycle beat rate and foot beat on foot beat rate. The distance traversed for delivery work in main village with a population of less than 5000 be fixed at 3 kilometres and in fairly big villages with a population of more than 5000, the distance in cusba may be fixed at 5 kilometres. The actual distance between the BO village and attached villages by shortest route be taken for workload purpose.

9.16 Recommendations:

1. *The workload of GDS BPM may continue to be assessed by the method of Point system.*
2. *The Branch Post offices may generally be kept open for a minimum of three hours. The minimum TRCA may be fixed for BOs kept open for three hours with work load upto 75 points. The allowances may be fixed as per the wage structure given elsewhere in the report. However in respect of Branch Post offices where the work load is limited, the Department may consider reducing the hours for which the Branch Post offices may be kept open. The Department may consider entrusting the delivery work or conveyance work or both to the Branch Postmaster on payment of combined duty allowances suggested elsewhere in the report where ever the work load and the financial condition of the BO do not support the engagement of additional post. Further retention/creation of any additional post in the Branch Post offices may be subject to justification of work load and financial viability of BO.*
3. *The time factor applicable for PLI can be adopted for RPLI Premium Collections and Bills collections.*
4. *For NREGS, Old Age Pension Payment through SB a/s, the Point system for SB Transaction can be applied. In respect of Old Age Pensions paid through Money orders the Point system for payment of Money orders may be adopted.*
5. *In respect of cash handling, the handling of Rs.20,000 per month may be fixed for earning one point of work load. All receipts and payments viz. Money order, SB/RD/TD, RPLI/PLI, bills collection, bills paid may be included towards cash handling. However the cash received and remitted to account office may be excluded since the BPM is given credit of 14 points for accounts and mails work which include preparation of accounts, verification of balances and checking of the contents of BO bag received or sent.*

6. *For stamp sale, the norm may be prescribed at Rs. 60/- stamps per month to earn one point purely on adhoc basis. The Department may take up a work study for fixation of new norms for work load of Branch offices.*

7. *The Committee also recommends that the workload of the Branch Postmaster be reviewed at the end of every calendar/financial year. For this purpose a statement be introduced for submission at the end of every month to the divisional office which should contain statistical information on all the inputs required for assessment of the workload except handling of unregistered articles. The information received from the Branch Postmasters may be posted in a prescribed register BO wise at the Divisional office. At the end of calendar/financial year the statistical inputs should be consolidated to arrive at monthly average and for assessing workload in respect of the accountable articles. In regard to unregd articles the information can be either taken from inspection report or be obtained from concerned Account office for 2 working days in the middle of the week. This entire process is to be completed in the month following end of the calendar/financial year and the revision if any is to be given effect from the first day of following year.*

8. *The workload of GDS Mail Deliverer / Mail Carrier may be calculated by Cycle Beat formula wherever the beats are cycleable. In case of distances which are partly cycleable the cycleable distance will be calculated on cycle beat rate and the foot beat on foot beat rate.*

9. *The distance traversed for delivery work in main village with a population of less than 5000 be fixed at 3 kilometres and in fairly big villages with a population of more than 5000, the distance in cusba may be fixed at 5 kilometres. The actual distance between the BO village and attached villages by shortest route be taken for workload purpose.*

Annexure I

The details of BOs surveyed in the Circles and work load position in point system as per existing norms

Ser No	Circle	No of BOs surveyed	BOs having a work load of						
			Less than 25 points	Between 26-50 points	Between 51-75 points	Between 76-100 points	Between 101-125 points	Between 126-150 points	More than 150 points
1	Andhra Pradesh	218	0	18	25	19	27	26	103
2	Assam	45	0	14	7	10	6	4	4
3	Bihar	110	1	7	7	17	20	14	44
4	Chhattisgarh	25	0	6	5	7	4	1	2
5	Delhi	10	0	0	1	3	1	0	5
6	Gujarat	122	1	18	27	16	10	6	44
7	Haryana	45	1	1	6	2	2	4	29
8	Himachal Pradesh	45	0	3	11	5	5	2	19
9	Jammu & Kashmir	30	4	6	9	3	0	1	7
10	Jharkhand	35	0	1	4	4	5	3	18
11	Karnataka	148	0	3	7	18	17	16	87
12	Kerala	113	0	0	0	1	0	4	108
13	Madhya Pradesh	100	5	18	14	14	17	10	22
14	Maharashtra	168	3	24	18	19	19	16	69
15	North East	34	9	7	7	5	2	1	3
16	Orissa	88	3	10	11	15	13	10	26
17	Punjab	62	2	17	11	8	7	5	12
18	Rajasthan	115	3	11	20	24	11	14	32
19	Tamil Nadu	199	0	1	8	10	11	19	150
20	Uttarakhand	35	0	1	1	3	4	1	25
21	Uttar Pradesh	219	2	31	29	20	33	14	90
22	West Bengal	128	0	9	16	13	7	12	71
	Total	2094	34	206	244	236	221	183	970
	Percentage		1.62%	9.84%	11.65%	11.27%	10.55%	8.74%	46.32%

Annexure II

The details of BOs surveyed in the circles and work load position in point system as per proposed revised norms

Ser No	Circle	No of BOs surveyed	BOs having a work load of						
			Less than 25 points	Between 26-50 points	Between 51-75 points	Between 76-100 points	Between 101-125 points	Between 126-150 points	More than 150 points
1	Andhra Pradesh	218	14	83	55	23	8	5	30
2	Assam	45	12	30	3	0	0	0	0
3	Bihar	110	9	72	20	6	2	1	0
4	Chhattisgarh	25	9	16	0	0	0	0	0
5	Delhi	10	0	3	4	0	1	0	2
6	Gujarat	122	33	66	14	6	1	0	2
7	Haryana	45	4	21	14	3	3	0	0
8	Himachal Pradesh	45	7	27	10	1	0	0	0
9	Jammu & Kashmir	30	13	13	4	0	0	0	0
10	Jharkhand	35	3	14	9	6	2	0	1
11	Karnataka	148	6	57	56	18	7	2	2
12	Kerala	113	0	4	31	34	20	10	14
13	Madhya Pradesh	100	18	56	14	9	0	1	2
14	Maharashtra	168	33	71	27	21	8	3	5
15	North East	34	15	13	2	3	0	1	0
16	Orissa	88	15	63	8	0	2	0	0
17	Punjab	62	21	31	7	2	1	0	0
18	Rajasthan	115	24	72	11	6	1	1	0
19	Tamil Nadu	199	2	53	67	33	18	7	19
20	Uttarakhand	35	2	16	11	3	2	1	0
21	Uttar Pradesh	219	27	110	61	16	4	1	0
22	West Bengal	128	13	66	34	10	3	1	1
	Total	2094	280	957	462	200	83	34	78
	Percentage		13.37%	45.70%	22.06%	9.55%	3.96%	1.62%	3.72%

Fixation of Remuneration

The federations and unions have claimed that the nature of work performed by GDS is similar in nature as being performed by Departmental Employees. The work, the procedures, system of maintenance of accounts and level of supervision in departmental Post offices and Branch Post offices are vastly different as would be evident from the following comparisons.

10.1 Comparative analysis of the job profile of GDS Branch Post offices vis-à-vis departmental Post offices

1. Mails Branch

Job profile of Departmental official

- (1) Receipt of bags as per the Due Mail List
- (2) Examination of condition of the each mail bag before their opening
- (3) Segregation of the registered articles and Money orders received in the mail bags
- (4) Examine the mail received in the mail bags and segregate missent articles and misdirected articles
- (5) Sorting of the letters for the Branch Post offices under its account jurisdiction and also deliverable from his own office
- (6) Making of entries in the error book in case of receipt of missent articles

Job Profile of GDS BPM

- (1) Examination of the BO bag
- (2) Opening of the BO bag
- (3) Comparison of the articles entered in the BO slip
- (4) Obtaining the acquittance of the carrier for making over the bag

2. Sorting Branch

Job profile of Departmental official

- (1) For every Departmental office, a Sorting List is prescribed showing the sorting pattern.
- (2) Arranging Clearance of letter boxes

- (3) To attend to preliminary sorting of all the articles posted for despatch in his office and also those received from the BOs in BO bags and make labeled bundles where ever justified.
- (4) Attends to disposal of the missent, misdirected and unclaimed articles as required in the rules

Job profile of GDS BPM

There is no sorting List prescribed for Branch office. All the articles posted are sent to Account office by including them in the BO bag.

3. Delivery Branch

Job profile of Departmental official

- (1) Stamping of all the articles received for delivery including those belonging to the BOs under its account jurisdiction
- (2) Sorting of the letters for the Branch offices and their inclusion in the BO bags
- (3) Making entries of the unpaid articles in BO slip Branch office wise
- (4) Maintenance of a unpaid account in respect of articles sent to BOs and also those received for delivery in his office jurisdiction
- (5) Maintenance of book of Addressee's instructions in two parts for his office. One part for temporary and other one for permanent instructions.
- (6) If there are post boxes or post bags, he has to ensure sorting of the articles into the post boxes or post bags.
- (7) Maintenance of register of postbox/postbag holders.
- (8) If the office is authorised to deal with Business Reply System, the SPM has to maintain an account for the articles received under Business Reply Permit.
- (9) Delivery of Poste-Restande articles
- (10) Disposal of unclaimed, undelivered articles of his office and also those received in the BO bags
- (11) Accounting of the unpaid realised by the Branch Post offices in the BO summary and also in SO account

Job profile of GDS BPM

- (1) Stamping of the articles with BO date stamp on the date of its receipt except post cards
- (2) If there is a separate mail deliverer, to make over the articles to GDS MD for delivery
- (3) Entry of unpaid articles received through BO slip on the receipt side of BO journal
- (4) Crediting the unpaid realised in the BO account

4. Registration branch:

Booking of articles

Job profile of Departmental official

The duties of SPM in regard to checking of the articles presented for booking, weighing the article, issue of required postage stamps are similar to that of GDS BPM, but he has the following additional responsibilities in regard to the registered articles of letter mail and parcel mail, for those booked in his office and also received from BOs.

- (1) Receipt of Registered Letters from the Branch offices through BO bags
- (2) If the BOs are not authorised to perform independent registration work, the SPM has to rebook the articles and prepare a receipt from Registered Journal
- (3) Making entries of the Registered Letter Number, date of Booking on the article and impression of the SO name stamp
- (4) Sorting of Registered articles as per the sorting diagram.
- (5) Preparation of Registered bundles wherever justified.
- (6) Preparation of Registered list for various units for which Registered articles are sent
- (7) Making entries of the articles booked in his office and also that of BOs in its account in the Registered abstract.
- (8) Making entries in the statistical register pertaining to Registration branch
- (9) Making entries in the Index register maintained in the BO register and watching the continuity of serial numbers of the various accountable receipts.

Job profile of GDS BPM

- (1) Examination of the registered letters presented by the customer
- (2) Weighing the article and to advice the customer for affixing correct postage
- (3) Preparation of receipt from Registered Journal, if authorised to perform independent registration work, If not to issue a receipt from Book of BO receipts
- (4) Making entries about the number of registered letter on the article, defacing the postage stamps.
- (5) Entry of the booked registered letter on the despatch side of the BO journal and also on the back side of the BO daily account, and to forward it to the Account office.

5. **Delivery of registered articles**

Job profile of Departmental official

The duty of the Departmental official for delivery of registered articles is quite distinct and different.

- (1) Sorting of the registered articles for his own office and also to BOs under its account jurisdiction.
- (2) Making entries of the registered letters in the BO slip
- (3) For the articles received for delivery from his office, he has to prepare delivery slip in duplicate. If there are more than three articles for a single addressee, he has to prepare a special list in triplicate
- (4) Handing over the articles to the Postman/Mail Deliverer by obtaining his acquittance in the delivery slip.
- (5) On return from beat, receives the returns of delivered acknowledgements, undelivered articles by giving acquittance in the Postman book/delivery slip.
- (6) Disposal of the undelivered articles by making entries in the respective registered list
- (7) Making entries in the registered abstract and its tallying besides showing articles in deposit.
- (8) Entries in the statistical register

Job profile of GDS BPM

- (1) Receipt of registered articles through BO bag entered in the Branch office slip
- (2) Comparison of entries with the BO slip
- (3) Stamping of the registered letter with BO date stamp
- (4) Preparation of addressees receipt
- (5) Entry in the BO journal.
- (6) Making over the article to the Mail deliverer by obtaining his signature in the BO Journal
- (7) After delivery, indicating disposal of the article against the entry in BO journal
- (8) If not delivered, copying the remarks made by Mali Deliverer on the article in the BO journal and showing the article on the deposit side
- (9) If delivered, the addressees receipt will be affixed to the relevant BO slip

6. **Money orders branch :**

Issue section

Job profile of Departmental official

- (1) Checking of the MO form, collection of cash from the customer and issue of a receipt to the remitter
- (2) Journalizing of MOs issued at his office and also those received from the BOs through BO bags in the MO issue journal
- (3) Making entries on the advice side of the MO form on all the MOs including those received from BOs.
- (4) The drawal of MO on correct office of payment by checking the classified list or PIN code directory etc. The correct drawal of the office of payment is the responsibility of Sub Postmaster only.
- (5) Indicating the value of the MO on the advice side by ticking the appropriate box
- (6) Impressing combined oblong stamp on all the MOs issued on the day.
- (7) Signing all the MO forms after advising the same
- (8) Sorting of the MO forms according to the sorting diagram and enclosing the MO forms in the registered bag or Mail bag
- (9) If there are MOs of more than Rs 400/- value, he has to prepare HVMO list (MO-75) and arrange despatch of MOs along with HVMO list to the next office of despatch duly enclosing in the registered bag.
- (10) Affixing the HVMO list on the back side of the relevant MO issue journal
- (11) Preparation of receipts from the MO issue journal in respect of the MOs booked by the BPM and arranging their despatch to the BOs by making entries in the BO slip
- (12) Watching the continuity of issue of Book of BO receipts and making entries in the Index register
- (13) Accounting of the MOs value along with commission issued at the BO in the BO summary and to tally MO value in the SO account
- (14) Making entries in the MO issue compilation register
- (15) Preparation of MO issue returns for every fortnight and its submission to Head office by tallying the MO issue figures in the returns with that shown in the SO account

Job profile of GDS BPM for Money orders issue

The work procedure and maintenance of accounts for MO issue at BOs is quite different at BO as detailed below.

At Branch office

- (1) Examination of the MO form presented for issue to see whether the remitter has furnished the correct particulars of the payee and mentioned the value in words and figures, if the remitter is illiterate, his left thumb mark should be attested by the BPM.
- (2) Collection of the amount towards value and commission
- (3) Preparation of receipt from Book of BO receipts. No entry should be made in the MO form by the BPM but the BO receipt number should be written in pencil in one corner of the MO coupon, only the acknowledgement portion should be stamped with name stamp of the BO.
- (4) Entry of the issued MO on the despatch side of the BO journal and also on the back side of the BO daily account
- (5) Despatch of the issued MO to the account office by including in the account bag
- (6) Crediting the MO value and commission on the receipt side of the BO daily account
- (7) Pasting of MO receipt received from Account office to the office copy of the BO receipt

7. Money orders payment

Job profile of Departmental official

- (1) Receipt of the MO forms through registered bag from mail office or Head office.
- (2) Checking the HVMO list and comparing the entries of the MOs with those entered in the HVMO list
- (3) If any HVMO is received without proper HVMO list, an error entry is to be made in the error book and sent to the office /unit from which the HVMO has been received for revised HVMO list.
- (4) Examination of all MO forms to see in particular whether the MO forms are impressed with the Oblong stamp of the office of issue, the amount advised by the office and the amount noted by the remitter are the one and same. In case of any suspicion, a telegraph message is to be issued to the office of issue for confirming the genuineness. Impression of round MO stamp on all MO forms received for payment
- (5) Sorting of the MOs for the Branch offices in its account and those payable from his own office
- (6) Entry of the MOs in the BO slips of the Branch offices and to arrange supply of cash by closing cash bag for inclusion in the BO bag.
- (7) Making of entries of the MOs sent to BOs in a separate register (MO-3)
- (8) Entry of MOs payable from his office in MO-3 register beat wise. Making over the MOs to the Mail deliverers/Postman along with cash by obtaining their receipt in MO-3 register

- (9) Examination of paid vouchers received from the Branch offices and making the disposal entries in MO-3 register
- (10) Examination of paid vouchers paid at his office and making entries in MO-3
- (11) Detaching the portion of the acknowledgements from all the paid vouchers including those paid at the BOs and arranging their posting by including them in the mail bag
- (12) Sorting of all the paid vouchers according to the audit office of issue, month of issue and making entries in the MO paid journal audit office wise separately
- (13) Preparation of a consolidation of all MOs paid and those of void MOs in the copy of the MO paid journal pertaining to home audit office
- (14) Bundling of the MO paid list along with journals separately and submitting them to the Head office by including them in account bag
- (15) Making entries in the MO paid statistical register and also in MO paid consolidation
- (16) Accounting the MOs paid at the BOs in the BO summary and also total MOs paid in SO account
- (17) Preparation of fortnightly paid returns of all MOs paid for each audit with a consolidation after tallying the value in SO account.

Job profile of GDS BPM

- (1) The MO form is received through BO slip from the account office
- (2) Entry of the MO form in BO journal on receipt side
- (3) Making over the MO form and cash to the GDS MD for payment under acquittance
- (4) After payment, indicates the disposal of the MO and sends the MO paid voucher to the account office by making an entry in the BO journal and also on the back side of the BO daily account
- (5) In case the value of the MO exceeds the limit, serves a notice through the GDS MD and effecting payment to a payee at the Branch office
- (6) In the case of non payment, showing the reasons for non payment in the BO journal and showing the MO in deposit till its payment.
- (7) On payment accounting of the paid value in the BO account under MO payments

8 Savings Bank branch

Opening of new accounts

Job profile of Departmental official

- (1) On receipt of the SB Preliminary receipt (SB-26), along with SB-3 card from the BO, SPM pastes the SB-26 receipt in a guard file.
- (2) Arranges to affix the SS slip in his Specimen Signature book

- (3) Entry of the new deposit in SB long book
- (4) Preparation of the new SB pass book as per SB-3 card details
- (5) Deduction of the new pass book from the stock register of SBPBs
- (6) Preparation of SB ledger card
- (7) Accounting the deposits at the BO in the BO summary
- (8) Preparation of list of transactions including those at the BO and the despatch of the deposit and withdrawal vouchers to Head office.
- (9) Accounting of the total SB deposits in the SO accounts
- (10) Making the entries of SB-26 receipt in the index register and watching the continuity of serial number.
- (11) Arranging despatch of passbook by making entry in the BO slip and including it in the BO bag
- (12) After receipt of the Nomination registration number from Head office the nomination registration entry has to be made in the ledger card.
- (13) Preparation of fresh pass book in lieu of used up pass book when ever received from BOs by making deduction in the stock book.
- (14) Issue of duplicate pass book when ever a requisition is received after proper enquiry

Job profile of GDS BPM

- (1) Obtaining the SB-3 card, Pay-in-slip from the depositor and checking of the SB-3 card to see whether all the entries are properly filled in and signature of the witness is obtained for nomination made
- (2) Preparation of SB-26 receipt for the first deposit and issuing copy to the depositor
- (3) Entry of the first deposit in the BO SB journal
- (4) Entry of the Pay-in-slip in the despatch side of the BO journal and also on the back side of BO daily account and despatch to Account office by including in the BO bag
- (5) Making entries in the Specimen signature book, pasting the SS slip and attesting the signature after impressing date stamp.
- (6) On receipt of pass book from account office noting the number assigned to the new account in the BO SB journal and also in the SB specimen signature book
- (7) Delivery of the pass book to the depositor after obtaining the copy of SB-26 receipt with his signature in token of having received the pass book

9. Subsequent deposits

Job profile of Departmental official

- (1) On receipt of the SB pay in slips from all the Branch offices, examines the entries with those furnished in the BO daily accounts
- (2) Makes entries in the SB long book

- (3) Makes entries of the deposit in the relevant SB ledger cards after satisfying that the balance of the transaction tallies with one noted in the SB pay-in-slip and also in the daily account.
- (4) Accounting of the total SB deposits of the BOs in BO summary
- (5) Preparation of list of transactions
- (6) Accounting of the total SB deposits in the SO account
- (7) In case of any suspected discrepancy in the balance, calls for the pass book for comparison and report the matter to the Divisional office in case any serious discrepancy is noticed in the balance.
- (8) Despatching the List of Transactions along with pay-in-slips to the Head office
- (9) Making entries of the interest in the SB ledger card and also in the pass book after the first transaction occurring in the month of April
- (10) Maintenance of special error book for watching the receipt of pass books for addition of interest.
- (11) Settlement of deceased claim cases within his powers
- (12) Sending an indent to the Head office for supply of new passbooks

Job profile of GDS BPM.

- (1) Acceptance of SB Pay-in-slip, pass book and cash from the depositor
- (2) Impressing the Pay-in-slip with BO date stamp and initialing in the SB Pay-in-slip, making entries in the pass book and striking the closing balance and after impressing the date stamp of the office, return the PB to the depositor
- (3) Making entries of the subsequent deposit in the BO SB journal and to satisfy about the correctness of the balance
- (4) Despatch of the Pay-in-slip to the account office by making an entry in the despatch side of the BO journal and also on the back side of BO daily account.
- (5) Accounting of the SB deposit in the BO account and remittance of cash to Account office.

10. SB withdrawals

Job profile of Departmental official

- (1) On receipt of the SB withdrawal forms from the BOs the SPM has to compare the specimen signature,
- (2) Make entries in the SB Long book
- (3) Make entries in the SB Ledger after satisfying the correctness of the balance as noted in the SB withdrawal form and also on the back side of the BO daily account.
- (4) Accounting of the SB withdrawals in BO summary
- (5) Preparation of list of transactions for SB withdrawals
- (6) Accounting of the SB withdrawals in the SO account
- (7) Despatch of the SB withdrawal forms along with list of transactions to the Head office

- (8) If the withdrawal amount exceeds Rs. 2,000/- the SPM has to compare the balance noted in the pass book with that in the ledger card, pass the warrant of payment and return SB withdrawal form along with pass book and cash to the BO by making entries in the BO slip
- (9) Maintenance of SB-45 register for watching the payment of SB withdrawal at BO and making entry of the date of payment on receipt of SB withdrawal form from BO

Job profile of GDS BPM

- (1) Receives Passbook and SB withdrawal form from the depositor
- (2) Compare of specimen signature with that in Specimen Signature book
- (3) After satisfying the correctness of the balance, make entries of withdrawal in the passbook and strike closing balance, and sign the pass book and impress date stamp of BO against the withdrawal entry
- (4) Making entries on the warrant side of the withdrawal form
- (5) Making entries in the SB journal
- (6) Despatch of the withdrawal form after making entries in BO journal and also on the back side of the BO daily account.
- (7) Accounting of the SB withdrawal in the BO account
- (8) In case the value of withdrawal exceeds Rs. 2000/- send the pass book and withdrawal form to Account office for authorisation.

11 Accounts department

Job profile of Departmental official

The Sub Postmaster has to maintain the following account books

- (1) BO Slip
- (2) BO Summary
- (3) SO Account
- (4) SB Long Book
- (5) MO Issue Journal
- (6) MO Paid Journal
- (7) SB Ledgers
- (8) Unpaid Account
- (9) Stock Register of Blank Pass Books
- (10) IPO issue Journal
- (11) IPO Paid Journal
- (12) NSC/KVP Stock Register
- (13) NSC/KVP Issue Journal/ Discharge Journal.
- (14) ACG - 67 receipt book.
- (15) Register of PLI Premium collections

- (16) In respect of Sub office placed in account with Bank, remittance voucher, bank drawal voucher, bank Pass book also need to be maintained.
- (17) Index register for watching the continuity of the serial number of all kinds of accountable receipts issued at the BOs under its account

Thus, the work performed by a Branch Postmaster is simpler both in qualitative and quantitative terms. Sub Postmaster is in charge of a delivery Post office controls on an average about 4-5 Branch Post offices under its account jurisdiction. The work performed by the SPM is of encompassing nature; the SPM is required to perform the normal operational work of his office and also supervise and control the work of the Branch offices under his accounts jurisdiction. He is also responsible for timely financing of the Branch Post offices and exercising of control and supervision over the working of the Branch Post offices.

10.2 Madan Kishore Committee recommendations on wage structure

Shri Madan Kishore recommended consolidated remuneration for EDAs and orders issued vide Directorate letter No. 1-1/72-ED Cell/PAP dated: 28-03-1974 effective from 1-09-1973 as shown below:

Sl. No.	Category of the Post	Allowances fixed	Remarks
1.	ED Sub Postmaster/Sorter/Sub Record Clerk	Minimum: Rs. 107.50	The minimum allowance is for a work load of 3 hours or less and for every additional 30 minutes or part thereof @ Rs. 7.00
		Maximum: Rs. 130.00	
2.	ED Branch Postmaster	Minimum: Rs. 65.50	The minimum allowance is for 20 points of work load and 3 hours opening of BO. For every additional point exceeding 20 points @ Rs. 0.75 per point and for opening of every extra hour @ Rs. 1.50 subject to a maximum of Rs. 90/-.
		Maximum: Rs. 90.00	
3.	ED Stamp Vendor	Minimum: Rs. 72.50	The minimum allowance is for a stamp sale of Rs. 180.00 or less per day and for every additional sale of Rs. 20.00, @ Rs. 3.00 is to be paid
		Maximum: Rs. 90.00	
4.	EDDA/EDMC/ED Pkr/ED Porter etc	Minimum: Rs. 60.50	The minimum allowance is for duty hours of 2 hours or less and any revision beyond this to be done with prior approval of the Head of the circle.
		Maximum: Rs. 85.00	

10.3 C. V. Rajan Committee recommended grant of consolidated allowances to the ED employees subject to a minimum and maximum limit. In order to compensate the ED Agents against increase in the cost of living as represented by the rise in the consumer price index, a decision was taken to grant an ad-hoc increase to the ED Agents every time the regular Central Government employees get an increase in their dearness allowance. This ad-hoc increase was calculated at 60% of the rate of DA granted to Group 'D' employees in case of ED SPM and @ 40% for other categories of EDAs. This system of granting ad-hoc increase to EDAs for compensating them against the rise in the cost of living index continued up to August 1972.

10.3.1 Shri Madan Kishore recommended the consolidated remuneration at the hourly rate of the pay scale of corresponding categories of regular employees less 20% thereof. This recommendation was not, however, accepted by the Government.

10.3.2 The P & T Board decided that after August 1972, the rates of allowance may be revised through a periodical review once in every 2 years. As a consequence, the remuneration to the ED employees was sanctioned as consolidated allowances and the same was revised once in two years in the same proportion by which the consumer price index rose during those intervals. This practice of periodical reviews of allowance once in 2 years continued till 1980. Thereafter, the increase was effected annually instead of biennially.

10.3.3 Accordingly, the allowance of the BPM was fixed at Rs. 187/- per month subject to a maximum of Rs. 235/- per month w. e. f 01-05-1982. If the aggregate number of points of workload exceeds 20, every point in excess of the 20 was ordered to be compensated at Rs. 1 subject to a maximum Rs. 235 per month.

10.3.4 For other categories of ED Agents the allowances were fixed at minimum of Rs. 184/- and a maximum of Rs. 244/- w. e. f. 1985, whereas the workload of the EDA with less than 2 hours workload per day, the allowance was limited to Rs. 161/- per month. This was the situation prevailing at the time of the submission of the report by Shri R. R. Savor.

10.3.5 Shri R. R. Savor Committee after taking into account the qualitative and quantitative differences in the working of Sub-offices vis-à-vis the Branch Post offices recommended that the "remuneration of the Branch Postmaster be regulated at 75% of the hourly rate of Mail Overseer and in the case of the ED-delivery agents the remuneration may be regulated at 85% of the hourly rate for Postman. In the case of ED Mail Carrier the remuneration may be regulated on the principle of "equal pay for equal work" and there should be no reduction in the rate of remuneration as in the case of BPM and delivery agent". Similarly in the case of ED Packer and ED Mailman, it was recommended that there need not be any reduction in the hourly rate.

10.3.6 Before the implementation of the Savor Committee's recommendations, the consolidated allowance payable to ED Branch Postmaster was calculated on the basis of the point system the details of which are given below:

- (a) The quantum of work of an ED Branch Postmaster is expressed in terms of points as detailed below:

1 point for every 20 registered articles handled in a month
1 point for every 15 money orders handled in a month
1 point for every 25 unregistered articles handled in a day
1 point for every Rs.1000 cash transactions in a month
1 point for every Rs. 45 worth of stamps sold in a month
1 point for every 10 Savings Bank or Certificate transactions in a month
1 point for every 10 Broadcast Receiver Licenses renewed in a month
1 point for every 15 pension payments in a month
1 point for every 20 receipts of L.I.C premia
1 point for every 20 receipts of P.L.I premia
14 points for accounts work and receipt and despatch of mails in a month, and
If the office is a combined office and is kept open for a full period of 5 hours, it is to be given credit of 10 points for telegraph work including trunk calls and phonogram work plus 2 points for every 12 operations beyond the first 60 in a month

(b) The remuneration may be increased by 10 percent in special cases by Heads of Circle subject to the maximum remuneration being limited to Rs. 235p. m

10.4 Shri R.R. Savor also recommended that ED categories should be compensated for leave, holidays etc, fixing the leave compensation at 16.6% for all the ED Categories.

(a) In the case of BPM the compensation proposed was 87.45% of hourly rate of regular employees in the category of Mail Overseer.

75% remuneration + 16.6% of 75% BPM = 87.45% Hourly rate of regular employees.

(b) Compensation for other categories of Extra Departmental Delivery Agents
85% remuneration + 16.6% compensation = 99.11% of hourly rate of regular employees.

10.5 The 4th Central Pay Commission (CPC) recommended following scales for Postman and group D cadre:-

<i>Sl. No.</i>	<i>Categories of Staff</i>	<i>Scales recommended by 4th CPC</i>
1.	Head Postman	Rs. 950-20-1150-25-1400
2.	Postman	Rs. 825-15-900-20-1200
3.	Group 'D'	Rs. 750-8-790-10-940

Taking the mid point of the above scales into consideration, the hourly rates of various categories of EDAs were recommended by R. R. Savor Committee as under:

<i>Sl. No.</i>	<i>Categories</i>	<i>Scales (per month)</i>	<i>Equivalent Scales</i>
1.	Branch Postmaster	Rs. 137.01 per hour	Rs. 950-1400
2.	ED Delivery Agent	Rs. 133.80 per hour	Rs. 825-1200
3.	ED Mail Carrier & other categories	Rs. 131.37 per hour	Rs. 750-940

10.6 Shri R. R. Savor Committee recommended that all Branch Post offices should be opened for a minimum period of 1 hour a day unless justified by workload and further period on the basis of slab of 15 minutes.

The recommendations of the Savor Committee were examined by the Department and following orders were issued vide letter No. 14-6/87-PAP dated: 15th July 1987 fixing the remuneration of the EDAs as below:

<i>Sl. No.</i>	<i>Categories of EDAs</i>	<i>Remuneration fixed</i>
(a)	ED SPM/ED Sub Record Clerk / ED Sorter	Minimum Rs. 385 per month
(b)	For every additional half an hour work exceeding 3 hours, allowance will be increased by Rs. 60/-	Maximum Rs. 620 per month
(c)	<i>ED BPM (Point System)</i>	<i>Remuneration</i>
	Upto 40 Points	Rs. 275
	41-50 Points	Rs. 303
	51-60 Points	Rs. 358
	61-70 Points	Rs. 413
	71-80 Points	Rs. 440

10.7 Allowances of ED Delivery Agents/ ED Mail Carriers and other ED Agents with less than 2 hours workload were fixed at Rs. 240/- and for work hours exceeding 2 hours placed in the range of Rs. 270/- subject to a maximum of Rs. 420/- payable for 5 hours workload.

Work Range	Remuneration
Less than 2 Hours	Rs. 240/-
2 Hours	Rs. 270/-
5 Hours	Rs. 420/-

The maximum allowance of Rs. 420/- will be payable for 5 hours workload. In between the minimum and maximum indicated above, the individual ED DA/MC and other ED Agents will be paid on pro-rata on the basis of workload assessed in each case.

10.8 Dearness Allowance

Till August, 1972, Extra Departmental Agents were given an ad-hoc DA @ 60% of DA installment granted to Group 'D' in the case of ED Sub Postmasters and at the rate of 40% of the same in the case of other ED categories.

The Madan Kishore Committee recommended that for the purpose of remuneration, EDAs should be compared with the corresponding categories of whole time

P & T employees and their remuneration per hour of work should be related to hourly rate of emoluments at the starting point of pay scale of corresponding categories of regular employees less 20% thereof. The reduction by 20% was justified as the ED work in rural areas where the cost of living was relatively less than the cost of living in the urban areas. The Government, however, did not accept this recommendation. The P & T Board, however, recommended that ED Employees may be sanctioned a consolidated allowance which may be revised once in two years in the same proportion by which the consumer price index rose during those intervals. This practice continued till 1980 and thereafter the increase was effected annually instead of once in two years.

Shri R. R. Savor Committee changed this and recommended that increase in DA may be reflected as a separate component as and when DA is sanctioned to regular employees, the EDAs to be given the same quantum of DA in the same proportion as sanctioned for regular employees.

10.9 Justice Talwar Committee:

Justice Talwar Committee (JTC) expressed the view that no restriction should be imposed on the ED Agents for working up to 5 hours and they should be allowed to work up to 7 ½ hours as in the cases of whole time Departmental employees.

In respect of EDMC, EDDA/EDSV scales were suggested on an hourly basis starting from a minimum of 3 hours 45 minutes to a maximum of 7 ½ hours.

With the above principle in mind the ED Agents may be placed in the pro-rata of the corresponding grades of whole time employees as recommended by the 5th CPC.

1. Scales of pay for EDMCs/ED, Packers/ED, Runners, ED Messengers and all other categories of ED Agents who do the same work as Group 'D':

(i)	Rs. 1220-20-1600	3 hrs. 45 min.	} 19 years span
(ii)	Rs. 1545-25-2020	4 hrs. 45 min.	
(iii)	Rs. 1870-30-2440	5 hrs. 45 min.	
(iv)	Rs. 2195-35-2860	6 hrs. 45 min.	
(v)	Rs.2440-40-3200	7.5 hours	

be For excess workload of half an hour or more, a lumpsum pay of Rs. 162/- given.

2. Scales of pay for EDDAs/EDSVs:

(i)	Rs. 1375-25-2125	3 hrs. 45 min.	} 30 years span
(ii)	Rs. 1740-30-2640	4 hrs. 45 min.	
(iii)	Rs. 2105-35-3155	5 hrs. 45 min.	
(iv)	Rs.2470-40-3670	6 hrs. 45 min.	
(v)	Rs.2750-50-4250	7.5 hours	

be For excess workload of half an hour or more, a lump sum pay of Rs. 183/- given.

3. Scales of pay for EDBPMs:

Justice Talwar Committee recommended scales corresponding to the scale of Postal Assistant of Rs. 975-1660. Following scales were recommended for EDBPMs:

(i)	Rs. 1280-35-1980	3 hrs.	} 20 years span
(ii)	Rs.1600-40-2400	3 hrs. 45 min.	
(iii)	Rs.2025-50-3025	4 hrs. 45 min.	
(iv)	Rs.2450-60-3650	5 hrs. 45 min.	
(v)	Rs.2875-70-4275	6 hrs. 45 min.	
(vi)	Rs.3200-80-4800	7.5 hours	

For all BPMs the minimum scale is for 3 hours of attendance. But those BPM whose workload is beyond 3 hours, they would be entitled to the higher scale of 3 hours 45 minutes. For excess workload of half an hour or more, a lumpsum pay of Rs. 212/- be given. This lumpsum pay will also be given if workload increases from 3 hours to 3.5 hours.

4. Scales of pay for EDSPMs:

(i)	Rs. 2125-50-3125	5 hrs.	} 20 years
(ii)	Rs.2550-60-3750	6 hrs.	
(iii)	Rs.2975-75-4475	7 hrs.	
(iv)	Rs.3200-85-4900	7 ½ hrs.	

For excess workload of half an hour or more a lumpsum pay of Rs. 212/- be given.

10.10 The Government did not accept the recommendations of Justice Talwar Committee (JTC). The Group of Ministers (GOM) constituted by the Government, however, recommended following TRCA:

Sl. No.	Category	Time Related Continuity Allowance
1.	ED MC/Pkr/Runner/Messenger	Rs. 1220-20-1600 for workload upto 3 hrs. 45 min. Rs. 1545-25-2020 for workload of more than 3 hrs. 45 min.
2.	ED DA/ ED SV	Rs. 1375-25-2125 for workload upto 3 hrs. 45 min. Rs. 1740-30-2640 for workload more than 3 hrs. 45 min.
3.	ED BPM	Rs. 1280-35-1980 for workload upto 3 hrs. Rs. 1600-40-2400 for workload more than 3 hrs.
4.	ED SPM	Rs. 2125-50-3125

10.10.1 The Justice Talwar Committee (JTC) also recommended that no restrictions should be imposed on the ED Agents for working only up to 5 hrs and that they should be allowed to work up to 7.5 hrs as in the case of Departmental Employees. The recommendation of the JTC was not accepted by the Government. Justice Talwar in his report at 6.8.3 has stated that 97% of the BOs have work load of 3 hrs or less.

10.10.2 This demand has again been raised by the Unions that they should be given 8 hours work per day. The GDS committee has examined this demand. The work load of the Branch Post offices was checked during the field visits of the Committee. Besides the Committee got 2094 BOs surveyed in the 422 postal divisions of the country through National Sample Survey Organisation of Ministry of Statistics and Programme Implementation Government of India. The work load of the surveyed BOs was checked with reference to the schedules collected by the field investigators from the basic records of Branch Post offices. The work load by adopting the existing point system was determined for all the 2094 BOs taking into account the proposed revised norm for cash handling, 81.13 % of the BOs have a work load for less than 75 points and the average work load per BO comes to 56.37 points. The circle wise position is indicated below:

Ser No	Circle	No of BOs surveyed	Average Wk Load per BO
1	Andhra Pradesh	218	82.31
2	Assam	45	33.01
3	Bihar	110	44.41
4	Chhattisgarh	25	28.81
5	Delhi	10	94.50
6	Gujarat	122	39.84
7	Haryana	45	49.28
8	Himachal Pradesh	45	40.41
9	Jammu & Kashmir	30	31.01
10	Jharkhand	35	71.47
11	Karnataka	148	60.70
12	Kerala	113	101.52
13	Madhya Pradesh	100	45.71
14	Maharashtra	168	55.09
15	North East	34	34.58
16	Orissa	88	36.46
17	Punjab	62	35.31
18	Rajasthan	115	37.20
19	Tamil Nadu	199	81.62
20	Uttarakhand	35	55.94
21	Uttar Pradesh	219	45.98
22	West Bengal	128	49.55
	Average work load per BO	2094	56.37

The present Time Related Continuity Allowance (TRCA) has some kind of relativity with the pay scales of regular Departmental Employees. The TRCA granted to the GDS Mail Deliverer corresponded to the Pay Scale of Rs. 2750-70-3800-4400 - The Pay Scale

of Mail Carrier corresponded to the Pay scale of Rs. 2400-40-3200. The TRCA of BPM/EDSPM corresponded to the Pay scale of Rs. 3200-85-4900. Two TRCAs have been given to the category of GDS Mail Carrier, GDS Mail Deliverer corresponding to the workload upto 3 hours 45 minutes and more than 3 hours 45 minutes. GDS SPM have been given only one scale corresponding to the workload of 5 hours while the BPM given two TRCAs, lower TRCA up to 3 hours work and higher TRCA more than 3 hours work.

10.11 Demand of the GDS representatives

The GDS representatives have made the following demands:

1. There should be five scales of pay for each category:
 - (i) Up to 3.45 hours (4 Hours)
 - (ii) Up to 4.45 hours (5 Hours)
 - (iii) Up to 5.45 hours (6 Hours)
 - (iv) Up to 6.45 hours (7 Hours)
 - (v) Up to 7.30 hours (8 Hours)
2. The GDS Pkr. / MC working in Departmental SOs particularly in C-Class SOs are detained in the office for 8 hours as their presence is needed for the whole day and, therefore, they may be paid for 7.5 hours.
3. The Branch office should be opened for a minimum 4 hours.
4. Average workload of Delivery/Conveyance may be added and separate scale given in place of Rs. 100/- paid as combined duty allowance.
5. For the BPM, there is no time factor for 80% of the work. New time factors need to be given for the new services introduced by the Government like: NREGS, RPLI and Telephone Revenue Collection etc.
6. As a result of introduction of pay scale (TRCA) if there is any decrease in the emoluments of any category of GDS employees, their emoluments should be protected.
7. GDS MCs workload may be calculated on the basis of actual work hours but not on the basis of workload calculated on distance norms.
8. The GDS Unions have proposed following scales for the GDS:
 - i) GDS Mail Carrier, Packer and other Staff (as Group 'D') Rs. 13,000 + 650 Increment @ 5%
 - ii) GDS MD (Village Postmen)/ SV (As Postmen) Rs. 16,000 + 800 Increment @ 5%
 - iii) GDS SPM/BPM (As Postal Assistant) Rs. 23,000 + 1150 Increment @ 5%

10.12 **Evaluation of the demands**

6th Central Pay Commission (CPC) has recommended -1S Scale for Post of Group 'D' Employees belonging to groups who do not possess the prescribed qualification for entry level in Group 'C' running pay band w. e. f 1-1-2006. Group 'D' employees who do not possess the prescribed qualification are to be retrained and thereafter upgraded and placed in the Group 'C' running pay band. Till such time they are retrained and redeployed, they are to be placed in the -1S Scale.

10.12.1 Presently 4 Group 'D' Pay Scales exists in the Government, viz.,

S1	Rs. 2550-55-2660-60-3200
S2	Rs. 2610-60-3150-65-3540
S2 A	Rs. 2610-60-2910-65-3300-70-4000
S3	Rs. 2650-65-3300-70-4000

5th CPC recommended Rs. 2440-40-3200 for Group 'D' on the basis of minimum wage which was, however, subsequently revised to Rs. 2550 -55-3200. The TRCA for GDS MC was however fixed w. r. t to the minimum wage of Rs. 2440/- as originally recommended by the 5th CPC.

10.12.2 The revised pay scales of Group 'D' as recommended by the 6th Central Pay Commission corresponding to pre-revised scales of S1, S2, S 2- A, and S3 is as below:

Pay Scale	Pre-revised	Revised Scale as per 6 th CPC	Grade Pay
S1	Rs. 2550-55-3200	Rs.4440-7440	Rs.1300
S2	Rs. 2610-60-3540	Rs.4440-7440	Rs.1400
S2 A	Rs. 2610-4000	Rs.4440-7440	Rs.1600
S3	Rs. 2650-65-4000	Rs.4440-7740	Rs.1650

10.13 6th CPC recommended fixation of Pay of the Departmental employees in the revised pay band in following manner:-

- I. The basic pay drawn as on 1-1-2006 in the existing pay scales along with DA @ 74% rounded off to next multiple of Rs. 10 is taken as the basis. This has been taken as the pay in the revised running pay band.
- II. The grade pay has been computed at the rate of 40% of the maximum of basic pay scale in each of the pre-revised pay scale.
- III. Pay of an employee as on 1-1-2006 will be basic pay + DA @74% + grade pay as recommended by the 6th CPC.
- IV. DA as admissible from time to time shall be payable on the basic pay so arrived.

10.14 **New TRCA proposed for GDS:-**

The scale of Group 'D', Postman, Mail Overseer as initially recommended by 5th CPC and TRCA of GDS is as below:

(A)

<i>Sl. No.</i>	<i>Category</i>	<i>Present Scale</i>	<i>Total Span</i>
1.	Group 'D' S1 Scale	Rs. 2440-40-3200	19 years
2.	Postman	Rs. 2750-70-3800-75-4400	23 years
3.	Mail Overseer	Rs. 3200-85-4900	20 years

(B) Based on the above the TRCA for GDS was fixed as:

<i>Sl. No.</i>	<i>Category</i>	<i>Present TRCA</i>	<i>Total Span</i>
1.	GDS SPM	Rs. 2125-50-3125	20 years
2.	GDS MC/Pkr. Upto 3 hrs. 45 min. of work and more than 3 hrs. 45 min.	Rs. 1220-20-1600 Rs. 1545-25-2020	19 years 19 years
3.	GDS MD/SV upto 3 hrs. 45 min. and more than 3 hrs. 45 min.	Rs. 1375-25-2125 Rs. 1740-30-2640	30 years 30 years
4.	GDS BPM upto 3 hrs. of work and more than 3 hrs. Workload.	Rs. 1280-35-1980 Rs. 1600-40-2400	20 years 20 years

10.14.1 The aforementioned TRCA would reveal that the total span is of the order of 20 years except in the case of GDS MD/SV where the span is to the extent of 30 years. Even in the case of Postmen who were given revised upgraded scale of Rs. 3050-70-3950-80-4590 w. e. f. August, 1997, the total span is 20 years.

10.14.2 The Departmental Employees have been given the fitment @ 40% of the maximum of the pre-revised pay scale. The GDS Committee recommends that the GDS may be given increase @ 40% of the pre-revised TRCA uniformly adopting 20th stage for all GDS.

10.14.3 The TRCA of the different categories of GDS were fixed earlier based on the following corresponding scales on a pro-rata basis.

Sl. No.	Categories of GDS	Corresponding Scales
1.	GDS BPM / SPM	Rs. 3200-4900
2.	GDS MD/SV	Rs. 2750-4400
3.	GDS MC & other categories	Rs. 2440-3200

10.14.4 The Sixth Central Pay Commission has recommended fixation for departmental employees allowing 74% merger of DA and fitment of 40% on the maximum of pre-revised scale of pay. The Government, however, allowed 24% DA on the basic pay and 50% Dearness Pay (DP). In respect of GDS there has been no merger of 50% Dearness allowance. The demand of GDS for merger of 50% DA was not accepted by the Government and instead they were allowed 5% increase in TRCA as one time measure with

effect from 01-04-2004. The GDS committee has taken into account 74% DA as on 1-1-2006 for working out new TRCA.

Based on the above Principle the hourly rates of the GDS have been arrived at as below:-

<i>Category of GDS</i>	<i>Hourly Rate</i>
GDS BPM	Rs. 915/-
GDS MD /SV	Rs. 888/-
GDS MC & Other approved categories	Rs. 765/-

10.15 General recommendations on Time Related Continuity Allowance (TRCA)

Based on the Hourly Rate as arrived in Pre-para, Minimum of TRCA for each category of GDS has been calculated on the basis of number of working hours i.e. Hourly Rate × No. of hours of duty

(A) Gramin Dak Sevaks Branch Postmasters

Presently BPMs are engaged generally for duration of 3 Hrs. and upto 5 Hrs depending on the workload. They have been allowed 1st TRCA upto workload of 3 hours i.e upto 75 points and 2nd TRCA for a workload exceeding 75 points. The workload of the BPM is assessed on point system taking into account the average workload per month.

The committee feels that GDS Branch Postmasters should be duly compensated for the extra work done by them and they need to be paid incentives to perform upto full potential. Graded remuneration for every half an hour workload above 3 hours and upto 5 hours is recommended.

The GDS committee recommends 5 TRCA's corresponding to 75 points, 87.5 points, 100 points, 112.5 points, and 125 points of the workload.

<i>Sl. No</i>	<i>No. of Hours</i>	<i>Points</i>	<i>Minimum TRCA arrived at Based on hourly rate</i>
1.	3 hours (upto 3 hrs.)	75	Rs. 2745/-
2.	3 hours 30 min. (more than 3 hrs. and upto 3 hrs. 30 min.	87.5	Rs. 3200/-
3.	4 hours (more than 3 hrs. 30 min. upto 4 hrs.)	100	Rs. 3660/-
4.	4 hours 30 min (more than 4 hrs. upto 4 hrs. 30 min.	112.5	Rs. 4115/-
5.	5 hours (more than 4 hrs. 3 min. upto 5 hrs.	125	Rs. 4575/-

10.16 Assessment of workload of Branch office

Workload of Branch Post office may be assessed w. r. t the new workload norms for handling of cash and stamps sale. The present norm of one Point for Rs. 1000 cash handled per month was introduced in 1958. The cost of index has gone up since 1957 by 31 times as shown below:-

Consumer Price Index (Industrial Workers):

Sl. No.	Base Year	CPI for Industrial workers	Linking Factor
1.	1949	100	
2.	1960	-	1.22
3.	1982	-	4.93
4.	2001	-	4.63
5.	April 2008	138	

Devaluation of Rs. 100 with respect to the base year 1960 = $138 \times 4.63 \times 4.93$
= Rs. 3149/-
Devaluation of Rs. 1000 with respect to base year 1960 = Rs. 31490 (31.49 times)

10.16.1 New denominations of currency notes viz. Rs. 500, Rs. 1000 have been introduced. New time factors for counting cash have been introduced for departmental Post office. Internal work study unit has undertaken a study for formulating new time factor for assessing the workload of the BPM including the time factor for counting of cash. The committee feels that keeping in view the escalation in the Price Index and introduction of higher denomination currency notes, the time factor of 1 Point for Rs. 1000 may be revised to 1 Point for Rs.20, 000 on purely adhoc basic till a work study is completed. However, the other time factors for giving cash to the GDS MD and taking unpaid cash, cash received through account bag, remittance to account office, disbursement of pay etc. as applicable to the Departmental offices can be adopted here also. In regard to stamp sales, the standard may be revised to Rs. 60/- per month for earning 1 point of workload. This is also suggested on ad-hoc basis and the Committee recommends to the Department for taking up a work study for evolving norms for all the transactions including stamp sale done at the Branch Post office.

10.17 GDS Mail Deliverer:

At present, there are two TRCAs corresponding to workload up to 3 hrs. 45 min. and other one for more than 3 hours 45 min. Survey conducted revealed that the volume of mail has been decreasing, even the accountable articles of registered letters and Money orders have decreased. Keeping in view, the reduction in volume of mail, the Committee recommends to introduce one more TRCA corresponding to workload upto 3 hrs. This may be made applicable to future engagements of GDS Mail deliverer and the existing GDS Mail deliverers be continued to be paid for a minimum of 3 hours 45 minutes. The details regarding way of fixation of remuneration of Mail deliverers, distance covered for delivery etc are discussed in the chapter relating to assessment of workload of Branch offices.

<i>Sl. No</i>	<i>Category</i>	<i>Minimum TRCA arrived at</i>
1.	Upto 3 hours	Rs. 2665/-
2.	More than 3 hours upto 3 hours 45 min.	Rs. 3330/-
3.	More than 3 hours 45 min. upto 5 hours.	Rs. 4220/-

10.18 GDS Mail Carrier / Packer / Mailman:

At present there are two slabs of TRCA's, one corresponding to 3 hours 45 minutes work load and other for more than 3 hour 45 minutes workload. The workload of GDS MC is either measured on cycle beat formula or foot beat formula depending on the topography and cycleable worthiness of the road. It has come to the notice of the Committee that the work load has not been fixed on cycle beat in all the cycleable area and the survey revealed that by and large the tracks are cycleable due the improved rural transport connectivity. Most of the villages are either connected by the public transport or private transport network, The GDS MC is even using the public transport for exchange of mail in some cases. The survey revealed that in some places the actual work load assessed on cycle beat formula falls below two hours. The GDS Committee recommends three slab structures corresponding to 3 hours, 3 hours. 45minutes and more than 3hours and 45 minutes work. The new slab of 3 hours may be made applicable to persons engaged in future and the existing GDS Mail carriers be continued to be paid for a minimum period of 3 hours 45 minutes. The distance traversed for conveyance may be based on authenticated record from the state Government authorities

<i>Sl. No</i>	<i>Category</i>	<i>Minimum TRCA arrived at</i>
1.	Up to 3 hours	Rs. 2295/-
2.	More than 3 hours and upto 3 hours 45 min.	Rs. 2870/-
3.	More than 3 hours 45 min. and upto 5 hours	Rs. 3635/-

10.19 Annual Increase:

Annual increase in the TRCA for the various categories of GDS has been prescribed ranging from 1.74% to 1.96% on the basic TRCA.

Based on the minimum TRCA and proposed annual increase, the TRCA for various categories of GDS is recommended as below:

<i>Category of GDS</i>	<i>Scale proposed</i>	<i>Annual Increase</i>
GDS SPM	Rs. 4575-85-7125	Rs. 85
GDS BPM	Rs. 2745-50-4245 (3hours work/upto 75 points)	Rs. 50
	Rs. 3200-60-5000 (3hrs.30min./upto 87.5 points)	Rs. 60
	Rs. 3660-70-5760 (4 hrs./upto 100 points)	Rs. 70
	Rs. 4115-75-6365 (4hrs.30min./upto 112.5 points)	Rs. 75
	Rs. 4575-85-7125 (5 hrs./upto 125 points)	Rs .85
GDS Mail Deliverer / GDS SV	Rs. 2665-50-4165 (upto 3 hrs. workload). This will be applicable for future engagements and present incumbents will continue to be paid for a minimum of 3 hrs. 45 min.	Rs. 50

	<i>Rs. 3330-60-5130 (more than 3 hrs. and upto 3 hrs. 45 min.)</i>	<i>Rs. 60</i>
	<i>Rs. 4220-75-6470 (more than 3 hrs. 45 min. workload)</i>	<i>Rs. 75</i>
<i>GDS Mail Carrier / Pkr./Mail Man</i>	<i>Rs. 2295-45-3695 (upto 3 hrs. workload). This will be applicable for future engagements and present incumbents will continue to be paid for a minimum of 3 hrs. 45 min.</i>	<i>Rs. 45</i>
	<i>Rs.2870-50-4370 (more than 3 hrs. and upto 3 hrs. 45 min. of workload)</i>	<i>Rs. 50</i>
	<i>Rs. 3635-65-5585 (more than 3 hrs. 45 min. of workload)</i>	<i>Rs. 65</i>

10.20 (a) The TRCA in respect of GDS engaged upto 31-12-2005 may be fixed in the corresponding stage w. e. f 1-1-2006 as indicated in the respective tables and TRCA to GDS engaged on or after 1-1-2006 may be fixed at the minimum of the revised TRCA from the date of their engagement.

(b) The Annual Increase may be allowed to the GDS engaged prior to 31-12-2005 after putting in one year of continuous service from 1-1-2006. In respect of those GDS engaged on or after 1-1-2006, the annual increase may be allowed after completion of one year of continuous service. This will be subject to provisions in the succeeding paras.

(c) The existing 5% of TRCA being paid to the Gramin Dak Sevaks with effect from 01-04-2004 as one time measure may be paid as personal to them as on 01-01-2006 and the same may be absorbed/adjusted in future increments payable after 01-01-2006 in the new TRCA structure. In case any GDS has been discharged/relinquished the job for any reason this personal TRCA would neither be recovered nor be counted for the purpose of discharge benefits.

(d) The Branch Post office are opened subject to norms which inter-alia includes that in normal areas a Branch office should generate 33 1/3% income of the cost and in tribal/hilly /backward areas the BOs generate 15% income to cost. It is necessary that the BOs continue to earn the minimum income to justify their continued existence. It is necessary to prescribe that the personnel engaged in the BO's make efforts to generate a minimum level of income justifying continued existence of the offices. The BO is generally kept opened for a minimum of 3 hours and BPM is being remunerated for 3 hours workload. It is necessary that BPM makes efforts to improve the SB work and other emerging new items of work. The other GDS engaged in the office should also take responsibility in opening large number of RD/SB accounts, procurement of new RPLI Policies and also popularise Bills collection. This should be the joint responsibility of all the GDS engaged in the BO for maintaining minimum level of income and work load. The Department has to find ways and means of increasing the level of transactions in order to generate at least minimum prescribed level of income and all the GDS personnel working in the Branch office should also strive to achieve this. In spite of best efforts, if the BO is not able to generate minimum level of work load and income, the Department may have to find other alternative means to provide basic facilities in such cases.

(e) For fixing the TRCA of the GDS BPM or other GDS, the workload will be the basis and they move from one TRCA to other based on the workload and to remain in the higher TRCA the workload commensurate with TRCA has to be maintained. When the workload falls, the allowances of the GDS may be protected at the last TRCA together with accrued annual increases. He will draw further increase in the protected allowance if his re-assessed work load along with the annual increases exceed the protected allowance. An illustration given below explains the application of protection.

10.21 Illustration

A GDS Mail Deliverer is at the stage of Rs. 2040 in the second TRCA (Rs. 1740-30-2640) on 01-04-2008. His work load was more than 3 hrs 45 minutes. As a result of review, his work load is reduced to less than 3 hrs 45 min and placed in the I TRCA (Rs. 1375-25-2125). His basic allowance at Rs. 2040 will be protected along with DA component as revised from time to time and his allowance in the I TRCA will be fixed at Rs. 1375 + 300 = 1675 i.e., the minimum of the I TRCA + accrued annual increases in the II TRCA. He will earn annual increase in the lower TRCA of Rs. 1375-25-2125 but as the protected allowance is more than the allowance fixed I TRCA + annual increase, he will continue to draw the protected allowance. His allowances will continue to be protected till the eligible allowance in the lower TRCA + accrued annual increase reach the protected allowance.

In the event of his work load exceeding 3 hrs 45 min. subsequently he will start drawing annual increase in the II TRCA from the stage of basic protected allowance of Rs. 2040.

In the case of discharge of the existing incumbent for any reason, and fresh engagement is done, the allowance of the new incumbent will be fixed in the I TRCA. The above position has to be adopted also for other categories of GDS like Branch Postmaster, Mail carriers etc.

10.22 GDS SPM

The GDS committee has recommended down gradation of EDSOs as EDBOs and protection of the TRCA of the existing incumbents. Pending the down gradation of EDSOs, the ED SPM may be paid the replacement TRCA suggested by the Committee purely as a temporary measure. As long as the ED SPM is being paid for 5 hours of workload, department should expect him to give the output of 5 hours. While his allowances will be protected, any further increase over the protected allowance will be based on his re-assessed work load and further annual increases accrued. It is expected that the downgraded ED SPM and other GDS should strive as a team to match the above workload and also the minimum income as prescribed for other rural Post offices (EDBOs).

In the case of BPMs drawing pre-revised II TRCA, for workload exceeding 3 hrs. and upto 5 hrs. allowances of the BPM will be fixed as per the workload assessed on the revised norms in the respective new TRCA but any fall in emoluments corresponding to table No. 2 will be protected and absorbed in future increases in TRCA.

Table-1

Fixation of TRCA as on 1-1-2006

Pre-revised TRCA Rs.1280-35-1980 = 75 points

Revised TRCA Rs. 2745-50-4245

GDS BPM (up to 3 hours work)

Pre-revised Basic TRCA Rs.	74% DA as on 1-1-06 Rs.	40% Increase on Rs. 1980 Rs.	Total Revised TRCA Rs.	Stage fixed in the Revised TRCA Rs.
1280	947	792	3019	3045
1315	973	792	3080	3095
1350	999	792	3141	3145
1385	1025	792	3202	3245
1420	1051	792	3263	3295
1455	1077	792	3324	3345
1490	1103	792	3385	3395
1525	1129	792	3446	3495
1560	1154	792	3506	3545
1595	1180	792	3567	3595
1630	1206	792	3628	3645
1665	1232	792	3689	3695
1700	1258	792	3750	3795
1735	1284	792	3811	3845
1770	1310	792	3872	3895
1805	1336	792	3933	3945
1840	1362	792	3994	3995
1875	1388	792	4055	4095
1910	1413	792	4115	4145
1945	1439	792	4176	4195
1980	1465	792	4237	4245

Table-2

Pre-revised TRCA Rs.1600-40-2400 (more than 3 hours)

Revised TRCA Rs. 3660-70-5760

GDS BPM (4 hours work)

Pre-revised Basic TRCA Rs.	74% DA as on 1-1-06 Rs.	40% Increase on Rs. 2400 Rs.	Total Revised TRCA Rs.	Stage fixed in the Revised TRCA Rs.
1600	1184	960	3744	3800
1640	1214	960	3814	3870
1680	1243	960	3883	3940
1720	1273	960	3953	4010
1760	1302	960	4022	4080
1800	1332	960	4092	4150
1840	1362	960	4162	4220
1880	1391	960	4231	4290
1920	1421	960	4301	4360
1960	1450	960	4370	4430
2000	1480	960	4440	4500
2040	1510	960	4510	4570
2080	1539	960	4579	4640
2120	1569	960	4649	4710
2160	1598	960	4718	4780
2200	1628	960	4788	4850
2240	1658	960	4858	4920
2280	1687	960	4927	4990
2320	1717	960	4997	5060
2360	1746	960	5066	5130
2400	1776	960	5136	5200

Table -3

GDS MD / GDS SV

Existing TRCA Rs. 1375-25-2125 (upto 3 hours 45 minutes work)

Revised TRCA Rs. 3330-60-5130 (upto 3 hours 45 min. work)

Pre-revised Basic TRCA Rs.	74% DA as on 1-1-06 Rs.	40% Increase on 1875 Rs.	Total Revised TRCA Rs.	Stage fixed in the Revised TRCA Rs.
1375	1017	750	3142	3330
1400	1036	750	3186	3330
1425	1055	750	3230	3330
1450	1073	750	3273	3330
1475	1092	750	3317	3330
1500	1110	750	3360	3390
1525	1129	750	3404	3450
1550	1147	750	3447	3450
1575	1166	750	3491	3510
1600	1184	750	3534	3570
1625	1203	750	3578	3630
1650	1221	750	3621	3630
1675	1240	750	3665	3690
1700	1258	750	3708	3750
1725	1277	750	3752	3810
1750	1295	750	3795	3810
1775	1314	750	3839	3870
1800	1332	750	3882	3930
1825	1351	750	3926	3930
1850	1369	750	3969	3990
1875	1388	750	4013	4050
1900	1406	750	4056	4110
1925	1425	750	4100	4110
1950	1443	750	4143	4170
1975	1462	750	4187	4230
2000	1480	750	4230	4230
2025	1499	750	4274	4290
2050	1517	750	4317	4350
2075	1536	750	4361	4410
2100	1554	750	4404	4410
2125	1573	750	4448	4470

Table -4

GDS MD / GDS SV

Pre-revised TRCA Rs. 1740-30-2640 (Above 3 hours 45 minutes)

Revised TRCA Rs. 4220-75-6470 (Above 3 hours 45 minutes)

Pre-revised Basic TRCA Rs.	74% DA as on 1-1-06 Rs.	40% Increase on Rs. 2340 Rs.	Total Revised TRCA Rs.	Stage fixed in the Revised TRCA Rs.
1740	1288	936	3964	4220
1770	1310	936	4016	4220
1800	1332	936	4068	4220
1830	1354	936	4120	4220
1860	1376	936	4172	4220
1890	1399	936	4225	4295
1920	1421	936	4277	4295
1950	1443	936	4329	4370
1980	1465	936	4381	4445
2010	1487	936	4433	4445
2040	1510	936	4486	4520
2070	1532	936	4538	4595
2100	1554	936	4590	4670
2130	1576	936	4642	4670
2160	1598	936	4694	4745
2190	1621	936	4747	4820
2220	1643	936	4799	4820
2250	1665	936	4851	4895
2280	1687	936	4903	4970
2310	1709	936	4955	4970
2340	1732	936	5008	5045
2370	1754	936	5060	5120
2400	1776	936	5112	5120
2430	1798	936	5164	5195
2460	1820	936	5216	5270
2490	1843	936	5269	5270
2520	1865	936	5321	5345
2550	1887	936	5373	5420
2580	1909	936	5425	5495
2610	1931	936	5477	5495
2640	1954	936	5530	5570

Table-5

GDS MC / GDS Pkr. / GDS Mail Man

Pre-revised TRCA Rs.1220-20-1600 (Upto 3 hours 45 minutes)

Revised TRCA Rs. 2870-50-4370 (3 hours 45 minutes)

Pre-revised Basic TRCA Rs.	74% DA as on 1-1-06 Rs.	40% Increase on Rs. 1600 Rs.	Total Revised TRCA Rs.	Stage fixed in the Revised TRCA Rs.
1220	903	640	2763	2870
1240	918	640	2798	2870
1260	932	640	2832	2870
1280	947	640	2867	2870
1300	962	640	2902	2920
1320	977	640	2937	2970
1340	992	640	2972	3020
1360	1006	640	3006	3020
1380	1021	640	3041	3070
1400	1036	640	3076	3120
1420	1051	640	3111	3120
1440	1066	640	3146	3170
1460	1080	640	3180	3220
1480	1095	640	3215	3220
1500	1110	640	3250	3270
1520	1125	640	3285	3320
1540	1140	640	3320	3320
1560	1154	640	3354	3370
1580	1169	640	3389	3420
1600	1184	640	3424	3470

Table-6

GDS MC/GDS Pkr/ GDS Mail Man

Pre-Revised TRCA Rs. 1545-25-2020 (Above 3 hours 45 minutes)

Revised TRCA Rs. 3635-65-5585

Pre-revised Basic TRCA Rs.	74% DA as on 1-1-06 Rs.	40% Increase on Rs. 2020 Rs.	Total Revised TRCA Rs.	Stage fixed in the Revised TRCA Rs.
1545	1143	808	3496	3635
1570	1162	808	3540	3635
1595	1180	808	3583	3635
1620	1199	808	3627	3635
1645	1217	808	3670	3700
1670	1236	808	3714	3765
1695	1254	808	3757	3765
1720	1273	808	3801	3830
1745	1291	808	3844	3895
1770	1310	808	3888	3895
1795	1328	808	3931	3960
1820	1347	808	3975	4025
1845	1365	808	4018	4025
1870	1384	808	4062	4090
1895	1402	808	4105	4155
1920	1421	808	4149	4155
1945	1439	808	4192	4220
1970	1458	808	4236	4285
1995	1476	808	4279	4285
2020	1495	808	4323	4350

Table-7

GDS SPM Existing TRCA Rs. 2125-50-3125

Revised TRCA Rs. 4575-85-7125

Pre-revised Basic TRCA Rs.	74% DA as on 1-1-06 Rs.	40% Increase on Rs. 3125 Rs.	Total Revised TRCA Rs.	Stage fixed in the Revised TRCA Rs.
2125	1573	1250	4948	5000
2175	1610	1250	5035	5085
2225	1647	1250	5122	5170
2275	1684	1250	5209	5255
2325	1721	1250	5296	5340
2375	1758	1250	5383	5425
2425	1795	1250	5470	5510
2475	1832	1250	5557	5595
2525	1869	1250	5644	5680
2575	1906	1250	5731	5765
2625	1943	1250	5818	5850
2675	1980	1250	5905	5935
2725	2017	1250	5992	6020
2775	2054	1250	6079	6105
2825	2091	1250	6166	6190
2875	2128	1250	6253	6275
2925	2165	1250	6340	6360
2975	2202	1250	6427	6445
3025	2239	1250	6514	6530
3075	2276	1250	6601	6615
3125	2313	1250	6688	6700

Replacement/ New proposed TRCA of GDS

<i>Category of GDS</i>	<i>Pre-revised TRCA</i>	<i>Replacement Proposed TRCA</i>	<i>Remarks</i>
GDS SPM	Rs. 2125-50-3125	Rs. 4575-85-7125	Replacement TRCA
GDS BPM	Rs. 1280-35-1980	Rs. 2745-50-4245 (3 hrs. work/75 points)	Replacement TRCA
	Rs. 1600-40-2400	Rs. 3200-60-5000 (3 hrs. 30 min./87.5 points)	New TRCA
		Rs. 3660-70-5760 (4 hrs./100 points)	Replacement TRCA
		Rs. 4115-75-6365 (4 hrs. 30 min./112.5 points)	New TRCA
		Rs. 4575-85-7125 (5 hrs./125 points)	New TRCA
GDS MD/SV	Rs. 1375-25-2125	Rs. 2665-50-4165 <i>(Upto 3 hrs. of workload) This will be applicable for future engagements and present incumbents will continue to be paid for a minimum of 3 hrs. 45 min.</i>	New TRCA
	Rs. 1740-30-2640	Rs. 3330-60-5130 (Workload between 3 hrs. and 3 hrs. 45 min.)	Replacement TRCA
		Rs.4220-75-6470 (More than 3 hrs. 45 min.)	Replacement TRCA
GDS MC/Pkr.	Rs. 1220-20-1600	Rs. 2295-45-3645 <i>(Upto 3 hrs. of workload) This will be applicable for future engagements and present incumbents will continue to be paid for a minimum of 3 hrs. 45 min.</i>	New TRCA
	Rs. 1545-25-2020	Rs. 2870-50-4370 (Workload between 3 hrs. and 3 hrs. 45 min.)	Replacement TRCA
		Rs. 3635-65-5585 (More than 3 hrs. 45 min.)	Replacement TRCA

10.24 Office Maintenance Allowance:

Office Maintenance Allowance @ Rs. 50/- per month payable to GDS SPM and GDS BPM for the maintenance of the Post office, which is meant to cover the cost of maintenance viz. sweeping charges, electricity charges and miscellaneous expenditure. The Gramin Dak Sevaks have demanded that the Office Maintenance allowance should be revised as they find it difficult to take the accommodation on rent within the existing office maintenance allowance. As per the conditions of service for engagement to the post of GDS BPM/GDS SPM, they are required to provide suitable accommodation for locating the Post office and also take up residence in the Post Village before engagement. The Office Maintenance allowance is not expected to meet the cost of the rent as the responsibility to provide the accommodation lies with the person engaged as GDS SPM/BPM. Keeping in view the increased costs, the present office maintenance allowance of Rs 50/- PM may be revised to Rs. 100/- per month.

10.25 Cycle Maintenance Allowance:

Gramin Dak Sevak Mail Deliverer and Mail Carrier who maintain and use their own cycle for discharge of duties are granted cycle maintenance allowance of Rs 30/- PM subject to the condition that the GDS cover a distance of 10 km or more per day. The Committee recommends that the condition of minimum requirement of 10 Kms may not be insisted upon and the cycle maintenance allowance of Rs 30/- PM may be paid to the GDS mail carrier and GDS Mail deliverer if the track is cycleable. The distance covered by the Mail career and Mail deliverer be measured on the cycle beat formula in all cases where the routes are cycleable. As regards the rate of cycle maintenance allowance, the rate fixed by Ministry of Finance be paid.

10.26 Boat Allowance:

GDS MD/MC are being paid Boat Allowance Rs. 10 per month. The Boat Allowance may be fixed by the circles taking the actual charges paid into account subject to a maximum limit of Rs. 50 per month.

10.27 Allowances to BPM for remitting cash

With increasing level of transactions like heavy Bills collection on the last day fixed, heavy RPLI receipts in same cases, need for cash for schemes like NREGS, financing arrangements in force between the BOs and the SO have come under heavy strain. In areas where the problem is acute, the Department needs to devise alternative channels for financing of rural Post offices including arranging cash vans with Police escort for NREGS payments, heavy Money order payments and collecting heavy cash due to bills collection on the last day fixed etc; For occasional requirements of cash where the cash cannot be conveyed in the BO bag or other alternative arrangements the system of authorising the BPM to convey cash may be utilised.

10.27.1 Under the existing provisions the GDS BPMs are paid Rs 10 and actual Bus fares for conveying the cash from the BO subject to the following conditions:-

- (a) The procedure will be adopted only for conveying cash from the BO to the Accounts office.
- (b) The amount of remittance conveyed by the BPM personally should not be less than twice the line limit, i.e., in other words, this procedure should not be adopted if it is possible to clear the cash in the normal course in 2 days.
- (c) The BPM will convey the cash during the closed hours of the BO
- (d) If a Mail Overseer or Cash Overseer is visiting the BO, for some other purpose or visiting a nearby BO, for conveyance of cash or for other purpose, he should be used for clearing cash, and this procedure of BPM conveying cash should not be adopted.

10.27.2 The current rate was fixed in 1988. Over course of time, there is reduction in the value of rupee. Current limit for sending cash through BO bag is Rs. 15,000/-. Thus, upto Rs. 30,000/- at the present limits can be conveyed on two days in the BO bag. When the amount exceeds this limit the BPM may convey the amount personally and he may be paid Rs 50/- which will include transportation cost. There are occasions where the BPM has to convey heavy cash, if the amount of cash to be conveyed exceeds 4 days of line limit, the BPM be allowed to take an escort and an extra reimbursement of Rs. 25/- (inclusive of transportation cost) may be allowed in such cases. Presently, there is no provision for BPM going to accounts office to bring cash. There are occasions where heavy cash is needed for urgent payments like NREGS and the SPM is unable to make arrangement for sending cash in cash bag over a period of 2 days, in such cases also, the above procedure may be adopted.

10.28 Fixed Stationery Charges:

Fixed Stationery Charges are paid to the GDS BPM and GDS SPM at the rate of Rs. 10/- p. m and Rs. 5/- p. m in the case of GDS MD/SV and MC for performing the functions of delivery work. The GDS Committee recommends that the Fixed Stationery charges may be fixed at Rs 25/- PM for GDS BPM and Rs 10/- for other categories of GDS like GDS Mail deliverer and Mail carrier doing delivery work.

10.29 Other allowances:

Other Allowances viz. HRA, CCA, Split duty Allowance, Special duty Allowance for North Eastern areas, other compensatory Allowances, like special compensatory (Hill Area Allowance), Border Area Allowance, Island Special Duty Allowance, Project Allowance, Tribal Area Allowance, Hard Area Allowance, Bad Climate Allowance, Sunderban Allowance, Transport Allowance, overtime allowance are not recommended, keeping in view of the basic character of the Gramin Dak Sevak system.

10.30 Combined Duty Allowance:

Presently, the Branch Postmaster is eligible for a combined duty allowance of Rs. 100/- when entrusted with the work of conveyance or delivery or both. The BPMs are paid minimum TRCA for a period of 3 hours irrespective of workload. The GDS are engaged for a period not exceeding 5 hours per day. Under the present arrangements, some of the BPMs are entrusted with the work of delivery or conveyance of the BO or both for which they are compensated @ Rs. 100/- per month. This compensation needs revision even though a minimum TRCA for 3 hours is paid irrespective of workload to the GDS BPM. *The*

committee suggests compensation of Rs. 500/- for each of the item of work against the present compensation of Rs. 100/- for either or both. There may be cases where the BPM is only attending to delivery of only BO village without attached villages. In such cases, the compensation for delivery be limited to Rs. 250/- per month for this item. As regards conveyance, instead of conveyance from BO to next office, the BPM may be entrusted with exchange with MMS or train. In such cases, the compensation be limited to Rs. 250/- per month.

The GDS Mail deliverer or Mail carrier are at times attached the additional duty of another post due to various reasons. This is generally for a limited period. *In such cases, they may be paid compensation @ Rs. 25/- per working day against the existing Rs. 75/- per month.*

10.31 Verification and checking of TRCA fixed:

From past experience, it is seen that there were several representation from the GDS about fixation of TRCA and cases where the TRCA has not been fixed correctly by Divisional Superintendent. In order to obviate any irregular fixation of TRCA and consequent difficulties that crop up, *it is suggested that 10% of the TRCA fixed or revised during a year may be scrutinised by the Director of Accounts Postal through a cell consisting of one Assistant Director, one Account Officer and one Assistant Superintendent. The fixation shall be checked by the cell after examining all relevant data and application of the orders on fixation of TRCA.*

10.32 Applicability of revised TRCA:

As per Rule 3 of GDS (Conduct & Employment) Rules 2001, categories of Gramin Dak Sevaks means GDS SPM, GDS BPM, GDS MD, GDS MC, GDS Pkr., GDS Mailman, GDS Messenger and GDS Stamp Vendor. Subsequently, the GDS messenger is declared as abolished and ordered to accommodate the existing GDS messengers in alternate approved category posts. The revised TRCA recommended in the above paras is applicable to seven approved categories of the Gramin Dak Sevaks only. *The revised TRCA may be made effective from 01-01-2006 and all other allowance may be made prospective. The arrears of the TRCA from 1.1.2006 may be paid in two instalments of 40% and 60% each spread over two financial years.*

10.33. While the allowances of the GDS have all along been fixed taking into account, corresponding categories of scales of pay of departmental employees, it has to be borne in mind, that the GDS have different working conditions like engagement of persons who will take up local residence, engage in other avocations to supplement their income and governed by separate set of rules. It is also noticed that, the rural system is unable to generate the expected level of income for their continued existence. *In view of all these factors, there is a need to evolve a different wage structure based on a consolidated allowance and incentives to generate higher level of transactions in the rural post offices. The department may consider evolving a system which will incentivise the persons engaged in the rural net work. Such a change could be considered for future engagement of GDS.*

10.34 Grant of Split Duty Allowance

The GDS representatives stated that there are a good number of GDS who have to attend office twice in a day and they are subject to take extra pains as well as extra expenditure for attending such duties. They have requested for payment of 30 minutes allowance if such split is more than two hours. They requested the committee to grant the split duty allowance at par with the departmental employees.

10.34.1 Evaluation of the Demand

Madan Kishore Committee looked into this aspect and while implementing the recommendations of the committee the Directorate vide letter No 13-1/72-ED cell dated Jan 18,1973 ordered that:-

- (a) The despatch of mails from BOs need not necessarily be after the receipt of mails at the BO.
- (b) The EDAs may be exempted from return to the BO at the close of the day merely for submitting the returns when necessary, if by doing so the duties of the BPM can be better arranged.
- (c) The duty hours of ED porters and whole time departmental staff in the RMS can be planned properly so as to avoid multiple split duties for ED porters.

It was further ordered to review the cases of split duties of all ED agents and action taken to avoid split duty. Subsequently the Directorate vide letter No 6-52/87-P-II dated Nov 04, 1988 has directed for arranging the working hours of the EDAs in a continuous spell so that it can be in consonance with the part time character of the GDS employment, the ED employees are free to attend to their other avocations.

Keeping in view of the character of ED system which is part time engagement and the GDS ought to have free time to engage in other avocations to supplement his income, split duty should be totally avoided by reviewing and rearranging the mail arrangements as already instructed by the department, so that the GDS are not required to attend to split duties.

10.35 Compensation to Mail Carriers detained beyond the duty hours.

This issue was already examined by the department. The department did not agree for payment of compensation initially for want of a suitable mechanism for computing the extra duty performed out door and also that such a provision does not even exist for the departmental out door staff, it was further instructed that the detention of the Mail Carriers in exchange of mails due to late running of trains/buses, there is no objection for taking into account an average time of their detention for computing monthly allowance subject to a maximum of five hours duty per day. It was also instructed that the divisional Supdt. Should closely identify and scrutinise such specific cases in the division where the delay is frequent and recommend appropriate increase in the existing duty hours and also allowances to the regional office for according approval.

Subsequently the issue was further examined and instructions for payment of compensation to mail carriers were provided in 1996.

The GDS Mail Carriers who exchange mails with trains/MMS and detained for receipt and despatch of mails is compensated @ Rs three per hour computing the detention as under:-

1.	Detention upto 30 min	-	Nil
2.	31 to 90 min	-	1 hour
3.	91 min and above	-	2 hours

The compensation is restricted to a maximum of Rs. six per day.

10.35.1 Assessment of the Demand

There is no provision for adding the detention time either in receipt or despatch of mail in the work load of the Mail Carrier as it is of a occasional nature and not expected to be a regular happening.

Such instances may occur occasionally still the Mail Carrier requires to be compensated. The Committee recommends to double the existing compensation and to compute the detention as under:-

1.	Detention upto 30 min	-	Nil
2.	31 to 90 min	-	1 hour
3.	91 min and above	-	2 hours

The compensation would be Rs. Six per hours subject to a maximum Rs 12 per day for the GDS MCs attending exchanges with MMS/train.

10.36 Mode of payment of TRCA

At present the TRCA and other allowances of Gramin Dak Sevaks working in Sub offices and rural BOs is drawn by the Head Postmaster and the acquittance rolls is sent to concerned Sub Post office. From there the acquittance rolls along with cash are sent to the Branch Post office for payment to the Gramin Dak Sevaks. After payment the paid A rolls are sent to the Head office through Account offices. Under the present arrangements large amount of cash is transmitted on the last working day. If the Sub office is not having a bank account the office has to obtain heavy cash from the Head office or cash office on last working day for payment of wages. In order to obviate large amounts of cash being transferred on the last working day of the month, it is suggested that the payment of wages be made through savings bank accounts.

10.37

Recommendations

1. The TRCA for various categories of GDS is recommended as below:

<i>Category of GDS</i>	<i>Scale proposed</i>	<i>Annual Increase</i>
GDS SPM	Rs. 4575-85-7125	Rs. 85
GDS BPM	Rs. 2745-50-4245 (3hours work/upto 75 points)	Rs. 50
	Rs. 3200-60-5000 (3hrs.30min./upto 87.5 points)	Rs. 60
	Rs. 3660-70-5760 (4 hrs./upto 100 points)	Rs. 70
	Rs. 4115-75-6365 (4hrs.30min./upto 112.5 points)	Rs. 75
	Rs. 4575-85-7125 (5 hrs./upto 125 points)	Rs. 85
GDS Mail Deliverer / GDS SV	Rs. 2665-50-4165 (upto 3 hrs. workload). This will be applicable for future engagements and present incumbents will continue to be paid for a minimum of 3 hrs. 45 min.	Rs. 50
	Rs. 3330-60-5130 (more than 3 hrs. and upto 3 hrs. 45 min.)	Rs. 60
	Rs. 4220-75-6470 (more than 3 hrs. 45 min. workload)	Rs. 75
GDS Mail Carrier / Pkr./Mail Man	Rs. 2295-45-3695 (upto 3 hrs. workload. This will be applicable for future engagements and present incumbents will continue to be paid for a minimum of 3 hrs. 45 min.	Rs. 45
	Rs.2870-50-4370 (more than 3 hrs. and upto 3 hrs. 45 min. of workload)	Rs. 50
	Rs. 3635-65-5585 (more than 3 hrs. 45 min. of workload)	Rs. 65

2. The office maintenance allowance is recommended to be revised to Rs 100 per month for GDS SPM/BPM.
3. The rate fixed by Finance Ministry for payment of Cycle Maintenance allowance may be adopted for GDS. The Committee recommends that the condition of minimum requirement of 10 KMs may not be insisted upon and all the GDS MD/MC may be paid CMA if the track is cycleable.
4. The Boat allowance may be fixed by the Circles taking the actual charges paid into account subject to a maximum limit of Rs 50 per month.
5. The allowances for BPM for remitting cash may be prescribed at Rs 50 including transportation cost and for taking an escort, the extra reimbursement of Rs 25 and grant of this allowance is subject to conditions prescribed in para 10.27.
6. The FSC for GDS SPM/BPM may be revised to Rs 25 per month and for other categories of GDS doing delivery work the FSC may be revised to Rs 10 per month.
7. The Combined Duty allowance may be revised to Rs 500 for each item of work for the GDS BPM. In case where BPM is attending to delivery in the BO village only, it

may be limited to Rs 250 per month. As regards conveyance, the BPM entrusted with exchange with MMS or train, such compensation be limited to Rs 250 per month.

8. The GDS Mail Deliverer or Mail Carrier are at times attached the additional duty of another post due to various reasons. This is generally for a limited number of days. In such cases they may be paid compensation of Rs 25 per working day against the existing Rs 75 per month.

9. Constitution of a committee for verification and checking of TRCA fixed is recommended.

10. The revised TRCA be made effective from 01-01-2006 and all other allowance may be made prospective from the date of issue of the orders. The arrears of TRCA may be paid in two instalments of 40% and 60% each spread over two financial years.

11. There is a need to evolve different wage structure based on consolidated allowance and incentives to generate higher level of transactions in the rural Post offices. The Department may consider evolving a system which will incentivise the person engaged in the rural network and such a change for future engagement of GDS may be considered.

12. The payment of TRCA may be made through Savings bank account.

Dearness Allowance

Introduction

The payment of Dearness Allowance to the Gramin Dak Sevak is made to protect the erosion in the real value of Basic TRCA on account of inflation.

Views of the earlier committees

11.1 Till the year 1972, in order to compensate EDAs against the increase in cost of living as represented by the rise in Consumer Price Index (CPI), they were paid ad hoc dearness allowance (DA). Ad hoc DA was calculated @ 60% of DA installment granted to regular Group 'D' employees in the case of Extra Departmental Sub Postmaster (EDSPM) and @ 40% of the same in the case of other categories of EDAs.

11.2 Madan Kishore Committee Recommendations

Madan Kishore Committee constituted in the year 1970 recommended that for the purpose of remuneration, the Extra Departmental Agents should be compared with corresponding categories of whole time P&T employees and the remuneration per hour of work should be related to the hourly rate of emoluments at the starting point of the corresponding pay scale of regular employees less 20% thereof. The committee justified the reduction of 20% on the ground that vast majority of EDAs, now called Gramin Dak Sevaks (GDS) work in rural areas or in very small towns where the cost of living is lower than what the whole time employees have generally to face. The recommendations of the Committee were, however, not accepted by the Government on the ground that status of GDS was different from that of the regular employees and the system of linking of remuneration of EDAs with the Departmental employees would not be correct.

The Posts & Telegraphs Board accordingly decided that in principle the existing system of remuneration to the ED employees may be continued. As a consequence the remuneration of EDAs w.e.f. 1.1.1972 was sanctioned as a consolidated allowance and the same was revised once in two years in the same proportion by which the CPI rose during the intervals. The practice continued till 1980 after which the increase was effected annually instead of once in two years.

11.3 R.R Savor Committee Recommendations

The Savor Committee observed that increase in remuneration of ED employees was not synchronized with the increase in the dearness allowance and the extra departmental employees had to wait until the end of two years or one year before getting the increase in the consolidated allowance and, therefore, recommended that increase of dearness allowance may be reflected as a separate dearness allowance element to the ED employees as and when it is sanctioned to regular employees and the quantum of dearness allowance for an ED Agent will bear the same proportion as paid to regular employees.

The Department accepted the recommendations of the Savor Committee (constituted in 1984) and issued orders treating DA payable to the EDAs as a separate element as applicable to departmental employees w.e.f. 01.01.1986.

11.4 **Justice Talwar Committee Recommendations (Para 9.6)**

Justice Talwar Committee in its report recommended that increase in Dearness Allowances after 1.1.1996 has to be added to the emoluments on the same principle as suggested by the 5th Central Pay Commission.

11.4.1 The various recommendations of the Justice Talwar Committee were considered by the Government. The Government accepted the first two scales known as Time Related Continuity Allowance (TRCA) as recommended by the JTC, as follows.

“The basic monthly allowance of ED Agents was increased from 1st Jan. 1996 by a factor of 3.25 and payment of arrears for the period from 1.1.96 to 28.2.98 paid accordingly”.

11.4.2 The Gramin Dak Sevaks have been demanding extension of benefit of the merger of Dearness Allowance equal to 50% of the Time Related Continuity Allowance (TRCA) in their case as has been done in the case of regular Central government employees based on the recommendation of the 5th CPC for central government employees. The three Federations of the Postal Employees served a strike notice w. e. f. 15.03.2005 in support of implementation of their demands, which also included extension of benefit of merger of Dearness Allowance equal to 50% of the TRCA for Gramin Dak Sevaks (GDS).

11.5 The issue was examined by the Government. There is no parity in the payment of wages of the GDS and regular government employees. The GDS are paid TRCA, unlike the regular government employees who are not governed by regular scale of pay. Dearness allowance has been allowed to the GDS to mitigate the effect of inflation on their emoluments, Government decided to increase the basic TRCA by 5% payable to the GDS as a one time benefit with effect from 01-04-2004. While recommending the 5% increase in the basic TRCA to GDS as one time benefit without periodical revision in the TRCA, it was stipulated that the proposed increase in TRCA should also include definite proposals for reducing the fiscal deficit of Department of Posts through various measures including introduction of innovative products, restructuring and rationalisation of manpower so that the administrative department is able to cross-subsidize the rural Post offices.

Present position

11.6 Presently, the DA is calculated on the basis of the All India Consumer Price Index for Industrial Workers (1982=100) (AICPI) and increase in DA is calculated with reference to the All India Consumer Price Index (1st Jan. 1996 of 306.33). The compensation of price rise is twice in a year that is 1st Jan. and 1st July of each year.

The rate of DA paid to the GDS from time to time is based on CPI for Industrial workers and is presently related to the index as on Jan 01,1996.

Demand made by the GDS

11.7 The GDS has demanded merger of 50% of DA with the TRCA whenever price index crosses the 50% mark.

Analysis

11.8 The demand of the GDS union for merger of DA has been examined and *the Committee finds no justification for such a merger on par with the regular departmental employees as the wage structure of GDS is not on par with the regular employees who have different working conditions and pay scales.*

11.8.1 The family living survey which forms the basis for estimation for AICPI (IW) may not correctly reflect the increase in price index for Gramin Dak Sevaks. This is because consumption pattern of the Government employees working predominantly in urban area and the Gramin Dak Sevaks in the rural areas is likely to be different. *The National Statistical Commission while exploring the possibility of a specific survey covering Government employees, exclusively constructs a consumption basket for GDS working in the rural areas and formulate a separate index. Till such time a separate index is constructed for rural areas, the Department may continue to use the existing AICPI (IW) for estimating the DA and compensate the GDS for increase in cost of living.*

Recommendations:

11.9 *The Government may explore the possibility of a specific survey to construct a separate cost index based on the consumption basket in rural areas through National Statistical Commission. Till such time a separate index is constructed for rural areas, the Department may continue to use the existing AICPI (IW) for estimating the DA and compensate the GDS for increase in cost of living.*

Productivity Linked Bonus

A Productivity Linked Bonus scheme for P&T employees was introduced in the year 1980 after an agreement was reached between the Department and the Staff Side at the Departmental Council of Joint Consultative Machinery. As per the Productivity Linked Bonus scheme, the performance for the year 1976-77 was adopted as the base year. For each one point increase beyond the Productivity Index (PI) of 100, one day's additional bonus was payable over and above 25 day's wages. For every fall of 0.7 points in the Productivity Index, bonus was to be reduced by one day. If the Productivity Index fell below 95 points, no bonus was payable for that year.

12.1 When the productivity linked bonus scheme was introduced in 1979-80, the Bonus was to be calculated for Departmental employees on a maximum notional wages of Rs. 750/- per month. The PLB was payable only to those categories of employees whose wages did not exceed to Rs. 1600 per month.

12.2 In respect of casual labourer, PLB was calculated on notional monthly wage of Rs. 150 per month.

12.3 In respect of EDAs, for payment of ex-gratia, a flat rate of monthly wage of Rs. 75 has been assumed irrespective of their monthly emoluments. The actual ex-gratia bonus was to be payable based on the number of days of bonus declared.

12.4 With the bifurcation of the erstwhile P&T Department into two separate departments in December 1984, the bonus scheme for the Department of Posts was formulated by culling out different elements relating to postal services from the common formula applicable to the erstwhile combined formula. It resulted in retention of a ceiling of 40 days' wages for the Productivity Linked Bonus provided for in the formula in 1996-97. The Department of Telecom (DOT), however, observed no ceiling after the bifurcation and the DOT employees received Productivity Linked Bonus on the basis of their yearly performance without any limit.

12.5 On a reference by the Central Government, the bonus issue was examined by the 5th Central Pay Commission. The Commission, while suggesting the broad parameters, left the modality of operationalising the Productivity Linked Bonus scheme to individual departments. In pursuance thereof, the Department of Posts entrusted a detailed study regarding Productivity Linked Bonus scheme to the Institute of Applied Manpower Research (IAMR), New Delhi in April 1997, for critical analysis of the principles adopted in computing bonus identify inadequacies and suggest improvements. The Institute of Applied Manpower Research submitted its report to the Department on Aug,05 1997 recommending updating of the existing Productivity Linked Bonus formula by including a few more items of work for computing productivity, introducing more accurate computing technique, changing base year from 1976-77 to the average of 2 best years of past 5 years and removing the ceiling on the amount of Productivity Linked Bonus. The terms of reference for the Institute of Applied Manpower Research study were as under:

- (a) Confirm whether the broad parameters/principles on which the existing scheme is based are reliable;
- (b) Identify the inadequacies, if any; and
- (c) Suggest improvements (including the need for retaining the ceiling or otherwise, etc.) where required in consultation with the Staff Association/Joint Consultative Machinery.

12.6 Based on the study conducted by the Institute of Applied Manpower Research, the Department of Posts sought Government approval on the following:

- i) To calculate Productivity Linked Bonus with reference to the booked revenue over the revenue of 1995-96, the volume of traffic being determined accordingly and accounting for changes in the operational structure, if any, as a transitional arrangement till the suggested arrangements for Multi Stage Sampling Survey, as proposed by the Institute of Applied Manpower Research, are operationalised.
- ii) Changing the base year from 1976-77 to the average of best two years during last five years 1994-95 and 1995-96 for measuring the productivity and assigning a value of 43 days to the base so determined.
- iii) Doing away with the ceiling of 40 days' emoluments applicable for the employees in the Department of Posts for payment of Productivity Linked Bonus in terms of number of days' emoluments w.e.f. the accounting year 1996-97.
- iv) Making payment of balance of 3 days' Productivity Linked Bonus and ex-gratia amount to postal employees and Extra Departmental Agents respectively for the year 1996-97 as 43 days' bonus was justified but only 40 days bonus was paid pending consideration of the Institute of Applied Manpower Research study report.

The Government considered the above proposal and accorded its approval.

12.7 Assessment of Unregistered Traffic

Unregistered traffic comprising the following services is assessed on the basis of total revenue for the accounting year with reference to the volume of unregistered mail of base year 1995-96.

12.8.1 Details of Services

Post cards, printed post cards, competition post cards, letter cards, letters, registered newspapers, single-bundle book post, pattern and sample packets, printed books, other periodicals, parcels and acknowledgements.

At present the volume of mail of base year in respect of above articles is increased with reference to the total revenue of the Department for the accounting year for which bonus is payable taking into account the total receipts as per the Demand for Grants which includes commission on money orders, inland and foreign registered mail. This practice is resulting in increase of unregistered mail, which in fact is showing downward slide. It is, therefore, felt that instead of converting the total revenue of the Department into unregistered mail, only the revenue accruing in respect of unregistered mail during the accounting year needs to be converted into the unregistered mail.

Conducting of a quinquennial "Multi Stage Stratified Random Sampling" Survey was examined by the Department but not found feasible in view of the annual fluctuation in the unregistered volume of the mail. This committee is of the opinion that it is possible to construct a reliable model of enumeration through sample survey which can adequately address the present problem of enumeration. The results of the enumeration of unregistered articles need to be validated with the revenue accruing from the unregistered articles only.

12.8.2 Calculation of Staff Strength

As on 31-03-2007 there were 2,80,802 Gramin Dak Sevaks (GDS) of which 1,16,801 are GDS Branch Postmasters, 2006 are GDS Sub Postmasters and 1,61,995 are other categories of Gramin Dak Sevaks. The Gramin Dak Sevak Branch Postmasters work for 3 hours to 5 hours depending upon the workload of the Branch Post office, Gramin Dak Sevak Sub Postmasters for 5 hours and other categories of Gramin Dak Sevaks for 3 hours 45 minutes to 5 hours. Institute of Applied Manpower Research recommended that existing weightages of 18.75% for Gramin Dak Sevak Branch Postmasters and 50% for other categories of Gramin Dak Sevaks are based on the recommendations of Savor Committee which studied the workload of Extra Departmental Agents in 1986-87. The Savor Committee had found that the average workload of Branch Postmasters was of the order of 1.1/2 hours per day and, therefore, a weightage of 18.75% was given to the Gramin Dak Sevak Branch Postmasters. Prior to Savor Committee when the Productivity Linked Bonus scheme was formulated, a uniform weightage 30% was given to all the categories of Extra Departmental Agents. However, in 1987 after the acceptance of Savor Committee Report the weightage of 30% assigned to all extra departmental employees other than extra departmental Branch Postmasters/sub postmasters was increased to 50% and in respect of the extra departmental Branch Postmasters and sub postmasters the weightage was reduced from 30% to 18.75% as the Savor Committee found that majority of the Branch offices have a workload of only 90 minutes. The Institute of Applied Manpower Research conducted a test check based on the figures of registered and unregistered traffic for the year 1995-96 and based on the output per Extra Departmental Agent recommended that a notional weightage of 50% for all Extra Departmental Agents including Branch Postmasters be given for working out the Productivity Index. While calculating the bonus for the accounting year 2003-04, 2004-05 and onwards, the weightage of 50% has been applied uniformly to all the categories of Gramin Dak Sevaks.

12.8.3 Presently, bonus for the regular employees is calculated on the following formula:

$$\frac{\text{Average emoluments} \times \text{Number of days of bonus}}{30.4 (\text{Average No. of days in a Month})}$$

The term emolument for regular employees includes basic pay, personal pay, special pay, Savings Bank allowance, deputation allowance, dearness allowance and training allowance. In case of drawal of salary exceeds Rs. 2500/- in any month, the emoluments are restricted to Rs. 2500/- per month only.

12.9 PLB for Gramin Dak Sevaks

The Productivity Linked Bonus for Gramin Dak Sevaks, the average, monthly allowance is calculated taking into account the Time Related Continuity Allowance + Dearness Allowance restricting it to Rs. 2500/-

12.10 Productivity Linked Bonus to Full Time Casual Labourer

Full Time Casual Laborer including temporary status casual labourer who work for 8 hours a day for at least 240 days in a year for 3 consecutive years or more, 206 days in each year for 3 years or more in case of offices observing 5 day week are paid ad-hoc bonus on a notional monthly wages of Rs. 1200/-. The amount of ad-hoc bonus for the casual labourer was calculated at the uniform rate of 750/- per month from the year 1991 which was revised to Rs. 1200/- per month for the accounting year 1999-2000 with the condition that the actual emoluments if fell below Rs. 1200/- the amount will be calculated on actual monthly emoluments.

12.11 The 6th Central Pay Commission recommendations

The 6th Central Pay Commission recommended that all the Departments of Government of India should replace the existing PLB scheme with Performance Related Incentive Schemes (PRIS) where PLB is applicable and if it is not found feasible to implement PRIS immediately the existing PLB may be continued in a modified manner where the formula for computing the bonus has a direct nexus with increased profitability/productivity. The formula of the Department of Posts in computing PLB is not satisfactory as the Department has not operationalised Multi Stage Stratified Random Sample Survey as a permanent method of computing PLB for its employees. Volume of the Annual Traffic is increased with respect to the total revenue of the accounting year and the volume of the base year is increased with respect to the total revenue. This method of computing cannot be held as correct. The investment made on the modern tools and technology which increases the output of the employees should justifiably be set off against any increase in the revenue so as to arrive at a fair estimate of the increase in productivity.

Sixth CPC has recommended that the formula for computing PLB in Department of posts be examined and revised to incorporate the above aspects till the scheme of PRIS is introduced.

12.12 Evaluation of the PLB scheme:

When the scheme of PLB was introduced in 1980, a flat rate of monthly wage of Rs. 75/- was taken for all the EDAs and separate order for release of ad-hoc payment termed as incentive payment were issued for extra departmental Agents. The ad-hoc payment was intended to provide substantial motivation to extra departmental agents for achieving higher productivity by way of increased output and improving the quality of service. The ceiling of Rs. 75/- was enhanced to Rs. 130 during the year 1985-86. The Postal Service Board after obtaining the approval of the Ministry of Finance further increased the ceiling to Rs. 240/- for the accounting year 1986-87.

The orders for Productivity Linked Bonus for the accounting year 1979-80 were issued by the Directorate based on the below mentioned formula:-

12.12.1 For the regular departmental employees the quantum of Bonus was calculated on the average emoluments restricting to Rs.1600 including DA during the year 1979-80:

$$\frac{\text{Average emoluments} \times 19 \text{ (days)}}{30.4}$$

1. For Extra Departmental Agents, the ad-hoc payment was calculated with respect to the monthly emoluments of Rs. 75/- i.e., $75 \times 19 / 30.4 = \text{Rs. } 46.87/-$.

2. All casual labourers in the P&T Department who had worked for at least 240 days for each year for three consecutive years or more were paid ex-gratia payment which was computed on notional monthly wage of Rs. 150/- irrespective of actual monthly wages.

12.12.2 For the accounting year 1979-80, PLB for 19 days was declared by the Government. Based on the above calculation ceiling, the P & T employees, casual labourer and ED Agents were entitled to following payments:

Departmental employees	$\frac{\text{Rs. } 750 \text{ (maximum)} \times 19 \text{ days}}{30.4}$	Rs. 468.75 (Maximum)
Casual Labourers	$\frac{\text{Rs. } 150 \times 19 \text{ days}}{30.4}$	Rs. 93.75
ED Agents	$\frac{\text{Rs. } 75 \times 19 \text{ days}}{30.4}$	Rs. 46.87

Subsequently calculation ceiling of Rs. 75 in respect of ED Agents was increased to Rs. 130 during the year 1985-86 and to Rs. 240 for the Accounting year 1986-87.

For the accounting year 1988-89, ED Agents were made eligible for ex-gratia payment for 33 days, as a special case, based on actual monthly emoluments.

12.12.3 The Government enhanced the calculation ceiling from 1600 to Rs. 2500 for Central Government Employees with effect from 01-04-1993. In respect of EDAs who were not covered by the Central Government order, the calculation of new ceiling appears to have

been extended. In consequence of the above position the Gramin Dak Sevaks are now drawing Productivity Linked Bonus on par with the Central Government Employees. This distortion which has crept into the payment of PLB needs to be corrected.

There is a need to modify the existing PLB formula as recommended by the 6th CPC till such time; Productivity Related Incentive Scheme (PRIS) is formulated by the Department. As the Branch Post offices function upto maximum of 5 hours and the number of transactions and volume of the mail handled in the Branch office is very low, 50% of the PLB paid to the lowest category of departmental employees could be considered.

12.13 The Productivity Index is calculated by dividing the total work converted into units by the total staff. Before the Accounting year 2003-04 the total staff's strength was calculated as below:

- (a) 100% staff of Departmental Employees.
- (b) 18.75% of Total GDS BPM strength + 50% of the remaining GDS.

After 2003-04, following formula was used for computing the total staff of GDS:

A uniform weightage of 50% was given for all categories of GDS.

12.13.1 The above formula would show that the productivity of the one Departmental Employee is equated with the Productivity of two GDS. In other words the Productivity of GDS is considered at 50% of Departmental employees.

12.14 The increase in productivity index during the last few years is mainly on account of the following reasons:

- (a) Due to reduction in the regular establishment as a result of application of 2/3rd mandatory cut on the filling of direct recruitment vacancies.
- (b) The revenue under the postage realised in cash has improved due to introduction of electronic franking machines and computer based multipurpose counter machines in the urban areas.
- (c) The revenue in respect of the premium services introduced in the urban areas viz. Speed Post, Business Post, Express Post, Retail Post has grown by 270% during the last five years.
- (d) On the other hand, the 1st class mail volume in the rural areas has reduced. The survey has also revealed that 66.75% of BO's are not able to generate the minimum income of 15% in the backward, tribal and hilly areas and 83.15% in the normal areas are not generating 33.33% of the income to their cost. The overall productivity in the Branch offices is very low as compared to the urban Post offices. Most of the Branch offices have workload of less than 3 hours as compared to the workload and productivity of the Departmental work force

12.15 Recommendations

1 *As recommended by the Pay Commission the bonus may be calculated with reference to productivity as measured by the % of increase in revenues vis-à-vis the staff expenses as compared to the base year with suitable correction to technology where adopted.*

2 *Till such time a new PLB formula is worked out, the ex-gratia for Gramin Dak Sevaks may be calculated by limiting the average TRCA plus D.A to 50% of the ceiling fixed to lowest category of departmental employees.*

3. *The Committee has suggested increase in the incentives for GDS engaged in BOs and EDSOs. When the Department decides to put in place increased incentives, this will be in the nature of PRIS as recommended by the Sixth Pay Commission in replacement of PLB.*

Performance Related Incentives

Provision of incentives to the Gramin Dak Sevaks

Presently, the GDS Branch Postmasters are provided with the incentives as shown below:-

13.1 Incentive for Savings Bank for GDS BPM/GDS SPM

The GDS BPMs/GDS SPMs are provided commission @ 2% on the total net SB deposits. The amount of withdrawal from April Month to March month is subtracted from the total amount deposited during the said period. A commission @ 2% is worked out on such net deposits. The fraction of any amount below Rs 500/- is ignored. The amounts deposited in the month of March are not reckoned for the purpose of calculating the commission. No restriction is placed on the limit of commission payable to the BPMs.

13.1.1 Commission for opening of Time Deposit accounts

The Branch Postmasters are given the commission towards investments in Time Deposit Accounts.

- (i) Commission on amount invested in TD account - 1% of the investment of 1 year, 2 years and 3 years term
- (ii) Commission on amounts invested in TD accounts - 2% of the investment of five year term

In this case also there is no restriction on amount of commission payable to the GDS BPM/ SPMs.

13.1.2 Incentive for canvassing and procuring new RPLI business

The Gramin Dak Sevaks are entitled for payment of incentive of Rs 250/- for procuring RPLI policy on Sum assured of Rs 1,00,000/- viz. 0.25% of the sum assured. However, the incentive is payable when the insurant pays three instalments of the premium on the new policy taken. There is no limit on the amount to be granted as an incentive.

13.1.3 Incentive for the GDS BPMS/GDS SPMS on collection of renewal premium of RPLI policies

The GDS BPMs/GDS SPMs are also paid incentive @1% of the renewal RPLI premium collected. There is no limit on the quantum of incentive payable.

13.1.4 Incentive for canvassing and procuring investment for Mutual fund companies

Many mutual fund companies like UTI, SBI, Punjab National Bank, Franklin and Templeton investments etc. are taking the assistance of the Department for canvassing and obtaining the investments in their New Fund Offers. For this purpose, they are giving training to the Departmental officials, designated as Associate of Mutual Fund Institute (AMFI) agents for obtaining investments in the Mutual fund offers. In some circles like Andhra Pradesh, Karnataka, Tamil Nadu, even the Gramin Dak Sevaks are encouraged to canvass the Mutual fund offers and to obtain investments which are forwarded to the companies through designated AMFI agent. Incentive is provided on the sums invested ranging between 3 to 3.5%. The firms are also providing incentive on the applications of investments procured. Of the total incentive received from the firms, the Department is paying 25% of the incentive to the persons who canvass and procure the investment. This was found to be quite successful in circles like AP, Karnataka and Tamil Nadu etc. This can be implemented in all the circles so that the Branch Postmasters and other categories of GDS also take part and contribute to the revenue of the Department and earn incentive.

13.1.5 Incentive on sale of Prasadam tickets

Many circles are undertaking business packages under devotional speed post for sale of tickets for distribution of Prasadam of reputed temples on auspicious occasions. The committee learnt that Vijayawada region and Visakhapatnam region in AP circle, Ujjain in MP circle, Kerala circle and Uttarakhand circle have already taken lead and earned sizeable revenue. Under this scheme, the Department undertakes selling of the Prasadam tickets through its network and also collects the Prasadam packets from the temple authorities and arranges their distribution to the recipients through the network. A Prasadam ticket is sold @ Rs 55/- of which Rs 18-20/- is paid to the temple authority for providing the Prasadam packet. The remaining Rs 35/- is credited as retail Post. The person who books the Prasadam order and arranges its delivery is paid an incentive of Rs 2/- for each Prasadam ticket sold. Such incentive schemes will not only improve the revenue of BD products but also provide monetary benefits to the Gramin Dak Sevaks working in the rural areas. This can be replicated in other circles also.

13.2 Demand of the GDS representatives

1. The GDS representatives have not put forth any specific demand on the payments of incentive in their memorandum. However, the General Secretary AIPEDU in his memorandum has submitted that the payment of incentive for PLI/RPLI work should be increased objectively. It is demanded that the entire period spent on promotion and motivation of RPLI business should be reckoned as time spent on duty. Suggestions have also been made for providing time factors for new business, subsequent transactions and other miscellaneous activities.

2. Some Gramin Dak Sevaks in their individual representations have also suggested for revising the RPLI incentive on collection of renewal premium from existing 1% to 5%.

13.3 Observations of the Sixth Central Pay Commission

13.3.1 The Sixth Central Pay Commission dwelled on the formulation of the Performance Related Incentive scheme, (PRIS). The introduction of Performance Related Incentive Scheme (PRIS) envisages that actual performance of each employee or group of employees be measured using objective criteria and incentive given based on performance rather than uniformly across the organisation. The concerned Ministries have been asked to consider devising an appropriate mechanism for Performance Related Incentive Scheme. It has been suggested that the Government should also consider replacing all form of bonus schemes by the PRIS.

13.3.2 The Pay Commission stressed on replacement of the existing productivity Linked Bonus Scheme by Performance Linked Incentive Scheme and recommended that this should be done within a time frame of three years, after which all incentives presently being paid in form of bonus etc. shall be allowed only in the form of Performance Related Incentive Scheme (PRIS).

13.4 The Committee does not agree with the demand put forth by the GDS representatives for providing time factors for the entire periods spent on promotion and procurement of RPLI business. Incentive for procuring new business towards the promotion and motivation of the RPLI business is already being paid. The committee has suggested for provision of suitable time factor for collection of RPLI premium. An incentive of 1% of renewal premium collection is also admissible. Thus, the provision is available adequately taking into account the RPLI work.

13.4.1 However, the Committee feels that in view of the need to cover maximum rural population under RPLI, the commission now being paid @ Rs. 250/- per lakh of Endowment policies, Anticipated endowment assurance policies and Children's policies (other than whole life and convertible whole life policies) may be made eligible for an extra incentive of Rs. 150/- per lakh after it is found that the policy has been in force for a full year. The GDS BPMs/other GDS may also be made eligible for an extra incentive of 1% on premium collected subject to the stipulation that the BO makes special efforts to collect the premium from the insurants. The incentives of extra 1% may be shared by BPM and other GDS in the BO depending on their contribution in collection of renewal RPLI premium on all active live policies. This, however, will be subject to RPLI fund being able to bear the extra burden of provision of time factor, higher incentive for procurement of business and higher incentive on premium collected and also subject to the increased results achieved over a period of time due to these measures. However, it is has to be ensured that such an increase in the cost of RPLI is not at the cost of the customer but is adequately met through reduced handling costs under computerisation and process re-engineering.

13.5 The Committee during visits to rural BOs observed that there is a large potential in the rural BOs for mobilising deposits in Recurring Deposit scheme. Some Branch Postmasters have taken good lead in opening and operating Recurring deposit accounts. There is no provision for providing any commission on the mobilisation of deposits in Recurring deposit accounts. The MPKBY agents attached to departmental offices are paid by Central Government and some State Governments also. If the Branch Postmasters are also provided incentives for mobilisation of Recurring deposit deposits, the number of Recurring deposit accounts in the BOs will increase which will help to improve the workload of the BO,

financial viability, besides earning of more commission by the Branch Postmasters. Therefore, the Committee feels that small commission on Recurring Deposits amounts may be provided. This may be fixed as 1% of the cash collected in Recurring deposit deposits.

13.6 Recommendations:

1 *The Committee recommends the revision of the existing rates of commission subject to detailed examination by the department.*

<i>Ser</i>		<i>Existing</i>	<i>Proposed</i>
(1)	<i>Net Savings Bank Deposits</i>	2%	No change
(2)	<i>Recurring Deposits</i>	Nil	1%
(3)	<i>Time Deposits (1-3) years</i>	1%	No change
(4)	<i>Time Deposit (5 years)</i>	2%	No change
(5)	<i>Procurement of new RPLI business</i>	<i>Rs. 250/-per lakh of new business procured(for Endowment, AEA, Children's policies only)</i>	<i>Rs. 250 for whole life policies, convertible whole life policies and Rs. 400/- per lakh of new business procured (for Endowment, AEA, Children's policies)</i>
(6)	<i>Renewal RPLI Premium Collections</i>	1%	2%

Service Discharge Benefit Schemes

As per the terms of reference, the GDS Committee is required to examine the reasonableness of introducing a social security scheme for providing provident fund and retirement benefits to Gramin Dak Sevaks.

14.1 Presently, the following payments are admissible to GDS on discharge/death while in service:

a) Ex-gratia gratuity of an amount of Rs. 18,000/- is payable on discharge from service at the age of 65 years or death. It is granted at the rate of half months basic TRCA as drawn by him immediately before discharge from service for each completed year of service subject to a maximum of Rs. 18,000/- or 16.5 months basic allowance last drawn, whichever is less. This is subject to the condition that Gramin Dak Sevak should have put in a minimum of 15 years continuous satisfactory service.

b) Severance Amount on Discharge/Death:

A lumpsum Severance amount of Rs. 30,000/- (Rupees Thirty thousand only) is paid on discharge to a GDS at the age of 65 years or on the death of GDS, provided he/she has completed a minimum of 20 years of continuous service. However, in case of a GDS who has completed continuous service equal to or more than 15 years but less than 20 years of continuous service, the Severance amount shall be only Rs. 20,000/- on discharge or death while in service.

14.2 Severance amount of Rs. 20,000/- is paid to GDS appointed on regular basis against a departmental post after putting in 15 years of continuous service as GDS.

14.3 The representatives of the Gramin Dak Sevaks made the following submissions before the Committee relating to social security

1. Payment of pension to GDS on the same lines as applicable to regular Departmental Employees.
2. Quantum of pension should be half the allowance last drawn by GDS and the family pension paid at the rate of the 30% of the allowance last drawn by the GDS.
3. Statutory DCRG should be extended to the GDS without any maximum limit as being granted to the regular Departmental Employees.
4. Provisions of GPF should be extended to the GDS as available for the regular Departmental Employees.
5. Deletion of the word "ex-gratia" pre-fixed to the gratuity.
6. Bhartiya Postal Extra Departmental Employees Union urged for introduction of monthly pension for Gramin Dak Sevaks in lieu of Severance amount.

Ex-gratia gratuity

14.4.1 There was no system of payment of gratuity of any type for ED Agents prior to 1968. The question of granting of Gratuity was considered by the Rajan Committee which recommended sanctioning of gratuity calculated at one month's total emoluments for every completed three years of service, provided the service of Extra Departmental Agent was not less than six years. The gratuity was to be payable in following cases:-

- (a) Those EDAs displaced by departmentalization or abolition of posts; and
- (b) Those EDAs who desired to get discharge because of old age, infirmity, illness or other causes.

14.4.2 After examination of recommendations of *Rajan Committee* on ED system, orders have been issued in respect of gratuity for Extra Departmental Agents vide DG P&T Memo No. 43-48/64-Pension dated: 16-01-1968. The basic features of this order covered the grant of ex-gratia gratuity to those whose services were not terminated on account of unsatisfactory work or disciplinary action. Those EDAs who left the service on their own volition at any stage were not entitled to any gratuity. Unauthorised absence for any period or authorised absence in excess of 90 days constituted a break in service leading to forfeiture of past service for the purpose of gratuity. The quantum of gratuity was to be calculated at the rate of one month's allowance drawn by an ED agent at the time of the termination of the service for every three years of completed and continuous service subject to a maximum of Rs. 500 and subject to the ED agent having to his credit a minimum qualifying service of 15 years. The Heads of the Circle were, however, authorised to condone authorised absence of leave without allowance exceeding 90 days subject to a maximum period of 180 days at a single stretch, on the recommendation of the Committee constituted in the circle office for this purpose. The maximum limit of gratuity of Rs. 500 was raised to Rs. 750 with effect from 1-5-75 and to Rs. 1,000 with effect from 6-10-79.

14.4.3 The **Madan Kishore Committee** made the following recommendations in respect of Ex-gratia gratuity:-

- I) The minimum service limit for the grant of ex-gratia gratuity should be reduced from 15 years to 10 years.
- II) Dispensing with the maximum limit of Gratuity.
- III) The entire period of authorised leave should count as service for grant of ex-gratia gratuity to ED agents.
- IV) The amount of gratuity should be raised to one month's allowance last drawn for every two years of satisfactory service rendered.
- V) In case of death, the ex-gratia gratuity to which ED agents would have been entitled to on the date of his death should be paid to the family.

The Government did not accept the recommendations of Madan Kishore Committee relating to:

- a) Reduction in the minimum service limit from 15 years to 10 years.
- b) Dispensing with the maximum limit of gratuity
- c) Calculation of the Gratuity at the rate of one month's allowance for every two years.
- d) Reckoning the entire period of authorised leave to count for gratuity.

14.4.4 R. R. Savor Committee recommended that:-

- (a) The payment of ex-gratia gratuity may be at the rate of half a month emoluments for every completed year of service for the purpose of calculating ex-gratia gratuity.
- (b) The maximum limit of gratuity of Rs. 1000 should be replaced by a maximum 16 ½ months emoluments. There need not be any maximum limit.

The Government, however, did not accept the recommendations of the Savor Committee in totality.

The Government allowed payment of ex-gratia gratuity to ED agent at the rate of half month basic allowance as drawn by him immediately before the termination of service for each completed year of service subject to a maximum of Rs. 6000 or 16 ½ months calculated on basic allowance last drawn whichever is less.

14.4.5 Justice Talwar Committee recommendations:

The Justice Talwar Committee recommended that the ED agents be granted retirement gratuity on the same principle as applicable in the case of departmental employees.

This recommendation was not accepted. Government issued orders for increasing the maximum limit to Rs.18, 000 for payment of ex-gratia gratuity.

14.5 As can be seen from the above, the Gramin Dak Sevaks have been made eligible for ex-gratia gratuity as provided from time to time which is presently limited to a maximum of Rs. 18,000/- or sixteen and a half months TRCA last drawn whichever is less. The demand of the unions revolves around removing nomenclature of ex-gratia pre-fixed to gratuity and making GDS eligible for payment of gratuity as applicable to regular Departmental employees. The unions have also brought to the notice of the Committee, a judgement of the Hon'ble High Court of Punjab and Haryana in CWP No. 7576 of 2006 between the Senior Superintendent of Post office Versus Smt. Sham Dulari and others.

14.6 The committee examined the demand of the Gramin Dak Sevaks relating to ex-gratia gratuity and change in the nomenclature. The GDS committee after careful examination of the GDS structure, GDS (Conduct & Employment) Rules 2001, is of the view that the present nomenclature of ex-gratia gratuity reflects the provisions for engagement of GDS and does not call for any change.

14.6.1 As regards the judgement of the Hon'ble High Court of Punjab and Haryana in CWP No. 7576 of 2006 brought to the notice of the Committee; the Committee, after perusing the judgement has found that the Apex Court while disposing of the SLP held that the "Question of Law" is open. Thus, we find that the Legal aspects are still to be decided on this issue.

14.6.2 The maximum amount of ex-gratia gratuity needs to be enhanced keeping in view the proposed enhancements in TRCA of different categories of GDS. The maximum

amount of ex-gratia gratuity may be raised to Rs 60,000. The ex-gratia gratuity may continue to be calculated at the rate of half month's basic allowance subject to a maximum of sixteen and half months basic allowance or Rs. 60,000/- which ever is less. The eligible minimum period for entitlement of ex-gratia gratuity may be reduced from 15 years to 10 years.

14.6.3 Presently, the ex-gratia gratuity is granted subject to the following conditions:

- (i) GDS should have 15 years of minimum continuous satisfactory service at the time of discharge at the age of 65 years or at earlier age, if permitted specifically;
- (ii) should have 58 years of age in case of GDS desiring to quit service only on grounds of ill-health;
- (iii) the service should be continuous without any break due to authorised leave /absence not exceeding the prescribed limit or unauthorised leave/absence
- (iv) services should not have been terminated for unsatisfactory work, or as a measure of disciplinary action or in consequence of their being appointed in a regular post; and
- (v) Should not have resigned from service.

14.6.4 In determining the period of continuous service of leave without allowances for a duration of 90 days or less, duly granted by the concerned authority is counted towards continuous service. The Director of postal services is empowered to condone the period of absence beyond the maximum permissible period of leave, i. e exceeding 90 days at a stretch up to 180 days. Break in service upto 30 days due to unauthorised absence etc and authorised leave exceeding 90 days but upto 180 days at a stretch will be examined by a committee constituted at the regional office/ circle office. Similarly, Head of the circle is competent to condone the leave without allowances in excess of 180 days taken by GDS when GDS worked in departmental vacancy.

14.6.5 Keeping in view the proposed enhanced provisions for payment of ex-gratia gratuity it is suggested that periods of leave without allowances of 30 days or more at a stretch may be excluded while reckoning the eligible period for calculation of ex-gratia gratuity. Paid Leave of 20 days be continued to be counted towards the eligible period. However, cases of leave availed without allowances of 30 days or more due to genuine prolonged sickness may be condoned by the Heads of circle on the recommendation of the committee constituted for the purpose. The leave without allowances availed by the GDS during the periods he worked in departmental vacancies of Gr. D/postman may be counted for the purpose of ex-gratia gratuity. As periods of leave without allowances for less than 30 days are proposed to be counted as eligible period, the leave sanctioning authorities will exercise proper control while sanctioning leave without allowances for less than 30 days at a time many times during the year as this will amount to substantial absence being reckoned as eligible period. Proper record of leave availed for 30 days or more at a time needs to be maintained

14.7 Recommendations

1. *The existing nomenclature of ex-gratia gratuity needs no change as the GDS are engaged on a part time basis and are not governed by the CCS (Pension) Rules 1972.*
2. *Ex-gratia gratuity may be granted at the rate of half month's basic allowance for each completed year of continuous service earned on the basic allowance drawn before discharge from service subject to a maximum of Rs 60,000/- or 16 ½ months basic TRCA calculated at the rate of half a month's TRCA for each completed year of service whichever is less.*
3. *The eligible minimum period for entitlement for ex-gratia gratuity may be reduced from 15 years to 10 years.*
4. *Leave without allowances of 30 days or more at a time be deducted from the total eligible service. However cases of leave availed without allowances for 30 days or more due to genuine prolonged illness may be condoned by the Head of circle on the recommendations of a committee constituted for this purpose.*

Extra Departmental Agents Group Insurance Scheme 1992

14.8 Extra Departmental Agents Group Insurance Scheme 1992 was introduced with effect from 1-4-1992. The scheme was intended to provide insurance cover to the ED Agents to enable their families to get relief in the event of death of GDS while in service. The scheme is wholly contributory and operates on self financing basis. The scheme provides for a subscription at the rate of Rs. 10/- per month and provides insurance cover of Rs. 10,000/- which is apportioned between insurance fund and the savings fund in the ratio of 35:65.

14.8.1 The scheme provided for a review after 18 months of its introduction after getting it evaluated by the Actuary. The break up of saving and insurance portion was to be finally decided based on the review of the scheme and actuarial evaluation. The working of the scheme was also to be reviewed every 3 years to ensure that the scheme remains self financing and self supporting.

Demand

14.9 The demand of the Gramin Dak Sevaks is for increasing the insurance cover to Rs. 2 to 4 lakhs by increasing monthly subscription.

14.9.1 Evaluation of the Demand:

The Committee finds that the no review has been undertaken by the Department for evaluating the scheme and revising the savings and insurance component. The rates of subscription and amount of insurance cover have not been revised since the inception of the scheme. The insurance cover of Rs. 10,000/- is inadequate to take care of the family of the deceased GDS. The insurance cover needs to be revised. Since 1992, the wages of the Gramin Dak Sevaks have approximately increased by 5 times.

14.9.2 Therefore, taking into account the erosion in the real value of the rupee since 1992, monthly subscription and the amount of insurance cover needs to be revised.

14.10 **Recommendations**

1 *The Committee recommends that the rate of monthly subscription and amount of insurance cover under the Extra Departmental Agents group insurance scheme 1992 be increased as under:*

<i>Rate of Monthly Subscription (for all categories of GDS)</i>	<i>Insurance Cover</i>
<i>Rs. 50</i>	<i>Rs.50,000</i>

2 *A detailed review of the current mortality rate with a view to revise the apportionment between savings and insurance funds needs to be under taken.*

3 *The Department may devise an appropriate machinery for periodical review of the mortality rate and adjustment of apportionment ratio.*

14.11 **Pension**

The demand of the GDS representatives is for payment of pension and family pension.

Evaluation of the demand

14.12 The social security or social protection programme touches the following aspects:-

- 1 Post Service Benefits which provide a life time monthly payment for the entitled person after he/she attains the age of discharge.
- 2 Monthly Life Time Benefit to the surviving spouse of the deceased.

14.13 Government of India has introduced a new defined Contributory Pension Scheme replacing the existing pension scheme for regular government servants. The new pension scheme has become operational with effect from 1-1-2004. The New Pension scheme works on defined contributory basis and has two tiers, tier 1 is mandatory for all Government servants whereas tier 2 is optional. In the tier one, government employee has to make a contribution of 10% of his basic Pay + DA which will be deducted from his pay bill every month. Government makes an equal matching contribution.

14.13.1 The Gramin Dak Sevaks are not governed by the CCS (Pension) Rules 1972 and, therefore, the provisions of Pension rules are not applicable to the GDS. The Justice Talwar Committee (JTC) had recommended that the Extra Departmental personnel be granted pension, gratuity and General Provident Fund. The recommendations of the JTC were examined and this recommendation of granting of pension and pensionery benefits was not accepted by the Government.

14.13.2 The Gramin Dak Sevaks feel that the existing benefits even when combined with their income from other sources are inadequate to meet their financial needs and obligations. They have strongly put forth their demand for a monthly payment after discharge to look after themselves and family. Presently the GDS on discharge are eligible for ex-gratia gratuity and Severance amount. In earlier paras, the Committee has recommended for payment of enhanced gratuity. The enhanced gratuity, if properly invested can provide for some monthly regular return. The GDS are also eligible for Severance amount which presently is Rs. 30,000/- for 20 years of continuous service. A scheme was prepared in August, 2000 for investing the proceeds of the Severance amount in a fund for making monthly payments of Rs. 300/- per month but the scheme was not accepted for implementation. It is now proposed to increase the Severance amount based on number of years of service put in @Rs.1500/- per completed year of service for a maximum of 40 years of service, which can take the maximum admissible Severance amount to Rs. 60,000/-. This enhanced amount can get a monthly payment of about Rs. 600/- through a scheme prepared earlier. The total amount that can become available will no doubt provide some succour to the GDS and the spouse during their life time but this alone may not provide a reasonably comfortable life after discharge of GDS from service unless the GDS has other sources of income to support himself and his family.

14.13.3 The Department has been examining various options of granting a social security to the GDS. The Department had drawn up a scheme of Retirement Benefit Pension Fund (RBPF) for GDS for providing annuity. The key features of the scheme are:-

1. The minimum amount invested in Retirement Benefit Pension Fund (RBPF) is Rs. 200/- per month.
2. There is no matching contribution by the Department.
3. The amount can be withdrawn after completion of 58 years age. If money is required before attaining the age of 58 years the withdrawal is allowed but it will be subject to exit load.

14.13.4 The scheme was circulated to the GDS by the Department and also discussed with the ED Unions. The unions appear to have expressed the view that a matching contribution needs to be made by the Department and additional features of medical insurance may also be built into the scheme.

14.13.5 The Committee examined in depth all the issues involved in providing social security to the GDS. After examining all the issues, the GDS Committee recommends that the Government may introduce a suitable service discharge benefit scheme for the GDS by making a contribution of Rs. 200/- per month for the period the GDS is on duty. If the GDS takes leave without allowances for over 15 days in a month there will not be contribution. The same will apply to periods of put off duty of 15 days or more in a calendar month. In case the GDS is exonerated and paid full allowances, the contribution will also be made for that period. There will be no matching contribution from the GDS. The monthly contributions may be managed through PLI Division or any other agency to get adequate secure returns. Based on the returns and the accumulations to the fund the amount eligible to each GDS based on number of years of service he has been in the scheme may be determined. Periods of leave without allowances for 30 days or more taken at a time will be deducted from the total eligible period. The period of put off duty not regularised will not count for purpose of calculation of continuous service.

14.13.6 The existing GDS may be asked to exercise option either to continue in the existing Severance amount scheme or to opt for the service discharge benefit scheme. A GDS who opts for the new scheme shall be eligible for Severance amount @ Rs. 1500/- for every completed year of service subject to a maximum of 40 years of completed years of service as on the date of introduction of new discharge benefit scheme. This amount, however, will not be paid in cash but would be added to the amount determined under the discharge benefit scheme.

14.13.7 The total accumulations of the benefit scheme along with Severance amount payable, if any, may be annuitized. Monthly payments be made to the GDS and in the case of death of the GDS to the surviving spouse of the GDS at 50% of the monthly payment.

- (a) All the existing serving GDS be deemed to have joined the new service benefit scheme unless they specifically opt to continue with the existing Severance amount scheme.
- (b) A GDS newly engaged on or after the introduction of service discharge benefit scheme shall not be eligible for payment of Severance amount and will be governed by the provisions of new discharge benefit scheme. Those GDS who do not opt for the new scheme may be paid Severance amount @ Rs. 1500/- for each completed year of service subject to a maximum of Rs. 60,000/- for 40 years of service. The minimum eligibility period for payment of Severance amount may be fixed at 10 years.
- (c) The eligibility of service for getting service under Severance amount/service discharge benefits scheme may be prescribed at 10 years of continuous satisfactory service.
- (d) Periods of Leave without Allowance for 30 days or more at a time will not count for total eligible service for the purpose of computation of eligible period under the scheme. However cases of leave availed without allowances for 30 days or more due to genuine prolonged illness may be condoned by the Head of circle on the recommendations of a committee constituted for this purpose.
- (e) The payments under the new scheme may be made eligible for Gramin Dak Sevaks who are discharged on rendering minimum prescribed satisfactory continuous service and to the dependents of those GDS who die while in service. The minimum eligibility period may be fixed as 10 years total under Severance amount/Social discharge benefit scheme
- (f) The Gramin Dak Sevaks who are dismissed/removed for unsatisfactory work/misconduct will not be eligible for any payments under this scheme. The amount that would not be payable under this scheme either due to the aforesaid reason or due to ineligibility for any reason will be credited to the Government

14.14 **Recommendations**

1. *The Severance amount payable at present may be revised to Rs. 1500/- for every completed year of service subject to a maximum of Rs. 60,000/-*
2. *The eligible period of service for grant of Severance amount may be brought down to 10 years as against existing 15 years.*
3. *The Government may introduce a service discharge benefit scheme by making a contribution of Rs. 200 per month for the period the GDS is on duty. The fund may be managed by PLI Directorate or any other suitable agency to get adequate secure returns. The eligibility of service for getting benefits under Severance amount/Service discharge benefit scheme may be prescribed as 10 years of continuous satisfactory service.*
4. *The total accumulations payable at the time of discharge (including Severance amount if any) may be annuitised and monthly payments made. The monthly payments will be made to the GDS on discharge and in the case of death of the GDS while in service, to the surviving spouse of the GDS at 50% of the monthly payment.*
5. *A GDS joining the new service discharge benefit scheme will be eligible for Severance amount at the rate of Rs. 1500 for every completed year of service as on the date of introduction of new scheme who opts for joining the scheme, in addition to the new discharge benefit on the contributions made by the Department.*
6. *A GDS opting to continue with Severance amount scheme will be entitled to receive Severance amount @ Rs. 1500/- for every completed year of service subject to a maximum of Rs. 60,000/-, provided he has put in more than ten years of continuous satisfactory service.*
7. *The payments under the new scheme may be made to Gramin Dak Sevaks who are discharged on rendering satisfactory continuous service or to the spouse of GDS who die while in service.*
8. *The Gramin Dak Sevaks whose services have been dismissed/removed for unsatisfactory work/misconduct will not be eligible for any payments under this scheme. The amount that would not be payable under this scheme either due to the aforesaid reason or due to ineligibility for any reason will be credited to the Government.*

General Provident Fund

14.15 The 6th Central Pay Commission had recommended that the future investment in the GPF should be allowed purely on voluntary basis with no minimum percentage of contribution being prescribed for all Central Government employees under GPF (CS) Rules. The committee, therefore, does not recommend introduction of GPF facility for the Gramin Dak Sevaks as they are not covered by the GPF (CS) Rules. The GDS have an option to open PPF Account and the Department can make a provision for recovery of the amount from the TRCA payable and credited to the PPF Accounts of respective GDS. As an alternative the Department may provide a voluntary scheme of Retirement Benefit Pension Fund dealt in para 14.13. This scheme may be availed of by these GDS who would like to avail of additional benefits at the time of discharge.

Welfare Measures

Existing provisions of Welfare Measures

The extant rules provide the following welfare schemes for the Gramin Dak Sevaks.

- (i) Provision of compassionate appointment to the dependent of the GDS who leaves the family in harness (DG P&T letter No 43-212/79-pen dated 04-08-1980).
- (ii) Financial Assistance for prolonged and serious illness/major surgery to the extent of Rs. 1500/-. (letter No. 10-31/98-WL/Sports dated 11-03-1999)
- (iii) Immediate Death Relief to the family of the GDS who die while in service, to the extent of Rs 7000/-.
- (iv) Death Relief to the dependents due to accidental death while on duty to the extent of Rs 7000/-. Letter No. 2-1/2001-WL/Sports dated 26-04-2002.
- (v) Relief to the family members on death due to attack by robbers, terrorists, riots etc. while performing duty, Rs 50,000/-, while not on duty Rs 10,000/- (DG Post letter No 1-3/99-WL/SPT dated 01-06-2000 and letter No. 2-1/2001-WL & sports dated 26-04-2002).
- (vi) Payment of Funeral expenses for performing the last rites of deceased GDS who die while on duty or out of station if there are no relatives or friends available for bearing funeral expenses, Rs 250/- (DG Post letter No 15-85/92-WL & sports dated 04-08-1993)
- (vii) Financial assistance for nutritional diet to GDS suffering from tuberculosis Rs 200/-PM for treatment as an indoor patient in any sanatorium, @100/-PM for outdoor treatment (DG Post letter No.1-15/97-WL & sports dated 17-09-1997).
- (viii) Financial assistance to the victims of natural calamities like flood, fire, earth quake etc. @ Rs. 750/- is provided as an assistance (DG Posts letter No. 1-13/97/WL/Sports dated: 26-09-1997).
- (ix) Granting of Special leave with payment of wages from circle welfare fund to GDS for donating blood to the recognised blood bank on working days (DG Post letter No 1-18/97-WL&sports dated 17-09-1997).

15.1 Grant of scholarships and book awards:

The children of the postal employees including Gramin Dak Sevaks are granted scholarships and educational assistance by the Postal Welfare Board as indicated below :

Sl. No.	Name of the course	Rate of scholarship
1.	I.I.T, I.I.M AIIMS	Rs. 300-00 P.M
2.	Technical education: (i) Degree (ii) Diploma	Rs. 225-00 P.M Rs. 150-00 P.M
3.	Non technical degree B.A./B.Sc /B.com /Degree in fine arts	Rs. 120-00 P.M
4.	Industrial training institute certificate course	Rs. 750-00 P.A
5.	Book awards for technical education	Rs. 450-00 P.A
6.	School student awards (i) V to VIII (ii) IX to XII	Rs. 300-00 P.A Rs. 450-00 P.A
7.	Scholarship for physically handicapped children of postal employees.	Rs. 45-00 P.M
8.	Transportation charges/Hostel/Mess subsidy for physically handicapped children of postal employees.	Rs. 80-00 P.M

(The rates indicated in column were revised by postal welfare board in the meeting held on 11.7.1997 and communicated in letter No 1-19/97-WL & sports dt. 17-09-1997)

15.1.2 Minimum percentage for award of technical scholarships will be 50 % in the qualifying examination on the basis of which the candidates become eligible for admission. In respect of non- technical course, the minimum percentage of marks is prescribed at 60%, however, a relaxation is given by 10 % for SC/ST and low paid employees for grant of non technical scholarships .In case of wards of Gramin Dak Sevaks, the minimum percentage in qualifying examination was prescribed at 45 % for non technical scholarships .No such relaxation was however given for technical scholarships.

15.1.3 In regard to giving of award to school students, the minimum percentage of marks prescribed is 75% for general category with relaxation of 10 % marks for SC/ST categories. From the year 1999-2000 onwards, book awards have been made applicable to all the classes 12th standard downward to I standard.

15.1.4 The pay limit prescribed for grant of scholarships and book awards is prescribed as below:

Sl.No	Scholarship / Book Award	Pay limit prescribed in Rs.
1.	Technical and non technical degree scholarships, book awards for technical education.	10,600-00 P.M
2.	School student awards	5600-00 P.M
3.	Scholarship to physically handicapped children.	13,100-00 P.M
4.	For courses in IIT/IIM/AIIMS	No pay limit

Allocation of funds:

15.1.5 Out of the funds available for scholarships and other educational schemes, the following allocation is made for different schemes :

Sl.No	Name of the scholarship	Percentage of allocation.
1.	Scholarships for technical courses including IIT/IIM/AIIMS	67%
2.	Scholarships for non technical courses	20%
3.	School student awards including awards for excellence in X and XII Board Examinations	5%
4.	Scholarship for staff for development of personality	5%
5.	Scholarship for handicapped children	3%

15.1.6 Heads of circle however have powers to re-allocate funds from one category to another if there are no sufficient eligible applicants in any category.

15.2 Reservation of allocation:

Similarly, 15% of technical scholarships and 20 % of the non technical scholarships is reserved for the officials drawing pay upto Rs. 3900-00 PM.

15.2.1 Thus, the children of the GDS are eligible for all the scholarships in technical and non technical courses, and further reservation is made for the officials whose pay range is below Rs. 3900-00 for granting technical and non technical scholarships.

15.2.2 The Gramin Dak Sevaks constitute a sizable work force in the Department. Though a reservation of allocation in granting technical and non-technical scholarships is provided to the employees with a pay limit upto Rs.3900 and GDS are eligible for such reservation under this category, yet the postman and Group 'D' in this pay range are also competing for grant of scholarships. In order to provide assistance for low paid wagers like Gramin Dak Sevaks the Committee recommends that the Department may consider grant of scholarship for technical and non-technical courses and school students award upto two children of Gramin Dak Sevaks who apply for the scholarships provided they fulfill all the conditions of minimum percentage of qualifying marks etc. In other words, all the wards of Gramin Dak Sevaks upto two children may be granted the scholarships and book awards subject to fulfillment of all other conditions. To enable full coverage of GDS for the scholarship scheme, 50% of the fund under the welfare scheme may be allocated to the Gramin Dak Sevaks.

15.2.3 The Department may also examine the existing rates of scholarships and book awards which were fixed more than 10 years ago and suitably revise them. This will go in a long way to alleviate the difficulties of GDS in getting their children educated and also provide added incentive for pursuing higher studies.

15.3 Local welfare schemes operating in the circles

Besides the above, the Committee found that some circles have also taken local initiatives for welfare of the GDS such as:-

- (i) **Uttarakhand Circle:** Providing assistance of Rs 10,000/- to the dependents on death and Rs 7000/- for prolonged serious illness, major surgery etc, Rs 1500/- is also provided as assistance for every discharged GDS. This is managed out of contributions of Rs.1000 collected from each GDS.
- (ii) **Kerala Circle:** Postal circle staff contributory welfare fund in the year 2000 was launched with a monthly contribution of Rs. 5/-.
 - (a) An amount of Rs 10,000/- is paid to the dependents on the death of GDS while in service.
 - (b) An amount of Rs 100/- is paid to the GDS in case of death of family member (Spouse and children only)
 - (c) Financial assistance for the medical expenses incurred at government rates for the treatment of self or family members for accidents/major surgery/prolonged illness. In case of major illness like cancer, Heart surgery, Kidney operation, major accidents, the assistance is restricted to the Government rates.
 - (d) Special cash award of Rs 500/- each on merit basis for the school going children upto first 10 grades in SSC and 10+2 examination who do not receive any scholarship.
 - (e) Financial assistance for those affected by fire, flood and natural calamity depending upon the loss involved in each case.
- (iii) **Tamil Nadu Circle:** The circle constituted a fund named Gramin Dak Sevak benevolent fund. A flat rate subscription of Rs 65/- per year is recovered from the TRCA.
 - (a) Out of the fund, Rs.10,000/- is paid as an assistance to the nominated dependents of Gramin Dak Sevak who die while in service.
 - (b) Rs 7,500/- is provided as assistance to the Gramin Dak Sevak in case of major surgical operations.
- (iv) **Andhra Pradesh Circle:** This Circle started a fund called Postal relief fund in the year 1984 covering all departmental employees and GDS. The monthly subscription of Rs 20/- is collected from every beneficiary and on death while in service, an amount of Rs 25,000/- is paid to the dependent of the deceased Departmental employee / Gramin Dak Sevak.

15.3.1 It may be seen that there are provisions for rendering assistance from Welfare Fund of the Department. In addition, some of the circles have also launched their own schemes to provide assistance in addition to the benefits under the welfare fund of the Department. The intention of all the schemes is to mitigate the distress to the GDS and the family in times of special need. These are to be seen as supplementary to the benefits

provided under the rules applicable to GDS. The GDS are entitled to ex-gratia gratuity and Severance amount at the time of discharge/death. There is EDGIS scheme providing for contribution of Rs. 10/- per month with savings component and insurance for an amount of Rs. 10,000/- in case of death while in service, which is now proposed to be raised to Rs. 50/- per month, with insurance benefits being raised to Rs. 50,000/-.

15.4 Demands made by GDS representatives

Revision of funeral expenses amounting to 1 months last TRCA drawn.

15.5 Recommendations

1. After carefully evaluating the present schemes, the GDS Committee recommends the following:-

Sr. No.	Name of Welfare Scheme	Present Financial Assistance	Proposed Assistance
1.	<i>Immediate relief on death</i>	Rs. 7,000	Rs. 8,000
2.	<i>Relief to the dependent of GDS who die while on duty due to any accident</i>	Rs. 7,000	Rs. 8,000
3.	<i>Death due to attack by robbers, terrorists, riots etc. while on duty</i>	Rs. 50,000	Rs. 1,00,000
4.	<i>Death due to attack by robbers terrorists, riots etc. while not on duty</i>	Rs. 10,000	Rs. 20,000
5.	<i>Death occurring due to enemy action in war or border skirmishes or action against militants, terrorists, extremists, etc.</i>	Nil	Rs. 1,50,000
5.	<i>Funeral expenses.</i>	Rs. 250	Rs. 500
6.	<i>Financial assistance in natural calamities</i>	Rs. 750	Rs. 750
7.	<i>Nutritional diet to the GDS suffering from tuberculosis (a) Indoor treatment (b) Outdoor treatment</i>	Rs.200 PM Rs.100 PM	Rs. 400 PM Rs. 200 PM
8.	<i>Financial Assistance in case of prolonged and serious illness/major surgeries</i>	Rs. 1500	up to Rs.5000

2. *The existing scholarship and book award scheme may be liberalised in respect of Gramin Dak Sevak to cover upto two wards for grant of scholarships and book awards subject to condition for grant of the same.*

3. *50% of the welfare funds may be allocated to the welfare grants of Gramin Dak Sevaks in the circle.*

4. *The existing rates of scholarships and book awards which were fixed more than 10 years back may be suitably revised.*

15.6 Health Care facilities to Gramin Dak Sevaks:

One of the demands made by representatives of GDS is provision of medical facilities to the GDS and their family members. Gramin Dak Sevaks are not covered by the CS (MA) Rules 1944. Gramin Dak Sevaks and their families are dependent on the Government hospitals both for in hospitalisation and out patient/domiciliary treatment. Under existing welfare schemes of the Department, the GDS is allowed lump sum assistance in case of hospitalisation in any Government hospital or taking treatment for serious illness restricted to 50% of the rates approved by the Government. Some of the circles have also their own contributory welfare fund schemes for providing financial assistance in case of death, major surgery or prolonged illness. While, the GDS may continue to obtain free medical treatment for Out Patient treatment at Primary Health Centres and Government hospitals, in respect of hospitalisation they require assistance from the Government in view of the costs involved. Government has launched "Rashtriya Swasthya Yojana" for providing quality medical care for treatment of diseases involving hospitalisation and surgery through an identified network of both public and private health care providers. The scheme provides coverage for meeting expenses of hospitalisation for medical or surgical procedures to the beneficiary members up to Rs. 30,000/- per family per year on a floater basis i.e. the total reimbursement of Rs. 30,000/- can be availed of individually or collectively by members of the family per year. Such a contributory health scheme may be introduced for the benefit of *Gramin Dak Sevaks*. Provision of in-patient care facility for GDS and spouse after discharge without any matching contribution may also be made in the scheme.

15.6.1 *Department may examine introduction of a contributory insurance health scheme for in-patient treatment of Gramin Dak Sevaks through Government Hospitals/ Private Hospitals. The insurance premium may be contributed jointly by the Government and the GDS as fixed by the Government. The GDS and the spouse may also be covered under the health scheme without contribution from the discharged GDS.*

15.6.2 *Presently, discharged Gramin Dak Sevak do not get any assistance for medical treatment. It is recommended that the Welfare Fund Scheme may also be extended to the discharged GDS for providing financial assistance of inpatient treatment obtained from government hospitals as in the case of GDS in service. The financial assistance, however, be limited only to Gramin Dak Sevak and the spouse.*

The Department promulgated Posts and Telegraphs Extra-Departmental Agents (Conduct and Service) Rules, 1964 vide notification No 6/63/60-Disc dated 10th September 1964. These rules were non statutory.

16.1 The change in the nomenclature of ED Agents was one of the demands considered by the Group of Ministers constituted by the Government to examine the recommendation of Justice Talwar Committee (JTC). The Group of Ministers while agreeing to the suggestion to change nomenclature of ED-Agents to Gramin Dak Sevaks made it explicitly clear that change in nomenclature will not in any manner alter the existing terms and conditions of Employment of ED Agents in terms of non-statutory P & T ED Agents (Conduct & Service) Rules, 1964 and that legal status of such agents will be suitably reflected in the relevant rules to make it amply clear that they would continue to be outside the Civil Service of the Union and shall not be treated on par with the regular Government Employees. The P & T Extra departmental Agents (Conduct & Service) Rules, 1964 were suitably amended and after incorporating therein required changes/revision, revised rules titled "Gramin Dak Sevaks (Conduct & Employment) Rules 2001" were framed and circulated vide letter No. 22-1/2000- ED & Trg., Dated: April 24, April 2001.

16.2 As regards the demand of the unions that the Department of Posts should frame and promulgate statutory rules under Article 309 of the Constitution to regulate their appointment and conditions of service, the case had come up for adjudication before principal Bench of Central Administrative Tribunal, New Delhi in OA No. 2626/1999. Relying on the Judgement of Hon'ble Supreme Court in the case of *Mallikarjuna Rao and Others Vs. State of Andhra Pradesh and Others (1990)*, (2 SCC 707) wherein the Supreme Court had held that the judiciary can not issue a mandate to the Government to legislate under Article 309 of the Constitution, the Principal Bench of the Tribunal asked the Department to consider advisability of framing requisite rules if considered appropriate. Under the existing non-statutory Gramin Dak Sevaks (Conduct & Employment) Rules 2001, notified by the Government, the terms and conditions of engagement, conditions of service of the Gramin Dak Sevaks are notified which give protection to them as provided under Article 311 (2) of the Constitution.

16.3 It may be stated that the Hon'ble Supreme Court in the case of *Union of India and others Vs Kameshwara Prasad 1996 SCC (L&S) 447* held that Posts and Telegraphs Extra-Departmental Agents (Conduct and Service) Rules, 1964 lay down a complete code governing the service and conduct of extra departmental agents including proceedings for taking disciplinary action against them for misconduct.

16.3.1 The Government in its executive power has replaced the above said 1964 Rules with new Conduct and Employment Rules 2001 and the said notification fulfils the requirement of notifying requisite rules for governing the conduct and employment of Gramin Dak Sevaks

16.4 Note - II - below Rule -3 of GDS (Conduct & Employment) rules 2001 under clause (v) & (vi) states that a Sevak shall be outside the civil service of the union & further that "a Sevak shall not claim to be at par with the servant of the Government. Gramin Dak Sevaks are not governed by Civil Services (Conduct) Rules, 1964. The Gramin Dak Sevaks are governed by a separate set of Rules viz. GDS (Conduct & Employment) Rules 2001. GDS are treated as civil servants outside regular civil service as held by Hon'ble Supreme Court in the case of P.K. Rajamma and others Vs Union of India and protection under Article 311 (2) of the constitution is applicable to them in matters relating to providing reasonable opportunity before removal/dismissal from service. The Gramin Dak Sevaks are not governed by CCS (RSA) rules 1993, but governed by a separate set of EDAs (RSA) rules 1995. The Gramin Dak Sevaks and the regular Central Government Employees are two distinct and separate classes and the same are not comparable. There is no parity with the Departmental Employees in the conditions of service and their remuneration and other entitlements.

16.5 **Leave (Rule 7 of GDS (C & E) rules)-Leave Available to Sevaks**

1. The GDS are entitled to 10 days paid leave for every half year. The leave is not permitted to be either carried forward or allowed to be accumulated.
2. No Gramin Dak Sevak is permitted leave of absence without allowances for more than 90 days at a stretch which can be extended up to 180 days in a period of one year in exceptional circumstances by Divisional Superintendent of Post offices. The maximum period of leave which can be sanctioned to any Gramin Dak Sevak shall not exceed 180 days during a period of past one year at a stretch or in intermittent intervals. The powers now have been delegated to sanction leave availed without allowances, in excess of 180 days if the GDS works in the leave vacancies of Group 'D'/Postmen, to the Heads of the Divisions. The power to condone absence in excess of 180 days in cases of prolonged genuine illness is now exercised by Head of Circle.
3. If the GDS remains on leave for more than 180 days at a stretch or in a period of one year, he ceases to be a Sevak and he/she will be liable to be proceeded against under the rule 10 of GDS (Conduct & Employment) Rules 2001.

16.6 Present position of arrangement for regulating substitute/ provisional appointment in place of regular Gramin Dak Sevaks is as under

1. The regular Gramin Dak Sevak is required to provide the substitute at his own risk and responsibility subject to the approval by the appointing authority. It is the duty of the appointing authority to ensure that no ineligible person is approved as a substitute and substitute arrangements are not allowed to continue for longer periods.
2. Under the existing orders, in case of short term arrangement where the Gramin Dak Sevaks avails paid leave, as far as possible, work is to be managed by combining duties in the office. In BOs with two or more establishment, work shall be managed by giving combined duty to GDS Mail Deliverer /Mail Carrier of BO. In the case of BOs with single establishment the GDS BPM has to provide substitute on his risk and responsibility. Even in long terms arrangements, the combination of duty needs to be adopted, if

workload of the BO as well as financial position does not justify provision of substitute.

3. It is for the leave sanctioning authority to ensure that combination of duties wherever resorted does not exceed maximum 5 hours work a day for such Gramin Dak Sevak.
4. Continuation of substitute arrangement beyond 180 days at a stretch should only be allowed by the next higher authority and only in exceptional cases where action has been initiated for regular appointment.
5. No substitute arrangement shall continue beyond one year. If Regular/alternative arrangement becomes unavoidable beyond 180 days and the arrangement is required to be continued beyond one year specific approval of the Head of the Circle will be obtained.

16.7 **Provisional appointments**

Such appointment should be resorted to only in cases where GDS is unable to undertake his duty due to unauthorised absence, fraud, misappropriation etc. and also circumstances beyond his control like sudden serious illness/accident/death/ misconduct/ dismissal/ removal/put off duty etc. In all cases where the vacancy can be anticipated, action should be taken well in advance to fill the post on a regular basis. Even where the post falls vacant unexpectedly, efforts should be made to manage the work through combination of duties. Where provisional appointment becomes unavoidable action should be initiated to fill the post by following all the formalities prescribed for regular appointment but clearly stipulating that the appointment is on a provisional basis. On no account, provisional appointment should be made without following every formality prescribed for regular appointments. Since the whole process will take a period not exceeding 60 to 90 days a stop-gap arrangement may preferably be made at the local level to manage the work either through combination of duties or by allowing the GDS from the neighboring office to function, or by deploying a mail overseer to look after the work. In cases where the local arrangement has been made, under any circumstances such local engagement should not exceed 90 days. If, for any unavoidable reason the local arrangement has been continued beyond 90 days the approval of the next higher authority is to be obtained on a one time basis only.

16.7.1 The Supreme Court in the case of Devika Guha Vs union of India held that the substitutes cannot have any right for regularisation. The Apex court maintained that the substitutes have no legal claim merely on the basis of their working for long time. If there are any cases where the substitutes have worked for a longer period, it is for the Department to consider the same to see whether there was any proper case for absorption. The Department has examined this, in consultation with the Ministry of Law and held that since substitute has no legal claim for absorption, the term longer period cannot be defined.

16.7.2 In the case of Umadevi Vs Secretary State of Karnataka, the Hon'ble Supreme court examined the aspects of claim/entitlement of substitute who has not undergone the process of regular selection for absorption. The Apex court held that merely because a temporary employee or a casual wage worker is continued for a long period, he will not be

eligible for any regularisation merely on the strength of such continuance if his original engagement was not made by following the due process of selection.

16.7.3 Subsequently in the case of Tutu Das (Dutta) Vs Postmaster General, Kolkata and others, the Hon'ble Supreme court has examined the claim of one substitute who worked in a GDS vacancy for about 7 years without having undergone the process of due selection at the time of initial engagement. Relying on the earlier judgments of Devika Guha Vs. Union of India and Umadevi Vs Secretary State of Karnataka, the Hon'ble Apex court rejected the regularisation of the substitute.

16.7.4 The Hon'ble Central Administrative tribunal of Principal Bench at New Delhi in OA No 3080/2004 examined the case of a person who was temporarily engaged for more than three years as GDS and terminated, who claimed for providing alternative employment. The Hon'ble CAT has observed that the substitute has no legal right as far as regularisation is concerned. Reliance was placed on the case of Devika Guha Vs Union of India of Apex court and held that such substitutes have no legal claim for absorption merely on the ground that they have worked for a long period when they were not appointed initially after observing due process of engagement. The review application filed by the above applicant was also rejected by the Hon'ble High Court of Delhi.

16.7.5 The Law of the land is clear and says that regularisation of the substitutes merely on the strength of their working for long periods is not permissible, if they have not undergone the process of engagement initially after following the prescribed recruitment procedures laid down in the rules.

16.7.6 Where there is a need to fill up vacancies by regular process and this process is going to take time, in the interim period the vacancy should be managed by a local arrangement which should not exceed a prescribed period of 90 days and during such periods the locally engaged persons is be paid the minimum of the TRCA of the post with dearness allowance to manage the work. *The Department may consider that all future engagements in leave vacancies, short term vacancies, be managed by combination of duties. If such combination is not found feasible in such cases the work may be managed by local arrangement unless it is decided to make a provisional arrangement after following the regular process of selection. It has to be made clear that arrangements made though for long period without following the recruitment process do not entitle regular absorption for engagement in a GDS vacancy. The existing instructions of providing alternate employment to a provisionally engaged candidate after rendering three years of engagement though he was not initially engaged by due process of selection need to be modified in this context.*

16.7.7 *Further, instructions already exist that, temporary engagements even in long term arrangements will be allowed only when the work load of the BO as well as its financial position justifies such engagement on regular basis.*

16.8 **Demands made by the GDS representatives regarding Leave**

1. Grant of 30 days of Earned Leave, 20 days half Pay Leave and 8 days Casual Leave.
2. Encashment of Leave.
3. Granting of Maternity Leave to women employees on par with Departmental employees.

- 4 The limit of 180 of leave without allowances during a year be raised to 240 days in a year. The power for condoning the absence beyond 240 days be given to the appointing authority.

16.9 Examination of the demands

Paid Leave:

As regards demand for granting Earned Leave for 30 days, 20 days half pay leave and eight days casual leave, the Committee does not find justification for such a demand in view of the difference in the working conditions and the character of the ED system. The Gramin Dak Sevaks have been made eligible for 20 days of paid leave during a calendar year, @ 10 days for every six months without carry forward facility. *The committee recommends that the paid leave may be availed over the entire calendar year without the leave lapsing at the end of six months which would mean the Gramin Dak Sevaks will be allowed to avail 20 days paid leave in a calendar year without carry forward of leave or accumulated*

16.9.1 As regards the demand for enhancing the period of eligibility of leave without allowances, the Committee does not find justification for this demand and the existing provisions governing grant of such leave without allowances which should be only in special cases warranting such leave to be taken may continue. There is already a provision for grant of leave without allowances beyond 180 days for prolonged and genuine illness by the Heads of circle.

16.9.2 During the field visits of the Committee, the Gramin Dak Sevaks have represented about the difficulties in availing of 10 days paid leave in six months. There is need to streamline arrangement for availing paid leave. *The Second Gramin Dak Sevak wherever available in the same office may be entrusted with the discharge of additional duties during the period of paid leave of another GDS, and he may be paid a combined duty allowance of Rs. 25/- per day in addition to his TRCA. Where only one Gramin Dak Sevak exists in an office, the Gramin Dak Sevak may nominate a person approved out of a panel of one or two names approved by the concerned leave sanctioning authority/appointing authority for this purpose and the temporarily engaged person may be paid pro-rata at the minimum of the TRCA along with DA thereon. The person so engaged should have required qualification for working in the post. This is being suggested in view of the difficulties being faced in entrusting the additional duties to a Gramin Dak Sevak of a neighboring BO through combination of duties.*

16.10 Maternity leave:

The objective of providing maternity leave is to enable the woman Gramin Dak Sevak to discharge the role of motherhood. The Gramin Dak Sevaks are based locally. For about a period of three months prior to and post delivery, the woman Gramin Dak Sevak will require rest and recuperation and they need to be helped financially against loss of wages. *It is recommended that women Gramin Dak Sevaks may be compensated by way of payment of maternity grant equivalent to three months allowance including DA from the Welfare Fund for two confinements for the first two children subject to following conditions.*

1. Minimum service of one year be prescribed for being eligible for the financial grant.

2. Women Gramin Dak Sevaks like mail deliverer and mail carrier may also be considered for lighter and stationary duties wherever possible during the pre- and post confinement period.
3. The financial grant may not be made admissible for medical termination of pregnancy (abortion, miscarriage and still births)
4. *Existing Power of Divisional heads for condonation of leave beyond 180 days leave without allowances availed by the Gramin Dak Sevaks to work in group D and Postman vacancies may also be extended for leave of three moths for period of maternity and another three months without allowances if availed by female Gramin Dak Sevaks during the period of confinement and thereafter. This facility may be applicable for two confinements for the first two children.*

16.11 In the schedule of appointing authorities mentioned below Rule 4 of the conduct rules, the Head of the division is prescribed as appointing authority. There are some postal divisions in North East, Sikkim, and A&N Islands, which are in charge of Junior Administrative Grade officers. *In such cases, the Deputy Supdt of Post offices if available, may be nominated as appointing authority and included in the definition Head of division. Where there is no post Deputy Superintendent of Post offices, the term appointing authority may include Junior Administrative Grade officer in charge of the Division.*

16.11.1 Under Rule 3 of the Conduct rules, there is a note II containing various terms and conditions of employment, whereas this Rule 3 mainly deals with definitions of the terms used in the conduct rules. Therefore the Committee feels that indicating the important terms and condition of engagement under a Rule with caption "definition" may not be appropriate and does not sound proper. It is, therefore suggested that, the note II below rule 3 may be separated and framed as a sub rule 3-A with heading "Terms and conditions of engagement."

16.11.2 The present Rule 6 of the conduct rule speaks about the Sevak's non entitlement for pension. But the administrative instruction under this rule mainly deals with ex-gratia gratuity. In order to make the provisions very clear, the existing Rule 6 may be reworded stating that "the Sevaks shall not be entitled for any pension, and they shall be entitled to ex-gratia gratuity or any other payments as may be decided by the Government from time to time".

16.11.3 The Gramin Dak Sevaks are remunerated with Time Related Continuity Allowance based on the work load and such TRCA is governed by administrative instructions issued from time to time, but there is no such indication in the text of conduct rules to this effect. The Committee therefore feels that a new Rule below the existing Rule 5 maybe incorporated stating that "the Gramin Dak Sevaks shall be entitled to payment of Time Related Continuity Allowance and other allowances as may be decided by the Government on the basis of work load for each category from time to time".

16.12 Transfer of Gramin Dak Sevak

Note II (iv) below Rule 3 of GDS (Conduct & Employment) Rules 2001 provided that a Sevak shall not be eligible for transfer in any case from one post / unit to another post / unit except in public interest. Subsequently, this condition was slightly modified vide DG post letter no. 22-12/2001-GDS dated: 17th Sept. 2003 allowing a limited transfer which was subsequently withdrawn.

16.12.1 Again the same was amended vide letter no. 19-10-2004-GDS dt. 17 July, 2006 providing for a transfer facility in the following cases.

- (i) *In case of woman GDS after her marriage.*
- (ii) *The GDS appointed on compassionate grounds and posted at distant place.*
- (iii) *The surplus GDS provided alternate employment at a different place.*
- (iv) *To look after physically handicapped/mentally retarded dependents*
- (v) *Self suffering from serious illness*

16.12.2 The Gramin Dak Sevaks work for part time and they are mainly local in nature. In order to maintain the expected level of transactions and to generate the required level of income to meet the cost of the establishment. It is essential that the persons engaged as Gramin Dak Sevaks are local and well acquainted with the members of public and who can maintain better liaison for improvement of the postal transactions and new schemes. That being the position, a limited transfer facility even in given circumstances is likely to be misused causing much work for the Heads of the Circle in scrutiny of the claims for transfers and taking a decision. *Therefore the Committee feels that the existing conditions for providing a transfer once in a career after completion of three years engagement should be confined to hard and exceptional cases only. The Committee favours for considering the transfer in the following cases only.*

1. *When a woman GDS gets married and necessarily to be shifted to her spouse place.*
2. *The GDS if declared as surplus and provided alternate employment at a different place which causes hardship to his family.*
3. *The ward of deceased Gramin Dak Sevak provided with engagement on compassionate grounds, but engaged in a post away from his place whereby he cannot look after the interests of the family of the deceased.*

In the above circumstances only, a transfer on request be allowed that too within the division subject to other conditions prescribed.

16.13 Security

The DG Posts in letter No 22-12/2001-GDS dated Sep 17, 2003 prescribed the security amount to be furnished by GDS as under:-

- | | | | |
|----|-------------------------|---|-------------|
| 1. | GDS SPM/BPM | - | Rs 10,000/- |
| 2. | Other categories of GDS | - | Rs 5,000/- |

16.13.1 The security will be in the form of Fidelity bond or National Savings Certificate pledged to the department in the name of President of India.

16.13.2 The Committee has observed that the cash handling liability has increased due to introduction of new schemes like NREGS, RPLI, retail post etc., and the present security is not adequate. The Committee recommends to revise the security to be furnished by the Gramin Dak Sevaks at the following rates:-

- | | | | |
|----|-------------------------|---|--------------|
| 1. | GDS SPM/BPM | - | Rs. 25,000/- |
| 2. | Other categories of GDS | - | Rs. 10,000/- |

16.13.3 The security can be in the shape of Fidelity bond or National Savings Certificate pledged to the department in the name of President of India or bank guarantee from a nationalised bank.

16.13.4 The Committee observed that the department is undertaking lot of work on account of obtaining and maintaining security bonds. The Head Postmaster has to collect the premium for the security amount in a designated month and arrange its remittance to recognised co-operative credit society for issue of fidelity guarantee bond for a year. On receipt of the FGB, the entries are posted in the register of FG bonds, it is sent to Divisional Supdt. for acceptance and approval on behalf of the President of India on receipt back the FGBs are pasted in a guard file. In accounts branch of Head Post office, considerable effort is undertaken for all the above works. Besides whenever there is a new engagement, the Head Postmaster is expected to obtain FGB for such persons in addition to all those already working. Hence the present periodicity of yearly renewal of the FGB may be fixed in quinquennial block (once in five years) so that the required premium for five years block may be recovered and FGB obtained for full block at a time. In case of any fresh engagements in the middle of the block the FGB can be taken from the date of joining to the end of the block. The blocks can be fixed uniformly for five years. This increase in periodicity will reduce considerable work in the Head Post office.

16.14 Recommendations

1. *To help female Gramin Dak Sevak to fulfill the role of maternity, she may be paid 3 months TRCA out of the welfare grant for the first two children, which will be limited to two confinements during the whole service.*
2. *Financial grant shall not be admissible for medical termination of pregnancy (abortion, miscarriage and still births)*
3. *Minimum service of one year be prescribed for being eligible for the financial grant in case of maternity leave.*
4. *Women GDS Mail Deliverers and Mail Carrier may also be considered for lighter and stationary duties wherever possible before and after maternity.*
5. *The existing powers delegated to Divisional heads for grant of leave without allowance beyond 180 days for GDS for working against departmental vacancy of Postman/Group D may be extended to grant leave (with financial grant from welfare fund) for three months and for grant of leave without allowances for another three months during the period of confinement and thereafter limited to two confinements only.*
6. *Paid Leave up to maximum of 20 days in a year in place of 10 days Paid Leave in a block of Six months without accumulation is recommended.*
7. *In single handed Branch offices, Gramin Dak Sevaks will provide his/her substitute on his own responsibility during the Paid Leave period. The GDS will provide names of one or two persons who possess required qualifications for engaging during leave periods and such list will be approved by the appointing authority. The GDS will get prior sanction of leave from the competent authority.*

In the Branch Post offices having more than one hand, combination of duties may be resorted to for managing the work during the leave period. The person entrusted with the combined duty may be compensated at Rs 25.00 per day towards combined duty.

8. *The Department may consider that all future engagements in leave vacancies/short term vacancies be managed by combination of duties and if such a course is not feasible, they may be managed by local arrangement unless it is decided to make a provisional arrangement after following the regular process of engagement and such local arrangement should not exceed 90 days. In long term arrangements, the temporary engagement will be subject to work load and financial justification of the office.*

9. *The present ceiling on availing leave without allowances upto 180 days in a period of one year either in a stretch or in intermittent intervals may continue.*

10. *The term appointing authority for GDS SPM/BPM may include Deputy Supdt of Post offices of postal divisions which are in charge of Junior Administrative grade officers. If the post of Deputy Supdt of Post offices is not available the term Head of the division should include JAG officer in charge of the division as appointing authority.*

11. *For all categories of GDS, it may be prescribed that they possess knowledge of regional language as evidenced by their having studied the regional language as a subject of study in matriculation or 8th standard as the case may be.*

12. *The existing instructions below note II under Rule 3 which deals with terms and conditions of engagement may be separated and framed as Rule 3A with caption terms and conditions of engagement.*

13. *To reframe the existing Rule 6 of the conduct rules stating that the Sevaks are not eligible for pension and their eligibility for ex gratia gratuity and other amounts as may be decided from time to time.*

14. *To frame a separate conduct rule after existing Rule 5 about the applicability and payment of TRCA to the Gramin Dak Sevaks as may be decided from time to time based on the work load.*

15. *Failure to take up residence in the place of duty in respect of GDS SPM/BPM after engagement should be treated as violative of conditions of engagement of GDS and liable for disciplinary action under Rule 10 of the conduct rules requiring removal/dismissal. This clause should be incorporated in the letter of engagement. This should be clearly stipulated by reframing the existing instruction No (vii) below note II under Rule 3 of the conduct rules.*

16. *The transfer facility may be restricted only in the cases of women GDS getting married, surplus declared GDS provided alternate engagement at a different place and wards of deceased Gramin Dak Sevaks provided with engagement in a post away from his place whereby he cannot look after the interest of the family of the deceased. The transfer be restricted within the division subject to other conditions.*

17. *The Security for the GDS BPM/SPM may be revised to Rs. 25000 and for other categories of GDS it may be revised to Rs. 10,000. The security may be in the shape of Fidelity Guarantee Bond or National Savings Certificate. The present periodicity of yearly renewal of the FGB may be fixed in quinquennial block (once in five years) so that the required premium for five years block may be recovered and FGB obtained for full block at a time. In case of any fresh engagements in the middle of the block the FGB can be taken from the date of joining to the end of the block. The block can be fixed uniformly for five years for all. This increase in periodicity will reduce considerable work in the Head Post office.*

Recruitment

Method of Recruitment

One of the terms of reference of the GDS Committee is to examine and suggest any change in the method of recruitment, minimum qualification for engagement of GDS and Conduct & Disciplinary Rules.

17.1 Method of Recruitment and minimum qualification for appointment:

The Educational qualifications prescribed for the appointments of Gramin Dak Sevaks are contained in letter no 17-366/91-ED & TRG dated: 12 March 1993 and 43-84/80-Pension dated: 30th Jan. 1981. They are as follows:

(i) Age: - Minimum age limit for employment as Gramin Dak Sevak is 18 years and maximum age up to which GDS can be retained in service is 65 years. DG posts may consider relaxing of this age limit in exceptional cases.

(ii) Educational Qualifications:

GDS Sub-Postmasters and GDS Branch Postmasters:

Matriculation. [The selection is based on the marks secured in the Matriculation or equivalent examination. No weightage is given for any qualifications higher than Matriculation.]

GDS MD, GDS SV, and all other Categories of Gramin Dak Sevaks

VIII Standard: Preference is given to the candidates with Matriculation qualification. No weightage is given for any qualification higher than Matriculation. Candidates should have sufficient working knowledge of the regional language and simple arithmetic so as to be able to discharge the duties satisfactorily.

(iii) Income and ownership of Property:

Detailed instructions regarding the condition of income preferably derived from landed property or immovable assets for recruitment to the post of GDS BPM/SPM were in force earlier.

The Department after taking into account the various judicial pronouncements incorporated following modifications in respect of the income and property requirements for appointment to various categories of GDS:

(a) The condition of income preferably derived from immovable assets was deleted.

(b) A candidate applying for any category of GDS will be required to supplement his/her income from other employment sources so as to have adequate means of livelihood to support himself/herself and his family. A certificate to this effect will have to be obtained from the candidate before he/she is given an appointment letter.

(c) The sole criteria for selection to the post of all the categories of GDS is merit subject to other eligibility conditions like providing of accommodation for the Branch office, taking of residence in the BO village before appointment.

(iv) **Security:**

In view of increase in cash handling liability and line limit of GDS security amount for GDS SPM/BPM has been increased from Rs. 4,000 to Rs. 10,000 and Rs. 5,000 fixed for other categories of GDS. The GDS are required to submit fidelity guarantee bond or NSC pledged to the Department in the name of President of India.

17.2 Method of recruitment

17.2.1 Educational Qualification for GDS MD/MC and Stamp Vendor/Packer.

At present, essential qualification for other remaining categories of GDS, is 8th pass, however, preference is given to those who possess Matriculation qualification; no weightage is given for qualification higher than Matric. For these categories, the candidates are required to have sufficient working knowledge of the regional language and simple arithmetic so as to be able to discharge their duties properly.

The Committee is of the view that since there is already a provision for operating the preferential clause for recruitment of GDS other than GDS SPM/BPM, the existing provisions are adequate keeping in view the job requirements. Knowledge of regional language and simple arithmetic need to be judged by the educational certificate.

17.2.2 Preferential educational qualification

The Department of Posts vide circular dated 12-3-1993 revised the educational requirement for recruitment to various posts including the post of Extra Departmental Delivery Agents (GDSMD). The minimum educational qualification for the Post of Delivery agent is VIII standard pass and preference is given to the candidates with Matriculation, no weightage given for any qualification higher than matriculation. The preference clause has come under the judicial scrutiny of the Apex Court in Civil appeal No. 143 of 2001 filed by Shri Surender Singh against Union of India and Others. Referring to the judgement of AP High Court Versus P. Dilip Kumar (1993) SCC 310, the Apex Court has held that there is nothing arbitrary or unreasonable in the employer preferring a candidate with higher qualification for the service. It is a well settled by a catena of decision that

classification on the basis of higher educational qualification to achieve higher administrative efficiency is admissible under the constitutional scheme. It is always open to the recruiting agency to prescribe a minimum eligibility qualification with a view to demarcate and narrowing down the field of choice with an ultimate objective of permitting candidates with higher qualification to enter the zone of consideration. Hence, the preferential qualification is considered to be more effective and efficient, and also it was a clear assumption that a candidate possessing the same is best suited for the post in question.

17.2.3 Educational Qualification for GDS SPM / BPM:

Presently the educational qualification for the post of SPM/BPM is Matriculation and no weightage is given for higher educational qualification. The jobs performed by the GDS SPM/BPM are simpler in nature. The job of the BPM can adequately be discharged by a Matriculate with suitable training. There is a proposal to computerise the BOs. For the level of transactions in a BO, the system of "Hand Held Recorders" which is simple to operate will meet the requirement of the Branch office and can be operated by Branch Postmaster with Matric qualification after required training.

The Committee observed that though operationally the present qualification of Matriculation prescribed for the GDS SPM/BPM is adequate, to provide for higher administrative efficiency in the context of new services that are likely to be introduced in rural offices and improvement in educational levels, preference may be given to the candidates with higher qualification of 10+2. No weightage need be given qualification higher than 10+2. There is also need to prescribe that the candidates should have knowledge in local language, as this will be essential for functioning of the BPM. The candidates selected be prescribed to have studied the local language as a subject of study at the Matriculation level. The committee suggests that there may not be any relaxation in the minimum educational qualification for the wife of the deceased GDS while making compassionate appointment as BPM/SPM and relaxation of educational qualification may however be considered for other GDS posts.

17.3 Recommendations

1. *The Committee observed that though operationally the present qualification of Matriculation prescribed for the GDS SPM/BPM is adequate, to provide for higher administrative efficiency in the context of new services that are likely to be introduced in rural offices and improvement in educational levels, preference may be given to the candidates with higher qualification of 10+2. No weightage need be given for qualification higher than 10+2. There is also need to prescribe that the candidates should have knowledge in local language, as this will be essential for functioning of the BPM.*

2. *The Committee suggests that there may not be any relaxation in the minimum educational qualification for the wife of the deceased GDS while making compassionate appointment as BPM/SPM and relaxation of educational qualification may however be considered for other GDS posts.*

17.4 Residence Requirement:

As per the Departmental instructions, GDS BPM/SPM was required to be a permanent resident of the village where Post office is located. MD/ Mail Carrier and Mail Peon were required to reside in the station of the main Post Office or its delivery jurisdiction

or stage of the mail originating or terminating point. The requirement of being a permanent resident of the village concerned has been held unconstitutional by the Hon'ble Central Administrative Tribunal Ernakulam in OA No 1018 of 1990. The Tribunal directed the respondent to replace the condition of residence simpliciter to be fulfilled subsequent to selection and appointment. The Hon'ble Administrative Member of the Tribunal during the arguments established the nexus between the residential qualification and attributes of the job of GDS BPM/SPM by arguing that only if a candidate is the resident of the village, he will be able to meet the requirements of the job. By being a resident of the village he will be able to earn more income in the village while working as GDS BPM on a part time basis. If he is not the resident of the village, he will have to leave the village for earning extra income to the detriment of his duties as GDS BPM. It would have been much better if instead of permanent resident the eligibility criterion would have been merely of residence which may be temporary or permanent or having property or merely a qualification of having source of income in the village where the Post office is situated. In the light of the above discussion the Tribunal felt the nexus between the attribute of the office of GDS BPM/SPM and the eligibility criteria of the permanent resident of the village where the Post office is situated to the exclusion all other forms of residence or holding of property in that village is neither reasonable nor valid. Accordingly the eligibility criterion of permanent residence of the village where the Post office is situated is held to be basically unconstitutional and violative of Article 16 (2) of the Constitution. The clause (2) of Article 16 specifically debar discrimination on ground of religion, race, sex, descent, place of birth and residence or any of them. Clause (3, 4, and 5) of Article 16 however gives exemptions or exceptions under certain circumstances only to Parliament. Even if permanent residence is read down as post selection requirement it will still be unconstitutional being violative of Article 19 (1)(e) of the Constitution as restricting fundamental rights to reside and settle in any part of the territory of India.

17.4.1 In view of the tribunal judgement, the condition of residence has been modified by the Department and, now, it has been stipulated that any candidate before appointment to the post must take up residence in the village in the case of GDS SPM/BPM, delivery jurisdiction of the BO for GDS MD and in respect of Mail Carrier at Mail originating or terminating point. The candidate is no longer required to be a permanent resident of the village or of delivery jurisdiction of the Post office. GDS SPM/BPM is required to reside in the village itself while GDS MD also has to reside within the delivery jurisdiction of the Branch Post office and at mail originating or terminating point for Mail Carriers before taking up appointment.

17.4.2 Consequently the Department vide letter No. 17-104/93-ED & Trg. Dated December 12, 1993 issued orders that while making selection of GDS post the requirement of permanent residence for the post of GDS BPM need not be insisted upon as pre-condition for appointment. However, it should be laid down as a condition of appointment that any candidate who is selected, before taking up the appointment must take up his residence in the village/delivery jurisdiction of the ED Post office as the case may be.

17.4.3 During the field survey, it was observed that in some places the GDS BPMs were not found residing in the Post village which has affected the delivery of service and viability of the Post office. The GDS committee also observed that where the GDS BPM resides in the post village, in such cases the ratio of income to cost is better and the BPMs are earning more incentive in addition to the allowances. In a rural environment the villagers look for trust in the BPM. Further, the Department is expanding into activities like Micro-

credit and NREGS which will require an intimate knowledge of the villagers. The BPM is also expected to take up other avocation to supplement the income derived from the work of Post office. This will require that the BPM should be a resident of the village but not a person who commutes from his actual place of residence to the BO village. The Department should ensure that the BPM continues to be a resident of the BO village after appointment. Not taking up of residence in the post village should be deemed as violative of conditions of engagement liable for action under the rules. The inspection questionnaire should also prescribe a note to this effect that whether the GDS BPM/SPM has taken up residence in the post village maintains the Post office as per the standards and guidelines laid down by the Department, and has other avocation to supplement the income derived from Postal transactions. Similar review needs to be made for other GDS engaged in the BO.

17.4.4 After removal of the condition of permanent residence of the BO village, the candidates so selected for the GDS SPM/BPM have to take up the residence and reside in the post village. Keeping this provision in view, it would be advisable to provide an item in the application for the post itself about his willingness/ability for providing suitable accommodation for running the BO/EDSO on his own arrangement and giving an undertaking to take-up residence in the BO village in the event of his/her engagement. Such applicants who have given the above declaration positively need only to be considered while finalising the selection.

17.4.5 The Gramin Dak Sevak Committee conducted some surveys about the actual implementation of the above rule, the BPMs taking up residence after their regular engagements in the place of duty. In one of the Regions it was observed that of the 436 BPM appointments made for the past ten years, only 259 Gramin Dak Sevak are reported to have taken up the residence in the place of duty after appointment. Similarly the Senior Supdt of POs Mysore Division conducted a survey of some identified BOs where the BPMs have taken residence and also where they have not taken up residence and reported that the level of transactions and income generated in cases of BOs where they have taken up residence is comparatively better than such BOs where the BPMs did not take up residence or commuting from other places. In the Public Opinion Survey conducted by the Committee, of the 9968 respondents 18.76% of the respondents have stated that the Branch Postmasters are not residing at the place of duty.

17.4.6 *Therefore, the existing recruitment procedure requires refinement and it should be clearly indicated in the notification about the provision of suitable accommodation on his own arrangement of the selected candidate and mandatory condition of taking up residence in the place of duty before taking up appointment. Similarly in the letter of engagement, the appointing authority should clearly intimate that any failure to take up residence in the place of duty would be violative of the conditions of engagement and liable to be proceeded under Rule 10 of GDS (Conduct and Employment) Rules, 2001 and the note II (vii) below Rule 3 of the Conduct rules may be modified to the effect.*

17.5 Demands of the Gramin Dak Sevaks representatives:

GDS representatives made following submissions before the GDS Committee with regard to the recruitment, training and promotion:

1. The Educational qualification for GDS SPM/BPM may be fixed as 10+2.

2. The candidates who possess computer knowledge be paid special pay after their selection as BPM. The present incumbents who also acquire computer knowledge may also be given special pay.
3. The qualification for GDS MD and other category may be prescribed as Matriculation.
4. The maximum age limit for appointment of GDS may be fixed as 35-45 years.
5. The condition of possessing other avocation should be deleted.
6. The present mode of recruitment on merit basis should be continued.
7. Recruitment rules may be modified and all restrictive conditions removed.
8. Reservation, application of roster as applicable for the Departmental staff may also be extended to the GDS.

17.6 Examination of the issues:

The various demands of the GDS and GDS representatives have been examined keeping in view of the present GDS system, existing requirements of the Department, emerging needs of the Department and various aspirations of the GDS.

17.6.1 Minimum age at entry:

The present recruitment rules do not impose any maximum age restriction for recruitment as GDS. Any individual above the age of 18 years fulfilling all other conditions of recruitment can be engaged as GDS, however, the survey conducted by the Department revealed that the average entry of GDS into this service is in the range of 35 to 40 years. The demands have been made by the Unions for prescribing the upper age limit of 35-45 years. If a GDS is recruited at the age 35-45 years, this still leave 20 to 30 years of residual service at the time of discharge of GDS from service. At present, if the GDS join the service after the age 50 years, he would not be entitled for the benefit of ex-gratia gratuity and Severance amount. The committee is of the view that a person engaged as GDS be fit enough to discharge the assigned duties and also have required service and also be eligible for getting the service discharge benefits. However there may be cases where the suitable persons within that age group fulfilling all the other conditions may not be available for engagement in some pockets of rural areas. *Keeping this factor in view, the Committee suggests that preference may be given to the persons who are within 45 years for general category and giving age relaxation to SC/ST/OBC candidates as applicable. However where the candidates within the suggested age group are not available, relaxation in age condition may be allowed for engaging the GDS subject to his being found fit and fulfilling all other conditions for engagement as GDS.*

17.7 Discharge Age

Shri R. R. Savor in his report in Para 12.4 stated that "with regard to the age of retention in service i.e. 65 years the limit seems to be reasonable and may be allowed to remain. While taking a decision on the recommendation of Madan Kishore Committee for retention of the EDAs up to 65 years of age limit, it was proposed that the age limit subject to

the condition that the incumbent remains physically fit, the condition of physical fitness must be insisted upon. He recommended that ED Agents may ordinarily be retained in service upto 60 years and subject to physical fitness may be allowed to continue upto 65 years.”

Justice Charanjit Talwar in Para 3.1 of Chapter V, recommended to reduce the discharge age from 65 years to 60 years.

The GDS representatives have demanded for keeping the retention age upto 60 years whereas the National Union of Gramin Dak Sevaks requested for retaining the existing age at 65 years only.

17.8 Evaluation of the demand:

The Committee during field visits observed that, the GDS who are now retained upto 65 years are unable to discharge their duties satisfactorily; particularly, in the category of GDS Mail carriers and Mail deliverers, they find it difficult to commute the distances by cycle and even in some cases, they are getting the work done through others. During the interaction with circle administrations, they also stated that, the GDS performing outdoor duties are finding it difficult to discharge the duties satisfactorily in the old age. They also requested to examine and keep the retention age at 60 or 62 years by providing some sort of social security.

17.8.1 Keeping in view the need for efficient discharge of duties and also that an increase in the benefits/ payments on discharge of GDS are now being suggested, the age of discharge of GDS be fixed at 62 years against present age of 65 years. With this, there will be one time extra outgo of cash disbursement towards ex-gratia gratuity and Severance amount The Department may effect this change in a phased manner over a period of 3 years.

17.9 Special Allowance for Computer Operation:

The Committee proposed for providing hand held recorders for operations in the Branch Post offices elsewhere in the report. Such recorders can be easily operated with required training. However the Department may consider provision of laptops/personal computers where there is sufficient demand and the BPM is able to operate the system. This will enable the BPM to do a larger variety of transactions leading to better earnings for the BPM. Therefore the Committee does not suggest granting any special allowance for computer operations.

17.10 Condition of Alternate Income:

As per the existing terms of engagement, the GDS are to perform postal functions for limited time taking up local residence and they are to engage in other avocations to supplement their income. As the ED System provides for part time engagement, the GDS will be required to engage themselves in other avocations to supplement their income to maintain themselves and their family. The provision does not require any change.

17.11 Induction of Ex Servicemen to GDS posts:

Under the present instructions adequate representation for the SC/ST and OBC is to be provided in the engagement of Gramin Dak Sevaks. However, there is no provision for ex-servicemen for engagement as Gramin Dak Sevaks. The Committee suggests that a provision may be made for representation of ex-servicemen in the GDS categories to the extent of 10% of vacancies. The system of horizontal reservations may be followed while inducting ex-servicemen. The ex-servicemen be permitted to avail the eligible age relaxation for engagement.

17.12 Recruitment Method:

Whenever a GDS vacancy occurs, the Divisional Supdt. has to examine the statistical and financial justification of the office for filling the post. The combination of duties by suitable revision of allowances will be the first option and in case such course of action is not feasible and engagement of a person in the vacant post is found justified then only the process for regular engagement of GDS is to be undertaken.

17.12.1 Presently, the appointing authority for GDS other than GDS BPM/SPM is of the level of Sub Divisional Inspector or Sub Divisional ASP. In respect of Branch Postmaster/EDSPM the appointing authority is the Divisional Superintendent. Presently, the vacancy is notified as and when it occurs. The notification of the vacancy is required to be sent by registered post to the concerned District Employment Exchange requesting for sponsoring candidates within a period of one month. Wide publicity is to be given by notifying the vacancy in local Panchayat, concerned Branch Post office, Sub Post office, Head Post Office and at prominent public places like school etc. Further, the present system also provides for giving publicity in local newspapers and through All India Radio. In order to make the recruitment process transparent the following revised procedure is suggested:

17.12.2 A selection committee may be constituted at the Divisional level for recruitment to all the GDS posts that are needed to be filled up once in a quarter. The composition of the Committee will be Divisional Head, Assistant Superintendent of Post office/Sub Divisional Inspector and Divisional Head of a neighbouring postal/RMS division. If there is a Gazetted Head office, the Senior Postmaster can be co-opted as member of the Selection Committee. Wide publicity may be given in all the newspapers through press note about the vacancies for which applications are called for and how the candidates can obtain the applications and apply for the same. This will be in addition to the wide publicity that is now being given. The applications may also be made available in a standard format along with the instructions in all the Head Post offices/Sub Post offices/Branch Post offices in the Division. The applications could be priced suitably. A single date may be fixed in a quarter for opening of all the applications received and the applications may be opened in the presence of candidates who desire to be present on the date of opening of the applications. The comparative merit list of the candidates be entered in prescribed register duly signed by the candidates and also by the members of the selection committee constituted for this purpose. The list of selected candidates may be exhibited on the same day on the notice board of the Divisional office. In case of GDS other than BPM/GDS SPM, the names of the candidates should be communicated to the concerned Sub Divisional Inspector or Unit Head on the same day. Besides, the candidates should be informed of the selection on the same day. In respect of Branch Postmasters and GDS SPM, they are to be directed for securing an accommodation and acquiring a residence for locating the Branch

Post office and report compliance within a stipulated time frame. There should be definite time frame for pre-appointment formalities like verification of certificates, verification of character and antecedents.

17.12.3 Every circle can have a web site which will give the complete information about the postal facilities/various schemes in operation/the address and designation of offices to be contacted in case information is needed by the public etc. The same website can have information with links to all the divisional offices wherein they can enter full details of recruitment conducted from time to time.

17.13 **Training requirements of the GDS:**

Induction Training:

At present the selected GDS BPMs are attached to the ASPO/SDI of Sub division for the first two days and for other two days attached to Sub Post office for practical training while other GDS candidate who are drafted for delivery work are given three days training before engagement. After initial training, the GDS BPM is attached to the mail overseer for six days. During the first three days, the mail overseer himself performs work of the office and during the last three days the person engaged performs all the operational work under the supervision and guidance of Mail Overseer. The GDS SPMs are imparted six days induction training.

17.13.1 The present syllabus covers the conventional duties of the BPM only. The training programme does not cover improving the viability of the Post office, new products and services, marketing of the products and customer relations. There is need to train the GDS BPM in various products and services introduced by the Department, especially products aimed at financial inclusion like SB, RD, TD, RPLI, PLI, Old Age Pension payments, NREGS etc. Thorough knowledge of operational and accounting procedure for performing the job needs to be imparted. The advantages of various products and schemes offered by the Post office should be clearly brought out for effective marketing. The role of the BPM to improve the financial viability of the BO should receive attention. *The period of induction training of BPM be increased to two weeks. Additionally the Branch Post Masters have to be imparted training of any new products introduced for customers as and when they are introduced. Also the Department should organize in service training at suitable intervals for refreshing their knowledge on various operations.*

17.13.2 *Similarly, the GDS MD also needs to be trained in the marketing of services like PLI, RPLI and Bills collection. A separate training for 5 days may be organised for them which will include the duties attached to the GDS Post.*

17.13.3 *For imparting training to the GDS BPM and GDS MD suitable resource persons should be identified from ASPO/IPOs who have the necessary aptitude for training. A suitable incentive needs to be worked out for the resource persons.*

17.14 **Recommendations:**

1. *The period of induction training for GDS BPM be made inclusive and increased to two weeks through a qualified trainer. Provision also be made for training of any new products introduced and refresher training at suitable intervals.*
2. *The period of training of GDS MD may be increased from 3 to 5 days the training may include marketing of services like SB, PLI, RPLI and Bills collection.*

17.15 **Recruitment to Group 'D' Cadre:**

There are two categories of Group 'D' functioning in the operative offices:

- a) Non test category
- b) Test category

The recruitment rules were modified as notified in the letter No 37-15/2001-SPB.I dated January 23, 2002. According to this recruitment rules, the non test category posts will be filled up from among Gramin Dak Sevaks of recruiting division or unit and casual labourers (full time and part time) of the Division. For the non test category posts, the educational qualification is Primary School standard pass. The non test category posts are filled by means of an Interview from amongst the categories specified above. The age limit prescribed for selection is 50 years and this selection is done by a Committee. The GDS and part time casual labourers are treated as outsiders and preference is given to them for filling up of the NTC posts.

17.15.1 **Sub-ordinate Offices:**

- (a) Peons/LB peons/Mail Peons/Packers etc:

The method of recruitment shall be in the manner specified as below:

A test shall be held for determining the eligibility of the candidates holding the non test category posts for filling up of the above posts. In case suitable candidates are not available, the posts remaining unfilled are filled by direct recruitment.

- (i) 75% of the direct recruitment vacancies in Group 'D' are filled up by Gramin Dak Sevaks of the recruiting division or unit where such vacancies occur failing which from the neighbouring division or unit by selection cum seniority. The Gramin Dak Sevaks are given preference for this 75% of the direct recruitment vacancies that remain unfilled from NTC Categories.

- (ii) 25% of the residual Group 'D' vacancies of Direct Recruitment are filled by selection cum seniority in the following manner:

- (a) By casual Labourers with temporary status of recruiting division falling which,

- (b) By full time casual Labourers of the recruiting division or unit failing which,
- (c) By full time casual Labourers of the neighbouring division failing which,
- (d) By part time casual Labourers of the recruiting division or unit failing which,
- (e) By Direct Recruitment.

17.15.2 The above recruitment rules reveal that there are two categories of Group 'D' post in Post office and RMS Offices viz. non test category post like sweeper, waterman Farash etc. and test category post like packer, peon, LB peon, mail peons/mail men etc.

17.15.3 For Non test category, the GDS upto the age limit of 50 years are selected by a committee on seniority with primary school standard pass. In respect of second category of posts, the first preference is given to Group 'D' working in NTC categories through a literacy test and of the remaining vacancies unfilled, 75 % of such vacancies are filled amongst GDS upto 50 years of age by seniority and 25 % of the vacancies from amongst casual labourers either full time or part time as explained above. As already stated these vacancies are direct recruitment vacancies and GDS/Casual labourers are given preference over outsiders.

17.15.4 The engagement of casual labourers in various departments of the Government of India are governed by the orders of Department of Personnel & Training which stipulate that the provision of conferring of temporary status to full time casual labourers is only applicable for those casual labourers engaged prior to September 1, 1993. The DOPT banned further engagement of casual labourers, both full time and part time. Such being the case, Directorate should re-examine coverage of part time and full time casual labourers engaged after September 1, 1993 under the ambit of recruitment rules for Gr. D.

17.15.5 The sixth pay commission has suggested for outsourcing the housekeeping jobs like sweeping, scavenging, guarding etc. In the Department of Posts, also, the recommendation/suggestion of sixth pay commission for manning the posts which are now classified as non test category posts, needs to be examined.

17.15.6 The Sixth pay commission recommended that all Group 'D' pay scales in the Government will stand upgraded to Group 'C' along with the income bands (after suitable retraining, wherever required) with no further recruitment taking place in any of the existing Group 'D' post. The minimum grade for this upgraded multi skilled Group 'C' will be 4860-20200 with the grade pay of 1800 (pre-revised scale 2750-70-3800-75-4400).

17.15.7 The GDS being preferred over outsiders for filling the posts of existing Gr. D which are now to be converted into multi functional Gr. C posts, (as per recommendations of Sixth CPC), the existing Recruitment Rules for Gr. D need to be revised suitably.

17.15.8 *The multi skilled Group 'C' posts are to be filled up from outsiders. Preference may be given to GDS to the extent of 75% to GDS and 25% of vacancies to (Casual labourers recruited before September 01, 1993) subject to their qualifying in the recruitment examination. The GDS upto the age of 50 years having Matriculation qualification and who have put in 5 years of continuous service may be allowed to take this examination. In respect of casual labourers, they should fulfil the educational qualification of Matriculation and should have been recruited initially through Employment Exchange. The examination will be based on requirement for discharge of Group 'C' duties which will be identified by the Department. The duties which are of Group 'D' nature may be managed by other means. The multi skilled Group 'C' recruited may not be allowed any transfer from the division where they are recruited. In order to maintain the local character of the job, the present provision of transfer under Rule 38 of Volume IV may be modified.*

17.16 Postman:

Present Method of Recruitment:

1. 50% by promotion from amongst Group 'D' officials through a departmental examination. The unfilled vacancies from this quota will be added to 25% of vacancies of GDS merit quota.
2. 50% by Gramin Dak Sevaks of the recruiting division or unit, in the following manner, viz:-
 - (i) 25% from amongst Gramin Dak Sevaks on the basis of their seniority in service subject to the condition that they have put in a minimum of 15 years of continuous service and within 50 years of the age on the crucial date. The age relaxation of 5 years is, however, provided to the candidates belonging to SC/ST communities and 3 years for the OBC candidates. This selection is done by a Selection Committee.
 - (ii) 25% from amongst Gramin Dak Sevaks on the basis of their merit in the Recruitment Examination. The GDS should have put in 5 years of service on the prescribed date. The age limit is 50 years.
3. If the vacancies remained unfilled by GDS of the recruiting units, such vacancies are filled by surplus qualified GDS of other postal divisions located at the same station, failing which, vacancies remaining unfilled are thrown open to surplus qualified Gramin Dak Sevaks in the region.
4. Any vacancy still remaining unfilled are filled up by direct recruitment through the candidates sponsored from Employment Exchange.

17.17 Evaluation:

The sixth pay commission has recommended to upgrade the scale of pay of the Postmen/Mail guard to that of pre-revised scale of Rs.3200-4900. Department posts, is getting computerised with the entire net work likely to be connected to the Data centre. This will require that all the persons engaged in various operations, are able to perform operations on computer. As regards postmen, he should be able to do data entry in the Postmen module and be able to upload the data of

delivered articles into the system. This will mean that the persons to be recruited as Postman should have data entry ability, analytical and arithmetical ability appropriate to the job. Hence, the present recruitment rules for Postmen/Mail Guard need to be amended to fulfill the requirements in the new dispensation.

17.17.1 It is proposed that, 25 % of the vacancies may be filled by promotion from Group - D and remaining 75 % of the outsider quota of vacancies by merit, through the same common examination, which will test above abilities. All the Group - D with Matriculation qualification and below 50 years of age may be made eligible to take the above examination and these vacancies upto 25 % quota may be filled on merit out of the persons who qualify, and the minimum qualifying marks may be fixed at 45 %. In regard to GDS, they may be given preference over the outsiders to the extent of 50% of vacancies. GDS with a minimum of 5 years of satisfactory continuous service, with Matriculation qualification and 50 % of marks in Matriculation may be considered for selection on merit through the above examination. The age limit for taking the above examination for GDS be fixed at 45 years with relaxation for SC/ST & OBC candidates. The unfilled vacancies, if any, in 25 % of promotional quota may be added to outsiders quota and filled up through qualified GDS of the Division on merit, failing which the GDS of other divisions in the region and if not filled up the balance of vacancies be added to outsider quota of the division. The minimum qualifying marks in the examination be prescribed at 45 % in each paper. The present examination fee of Rs. 5.00 may be withdrawn. The examination may be conducted at circle level once in a year. *The number of chances may be prescribed as six for appearing this departmental examination subject to fulfillment of other conditions.*

17.17.2 The remaining 25% of the vacancies may be filled from outsiders with matriculation qualification who should have qualified with state language as a subject in the Matriculation. The age limit be prescribed between 18-25 years. As large number of applications will be received for limited vacancies short listing be done on the analogy of outsider PA recruitment. This condition of compulsory study in the State language as a subject is prescribed because the candidates should have adequate knowledge in local language to function effectively. They should not also be allowed any transfer from division where they are recruited. In order to maintain the local character of the job, the present provision of transfer under Rule 38 of Vol. IV may be modified for this category of post and also to GDS selected as postman on merit. *The qualifying marks for the outsiders in the examination may be prescribed at 50%.*

17.17.3 In order to ensure transparency, the examination can be supervised by an officer not belonging to the division. Similarly, the valued answer scripts should be tabulated by a committee consisting of Divisional head of the division, neighbouring Divisional Supdt. co-opting the ASP(Headquarters) as a member. The committee should undertake opening of answer script bundles, tabulation, and announcement of results. The entire proceedings should be made in the form of minutes and signed by the members.

17.17.4 In RMS, for filling the post of Mail Guards, a similar procedure for recruitment through a common examination with the same percentages of 25% for Group 'D', 50% for GDS Mailmen and 25% for outsiders is suggested.

17.18 Postal Assistant/Sorting Assistant:

17.18.1 Present Method of Recruitment:

- (a) 50% by direct recruitment.
- (b) 50% by promotion through a Limited Departmental Competitive Examination from the Lower grade officials like Postman/Group 'D' who have put in minimum of 3 years of service. There is no age restriction but there is a restriction placed on number of chances for appearing in the said Departmental examination. The unfilled vacancies are offered to GDS of the division or unit subject to their fulfilling the prescribed conditions, and if vacancies still remain unfilled by the Gramin Dak Sevaks, they shall be filled by direct recruitment through open market candidates fulfilling the Recruitment Rules.

17.19 Evaluation:

The 6th Pay Commission has recommended that all Group "D" pay scales in the Government will stand upgraded to Group 'C' along with incumbent (after suitable retraining wherever required) with no further recruitment to any of the existing Group 'D' posts. In the Department of posts, the 50% of the clerical vacancies are filled through Group 'D' and Postman on merit in a departmental examination and this examination is termed as "lower grade official examination". This term appears to be not apt and it may be changed as promotional examination for clerical cadre. The Department is computerizing the Post office in a big way and the entire network is proposed to be connected to the Data Centre. Hence, future requirements to Group 'C' posts will require knowledge to operate in the computerised environment.

17.19.1 The Committee recommends that the clerical vacancies may be apportioned as 25% to be filled up through promotion of Postman and multi functional Group 'C' and the remaining 75% may be offered for outsiders quota. The postman/multi functional Group 'C' with 10+2 qualification and knowledge of data entry operations, who have put in 3 years continuous satisfactory service upto 45 years of age, be permitted to take the above examination. A single common examination for the Postman /multi functional Group 'C' and Outsiders be conducted simultaneously. This examination may be devised to test the candidates in data entry on computers, analytical ability, general knowledge and arithmetical ability. The selection may be done on merit. The candidates be short listed on merit against the quota of vacancies earmarked for each category subject to prescribed reservation for SC/ST/OBCs. The Gramin Dak Sevak with 5 years service and upto the age of 30 years with 10+2 qualification and who secured marks of last selected candidate of direct recruitment may be permitted to take the examination for filling the unfilled departmental vacancies if any of the same year. This will avoid delay in recruitment of unfilled vacancies and to fill unfilled vacancies if any in the same year. A similar process of recruitment be considered for recruitment of sorting assistants in Railway Mail service.

17.19.2 Recruitment rules in Group D/Postmen-Mail guard/Postal Assistant is shown in the form of a table-

Table showing the recruitment rules for multi functional Group 'C'/ Postmen/Mail Guard/Postal Assistant/Sorting Assistant

Category of Post	Provisions
Multi functional Group 'C'	<ol style="list-style-type: none"> 1. 100% by direct recruitment 2. Preference given to Gramin Dak Sevaks and eligible casual labourers 3. Age limit - 50 years 4. 5 years continuous service 5. Matriculation Qualification 6. Through Departmental examination on merit
Postmen/Mail Guard	<ol style="list-style-type: none"> 1. 25% from promotion of multi functional Group 'C' with Matric qualification and upto 50 years of age through a common examination 2. 75% by way of Direct recruitment with preference to GDS to 50% of the vacancies through the common examination 3. GDS with Matriculation qualification of 50% marks upto the age of 45 years and 5 years of satisfactory continuous service may be permitted to take the common examination 4. 25% of the vacancies be filled through outsiders with age limit of 18-25 years with Matriculation qualification of 50% marks through the same common examination 5. The unfilled vacancies of 25% promotion if any, may be added to 50% of DR vacancies filled up through GDS 6. The net unfilled vacancies of GDS quota may be added to 25% of quota of Direct Recruitment
Postal Asst/Sorting Asst	<ol style="list-style-type: none"> 1. 25% by promotion from Postmen and multi functional Group 'C' upto 45 years of age with 10+2 qualification and knowledge of data entry in computers by the examination prescribed. 2. 75% through outsiders with the age limit of 18-25 years and 10+2 qualification and knowledge of data entry in computers through the same common examination. They should have studied local language as a subject of study in Matriculation 3. Gramin Dak Sevaks with 5 years of service and upto 30 years of age with 10+2 qualification and secured marks of last selected candidate of direct recruitment may be permitted to take the examination for filling the unfilled 25% of the promotion vacancies if any

17.20 Provision of Compassionate Appointments

The orders of the DOPT prescribe that compassionate appointments can be given in really deserving cases taking into account the ceiling of 5% of vacancies falling under direct recruitment quota and a case considered to be deserving can be kept under consideration for offering compassionate appointment for three years.

17.20.1 DG P&T letter No 43-212/79/Pen dated Aug 04,1980 instructed for providing a suitable job to one dependent of the EDA who dies while in service leaving the family in indigent circumstances and such employment to the dependent should, however,

be given only in very hard and exceptional cases. Compassionate appointments should be dealt with at the level of circle relaxation committee.

17.20.2 Keeping the spirit of compassionate appointments as enunciated by the nodal ministry and also the ruling of the Hon'ble Supreme Court, there is a need to provide compassionate appointments to the dependents of GDS in hard and deserving cases. The purpose would be served if the compassionate appointment in respect of GDS is allowed upto 10% of the vacancies that occur in the division in a year. The vacancies may be computed separately for GDS BPM and other categories. The period of consideration of deserving cases may be kept as three years. While considering the cases there need not be any relaxation in educational qualification for the post of BPM. In hard and deserving cases requiring relaxation of educational qualification, the engagement may be offered in other categories of GDS subject to the condition that the incumbent can satisfactorily discharge the duties assigned.

17.21 **Demands of the GDS representatives**

The GDS representatives requested for provision of compassionate appointment to the dependent of the GDS who are discharged on medical invalidation.

17.22 **Examination of the demands**

The extant Rules for Regular departmental employees for providing appointments in relaxation of normal recruitment rules in cases of medical incapacitation/invalidation are:-

- (i) The government servant should have more than 5 years of service for normal superannuation.
- (ii) That the government servant should be declared as permanently incapacitated for discharging the duty by a duly constituted Medical Board and that the family of the invalidated government servant should be in indigent circumstances and that there should be no other earning member to support the family.

Any such relaxation in appointment is considered within the overall limit of 5% of vacancies filled up through direct recruitment under compassionate quota.

17.22.1 The Committee has examined the demand of GDS representatives. The Gramin Dak Sevaks are not whole time government servants and covered by separate conduct and employment rules and further their conditions of engagement are quite different from the whole time regular employees and they are discharged at an age of 65 years. Keeping this in view the demand for extension of compassionate appointment to the dependent of medically invalidate GDS is not recommended.

17.23 Legal Cases:

17.23.1 A large number of cases are filed in judicial forums. The number of cases coming up for adjudication with Administrative Tribunals and other courts can be considerably reduced by having a transparent set of rules and proper adherence to them at all levels.

17.23.2 The Departmental instructions relating to provisional appointments are very clear and they are not to be continued beyond a reasonable period and the process of recruitment should be finalised at the earliest.

17.23.3 Legal Position of substitute/provisional engagements.

Postal Directorate vide letter No. 17-115/2001-GDS dated: 21st Oct 2002 issued elaborate guidelines for regulating the substitute/provisional arrangements made in place of regular Gramin Dak Sevak. In the case of *Debika Guha Vs. Union of India*, the Supreme Court has held that, the substitutes cannot have any right for regularisations, The Apex court has maintained that the substitutes have no legal claim merely on the basis of having worked continuously and if there are cases where the substitutes have worked for a longer period, it is for the department to consider the same as to whether there was a proper case for absorption or not and pass appropriate orders. The Department examined the matter in consultation with Ministry of Law. It was held that since substitutes have no legal claim, there can be no definition of the term "longer period" as absorption of substitutes *per se* on regular vacancies without following prescribed procedure.

17.23.4 The Supreme court in the case of *Uma Devi Vs. Secretary State of Karnataka*, in judgement dated 10-4-2006 in CA No. 3595-3612 of 1999 and other civil appeals examined the right of persons engaged temporarily or on daily wages or casually for a significant length of time and their claim/entitlement for regular absorption. The issues examined by the bench of Apex Court are whether the temporarily engaged persons for a long time can be made permanent and entitled to all benefits of regular employees. The claim for regularisation was rejected by Administrative Tribunals but the High Court allowed their claim and held that they were entitled to wages equal to the salary paid to the regular employees. The Supreme Court held that merely because a temporary employee or a casual wage worker is continued for a long time beyond the terms of the appointment, he will not be eligible merely on strength of such continuance, if original appointment was not made by following the due process of selection. The Supreme Court also held that doctrine of legitimate expectation can not be invoked in such cases and the action of the State in not regularising the employees to be in order. It was also held that the rights of the employees appointed temporarily or on daily wages or casually are not violative of Article 14 and 16 of the Constitution.

17.23.5 Subsequently the Supreme Court of India in Civil Appeal No, 2319/2007 (arising out of S.L.P (C) No. 21448 of 2005) in the case of *Postmaster General Kolkata & Others vs. Tutu Das (Dutta)* has examined the claim of one substitute who worked for about seven years in a GDS vacancy without having undergone the process of due selection at the time of initial engagement. The Hon'ble Supreme Court relying on the judgements in *Union of India and Others Vs. Debika Guha and Others [(2000)9 SCC 416]* and decision of

constitution bench of the court in secretary, State of Karnataka and Others Vs. Uma Devi and Others [(2006)4 SCC 1] did not consider the regularisation of the respondent.

17.23.6 The judgements are quite clear and the person temporarily engaged or on daily wages or casually has no claim for regular absorption merely on the strength of continuing for longer periods, if original appointment is not made by following a due process of selection.

17.24 Temporary engagement in GDS vacancies

In the Department of Posts, persons are engaged generally for short periods for managing temporary vacancies of GDS in rural Post offices either as substitutes or on temporary basis for some time pending finalisation of regular selection. When the GDS goes on leave, he arranges a substitute to look after the work of his post on his responsibility. Temporary arrangements are also made in case of sudden occurrence of a vacancy due to unforeseen circumstances like death and also in case of put off duty of GDS due to misconduct, fraud etc. necessitating a temporary arrangement to be made where the work cannot be managed by combination of duties.

17.24.1 Substitute arrangement during Paid leave or during leave without allowances of GDS.

The present instructions about grant of paid leave or leave without allowances are clear. According to Rule 261 of Vol. VIII the Sub Divisional Inspectors are competent to grant paid leave to GDS other than BPM for a period of ten days for every half year of completed service. Similarly, they can also sanction leave without allowance for a period of 90 days to BPMS and for other categories of GDS, they can grant leave without allowances not exceeding 180 days. In respect of GDS BPM/SPM the Divisional Superintendent is the authority for grant of paid leave and for leave without allowances exceeding 90 days and upto 180 days in a period of one year.

17.24.2 In regard to grant of paid leave to the GDS, the Directorate has clarified that while granting paid leave the authority concerned has to examine combination of duties for managing the work of the GDS who is granted paid leave. If such an option is not possible, the substitute can be provided by the GDS himself and such substitute has to be approved by the appointing authority. The substitute arrangement has to be allowed only if the competent leave sanctioning authority or appointing authority is fully satisfied that the substitute nominated possesses all the qualifications prescribed for that appointment and has been provided under the risk and responsibility of the regular incumbent. The DDOs shall not draw the allowances of any substitutes unless the claim is accompanied by a certificate of the competent authority about the possession of requisite qualification by the substitutes and their approval. Continuance of substitute arrangement beyond 180 days in cases of the GDS working in departmental vacancies or on prolonged treatment or while working as office bearers at National level as provided under the Rules at a stretch may be allowed by the competent authority next higher to the appointing authority in exceptional cases only. It was also held that while making combination of duties for the post of GDS BPM/SPM on account of their being on leave, efforts should be made to deploy a person who is a matriculate.

17.24.3 Engaging substitutes against leave/absentee Group 'D' and Postman Staff:

Whenever any GDS is ordered to work against any departmental vacancy of Postman/Group 'D', he has to apply for leave for his GDS post. In case of short term arrangements, the work will be managed by combining duties and if not possible, substitutes will be allowed subject to the condition that substitute nominated possesses requisite qualification and approved by the competent authority.

17.24.4 GDS vacancies arising due to discharge:

In regard to GDS vacancy arising due to discharge of GDS on attaining the age of 65 years, the appointing authority may take action in advance for issuing a notice to the incumbent and also initiating appropriate action for filling up the vacancy by following the codal provisions and it should be ensured that the regularly selected person replaces the discharged person. If it is not possible, a substitute stop gap arrangement is made for a very limited period of time say three months for managing the work in case the work can not be managed by combination of duties.

17.24.5 GDS vacancies arising due to death:

The Directorate's instruction dated: 21-10-2002 provide that in cases where the incumbent dies in harness, there is no objection for the dependent being allowed to function on interim basis provided the dependent fulfills the qualification required for the post which has fallen vacant. This has to be resorted to only if arrangement by combination of duty is not feasible. Interim arrangement should not be allowed to exceed one year and it is also clearly stipulated that such engagement does not entitle temporarily engaged person to a claim for the post unless his/her case for compassionate appointment is approved by Circle Relaxation Committee. This sort of temporary engagement of the dependent of the deceased GDS creates an expectation of regular absorption in the mind of the person engaged and any subsequent rejection of his claim for compassionate appointment by the Circle Relaxation Committee often results in court cases. As per existing instructions, the post that has fallen vacant needs to be managed by combination of duties as far as feasible. In case it is not practicable the appointing authority should engage a person temporarily who fulfills the required qualifications. The dependent of the deceased GDS can also offer himself for such temporary engagement. His case for engagement on temporary basis may also be considered along with others and if he is considered suitable in preference to other available candidates, he may be temporarily engaged on a clear understanding that his temporary engagement will not bestow any right for permanent absorption on compassionate ground. An undertaking to this effect may be obtained from the temporarily engaged candidate and kept on record. Simultaneously, the application of the candidate for compassionate appointment should be processed and the CRC should take a decision within a period of 2 months. In such cases also the temporary engagement should not stretch beyond 90 days and if required, it should be extended with the specific approval of the next higher authority, not exceeding 90 days at a time.

17.24.6 **Put Off period:**

Whenever GDS commits fraud or is involved in a criminal case, requiring placing him off duty, during such periods, the duty of the GDS may be managed by combination of duties as far as possible. If the combination of duty is not practicable the work has to be managed by a substitute with requisite qualification. The period of put off duty is not to exceed six months and if it extends beyond 180 days, the specific approval of the postmaster General or Chief Postmaster General needs to be obtained.

17.24.7 The committee has observed that in many cases put off duty cases are prolonged for longer periods even exceeding three years and the cases are not properly reviewed. The temporary arrangements continuing for long should be reviewed, period of put off duty should be limited to a period of six months and in case it is not possible to settle the case within six months, the temporary engagement may be extended with the specific approval of the Postmaster General, three months at a time. It is incumbent on the disciplinary authority to expeditiously monitor, carry out the past work verification and finalise disciplinary cases.

17.24.8 The instructions issued in DG P&T letter No. 27-3/77 (PT) dated: August 19, 1978, 43-4/77-Pen, dated: February 23, 1979 and 17-128/88-EDC Trg., dated: April 6, 1989 for providing alternate appointment to the displaced EDAs whose posts have been abolished and such of those EDAs who have put in more than 3 years of service. The above instructions provide for maintaining the waiting list for a period of 2 years for providing alternate employment.

Further, in para 12 of the DG posts letter No. 17-115/2001-GDS dated 21-10-2002 provide for a provisional appointee to be placed on a waiting list for being considered for a regular appointment after he/she has completed three years of continuous employment.

17.24.9 The above position undergoes a change consequent on the pronouncement of Hon'ble Supreme Court in the case of Secretary, State of Karnataka Versus Uma Devi & others and also in the case Postmaster General Kolkata and others versus Tutu Das (Dutta), held that the daily wages or temporarily engaged persons merely on the strength of continuing for a long time who have not undergone the due process of selection initially have no claim for absorption. Such being the position, the above instructions issued in para 12 of the Directorate letter dated: 21-10-2002 have to be modified in the light of the legal position. Further, the Hon'ble High Court of Delhi in the matter of Ms. Kamla Devi, Ms. Kamlesh versus Union of India and others in WP No. 8615 and 9282/2004 held that such temporarily engaged substitutes/provisional appointees who have not undergone the due process of selections are not eligible for any regularisation and cannot claim the same. The Hon'ble High Court of Delhi also relied on the judgement of Apex Court in Uma Devi case while giving the above judgement. Therefore, the present instructions of providing alternate employment to provisional appointee/substitute who have put in more than 3 years of service without having undergone due process of selection requires to be modified.

17.24.10 Chain arrangements:

It is also seen that provisional appointments are continued in a chain of vacancies for short periods by rotation. It is the responsibility of appointing authorities to ensure that no person is allowed to work in provisional appointment against different vacancies giving rise to a grievance for regularisation. There is need to review every month the provisional arrangements made by the appointing authority by the next higher authority. Where such arrangements continue beyond a reasonable period serious notice needs to be taken against the appointing authority.

17.24.11 One of the most important areas where disputes arise relate to selection and engagement of GDS. The rules relating to engagement of GDS need to be strictly adhered to and any violation has to be seriously viewed. The committee has elsewhere made detailed suggestions for streamlining the recruitment. The recruitment is based on marks obtained in the qualifying examination subject to observance of required percentages of candidates belonging to SC/ST/OBCs. One area, in which litigations are reported, is non selection of the meritorious candidate for non provision of suitable accommodation. Such cases can easily be avoided by giving reasonable opportunity to the selected candidate to provide the accommodation or fulfill other requirements within a reasonable time say upto 15 days. If he does not avail opportunity of securing the accommodation within that reasonable period, then alone, the next candidate can be preferred.

17.24.12 General Terms of engagement:

In cases of substitute engagement on short term and long term leave arrangements and the temporary arrangements in cases of discharge/death/put off duty etc; the persons so engaged be paid a consolidated allowance based on the minimum of the TRCA and DA applicable to the vacancy. However, they will be eligible for other incentives for work done in the vacancy.

17.24.13 All the engagements made against illness, accidents, death, cases of put-off duty etc; should be termed as temporary engagement and the present practice of making provisional appointment for such shorter arrangement should stop. If it is felt that the arrangement is for a longer time it may be considered for making a arrangement after following the prescribed process of selection.

17.25 Conditions for temporary engagement:

- *Required educational qualification.*
- *If temporary engaged person is not a resident of Post village, he should take up residence at the post village during the period of such engagement.*
- *In case of temporary engagement of GDS BPM, the person so engaged should provide accommodation on his own arrangement as a condition of the engagement.*
- *He will be paid consolidated allowance fixed from time to time and not eligible for any other benefits entitled to a regularly engaged GDS.*
- *He will not eligible for any paid leave.*

- *The period of engagement will be for a specified period and should relinquish the engagement on making a regular arrangement.*
- *The period of temporary engagement does not confer any right for claim for regular engagement.*
- *The period of temporary engagement will not be counted for any purpose in case of his engagement is followed by regular selection.*
- *A written undertaking covering the above conditions amongst others should be obtained from the temporarily engaged person and kept on record.*

17.26 Recommendations:

1. *It needs to be made clear in the Group 'D' recruitment rules that recruitment to Group 'D' is a direct recruitment and GDS are given preference over outsiders in recruitment.*

1.1 *The multi skilled Group 'C' posts are to be filled up from outsiders through a recruitment examination. However, preference may be given to the extent of 75% to GDS and 25% to the eligible Casual labourer recruited before September 1, 1993.*

1.2 *The Gramin Dak Sevaks upto the age of 50 years having matriculation qualification and who have put in 5 years continuous service may be allowed to take this examination.*

1.3 *In respect of Casual labourer, they should fulfill the educational qualification of Matriculation and should have been recruited initially through employment exchange and governed by the orders of the DOPT for relaxation in this regard. The examination will be based on requirement for discharge of Group 'C' duties which will identified by the Department.*

1.4 *The duties which are of Group 'D' nature may be managed by other means.*

1.5 *In order to maintain to local character of employment, the multi functional Group 'C' may not be allowed transfer from the Division or Unit to which they are recruited. The existing provisions of Rule 38 of Vol. IV be modified to this effect.*

2. *It is recommended for modifying the present recruitment rules for Postman/mail guard categories. 25% of the vacancies may be filled up through Multi-functional Group C candidates with Matriculation qualification upto the age limit of 50 years on the basis of merit in a common examination. Out of the balance of 75% of the vacancies, 50% of the outsider vacancies the GDS may be given preference over the outsiders. The Gramin Dak Sevaks with Matriculation qualification with 50% of marks, and who have put in 5 years of satisfactory continuous service and upto the age of 45 years (retaining the existing age relaxation for SC/ST and OBC candidates) be permitted to take the examination. The remaining 25% of the vacancies may be filled up through outsiders with Matriculation qualification with 50% of marks and upto the age limit of 18-25 years. All these candidates should have studied Matriculation with state language as one of the subjects.*

2.1 *The examination should be for testing analytical ability, arithmetical ability and data entry on computers. The minimum qualifying marks for Multi-skilled Group C candidates and GDS candidates may be prescribed at 45% in each paper and for the outsiders the qualifying marks in each paper be prescribed at 50%.*

2.2 *The unfilled vacancies if any, in 25% of quota to be filled up through Multi-skilled Group C through examination may be added to 50% of GDS quota to be filled up through GDS on merit. The net unfilled vacancies of GDS quota may be added to 25% of outsider quota.*

2.3 *In order to maintain local character of employment recruited from the quota of outsiders and the postmen selected from Multi-functional Group C be not allowed transfer from the division or unit in which they are recruited. The existing provision of rule 38 of Vol. IV be modified to this effect.*

2.4 *For providing transparency, the examination be supervised by an officer not connected to the recruitment division. Similarly, a committee consisting of Divisional head and Supdt. of Post offices of neighbouring division co-opting ASP Headquarters be constituted for opening the answer script bundles, tabulation and announcement of the results.*

2.5 *The unfilled vacancies of 75% quota (of Multi-functional Group C & GDS) if any be filled up through meritorious GDS of other Postal Divisions in the place/region. If vacancies still remain unfilled, they may be added to 25% outsider quota.*

3. *For Mail Guards the above procedure may be adopted.*

3.1 *The examination for the quotas applicable to multi functional Group 'C'; GDS and outsiders will be common with respective quotas allocated to them.*

4. *The Recruitment to Postal Assistant/Sorting Assistant could be 75% by direct recruitment and 25% by promotion through a Limited Departmental Competitive Examination. GDS may be allowed to compete for the unfilled vacancies of departmental quota in the examination subject to:*

- (a) *They possess the minimum educational qualification of 10+2 Standard, Senior Secondary (excluding Vocational Streams) and have put in a minimum service of 5 years.*
- (b) *Only those Gramin Dak Sevaks shall be eligible for being considered who have secured marks, not below the marks secured by the last direct recruit selected in the previous recruitment of the relevant category as the case may be for, Scheduled Castes, Scheduled Tribes or Other Backward Classes or OCs.*
- (c) *They may be allowed up to 30 years of age (35 years for Schedules Castes or Scheduled Tribes communities and 33 years for other Backward Classes community) as on the crucial date fixed for the direct recruitment of the same year.*

5 *The term "substitute or provisional appointment" be changed as "substitute engagement or temporary engagement." for engagement of GDS.*

5.1 *Temporary engagement should not stretch beyond 90 days and any extension beyond 90 days should have prior approval of the Postmaster General.*

5.3 *The temporarily engaged person may be paid consolidated allowance of the lowest TRCA applicable to the vacancy with DA thereon and not eligible for any other benefits other than the incentives provided for the engagement.*

5.4 *The period for temporary engagement will not count for any purpose even if he is regularised subsequently by due process of selection.*

Nature of Penalties

Rule 9 of GDS (Conduct & Employment) Rules, 2001 provide for imposition of the following penalties on the GDS for good and sufficient reasons by the appointing authority:

- i) Censure;
- ii) Debarring of a Sevak from appearing in the recruitment examination for the post of Postman and/or from being considered for recruitment as Postal Assistants/Sorting Assistants for a period of one year or two years or for a period not exceeding three years;
- iii) Debarring a Sevak from being considered for recruitment to Group 'D' for a period not exceeding three years;
- iv) Recovery from Time Related Continuity Allowance of the whole or part of any pecuniary loss caused to the Government by negligence or breach of orders;
- v) Removal from employment which shall not be a disqualification for future employment;
- vi) Dismissal from employment which shall ordinarily be a disqualification for future employment.

18.1. Rule 10 of the GDS (Conduct & Employment) Rules 2001 prescribes that the penalty of dismissal or removal shall not be imposed against the GDS except after an inquiry in which GDS has been given a reasonable opportunity of being heard of these charges as provided for in Article 311 (2) of the constitution.

18.2. **Demands of the GDS representatives:**

1. Classification of penalties into minor and major penalties.
2. Making a provision for withholding of increment of GDS for a specific period.
3. Reduction in the TRCA.
4. Compulsory discharge

18.3. **Analysis of the Demands**

- (i) As regards the demand for classification of penalties into minor or major, the Committee does not find any such need as Rule 10 is clear about the procedure to be followed while imposing any of the penalties specified in Rule 9.

- (ii) Regarding making provision for withholding of increment of GDS for a specific period or reduction of TRCA, what has been permitted to the GDS is not a scale of pay or an annual increment but a Time Related Continuity Allowance relating to work load and an annual increase. The committee does not find justification for inclusion of the additional penalties as demanded by the GDS representatives.
- (iii) As regards the demand for compulsory discharge, there is no such provision at present to impose such a penalty. It would appear that the demand of the union is to get the benefit of ex-gratia gratuity and Severance amount through a new provision of compulsory discharge. The character of GDS system is different from Government Service applicable to Regular Departmental Employees. The payment of service discharge benefits for GDS can not be compared to the Regular Government Servants and there is no justification to build equivalence between the GDS and Regular Government Servants in this regard. As such the Committee does not support this demand.

18.4 **Recovery of pecuniary loss from Time Related Continuity Allowance (TRCA)**

The DG P&T letter No. 151-7/78-Disc-II dated June 29, 1978 stipulates that a quantum of recovery that can be made from the allowances paid to the GDS is limited to the maximum of one-third of the allowance spread over a period of three years. This instruction is based on the instruction issued by DG P&T in letter No 3-313/70-Disc-I dated 17-08-1971 applicable to regular government servants.

The Department of personnel and training have examined the instructions issued by the Department on the restrictions placed in recovery of pecuniary loss by the Department and clarified in their letter No. 11012/1/2000-estt(A) dated 06-09-2000, that the above instruction cannot supersede or modify the provisions of Rule 11(iii) of CCS(CCA) Rules 1965 and that no such limit has been described in the statutory rules and ordered to withdraw the said instruction. In the light of the clarification issued by the nodal ministry, the instruction issued by the DG P&T in letter No 151-7/78-Disc II dated 29-06-1978 for Gramin Dak Sevaks also loses its significance and requires to be modified.

18.5 **Put off duty**

Rule 12 of the GDS (Conduct & Employment) Rule 2001 contains provision for put off duty. The Appointing Authority or any Authority to which the appointing authority is subordinate or any other authority empowered by the Government by general or special order may put a GDS off duty

- a) Where a disciplinary proceeding against him is contemplated or pending; or
- b) Where a case against him in respect of any criminal offence is under investigation, inquiry or trial;

- c) A Gramin Sevak shall be entitled for the period of put off duty to an amount of compensation as ex-gratia amount equal to 25% of his/her Time Related Continuity Allowance (TRCA) together with admissible Dearness Allowance (DA).
- d) Where the put off duties exceeds 90 days, the amount of compensation may be increased by suitable amount not exceeding 50% of such compensation admissible during the period of first 90 days, if the put-off duty has been prolonged for reasons not directly attributable to the Sevak.
- e) The amount of compensation also can be reduced not exceeding 50% of such compensation admissible during the first 90 days, if the put-off duty has been prolonged due to reasons attributable to the Sevak.
- f) When a GDS is put off by lower authority, higher authority is required to confirm or rescind the order within the period of 15 days of its receipt failing which the orders putting off duty the GDS should be deemed to have been revoked *ipso facto*.
- g) In the event of Gramin Dak Sevak being exonerated, he shall be paid full admissible allowance for the period of put-off duty.

18.5.1 On the basis of the acceptance of recommendations of Committee of enquiries (Savor Committee) on ED system, following instructions were issued by the Government for reviewing the put-off duty cases vide DG Posts, letter No. 10-2/87-Vig.III dated: April 19, 1988 and January 15, 1990

- (i) Personal review by the Regional Director: The Regional Director should personally review every month cases of put-off duty of all EDAs and issue appropriate orders in each case.
- (ii) Cases pending over six months to be brought to the notice of PMG/Additional PMG: Cases of put-off duty pending for six months or more should be brought to the personal notice of Postmaster General/Additional Postmaster General who should issue appropriate directions in this regard.

18.5.2 Department issued further guidelines for review of put off cases vide DG Posts, Letter No. 294/90-(E) I Trg, dated: July 26, 1990.

- (a) for petty breaches of discipline and minor departmental offences like unauthorised absence, leave without sanction and irregularities of minor nature should not normally justify putting an EDA off duty.
- (b) wilful, obstinate or repetitive refusal to carry out an order rendering his retention on duty a hurdle to proper conduct of inquiry would also justify an EDA being put-off duty.
- (c) an EDA against whom a criminal charge involving moral turpitude is pending, may be put-off duty during the period when he is actually detained in custody or imprisoned or enlarged on bail.

18.5.3 Under the existing instructions communicated vide DG posts letter No 294/96-(E) I Trg dated Jul 26, 1990 the disciplinary authority should make efforts to finalize the disciplinary proceedings and pass final orders so that an EDA does not remain put off for a period exceeding 45 days. The Divisional Superintendents should draw a time table for ensuring finalisation of disciplinary cases within this period. If due to unavoidable reasons, it is not possible to finalize a case within this period the matter needs to be reported to the next higher authority for continuing the EDA off duty. The superior authority is required to review the continued put off duty cases of EDA and further progress of the disciplinary cases. The Director of Postal services/Regional Postmasters General/Chief Postmasters General are to personally review cases of put off duty of all GDS during inspections and issue proper orders in each case. Cases of put off duty pending for 6 months or more need to be brought to the notice of Chief Postmaster General/Regional Postmaster General for issue of proper directions in this regard.

18.5.4 The information gathered by the Gramin Dak Sevak Committee from the circles reveals that as on 01.07.2007, there were 1,857 Gramin Dak Sevaks on put off duty in the country as shown in the table below. It is further revealed that there are 553 GDS continuing on off duty for more than one year, 310 GDS for more than two years and 309 GDS for more than three years. The above figures indicate that adequate attention is not given to review the put off duty cases, conducting of timely inquiries, and finalization of disciplinary proceedings as per the guidelines issued by the Directorate. Obviously, no serious efforts are being made to review the off duty cases and for expediting the disciplinary proceedings for ending the put off duty cases. The existing provisions of personal review by the Regional Director and review of pending cases over six months by PMG/CPMG have no tangible impact and the cases continue for prolonged periods causing hardship not only to the Gramin Dak Sevaks but also to the Department in managing the work of the GDS put off duty.

Number of GDS put off-duty as on 01.07.2007

Name of the Circle	< 3 months	< 6 months	> 1 year	> 2 years	> 3 years	Total
Andhra Pradesh	32	38	84	17	13	184
Assam	09	12	14	15	07	57
Bihar	10	08	02	0	0	20
Chhattisgarh	0	17	18	05	03	43
Delhi	02	0	02	02	5	11
Gujarat	12	16	19	08	03	58
Haryana	04	06	07	04	0	21
H.P.	03	08	09	05	04	29
J&K	12	10	02	07	14	45
Jharkhand	02	01	02	02	28	35
Karnataka	15	44	80	44	34	217
Kerala	12	20	27	16	11	86
M.P.	14	24	39	13	10	100
Maharashtra	40	45	49	23	16	173

N.E	02	08	02	01	04	17
Orissa	11	16	25	21	31	104
Punjab	03	03	16	13	04	39
Rajasthan	06	12	18	15	04	55
Tamil Nadu	43	55	77	39	32	246
Uttarakhand	41	39	42	30	24	176
Uttar Pradesh	07	03	04	02	01	17
West Bengal	11	09	15	28	61	124
TOTAL	291	394	553	310	309	1857

18.5.6 The following recommendations are made to reduce put off duty cases.

- (i) The Gramin Dak Sevaks should not be placed off duty for petty irregularities and breaches of discipline. As a general principle only in cases where the GDS have committed serious misconduct or involved in embezzlement of public funds, misdemeanour for which acts normally the penalty of removal / dismissal is to be imposed, in such cases only the GDS needs to be placed put off duty.
- (ii) The put off duty cases of all categories of Gramin Dak Sevaks with details like nature of offence, date of placing off duty, progress of preliminary investigation, date of issue of memo of charges, date of appointment of Inquiry officer/Presenting officer, stage of inquiry etc., should be sent to the concerned Director of Postal services in the regional office/circle office every month. These details should be reviewed by the concerned authority for issue of appropriate directions to the concerned disciplinary authority. Such a review by the DPS/Postmaster General can have a salutary affect in reducing pending put off cases. The Committee feels that this is not going to create any extra work as such review already exists for review of suspension cases of regular employees.

18.5.7 Steps to avoid delay in completion of enquiries

Immediately on noticing any serious or grave irregularity, the concerned authority should take quick action for completing the preliminary investigations, collect material evidence, and issue memo of charges. The Department is engaging the services of Sub-divisional inspectors and Assistant Superintendent Post office as Inquiry Officers / Presenting Officers to inquire into the Articles of Charge which have been denied by the Gramin Dak Sevaks. The said Ios / Pos are pre-occupied with many other activities such as inspections, enquiries into complaints, day to day management of the Sub-divisions, promotion of the business development and RPLI and they are unable to concentrate on this activity as IO / PO. This is also one of the reasons for prolonged continuation of the disciplinary cases and also cases of put off duty. Added to this, the delinquent Gramin Dak Sevaks adopt dilatory tactics and try to impede the course of inquiry and the IO / PO appointed are unable to check such delays.

The Department has permitted for engagement of retired officers of the status of Group 'A' and 'B' for functioning as Inquiry Officers subject to some conditions.

The retired officers engaged as Ios are offered honorariums ranging between Rs 300 and Rs 500 per case wide letter no 17-120/94-ED & TRG dated Jan 29, 1996. This provision has also not helped to a large extent in bringing the pending disciplinary cases to minimum as the honorarium offered is low as compared to the job involved. Therefore, the Committee recommends that the Department should provide a commensurate honorarium to the retired officers depending on the complexity of the case. The Committee feels that such commensurate financial incentive will encourage many retired officers to undertake the job willingly. The Committee also recommends that the circles may draw a list of retired Group 'A' and Group 'B' officers who are willing to function as Inquiry Officers and communicate to the divisions for effective utilisation of their services.

A Provision also exists for payment of honorarium to the Departmental officials functioning as IO / PO subject to certain conditions. The Department may consider revision of the honorarium now currently paid and make it attractive so that the existing Department Officers take interest and initiative for quick disposal of the enquiries and submission of the IO reports.

18.8 Demand of the GDS representatives:

The ex-gratia payment for put off duty should be termed as put off duty allowance which needs to be increased to 50% of the emoluments for the First Ninety days.

18.9 Examination of demand

Rule 12 of the GDS (Conduct & Employment) Rules, 2001 provides for a review of put off duty cases. Where the period of put off duty exceeds 90 days the compensation as ex-gratia payment may be either be increased or decreased by 50%.. As per the GDS (Conduct & Employment) Rule 12, 2001 Note 2, the payment of compensation for the put-off duty period is not subject to furnishing of a certificate that the Sevak is not engaged in any other employment, business, profession or vocation. The GDS put-off the duty can engage in any business, profession for earning his livelihood. Also keeping in view, the character of GDS system and the stipulation that the GDS is engaged part time for postal work and is expected to earn income from other sources and not be solely dependent on allowances received for postal work, the existing provision as available in the Rule 12 of GDS (Conduct & Employment) Rules, 2001 needs no modification. However, expeditious action needs to be initiated for completing the investigation and issuing the memo. Of charges. If enquiry gets delayed due to reasons attributable to the GDS, then there is case for reduction in the ex-gratia paid to the GDS. If reasons for the delay cannot be attributed to the GDS, then further enhancement of ex-gratia, not exceeding 50% of such compensation would be justified.

18.10 Appeal:

Rules 13 to 15 of GDS (Conduct & Employment) Rules, 2001 deal with the appeal of GDS against an order imposing on him any of the penalties specified in Rule-9 of the above said rules to an authority to which the authority imposing the penalty is immediately subordinate. The time limit prescribed for preferring the appeal is 3 months from the date on which the appellant receives a copy of the order appealed against.

18.10.1 Rule 16 of the above said rules provides for withholding of the appeal by the disciplinary authority in the circumstances mentioned below:

- (i) It does not comply with any of the provisions of Rule 15; or
- (ii) It is not submitted within the period specified in Rule 14 and no cause is shown for the delay; or
- (iii) It is repetition of any appeal already decided and no new facts or circumstances are adduced;

18.10.2 It also provides that if the appeal does not comply with the provisions of Rule 15 it shall be returned to the appellant and if resubmitted within one month thereof, it shall not be withheld. The appellant shall also be informed of the fact and reasons for such withholding.

18.10.3 The GDS representatives in their oral evidence have demanded for deleting this Rule without giving any specific reason for such demand.

18.10.4 This demand has been examined by the Committee, Rule-16 clearly indicates the circumstances under which the appeal can be withheld by the disciplinary authority. It also provides that if the appellant to whom his appeal is returned, resubmits the appeal within one month of its return, the disciplinary authority is not empowered to withhold such appeal under this rule. Further, the appellant is clearly informed of the reasons for withholding such appeal. When such a clear provision is available in the Rule, the Committee does not find any justification for its repealing. The Committee feels that it is sort of check to be exercised by the disciplinary authority before the appeal is forwarded to the appellate authority and this will also reduce burden on appellate authority in scrutiny. Therefore, the Committee is unable to accept the demand.

18.11 Revision:

Rule 19 provides for revision of the order made under the Rules and authorities competent for doing the same are:

- (i) the Head of the Circle, or Region
- (ii) any other authority immediately superior to the authority passing the orders; or
- (iii) any other authority specified in this behalf by the Government by general or special order, and within such time as may be specified in that general or special order.

18.11.1 The Rule also provides that no such cases shall be re-opened under Rule 19 after expiry of six months from the date of the order to be revised except by the Government or by the Head of the Circle or by the Postmaster General (Region) and also before the expiry of the time limit of three months specified for preferring an appeal under Rule 14. The Rule also provides for giving a reasonable opportunity of making a representation from the concerned GDS before enhancing the penalty. Similarly, no further application to revise an order passed on a revision shall be entertained.

18.11.2 Thus, it can be seen that the GDS can prefer an appeal to the next higher authority within three months from the date of receipt of the order (viz., Director of Postal Services for GDS SPM/BPM and Senior Supdt. /Supdt. Of Post office for other categories of GDS) and after exhausting this channel he can make a revision application to the Postmaster General or Chief Postmaster General. The appellate authority even without preferring the appeal by the GDS can review the penalty suo-moto after three months before expiry of six months. However, a reasonable opportunity is to be provided before any order is passed enhancing penalty.

18.11.3 This rule also implies that Postmaster General or Head of the Circle or Government can also revise the penalty suo-moto without any time limit.

18.11.4 It has been brought to the notice of the Committee that Rule 19 (1) (i) of the said rules provides "the Head of the Circle or Region" can function as revision authority & the said rule is ambiguous. The GDS are preferring revision applications to the Head of the Circle by-passing their Postmaster General though their place work lies in the control of Regional Postmaster General and this has increased the workload for Head of the Circle and requested for making it specific. Except in J&K, Haryana, Himachal Pradesh Jharkhand, Uttarakhand, Delhi and Chhattisgarh all other circles are having Regions which are placed in charge of Postmasters General. In such cases, the GDS working in the units under Regional Postmaster General can also prefer revision applications to the Head of the Circle directly. Some of the circles have pointed out that this increases the work of CPMG who is also vested with the revision application of departmental officials under Rule 29 of CCS (CCA) Rules, 1965. *The Committee recommends that Rule 19 (1) (i) of the GDS (Conduct & Employment) Rules, 2001 be modified providing for the Chief Postmaster General, Regional Postmaster General of the Region concerned under whose jurisdiction the petitioner works to function as revision authority.*

18.12 Review:

Rule 20 of GDS (Conduct & Employment) Rules, 2001 provides review by the President at any time either on his own motion or otherwise of an order passed under these rules when any new material evidence or facts which could not be produced or was not available at the time of passing the order under review and which has the effect of changing the nature of the case.

18.12.1 Obviously, the president or the authority delegated with the power can review an order passed under these Rules when new material evidence is brought to the notice. In other words, the GDS after exercising the right of revision under Rule-19 can make an application for review under Rule-20 provided he brings in a new evidence which was not available and has the effect of changing the nature of the case. The said rule does not provide any time limit for preferring for such a review petition. It is observed that such petitions are preferred with inordinate delay of even more than 5 years. Such review petitions will create difficulties in processing of the cases. Therefore, the Committee proposes provision of a reasonable time limit, say 2 years, from the date of passing of the orders sought to be reviewed against, so that, there will not be much passage of time and records would easily be available. *The Committee recommends that a time limit of 2 years be prescribed for submission of application for review subject to the condition, the petitioner brings in new evidence which was not available previously and has the effect of changing the nature of the case.*

18.13 Conduct Rules:

The GDS (Conduct & Employment) Rules, 2001 does not prohibit any GDS who has a spouse living from contracting another marriage without prior permission of the Government.

18.13.1 Rule 21 of CCS (Conduct) Rules 1964 places restrictions regarding marriage of Departmental Employees. According to these rules, a Government Servant cannot:

- (i) enter into or contract a marriage with a person who has already a living spouse; or
- (ii) enter into or contract with any person if the Government Servant has a spouse living.

18.13.2 In respect of Government Employees not governed by Hindu Marriage Act, when he desires to contract a marriage while the spouse is living, he has apply to the Government for permission.

18.13.3 It has been observed by the Committee that many disputes for payment of ex-gratia gratuity, Severance amount and providing compassionate appointments have arisen from dependents of deceased GDS who have contracted into bigamous marriage and resulted in litigation. To avoid such type of disputes in settlement of benefits or in examination of claims for compassionate appointments, it would be advisable to frame a separate conduct rule imposing restrictions regarding contracting a marriage while spouse living. The GDS covered by Hindu Marriage Act can not enter into any remarriage before the termination of earlier marriage either by death or divorce. Such of those GDS not covered by Hindu Marriage Act it may be enjoined that they get the prior approval of the Government for permission to contract into marriage either under the personal law applicable to them or other provisions.

18.13.4 The GDS are holders of Civil Post outside regular civil service and they are governed by non-statutory conduct rules and by Administrative instructions. They are engaged for part time. *Hence, the Committee recommends for renaming the GDS (Conduct & Employment) Rules 2001 as GDS (Conduct & Engagement) Rules.*

18.14 Engagement in any business detrimental to business of Post offices:

The instructions issued in DG Posts letter no. 22-1/2003-GDS dtd, May 12, 2003 provide that, all Gramin Dak Sevaks are now authorised as rural PLI agents for procurement of RPLI business and therefore they should not canvass for any business of insurance agency, commission agency or of financial companies against the interests of the Department. It also provides that if any GDS is found violating above said instruction, he should be proceeded under relevant rules of GDS (conduct & Employment) Rules, 2001. Similarly, instructions were issued vide letter no. 22-1/2003-GDS dt. May 24, 2004 that, it has to be specifically mentioned in the notification that, persons working or pursuing LIC agency are not eligible for the post of GDS unless they give up the agency. The said instruction also provides that if any GDS is found to be diverting PLI/RPLI business to any other agency, he is liable for suitable disciplinary action.

18.14.1 Despite the above instructions, the provisions are not enforced in practice and there are cases of Gramin Dak Sevaks working for other insurance agencies and financial companies. To stem such activity, which is detrimental to the business of the Post office, the Committee proposes for incorporating the said instructions as a new conduct rule under Rule-29-A stating that "the GDS will not engage in any activity with any outside agency which will be detrimental to the business of the Post office".

18.15 Recommendations

1. In the light of the clarification issued by the nodal ministry, the instruction issued by the DG P&T in letter No 151-7/78-Disc II dated 29-06-1978 about the quantum of recovery of pecuniary loss in respect of Gramin Dak Sevaks requires to be modified.
2. The Committee recommends that the Department should provide a commensurate honorarium to the retired officers depending on the complexity of the case. The Committee feels that such commensurate financial incentive will encourage many retired officers to undertake the job willingly. The Committee also recommends that the circles may draw a list of retired Group 'A' and Group 'B' officers who are willing to function as Inquiry Officers and communicate to the divisions for effective utilisation of their services. A Provision also exists for payment of honorarium to the Departmental officials functioning as IO / PO subject to certain conditions. The Department may consider revision of the honorarium now currently paid and make it attractive so that the existing Department Officers take interest and initiative for quick disposal of the enquiries and submission of the IO reports.
3. The present amount of compensation (paid as ex-gratia) in case of put off duty for the First Ninety days may be retained in its present form.
4. Review may be under taken after three months, if enquiry is delayed due to reasons attributed to the GDS, ex-gratia may be reduced by 50% and if delay is not attributable to the GDS, the ex-gratia may be enhanced by 50%.
5. Under Rule 19 of GDS (Conduct & Employment) Rules, 2001, the revisionary power may be exercised by CPMG or PMG under whose jurisdiction the petitioner is engaged.
6. The review powers are with President under Rule 20 of GDS (Conduct & Employment) Rules, 2001. Time limit for preferring the review petition may be fixed as two years from the date of issue of appellate order or revision order sought to be reviewed.
7. A new Conduct Rule 29 (A) may be incorporated by suitable amendment and modification in the existing GDS (Conduct & Employment) Rules, 2001 that "The GDS will not engage in any activity with any outside agency which will be detrimental to the Business of the Post office."
8. A Conduct Rule prohibiting the GDS from contracting another marriage may be framed.
9. The GDS (Conduct & Employment) Rules, 2001 may be renamed as "GDS (Conduct & Engagement) Rules."

Trade union facilities

The GDS representatives in their Memorandum submitted to the Committee, made following demands for granting full Trade Union Facilities to the GDS:

1. Grant of All Trade Union facility to the recognised union representing ED Employees and grant of right to affiliate with the federation.
2. Grant of Foreign service under the FRs & SRs.
3. Recovery of union subscription from pay rolls and assuring full remittance as per the check-off system.
4. Granting of special casual leave for attending the periodical meetings with Administration or to attend organisational meeting as elected representative.
5. Allocation of seats in the Joint Consultative Machinery (JCM).
6. The Department should give the status of JCM and facility of providing compulsory arbitration.

19.1 Examination of the demands

19.1.1 The Department of Posts has accorded recognition to the National Federation of Postal Employees (NFPE) and Federation of National Postal Organisation (FNPO) in terms of the instructions of the Nodal Ministry of Personnel & Training (DOPT). The Recognition has been granted on a provisional basis subject to the out come of WP No. 3299/07 pending before the Hon'ble High Court of judicature Jodhpur. As per the information provided by SR Division of the Directorate, the All India Extra Departmental Employees Union has not been included in the National Federation of Postal Employees (NFPE). Similarly, the FNPO does not include the National Union of Gramin Dak Sevaks as its constituent.

19.1.2 The composition of the two federations, viz. NFPE and FNPO shows that the ED Employees have been excluded from the federations and these two recognised unions are non-federated unions. The ED Employees Unions are not given any proportional representation in the National JCM or Departmental Council JCM, which is a forum for regular government servants.

19.1.3 The Gramin Dak Sevaks are governed by separate EDAs (RSA) Rules 1995 and GDS and Departmental Employees are two separate categories. GDS are not governed by FRs & SRs. The question of granting Foreign Service has been examined and since they are outside the purview of FRs & SRs, they can not be accorded same status as extended to the Office Bearers of the recognised Federations or Recognised Unions of the Class III, Class IV Staff who are recognised under the CCS (RSA) Rules 1993.

19.1.4 The DOPT notified the CCS (RSA) Rules 1993 regarding Recognition of Service Associations of Central Government employees. The Department of Posts framed separate EDA (Recognition of Service Association) Rules 1995. In pursuance of the orders of ED (RSA) Rules 1995, the GDS unions are provided with certain facilities like Channel of Communication, Periodical meetings with the officers, grant of interviews/meetings, printing of journal, collections of subscriptions through DDOs under check off system. The GDS are not covered under JCM Scheme, which is established for regular department employees.

19.1.5 Evaluation

The rural Postal services are largely maintained through EDSOs & EDBOs and there is every need to redress the genuine grievances of GDS at various levels. The facilities providing for redressal of their grievances should be adequate enough keeping in view the ED system and the environment in which it operates. A channel of communication besides addressing the genuine grievances of the GDS will also help in transformation of the rural system through a dialogue. Thus it is in the interest of the GDS as well as the Department that such a channel is adequate and meets the need. *There is already a channel of correspondence at various levels of the unions. The channel should actively address the correspondences of the GDS and take care to redress the genuine grievances in the shortest possible time. Where it is not possible to consider the issue fulfilled, a reply needs to be sent at the earliest. Thus most of the issues can be settled without waiting for a formal discussion in the periodic meetings. The issue which cannot be settled satisfactorily can be brought about in the periodic meetings at various levels. The divisional superintendents have varied responsibilities and it should meet the requirements, if a periodic meeting is provided once in 3 months at the divisional level. This meeting can be for a period not exceeding 2 hours without limit on the numbers of items. A meeting with the regional PMG can be once in 4 months to resolve items which are not settled at divisional levels, with a limitation of 3 items for discussions. Similarly, a meeting with Head of the Circle once in six months for discussion of the issues that could not be settled at regional level may be prescribed. As the channel of correspondence is already provided at all levels, this should be effectively made use of to get solutions to GDS problems at the earliest.*

19.1.6 The General, Secretary of the Recognised ED Unions are seeking informal interviews with officers at Postal Directorate for solving unresolved issues at Circle Level on policy matters. *The Committee recommends to have a regular formal meeting with recognised ED Unions once in six months chaired by Member (P) with participation of Deputy Directors General dealing with GDS matters, with Director (SR) as convener. The unresolved issues in the six monthly meeting with the Member (P) may be placed before Secretary Posts for perusal and action as deemed necessary.*

19.1.7 *The present periodicity of holding All India Conference once in two years may be revised to once in three years with a grace period of six months.*

19.1.8 The Committee does not favour granting of Special Leave for attending periodical meetings at divisional, regional and circle level. The existing provisions provide for substitute arrangement on payment for one representative to attend periodical meetings at Divisional, Regional and Circle level. Similarly, there is a provision for substitute arrangement on payment for two representatives from the Circle for attending All India Conference. *Whenever the work of the representative attending periodic meetings cannot be managed without providing a substitute, the cost of the substitute may be borne by the Department upto 2 representatives for a meeting subject to the provision that the combination of the duties is not feasible.*

19.2 **Recognition of Service associations**

The DG Posts vide letter No 13-2/94-SR dated Apr 27,1995 notified the rules for recognition of service association of Gramin Dak Sevaks. They took effect from 01-05-1995.

19.2.1 In Rule 4 of the said recognition rules, the conditions for recognition were enumerated. According to Rule 4(d)(i), the association representing minimum 35% of the total number of Gramin Dak Sevaks(formerly called EDAs) provided that where there is only one association which commands more than 35% membership, another association with second highest membership although less than 35% may be recognised if it commands at least 15 % of the membership.

19.2.2 The General Secretary National Union of Gramin Dak Sevaks in his memorandum submitted that the percentage fixed by the Government is only to secure sizeable members for recognising unions in respect of the Government employees only, and if any association whose membership is less than 15% though commands a sizeable membership, such associations will be deprived of the trade union facilities. He requested for revision of this above rule for the purpose of recognition of second association if it can secure a membership of 30000 or 10% or both.

19.3 **Evaluation of the Request**

The Committee has examined the demand of the General Secretary. The strength of the GDS is about 2,80,000 and the minimum percentage prescribed in the rule works out to 42,000 for recognising any association as a second association for extending trade union facilities. There is some justification in the above demand as a large number of employees though they do not fulfil 15 % of the total strength are left out of union facilities. The Committee feels that the department may examine relaxing the condition of 15 % of total strength and prescribe a minimum number of 30,000 verifiavble membership for recognising a second association

19.4 Rule 6(1) of EDAs(RSA) Rules 1995 provides for recovery of subscription for recognised association/unions by the check off system in pay rolls at such intervals and in the manner Government may prescribe. *The Department may consider for recovery of subscription through pay rolls inner column once in a year.*

19.5 Recommendations

1. *A channel of correspondence to effectively address the problems of GDS at Divisional, Regional, Circle & Directorate levels needs to be ensured.*
2. *Formal meetings to discuss unresolved issues through correspondence be held once in 3 months at Divisional level, once in 4 months at Regional level and once in 6 months at Circle and Directorate level.*
3. *The cost of a substitute wherever it is necessary to engage be met from the Department upto 2 members for periodical meetings subject to the provision that the combination of the duties is not feasible.*
4. *The present periodicity of holding All India Conference may be revised to 3 years with a grace period of six months.*
5. *Formal regular meetings with Recognised GDS unions once in six months at Directorate Level with Member (P), as Chairman, the participation of concerned Deputy Directors General with Directorate (SR) as the convener be conducted. The unresolved issues in six monthly meeting with Member (P) if any may be placed before Secretary, Posts for perusal and action as deemed necessary.*
6. *The Department may consider amending the existing Rule 4(d)(i) of EDAs (RSA) Rules, 1995 for the purposes of recognising second association. The existing percentage of 15% of membership may be revised to 30,000 verifiable membership.*

Financing of Post offices

Traditionally, the financing of Post Office has been through treasury and Nationalised Banks. Presently, all the Head Post offices and some identified Sub Post offices are placed in account with State Bank of India or any nationalised bank for the purpose of drawal and remittance of cash. One of the most important requirements for proper functioning of Post office is proper cash arrangements. Cash management along with mail management forms the core part of Postal Operations. Now, with more and more requirements of cash emerging for servicing the customers like: saving banks withdrawals, NREGS payments, the Department has been facing considerable problems in supply of cash to Post offices. Traditionally, the supply of cash is made through cash bags as per the line limits prescribed from time to time. Cash is also carried under personal custody of Departmental and GDS as per the following line limits:

1. Foot line through GDS MC/MD - Rs. 15,000/-.
2. Through MMS enclosed in the BO bags - Rs. 20,000/-.

(*If there is more than one Branch Post office in a Mail Line, the Line Limit of Rs. 15,000 is for all the BOs in the Mail Line put together.)

20.1 The limits for remittances of cash by various modes of conveyance fixed vide Dtd: letter No. 22-6/84-CI dated: 31-05-2000 have been revised as under subject to the observance of the provisions of Note 1 below Rule No. 9 of the Postal Manual Volume VI Part III:-

Sl. No.	Mode of Conveyance Category of carrier	On Railways, Steamer, Mail Motors Mail & Jatka Lines	On foot (Including Cycle Lines)
1.	Loose in charge of an overseer		
	(i) Loose in charge of an overseer/head postman who has furnished security for Rs. 750/- fulfilment alone.	Rs. 30,000/-	Rs. 30,000/-
	(ii) Loose in charge of a postman who has furnished a security for Rs. 750/- fulfilment alone.	Rs. 20,000/-	Rs. 20,000/-
2.	(i) Loose through a postman, mail peon (who has furnished security) by these officials is temporarily suspended.	Rs. 20,000/-	Rs. 20,000/-

20.2 The Department has also chosen the policy of decentralising the work of sub accounts in order to make available cash to Branch Post office from nearer location to cut down the delay in transmission of cash.

20.3 However, instances of delay in providing cash to Sub Post office and Branch Post office continue. The Postal Operations Division of Directorate has made an analysis of the problems being encountered in financing of Post office. This has been mainly due to restrictions imposed for direct transactions of Post Office with Branch of Nationalised Bank. Present stipulation is that the Sub Post office should have a total turn-over of Rs. 40 lacs per annum for considering opening of a direct account with a Branch of Nationalized Bank. Only Bank branches having a cash chest of RBI undertake work relating to financing of Post office. There is also stipulation that a maximum of two Nationalised Banks may be chosen for direct transactions in any particular postal circle. These stipulations have resulted in many Sub Post offices not having accounts with Branches of Nationalised Banks though a Nationalised Bank Branch may be existing in a particular place where Sub Post office exists. The solution lies in getting RBI's approval for changing the existing guidelines. The Department may take up the matter with RBI how to improve cash availability in Post office by authorising all branches of Banks to undertake transactions with Post office. The computerisation of all APOS, which are in a position to reconcile the Bank transactions in T+1 or T+2 days may help in improving the reporting of Bank transactions irrespective of number of Bank branches offering the facility.

20.4 In addition to this the Department may also consider use of cash vans with Armed Guard wherever necessary.

20.5 Recommendations

1. *Getting the approval of Reserve Bank of India (RBI) for opening of account with any Branch of Nationalized Bank without minimum ceiling of annual turn over for opening of account with the banks.*
2. *Getting transactions of all Nationalised Banks in the circle for PO-Bank transactions.*
3. *Computerised reconciliation of information on daily basis of Bank transactions at Head Post Office level and passing it on to RBI and Nodal Branch of the Nationalised Banks.*
4. *Use of vehicles with provision of armed guard for movement of cash where specially required.*
5. *Authorising Branch Postmasters for obtaining / remitting of cash exceeding the limits, needed with an escort wherever required.*

Public Facilities

One of the terms of reference of the Committee is to review the facilities provided to the public at different classes of Extra Departmental Post offices. Presently, the following services are provided at Extra Departmental Post offices:

1. Traditional Services:

- Delivery and despatch of unregistered letters
- Sale of stamps and stationery
- Booking and delivery of Money orders
- Savings Bank transactions
- Recurring deposits
- Time deposits
- Saving certificates

2. New Services:

- RPLI
- PLI premium payment
- Speed post
- Telephone bills collection
- Electricity bills collection
- Utility collections on behalf of other service providers
- Collection of premia for Insurance and Micro Insurance on behalf of other companies
- NREGS
- Old Age Pension payments
- Mutual funds
- Micro Credit
- Banking services on behalf of other Banks
- Sale of Prasadam tickets
- Provision of retail services

21.1 The GDS committee conducted a public opinion survey with a view to assess the quality of postal services, their adequacy and introduction of new services in rural Post offices. The survey was conducted in all the circles covering about 10,000 respondents. As regards the quality of postal services provided in the Branch offices the public have rated the services as satisfactory. The public have generally supported introduction of new services in the Branch Post offices like:

1. Sale of recharge coupons / mobile top-up facility
2. Introduction of new schemes like unit linked Insurance Scheme under RPLI
3. Booking of Railway tickets
4. Selling of Passport application forms
5. Sale of revenue stamps

6. Introduction of Speed Post
7. Sale of over the counter (OTC) drugs
8. Sale of Divya Yog Products
9. Computerisation of BOs
10. Disbursement of agricultural loans
11. Collection of electricity and other bills
12. Sale of NSCs/KVPs

21.2. It can be seen from the responses of the public that they are keen to avail a range of new services to be provided through the Branch Post offices. Presently, most of the Branch Post offices are performing very limited number of transactions barring few circles where RPLI has strong presence and new services like NREGS, Old Age Pensions, Bills collection have effectively been implemented. The scope to make the Branch Post offices flush with transactions is unlimited as presently it is a sole and reliable service provider in the rural areas. What needs to be done is to reform the Branch Post office through better infrastructure equipments, forms, stationery, literature needed for undertaking various operations, training of the Branch Postmasters to render all the services efficiently, besides computerising the Branch Post offices.

21.3. As far as the accommodation for the Branch office is concerned, there is need to standardise the requirement and quality of accommodation measuring at least 10" X 10" ft. with proper signage. Accommodation should be centrally located to enable the public to have easy access and get the transactions done. Presently, as a condition of service, the BPMs are to provide accommodation for locating the Branch Post office. This accommodation many times is not the most suitable accommodation from public point of view. The committee had occasion to visit some of the BOs working in substandard accommodations not easily accessible for public transactions. The remedy would lie in securing better accommodation for Branch Post office at easily accessible place in the village. The Panchayat can be requested to provide accommodation for the Branch Post office near their office or in a suitable place where the public congregate for their other needs. The committee had observed that in some of the circles, the Panchayat had provided proper accommodation where the public congregate. Such an arrangements needs to be worked out on an All India basis to ensure provision of suitable accommodation by Panchayats. Where suitable Panchayat accommodation is not available, it needs to be ensured that BPM provides suitable accommodation for the Branch office.

21.4 Infrastructure Facility:

A table, three chairs, a forms rack, a steel almirah (full size) with locker, safe for keeping cash, digital weighing scale, literature pertaining to various products and services, book of BO Rules, leather cash bag, BO bags and forms and stationery for proper functioning of the Post office need to be provided. Besides the BO needs to be equipped with all necessary literature on Mail services, Banking, Insurance, other financial services and all other new services provided in each of the BOs.

21.5 Mail Services:

This is the most important function assigned to the Branch offices as universal service obligation. The mails are received from the Account office both registered and unregistered in the BO bag and arrangement for mail delivery is made generally on the

same day in the BO as well as in the attached villages. The letters collected directly from the letter boxes installed in the BO and surrounding villages are stamped and despatched by the BO in the BO bag after preparation of BO daily account. This is a service which has been under-taken as a matter of social policy to make available basic postal services in all the villages in the country. The social obligation of the Post office continues to be strongly relevant as postal service is one of the important services provided to the rural community by the Government. Even after the advent of telecommunications with popularisation of cell phones, rural areas continue to receive mail for delivery though reduced to a large extent due to reduction in personal mail. While the mail volume to Rural areas has reduced the mail handling cost continues to rise and no mechanisation for handling of mail in the rural areas will be possible. Handling of mail for rural areas will continue to be an important ingredient of social responsibility despite reduction in the mail volume and increasing costs. However, there are ways of improving the mail volume through promotional strategy of implementing Data Post and Direct Mail in rural areas. The Department has a wide presence in the rural areas of the country and reaches every household for mail services. The Department should undertake preparation of data base containing the profile of all the households. This data base will be very useful both for reaching all Postal products to the population and also help in marketing the data base to increase mail volume. Many countries have taken to this area with substantial increase in mail volumes under Data Post and Direct Mail. In this connection, the example of New Zealand Post which has produced a comprehensive data base of addresses for marketing is worth mentioning. Direct Marketing & Direct Mail produces a major source of revenue for United States Postal Service. In United States, during 2007, the revenue earned under Direct Mail under the two heads of first class Mail and Standard Mail is as under:

First Class Mail	\$ 37,564 Million
Standard Class Mail	\$ 20,779 Million

21.5.1 The advantage of Direct Mail is its focused approach to reaching the chosen population. The rural postal network can effectively be utilised to produce and implement the data base and keep it updated. With increasing growth in the economy, rural sector will receive more attention from all the prime players in business. There is bound to be more need for disseminating information to rural population relating to rural business products and services. There is also a prospect of e-commerce taking roots in rural areas. This will also increase the handling of parcel traffic for rural areas. The Department may consider having a dedicated cell under Business Development Directorate to develop the area of Direct Mail. The data base can be utilised for marketing of various products like RPLI, savings bank, recurring deposits internally and for marketing of products of other companies.

21.5.2 There is also demand for introduction of speed post in rural areas. In fact, in Kerala Circle, such an experiment has been started and all the BOs across Kerala are authorised to book and deliver speed post articles. This can be extended to other circles provided the service standards are adhered to and proper arrangements for uploading of speed post booking and delivery data of the speed post are put in place.

21.5.3 The Department should constantly monitor the mail transmission and ensure delivery of all mail including speed post as per the norms fixed by the Department. The GDS committee during their visits observed that there is considerable delay to the public mail including Money orders. The committee, therefore, feels that the mail offices and the transit mail offices should be properly staffed and monitored and there should be no transfer of

mail and consequent delay. In case of shortage of staff, the work of the mail offices and the transit mail offices may be efficiently managed by designing a proper incentive system.

21.6. Internet Post (I - Post)

i-Post can be popularised for serving the villages provided all the delivery Sub Post offices in the country are computerised on priority. The i-Post can be generated at the Sub office level and despatched in BO bags for delivery over the final mile in the rural areas.

21.7. Money orders:

The data of mail traffic and Money orders traffic for the last twelve years indicates the following trend.

Sl No	Year	Money order traffic (in crores)	Increase/ Decrease (+ or -)	Value of MOs transmitted (in crores of rupees)	Increase/ Decrease (+ or -)
1	1995-96	10.57	(+)3.7%	3737.30	(+)12.8%
2	1996-97	11.16	(+)4.59%	4101.77	(+) 9.75%
3	1997-98	11.08	(-)0.72%	4465.38	(+)8.86%
4	1998-99	10.91	(-)1.53%	4829.86	(+)98.16
5	1999-00	11.37	(+)4.22%	5707.94	(+)18.18%
6	2000-01	10.95	(-)3.69%	5851.84	(+)2.52%
7	2001-02	11.22	(+)2.47%	6188.26	(+)5.75%
8	2002-03	10.50	(-)6.42%	8650.00	(+)39.78%
9	2003-04	9.93	(-)5.43%	6875.02	(-)20.52%
10	2004-05	10.16	(+)2.31%	7052.16	(+)2.57%
11	2005-06	9.57	(-)5.72%	7183.43	(+)1.86%
12	2006-07	9.91	(+)3.46%	7756.70	(+)7.98%

21.7.1 The reasons for reduction in Money order traffic are many, some of which are listed below.

- (I) The delay in payment of MOs on account of delay in transmission.
- (II) Delay in financing of the Post offices
- (III) Delay in payment of the Money orders even after their receipt in the Branch Post offices.

21.8 Measures to improve the service level in payment of Money orders:

- Computerisation of BOs wherever there is a minimum level of transactions including MO payments.
- Generation of SMS to payees when once the computerised system is in place.
- Strict monitoring of MOs received for delivery from the time of receipt in Sops to payment in BOs. Checking of transit of MOs from date of booking to payment.

- Physical verification of MOs paid along with monitoring customer level of satisfaction.
- Checking of inward complaints received in PG Cell of Divisional office.
- Supply of cell phones to the Branch offices to enable customers to be in touch and also enable the SDIs/SPMs and Divisional Superintendents to constantly monitor any deviation in the service level.
- The mobile phones may be operated in a closed group with Branch Post offices, Head office, Sub Divisional Inspector, Divisional office, Regional office etc.
- The public be enabled to get in touch on mobile phone with Branch Post office in respect of any query relating to service and all these conversations on mobile phone may be recorded in an IP address in the central computer at the divisional level for analysis.
- To ensure payment of money orders in time correctly to the payees, all the postal users in the villages can be supplied with bio-metric cards which can be multi-purpose cards for all postal transactions. Such cards can be funded as co-branded cards with other users like State Government and Banks. Such a system will go a long way in providing efficient services in the rural areas and also cut down paper work. This will also reduce the cost of operations by reducing the checks at the higher levels in the system.
- Same Bio-metric card which has been proposed for Money order payment could be utilised for all financial transactions of the Post offices like Savings Bank, Recurring Deposits, RPLI, Bills collection and operating as an ATM card for receiving payments.
- The delay in the transmission of Money orders can be overcome by switching over to the electronic transmission of Money orders. This presupposes that all the delivery Sub Post offices are computerised and the cash arrangements to Branch Post offices is strengthened adequately.

21.9 Savings Bank

This is one of the important services provided in rural Post offices leading to improvement in financial inclusion. Presently, all the BOs are empowered to provide Savings Bank facilities which also include Recurring Deposits and Time Deposits. The effort is to get every household involved in banking. Infact where special efforts have been made involving more and more households in opening of savings bank accounts, it has improved to some extent the transactions of the Post office and also the income for the Post office besides improving the public facility in banking.

21.9.1 The example of special efforts made in Bidar Division of Dharwar Region in Karnataka shows following results:

1. Madargaon BO in account with Hoodgi sub office:

This BO is declared as Anche bachat Gaon for the year 2006-07. On account of the special efforts made by the management, the percentage of income to cost which was 40.51% rose to 53.48%. The Branch office is operating 402 SB accounts, 435 Recurring deposit accounts and 13 active RPLI policies.

2. Kodimbil BO in account with Chitgupa Sub office:

This BO has also been declared as Anche bachat Gaon on 21-08-2007. The income and cost has increased from 36.49% to 52.16% within a period of one year. The Branch office is operating 145 SB accounts, 784 Recurring deposit accounts and 9 TD accounts.

3. Itga BO in account with Chitguppa Sub office:

The village is also declared as Anche bachat Gaon as every household is covered by small savings scheme. The income cost ratio has gone up from 36.49% to 62.69% in a period of one year. The BPM has managed to open 656 new RD/SB accounts in 6 months period. The BPM is operating 577 SB accounts, 309 RD accounts and 36 active RPLI policies.

21.9.2 TD Accounts have also played a useful role in some of the Post offices by increasing the deposits under Savings Bank.

21.9.3 *Presently, very few Branch Post offices are authorised to transact certificate business. With the improvement in the economy, Heads of Circle should examine the desirability of authorising issue of certificates in Branch Post office by way of issue of preliminary receipts and certificates being delivered next day after receipt from the Sub Post office.*

21.9.4 *Presently, limit of Rs. 2000/- is in operation for immediate withdrawal by the BPM from savings bank account. Keeping in view the erosion in the value of money and also the public demand for withdrawal, the limit of the independent power for Branch Postmaster may be enhanced to Rs. 5000/- for withdrawal.*

21.9.5 Computerisation of Branch offices needs to be taken up on a massive scale to enable better accounting of transactions and efficient management of Savings Bank. This coupled with introduction of Bio-metric cards which can also function as ATM cards will enhance the public facility in availing Savings Bank transactions.

21.10 RPLI:

RPLI which has been introduced in 1995 with a view to improve insurance coverage in rural areas and at the same time increase the level of transactions for the Branch Post office. The information relating to growth and progress of RPLI is given below.

Year	No of policies	Percentage of growth	Sum assured in crores of rupees
2002-03	1716128	33%	Rs 7,187.21
2003-04	2666540	56%	Rs 12,385.34
2004-05	3797773	42.38%	Rs 18,895.93
2005-06	4702776	24%	Rs 25,229.66
2006-07	5246673	12%	Rs 33,865.66

21.10.1 During 2006-07 12,68,826 policies were issued for an assured sum of Rs 11,165.97 crores. The average sum assured per policy was 0.88 lakhs. The fund balance of RPLI at the end of 2006-07 is Rs. 2,284.92 crores.

21.10.2 The comparison of achievement of premium income during 2006-07 and 2007-08 in respect of RPLI is shown below for different circles.

Sl No	Circle	Achievement during 2006-07	Annual Target for 2007-08	Achievement during 2007-08	% growth in 2007-08 over 2006-07
1	Andhra Pradesh	119.69	171.92	154.12	28.77
2	Assam	10.38	7.98	13.10	26.20
3	Bihar	58.58	73.67	60.25	2.85
4	Chhattisgarh	10.06	20.67	12.34	22.66
5	Delhi	0	2.50	0.36	-
6	Gujarat	36.42	46.13	107.45	195.03
7	Haryana	3.4	21.90	28.54	739.41
8	Himachal Pradesh	11.21	9.25	13.91	24.09
9	Jammu & Kashmir	9.63	7.62	10.94	13.60
10	Jharkhand	9.87	12.36	17.09	73.15
11	Karnataka	40.22	39.13	52.95	31.65
12	Kerala	41.77	35.84	50.85	21.74
13	Maharashtra	98.57	194.43	94.17	-4.46
14	Madhya Pradesh	35.98	44.90	33.12	-7.95
15	North-East	1.99	3.07	2.58	29.65
16	Orissa	42.63	26.83	59.19	38.85
17	Punjab	20.69	19.67	47.71	130.59
18	Rajasthan	58.71	28.96	43.10	-26.59
19	Tamilnadu	220.2	126.68	204.57	-7.10
20	Uttar Pradesh	39.24	90.65	60.24	53.52
21	Uttrakhand	24.66	20.69	27.19	10.26
22	West Bengal	13.19	63.56	65.97	400.15
	TOTAL	907.09	1068.41	1159.74	27.85

21.10.3 Some of the Regions have made substantial progress in RPLI coverage. An example is of Tiruchirapalli Region of Tamil Nadu circle is given below:-

- Tiruchirappalli has secured All India Second position during 2004-05.
- Secured Rural Postal Life Insurance business for 120 crores on single day i.e. on Rural Postal Life Insurance day of the year 2007-08 (13.10.2007).

- This region stands All India First position by securing Rural Postal Life Insurance business worth Rs. 1017 crores during 2007-08.

21.10.4 The increase in premium income vis-à-vis the outgo over the years in respect of the region is given below:-

Year	Total premium collected (in crores)	Outgo (in crores)				Balance income (in Crores)
		Maturity	Surrender	Death claim	Total	
2003-04	13.99	0.13	0.49	0.42	1.04	12.95
2004-05	22.67	0.16	0.08	0.34	0.58	22.09
2005-06	37.14	0.42	0.10	0.53	1.05	36.09
2006-07	49.03	0.75	0.14	0.55	1.44	47.59
2007-08	63.33	1.23	0.32	1.79	3.34	59.99

21.10.5 While there has been significant progress in a few circles, the same is not up to the mark in many circles. The reasons for this state of affairs have been many. The primary reason has been inadequate after sales service like: non-acceptance of the policy, non-issue of passbook and non-issue of policy bond within a reasonable time. There is also delay in data entry relating to the policy and also settlement of claim cases. There is need to streamline the entire work of RPLI. The computerisation which has been envisaged with single point of data entry at the front end leading to generation of MIS at the Data Centre and all the participants in the operations making use of the data to provide efficient after sales servicing is still to materialise. The present scheme for computerisation is still to cover all the Departmental Post offices and connectivity to the Data Centre is still to be achieved. *The computerisation needs to be expedited in order to make the RPLI operations efficient and economical. The public also will be able to get a better quality of service when once all the Departmental Post offices are computerised and networked. In addition to the computerisation of departmental offices, there is need to provide point of sale terminals to Branch Post offices for the all transactions of the BOs including RPLI. This will considerably bring down the cost of operation in RPLI and also lead to a much higher level of satisfaction for servicing of insurants. There is need to market RPLI in a much better manner. RPLI scores over other similar insurance products. It is offered by a trusted Department like Posts with a strong presence in rural areas. The premium is lower and bonus is higher. However, the variety and flexibility that is offered by other insurance companies is lacking. During public survey conducted by the GDS Committee, the public desired unit linked insurance policies and pension policies to be introduced by RPLI. It is necessary to improve the service quality and offer a greater variety of products needed by the public.*

21.11 Bills collection:

Bills collection is one of the significant items of work that will provide additional facilities to the public. Presently, the Postal Training Centre, Mysore has successfully demonstrated the functioning of e-payment software wherein the data of bills collection either by scanning of bills or by noting the details of the bills in the computer are passed on to the service provider at the end of the day for all the collecting centres of the area. *Now, this facility is limited to the Sub Post offices where computers have been supplied. Supply of computers to all the Sub Post offices and hand held Computers or PC'S at Branch Post offices will greatly enhance the present service facility of bills collection to the public.*

21.12 NREGS:

This scheme is specially formulated by the Government of India to be implemented in states for unemployed rural population. The experience of states like Andhra Pradesh implementing NREGS shows that NREGS has proved useful to unemployed rural population. At the same time the scheme has improved the viability of rural Post offices. Most of the rural Post offices are not financially viable. The NREGS has shown a way for turning the Post offices to attain financial self sufficiency. The sample study carried out in 10 Branch Post offices in Nizamabd division of Andhra Pradesh circle is annexed to this chapter. Annexed table shows that the contribution of income to the Department as a whole has substantially improved besides providing a useful facility to the rural population.

21.12.1 *This scheme has to be seriously pursued in all the circles in a manner that leads to greater transparency in operation and cost effective implementation. The point of sale terminal has been implemented by the State Bank of India for its account holders in remote locations through the rural Post offices. The Department should quickly move in the direction of computerisation of the Branch Post offices wherever there is need for transactions like NREGS. It is not possible to implement a scheme like NREGS in manual system in an efficient and cost effective manner.*

21.12.2 However there are certain issues which need to be looked into by the Department in implementation of this scheme.

1. Shortage of stationery and required forms in Post offices.

This can be overcome by giving adequate financial powers to the Chief Postmaster General for procurement of paper and allocate required funds under the printing head of account.

2. Cash management in BOs and delay in disbursement of wages.

These problems can be solved by enhancing the line limits, transmission of cash through professional agencies, authorising all the Sub offices to transact with nationalised banks for drawal and remittance of cash and to transact with more than two banks.

3. Human resource problem.

Shortage of staff is also coming in the way of implementation. The suggested solution is filling up of all vacant posts, review and revision of allowance of GDS BPMs, utilising the services of other GDS in the Branch offices to assist the BPM in the operations and utilisation of retired personnel at Sub office and HO level for updating the operational work. *All these staff problems will overcome if technology is inducted in the Branch Post offices.*

Overcoming problems like shortage of forms and stationery and funds required for printing of the same, cash management of Post offices, provision of staff support at all levels with computerisation of all Branch offices is vital for success of NREGS scheme and these issues need attention at the highest levels in the Department.

21.13 Old Age Pensions:

Schemes like Old Age Pensions, Pensions to agricultural labourers, Widow Pensions have been implemented by various states. There is need to look into implementation of these schemes in different states in order to bring in a system which will efficiently manage them in a computerised environment with transparency. To achieve this point of sale terminal will be of great relevance. This will provide a very cost effective solution to the socially oriented welfare schemes of the Central or State Governments.

21.14 Mutual Funds:

Presently, with the growth in economy mutual funds have been able to generate a large chunk of savings. The Post office has been recognised as one of the agents with Amphi trained personnel. Public can have access to this scheme through rural Post offices. However care has to be taken to see that the rural population is properly informed about all the advantages of various financial instruments including Post office savings and life insurance products.

21.15 Computerisation:

The Branch Post office work under Accounts office and render their accounts for consolidation of data. The Accounts office is also responsible for supervising and checking the transactions of the Branch Post office received through the daily account. Further, at the Head Post office level, the transactions of all the Accounts offices are consolidated and transactions in respect of Savings Bank are internally checked by the group viz., S.B.C.O. The transactions of the Branch Post offices are also subjected to check by Mail Overseer during their visits once in a quarter and by the Sub Divisional Inspector once in a year during inspection. Thus, it can be seen that there are various checks prescribed for transactions performed in a Branch Post office. With advent of centralised computer based technology, all organisations have moved from the manual system to computerised system connected to a central data base with single point data entry and generation of MIS at the data centre to provide a host of reports avoiding lot of manual work. Many organisations have improved efficiency and brought down the cost of operations through effective use of technology. The service levels have also improved significantly as in the case of railway reservations, banking, operations in insurance, financial sector like mutual funds etc.

21.15.1 By supplying BOs with hand held terminals which are connected to the data centre, efficiency of various services provided at the Branch Post office will dramatically improve. For example, Money orders can be booked or received for delivery through terminals. Services like, Savings Bank, Recurring Deposits, Time Deposits, NREGS, Old Age Pensions, RPLI premium collections, Bills collection can also be serviced through these terminals in an efficient and transparent manner. New schemes like Micro-Credit can be efficiently managed through the system. All these transactions when done through Biometric cards will enhance the transparency and efficiency of these transactions. All collections can be directly accounted for by the Branch Post offices in the network. This will ensure efficient handling of services and their accounting. Front end services for different banks for their customers can be provided through this terminal. In fact, the rural Post office will become an umbrella bank for all the banks put together. Even the loan disbursement and repayment of the loans to the banks can be under taken at the Branch Post office.

21.15.2 *The Department has been trying to move to a centralised data management system with a single point of data entry but has not been able to implement the system so far. There is an urgent need for the Department to implement this change process. All Sub Post offices in the country need to be inter-linked to a central data base for generation of all the needed reports to reduce redundancy in many points in the system. Implementation of computerisation in all the Branch Post offices which have a minimum work load will produce dividends to the Department in as much as it will improve the efficiency of the transactions.*

21.15.3 The simplified version of a computerised system that can be implemented in Branch offices has a provision of a Point Of Sale terminal, a thumb impression reader, a small printer and a bio-metric card wherein data of the card holder is stored. The Point Of Sale terminal can be specially designed mobile phone, working along with contact-less (RFID) smart card and integrated bio-metrics. Mobile phones can also be replaced by Palm Tops or Hand Held Recorders or PCs. The Point Of Sale terminal transmits the data either online or off line to the data centre through the middle layer switch connected to back end server. The back end server produces all the MIS required. The system works in a secure environment and the MIS is generated as needed. No further accounting is involved.

21.15.4 As many services as possible which are proposed to be done in the rural Post office can be done through the proposal system and the Branch office account also could be generated at the end of the day. The Department may implement the project on a pilot basis in a limited area and evaluate the benefits that can accrue to the Department and decide the process to be adapted for computerisation of Branch Post offices. However, where web based services are needed the Department may examine substituting the POS terminals with PC/Laptop. Introduction of PC for web based services need to take into account availability of stable power and broad band connectivity and also training to operate the PC.

21.15.5 Services that can be provided through the system are as under:

1. All POSB schemes
2. Money transfer
3. Bills payment
4. PLI/RPLI transactions
5. e-Commerce
6. Rail/ Air reservations
7. Mutual fund subscriptions

8. Premium payments for other Insurance companies
9. Transactions on behalf of other Banks
10. Micro-Credit

21.16 Web based services:

The Point Of Sale terminal would meet the general requirement of computerisation of Branch offices. However, PCs/Laptops can be supplied to Branch offices which have more potential for web enabled services like e-commerce, Trading in agricultural communities, supply of seeds, fertilizers, pesticides, herbicides for agricultural use, transfer of medical records to District and State hospitals and interacting with State Government departments for redressal of public grievances, issue of certificates for land records, birth and death certificates etc. Such of those offices may be identified depending upon availability of broad band connectivity and power supply. One of the public demands has been that *department should provide the facility of railway reservation at the Branch Post offices. The Post office supplied with computers/ POS terminals can provide this facility.*

21.17 Mobile Phone Services:

Another demand of the public has been that the BOs undertake recharging of mobile phones of various service providers. Once a mobile phone is supplied to Branch Postmaster, the Department can have arrangement with the service providers for authorising the BPM to recharge the mobiles through the cell phone. The BPM can also facilitate the public to use the mobile phone for making calls. The Department can also consider having a tie up with mobile companies to install GSM based coin operated mobile phones as has been done in some circles.

21.18 Dissemination of Knowledge in rural areas:

Post offices in rural areas have got a pivotal role not only for providing socially relevant services but also acting as knowledge centers for dissemination of information and providing input at the right time to farmers, entrepreneurs, Small Saving investors, Self Help Groups (SHGs), weather information, market information, information regarding various courses of study for the students etc. Information relating to Health, Aids Control, National Literacy Programmes, various Government schemes for the benefit of rural population in the matter of education, employment can be displayed free of cost in the Branch offices.

Government has a plan to develop 7,000 centres in the country to provide urban amenities for rural areas (PURA). These 7000 places where departmental Sub Post offices may also be available could be developed as hubs for providing enhanced services to the rural community.

Impact of NREGS on the financial position of Branch Post offices In Nizamabad division											
Sl No	Name of BO	Monthly cost with out NREGS	Monthly cost with NREGS (including incentive)	Monthly income without NREGS	% of Income to cost without NREGS	Monthly income on NREGS transactions (Received from A.P State government	Monthly income on each account from MOF @ Rs 114.45 per annum divided by 12 months	Total income from NREGS accounts	Percentage of income from NREGS accounts	Total Monthly income of the BO with NREGS and other traditional products.	Percentage of income to cost with NREGS and other traditional products
1	Dharmaraopet	4987.23	5149.80	630.97	12.65%	461.96	1998.64	2460.60	47.78%	3091.57	60.03%
2	Madhavanagar	3033.20	3083.81	2337.05	77.05%	329.91	354.32	684.23	22.19%	3021.28	97.97%
3	Kothapally	2743.51	2830.06	378.32	13.79%	336.21	495.36	831.57	29.38%	1209.83	42.75%
4	Tadla Rampur	6328.84	6446.68	1325.36	20.94%	433.15	1348.48	1781.63	27.64%	3106.99	48.20%
5	Jankampet	3655.44	3768.04	308.42	8.44%	595.76	1554.88	2150.64	57.08%	2459.06	65.26%
6	Vannel	3339.08	3448.32	999.44	29.93%	366.98	915.04	1282.02	37.18%	2281.46	66.16%
7	Timmapur	3686.42	3751.37	348.96	9.47%	187.52	385.28	572.8	15.27%	921.76	24.57%
8	Barangedgi	4844.45	5020.48	206.51	4.26%	379.92	2841.44	3221.36	64.16%	3427.87	68.28%
9	Tippapur	4443.99	4489.10	317.06	7.13%	145.27	1492.96	1638.23	36.49%	1955.29	43.56%
10	Rameshwarapalli	3296.07	3380.52	746.33	22.64%	487.35	2999.68	3487.03	103.15%	4233.36	125.23%
TOTAL		40358.23	41368.18	7598.42	18.83%	3724.03	14386.08	18110.11	43.77%	25708.47	62.14%
Average per BO		4035.823	4136.818	759.842	18.83%	372.403	1438.60	1811.01	43.77%	2570.84	62.14%

Public opinion survey on services provided by the Branch Post offices

Chapter XXII

The GDS Committee conducted a public opinion survey on the services rendered by rural Network.

A questionnaire was designed by the Committee for canvassing the schedule of enquiries. The postal investigators who were selected for conducting the survey of Branch offices and PSSKs were also directed to conduct the public opinion survey in the Branch Post offices.

22.1 Selection of samples:-

For socio-economic survey five Branch Post offices under each postal division were selected by NSSO under simple random design without replacement method. In respect of public opinion survey, the same branch Post offices were chosen for collection of the views of the customers through the designed questionnaire.

22.1.1 A sample of five respondents/customers for each of the surveyed BOs who availed the services were selected by systematic sampling design.

22.1.2 For this purpose a list of customers who availed the services like booking of MOs, payment of MOs, booking or delivery of registered letters during the last seven working days prior to the date of visit was prepared from the various records maintained at the Branch office and selection of the respondents was done in the following manner. If adequate number was not available within 7 days, the reference period was extended to 1 month or 3 months or 6 months to get the desired number of respondents/customers to know their reaction.

22.1.3 The total of the persons who availed the services in the reference period was divided by five and the remainder if any was ignored. After getting the blocks, a random number, say 3 was selected as person no. 1 and the second sample person was from second block. For illustration, say total number of persons who availed the services, during the said reference period had come to 124, it is divided by 5 and the quotient would be 24. If the customer/respondent at Sl No. 3 was the first sample, the second sample would be $3 + 24 = 27$, third sample person would be $27+24=51$ and fourth person would be $51+24=75$ and fifth person would be $75+24=99$.

22.2 Number of respondents selected for opinion survey:

On receipt of the schedule of questionnaire from the investigators, the committee found that 9968 customers were covered by the Public Opinion Survey in 2082 identified Branch offices and this number is found to be less than the expected 10410. It was due to the investigators not able to collect opinion from respondents of Branch offices which

were no delivery BOs and also in certain places for want of adequate number of respondents. Thus 95.75% of the estimated customers responded for the questionnaire schedules.

22.3 Analysis of the data

The responses of the customers furnished in the questionnaire schedules were fed into a programme specially designed for this purpose in MS Access and the data was analysed.

The circle wise result of the respondents is reflected in the form of 25 tables annexed to this chapter.

22.4 The circle wise results are discussed in brief in the following paras.

22.4.1 Distribution of respondents by age

Circle wise results are given in Table No 1. It may be seen that 13.08% of the respondents were upto 25 years of age, 13.54% were between 25 to 30 years, 29.49% were between 30-40, 22.18% were between 40-50, 13.21% were between 50-60 years and 8.49 % were above 60 years of age. Comparatively larger number of respondents belong to 30-40 years age group constituting 29.49%.

22.4.2 Distribution of respondents by gender

Circle wise analysis is furnished in Table No 2. 75.36% of the respondents were from male category and 24.64% from females. In Delhi, Jharkhand, North East, Orissa, Bihar and Assam Circles, the number of female respondents were found to be less. The table represents that 25% of the customers belonging to female group avail services in rural areas. Assam, Bihar, Delhi, Himachal Pradesh, Jharkhand, MP, Orissa, Rajasthan and UP circles reflected male respondents percentage of more than 80% of the surveyed number.

22.4.3 Distribution of respondents by their educational qualification

Circle wise results are in Table No 3. The analysis shows the following distribution.

Ser No	Educational qualification	No. of respondents	% with reference to total number of respondents
1	Illiterates	818	8.21
2	Primary Education	1506	15.11
3	Middle Std	2126	21.33
4	Matriculation	2488	24.96
5	10+2	1502	15.07
6	Graduate and above	1528	15.33

The above data reveals that more than 76% of the respondents are of Middle Standard and above qualification. The committee observed that the percentage of illiterate

respondents is 8.21 and they have reposed trust in the postal services and utilising the services of rural network for their postal needs.

Delhi Circle constitutes 85% of the respondents with educational qualification of Middle Standard and above. In Kerala circle more than 75% respondents are of Matriculation and above standard. The Post office has a large percentage of literate customers in rural areas.

22.4.4 Distribution of respondents by their occupation

The circle wise results are furnished in Table 4.

Ser No	Occupation	No. of respondents	% with reference to total number of respondents
1	Agriculture	4150	41.63
2	House wives	1371	13.75
3	Industry	203	2.04
4	Transport	95	0.95
5	Trade	1260	12.64
6	Service	1532	15.37
7	Any other	64	0.64

12.97% of the respondents are not having any other occupation. The above pattern confirms the rural character as a large percentage of the respondents have agriculture as occupation for their livelihood followed by 15.37% having service as their occupation. Bihar, HP, Karnataka, Uttarakhand circles have reflected percentage of respondents with agriculture as occupation more than the all India average. Assam, Punjab circles have sizeable respondents with trade as occupation. Again in Assam, Delhi, HP, NE, a sizeable respondents group have service as their occupation. Service includes doing any job or retired persons.

22.4.5 Distribution of respondents availing traditional postal services

The detailed circle wise analysis is furnished in Table No 5. The proportion of people utilising various traditional postal services is as under:

Ser No	Category of service utilised	No. of respondents	% with reference to total number of respondents
1	Unregistered letters received for delivery	7094	71.17
2	Posting of unregistered letters	6016	60.35
3	Purchase of stamps and stationery	5844	58.63
4	Issue of Money orders	3262	32.72
5	MOs received for payment	3710	37.22
6	Savings Bank	5084	51.00
7	Recurring Deposit	5073	50.89
8	Time Deposits	803	8.06

Obviously, a majority of customers are in receipt of letters through Post and also utilising rural BOs for their correspondence. The % of respondents for purchase of stamps and stationery nearly matches with % posting their letters through BOs. The percentage of customers availing Money orders booking and payment is found to be less than 40%. Improvement in Money order service can have an impact on the percentage of customers for utilising this service. There is scope to improve the level of financial inclusion in respect of Savings Bank (51%), Recurring Deposits (50.89%) and Time Deposits (8.09%)

22.4.6 Distribution of respondents availing new postal services

The detailed circle wise analysis is furnished in Table No 6.

Ser No	Category of New service availed	No. of respondents	% with reference to total number of respondents
1	RPLI premium payment	3925	39.38
2	PLI premium payment	381	3.82
3	Speed Post	1621	16.26
4	Telephone bill collection	2450	24.58
5	Electricity bills	1283	12.87
6	NREGS	477	4.79
7	Old Age Pension payments	437	4.38
8	Mutual funds	244	2.45
9	Devotional Speed Post	529	5.31

The above analysis shows that the rural customers are utilising RPLI premium payment to a considerable extent with untapped potential in other areas. RPLI has a scope for further expansion as only 39.38% of the respondents are in its fold. This should be an indicator for the Department to popularise the new services of RPLI, Telephone bills collection, Electricity bills collection, NREGS and Mutual funds as discussed in the chapter on Public facilities.

22.4.7 Distribution of respondents wishing to avail services through Mail Deliverers

The Committee wanted to know from the customers about availing services through GDS Mail Deliverer if made available. Their response is shown in the following table

Ser No	Details of service intended to be availed	No. of respondents	% with reference to total number of respondents
1	Sale of Postage Stamps	6885	69.07
2	Booking of Regd Letters	4876	48.92
3	Booking of Money orders	3151	31.61
4	Telephone bills collection	3880	38.90
5	Electricity bills collection	3170	31.80
6	SB/RD Withdrawals/Deposits	2113	21.20
7	Mobile phone facility	1909	19.15
8	Enquiries through Mobile phone	1668	16.73

The analysis of the data collected shows that the respondents are interested in availing the services of purchase of postage stamps, booking of RLs, MOs, Telephone bills and Electricity bills through GDS MD. The other areas at ser. No. 6,7 and 8 in the above table were given less preference. The present rules provide for carrying of stamp advance and provisional receipt book for booking of RLs while going on beat. Department should take steps for effective utilisation of the services of GDS MDs for various services in addition to delivery work so that they can also contribute for the growth of the level of transactions and improving the income of the BO.

22.4.8 Importance of Post office in day to day life

The Committee desired to know from the customers about the importance of the rural Post office. The committee proposed three gradings like, Very Important, Important and Just needed. The data analysed indicates the following response:

Ser No	Perspective of the customer	Number	% with reference to total number of respondents
1	Very Important in day to day life	5361	53.78
2	Important	4193	42.06
3	Just needed	320	3.21
4	Not responded	94	0.94

The All India analysis shows 53.78% rate the rural Post offices as Very Important and 42.06 percent rated it as Important. In all 95.84% of the customers have reported the service as Very Important or Important. The high percentages of Very Important is reported in HP, Jharkhand, Orissa and West Bengal circles. In circles like Haryana, MP, the percentage of Very Important is less than 40%. In Assam, also it is only 40%. In view of the overwhelming response of the public recognising the importance of the Post office, the Department should strive to live upto the expectations of the people through improvement in quality of service and provision of innovative services.

22.4.9. Perception of the respondents on the status of GDS BPMs

The GDS Committee specifically wanted about the status of the Branch Postmaster in their view. The results are as below.

Ser No	Perspective of the customer on the status of BPM	Number	% with reference to total number of respondents
1	Very High	2806	28.15
2	High	4423	44.37
3	Average	2492	25.00
4	Below average	115	1.15
5	Not responded	132	1.32

While it is heartening to note that over 72% of the respondents have rated the status of the Branch Postmasters as very high / high, 25% of the respondents have rated the status of BPMs as average. There is need to improve their perception through better customer care, provision of innovative services and training of Branch Postmasters which in turn can improve the public perception.

22.4.10 Perception of the respondents on the status of other Gramin Dak Sevaks

The Committee framed a separate question for ascertaining the customers view on the status of the other Gramin Dak Sevaks like Mail Carriers and Mail Deliverers particularly Mail Deliverer with whom they have interface. The same gradings as in table No 9 were prescribed and the analysis presents the picture given below:

Ser No	Perspective of the customer	Number	% wrt total number of respondents
1	Very High	2170	21.77
2	High	3796	38.08
3	Average	2824	28.33
4	Below average	163	1.64
5	Not responded	1015	10.18

While about 60% of the respondents have rated the status of other Gramin Dak Sevaks as very high or high, 28% of the respondents have rated their status as average. This perception could be improved through better training and quality public service.

22.4.11 Residence of Branch Postmaster

The Committee intended to know the residential status of the Branch postmasters from the customers of the BOs undertaken for survey. *About 81.24% of the respondents reported that the incumbents are residing in the BO village and 18.76% are not residing. The important condition that the BPM should take up residence in the place of duty after his regular engagement is not operative in 18.76% of cases. The Committee elsewhere recommended review of the recruitment rules particularly in regard to residential qualification. Unless the person engaged as Branch Postmaster resides in the village, he cannot improve the income and level of transactions and provide better service to the people. Assam, J& K, Kerala, Tamil Nadu have high percentage of Branch Postmasters not residing at their places of duty which requires to be examined for taking remedial action. The circle wise analysis is presented in table No 11 and the break up of distance they are commuting is reflected in table No 12.*

22.4.12 Accessibility of Branch Postmaster for enquiry outside the working hours

The rules provide for person being engaged as GDS BPM is to take up residence in the place of duty. In such a scenario, the BPM would be accessible to the public for any enquiries. 89.05% of the BPMs are reportedly available for enquiries and 10.95% are not available. The percentage of BPMs not residing in BO villages shown in table No 11 has a correspondence with this figure but still there is a difference. It gives an inference that some of the BPMs though they are not residing in the place of duty are available for enquiries.

22.4.13 Money order service

The detailed circle wise analysis is presented in table No 14. The Money order payment is an important obligation of the Department and most of the rural areas which do not have the facility of Banks depend upon money orders for transfer of money particularly in respect of Military Family Allotment Money orders, Old Age Pension Money orders in some states and remittance under social security schemes. Keeping this in view the Committee wanted to know the response of the customers about the promptness of the

payment. 74.34% of the customers have intimated that no delay is occurring in payment of MOs. 16.61% have not answered, in remaining 10% cases Money orders are suffering delay in payment. The range of delay from one day to seven days is shown in table No 14. About 7.79% of the Money orders are paid with one and two days delay. The money orders suffering delay of 3 and more than 3 days appears to be negligible, but still requires to be redressed. The Department should examine the financing arrangements, line limits, placing the accounts office in account with nationalised banks for drawal of cash and ensure that the Money orders are promptly paid to the customers. The committee has recommended for introducing facilities like electronic transmission of Money orders, crediting their Money orders into the accounts and provision of biometric cards to the customers for withdrawal at their choice in public facilities chapter. The Department may consider these recommendations and initiate measures to improve Money order service.

22.4.14 Promptness in payment of SB withdrawals

Savings Bank is popular amongst the rural masses who repose confidence and trust. The data regarding delay in payment of SB withdrawals is analysed and shown in table No 15. Here again 15.91% chose not to answer, 74.70% have expressed that the SB withdrawals are paid without any delay. The remaining 10% of the customers have reported delay in payment. Of the delayed withdrawals of 10%, the range of delay for one and two days is about 8.80% and the remaining 1.20% is 3 and above 3 days. The data though not alarming, requires remedial measures as only in 75% cases the payments are not delayed.

22.4.15 Revision of SB withdrawal limit

At present the Branch Postmasters are given powers for allowing withdrawal upto Rs 2000 per day in an account. The Branch Postmasters allow the withdrawal on the same day subject to availability of cash. In the questionnaire for BO operations a question about the adequacy of existing withdrawal limit was framed for eliciting response from BPMs. Similarly the Committee wanted to ascertain from the customers about their view also. The circle wise analysis is in table No 16. Of the 9968 customers, 2678 (26.86%) have not given their response. Of the remaining 7290, 5381 customers (73.81%) have expressed option for revision of SB withdrawal power to Rs. 5,000. 227 customers (3.11%) have given their preference for revising it to Rs. 7500. 1408 customers (19.31%) have preferred Rs. 10000 and 274 (3.75%) customers chose morethan Rs. 10000.

22.4.16 Letter boxes

Tables 17, 18, 19 and 20 are regarding the responses of the customers about the availability of letterboxes in their villages, willingness to post their letters in these letter boxes, the condition of the letter boxes and about place of posting of letters.

90.59% of the respondents have reported that the letter box is available and only 9.41% have intimated about the non availability.

88.50% of the customers are willing to post the letters in the letter box and 11.50% are unwilling.

80.67% of the respondents said about the good condition of the letter boxes and 19.33 percent have intimated their bad condition.

95.07% of the respondents have reported they are posting their letters in the BO only. This is a very good feature and shows the trust of the people in the Branch Post office.

The above data should be properly analysed by the Department to take up a review of the entire policy of installation of letter boxes in the rural network and also about their proper maintenance.

22.4.17 Options of customers for having Postal facilities

The Committee wished to know the customers reaction about the possible options for providing postal services in the changed scenario.

Table No 22 presents the options of the customers about the residence of the Branch Postmasters in the village. 81.21% wanted that the BPM should reside in the PO village and 18.76% have intimated that it would be enough if they can provide service during prescribed working hours. The majority of the opinion is for the BPMs taking up residence in the PO village and available to the customers for their postal needs.

Table No 23 speaks about the options of the customers for providing postal services. Here, 48.12% customers wanted the postal services through franchised outlet. 40.98% wanted the postal facilities through Branch Post office with a condition that the BPM should take up residence. 3.5% were satisfied with the BPMs providing counter service during working hours only.

22.4.18 Accessibility of Branch office

The Branch Postmaster is expected to locate the Post office in a place which is accessible to all classes of public. With this objective the Committee framed question about the accessibility of the BO. The analysis is given in tables No 24 and 25 respectively.

95.66% have reported that the BO is accessible and only 4.34% stated inaccessible. Of these 4.34% of customers 48.73% wanted the Branch Post office to be shifted to an accessible place and 51.27% did not answer about shifting of the Post office.

There is need to review the accessibility of the BO and ensure that in all cases the BO is located properly.

Public opinion survey ; Table No 1		Distribution by age of respondent													
Sl No	Name of Circle	No of respondent	<25		26-30		31-40		41-50		51-60		>60		
			No	%	No	%	No	%	No	%	No	%	No	%	
1	Andhra Pradesh	1100	161	14.64	165	15.00	349	31.73	229	20.82	127	11.55	69	6.27	
2	Assam	195	16	8.21	20	10.26	57	29.23	63	32.31	33	16.92	6	3.08	
3	Bihar	547	57	10.42	63	11.52	170	31.08	108	19.74	68	12.43	81	14.81	
4	Chhattisgarh	117	30	25.64	23	19.66	32	27.35	19	16.24	8	6.84	5	4.27	
5	Delhi	49	5	10.20	10	20.41	17	34.69	8	16.33	1	2.04	8	16.33	
6	Gujarat	570	58	10.18	71	12.46	159	27.89	153	26.84	83	14.56	46	8.07	
7	Haryana	223	47	21.08	30	13.45	57	25.56	42	18.83	28	12.56	19	8.52	
8	Himachal Pradesh	225	21	9.33	35	15.56	64	28.44	60	26.67	28	12.44	17	7.56	
9	Jammu & Kashmir	147	30	20.41	25	17.01	45	30.61	36	24.49	7	4.76	4	2.72	
10	Jharkhand	193	20	10.36	33	17.10	88	45.60	34	17.62	14	7.25	4	2.07	
11	Karnataka	711	78	10.97	104	14.63	193	27.14	152	21.38	110	15.47	74	10.41	
12	Kerala	536	35	6.53	52	9.70	125	23.32	129	24.07	108	20.15	87	16.23	
13	Madhya Pradesh	447	60	13.42	72	16.11	122	27.29	96	21.48	62	13.87	35	7.83	
14	Maharashtra	849	90	10.60	113	13.31	294	34.63	201	23.67	93	10.95	58	6.83	
15	North Eastern	120	10	8.33	17	14.17	36	30.00	38	31.67	14	11.67	5	4.17	
16	Orissa	400	47	11.75	57	14.25	115	28.75	87	21.75	51	12.75	43	10.75	
17	Punjab	251	33	13.15	33	13.15	80	31.87	52	20.72	27	10.76	26	10.36	
18	Rajasthan	575	104	18.09	74	12.87	148	25.74	134	23.30	69	12.00	46	8.00	
19	Tamil Nadu	994	84	8.45	125	12.58	296	29.78	238	23.94	168	16.90	83	8.35	
20	Uttar Pradesh	1039	192	18.48	133	12.80	309	29.74	191	18.38	133	12.80	81	7.80	
21	Uttarakhand	173	34	19.65	23	13.29	50	28.90	38	21.97	17	9.83	11	6.36	
22	West Bengal	507	92	18.15	72	14.20	134	26.43	103	20.32	68	13.41	38	7.50	
	Total	9968	1304	13.08	1350	13.54	2940	29.49	2211	22.18	1317	13.21	846	8.49	

Public opinion survey ; Table No 2		Distribution by Gender				
Sl No	Name of Circle	No of respondent	Males		Females	
			No	%	No	%
1	Andhra Pradesh	1100	736	66.91	364	33.09
2	Assam	195	157	80.51	38	19.49
3	Bihar	547	449	82.08	98	17.92
4	Chhattisgarh	117	93	79.49	24	20.51
5	Delhi	49	40	81.63	9	18.37
6	Gujarat	570	463	81.23	107	18.77
7	Haryana	223	163	73.09	60	26.91
8	Himachal Pradesh	225	187	83.11	38	16.89
9	Jammu & Kashmir	147	95	64.63	52	35.37
10	Jharkhand	193	170	88.08	23	11.92
11	Karnataka	711	502	70.60	209	29.40
12	Kerala	536	349	65.11	187	34.89
13	Madhya Pradesh	447	374	83.67	73	16.33
14	Maharashtra	849	668	78.68	181	21.32
15	North Eastern	120	91	75.83	29	24.17
16	Orissa	400	346	86.50	54	13.50
17	Punjab	251	179	71.31	72	28.69
18	Rajasthan	575	478	83.13	97	16.87
19	Tamil Nadu	994	599	60.26	395	39.74
20	Uttar Pradesh	1039	873	84.02	166	15.98
21	Uttarakhand	173	124	71.68	49	28.32
22	West Bengal	507	376	74.16	131	25.84
	Total	9968	7512	75.36	2456	24.64

Public opinion survey ; Table No 3		Distribution by Educational qualifications												
Sl No	Name of Circle	No of respondent	Illiterate		Primary		Middle Std		Matriculation		10+2		Graduate and above	
			No	%	No	%	No	%	No	%	No	%	No	%
1	Andhra Pradesh	1100	122	11.09	256	23.27	192	17.45	238	21.64	143	13.00	149	13.55
2	Assam	195	1	0.51	16	8.21	54	27.69	52	26.67	31	15.90	41	21.03
3	Bihar	547	92	16.82	43	7.86	87	15.90	171	31.26	63	11.52	91	16.64
4	Chhattisgarh	117	14	11.97	26	22.22	22	18.80	18	15.38	17	14.53	20	17.09
5	Delhi	49	4	8.16	4	8.16	4	8.16	13	26.53	16	32.65	8	16.33
6	Gujarat	570	44	7.72	126	22.11	119	20.88	141	24.74	68	11.93	72	12.63
7	Haryana	223	27	12.11	34	15.25	33	14.80	83	37.22	33	14.80	13	5.83
8	Himachal Pradesh	225	16	7.11	32	14.22	50	22.22	66	29.33	39	17.33	22	9.78
9	Jammu & Kashmir	147	15	10.20	22	14.97	23	15.65	49	33.33	18	12.24	20	13.61
10	Jharkhand	193	13	6.74	26	13.47	42	21.76	51	26.42	35	18.13	26	13.47
11	Karnataka	711	53	7.45	94	13.22	134	18.85	216	30.38	101	14.21	113	15.89
12	Kerala	536	6	1.12	42	7.84	108	20.15	202	37.69	87	16.23	91	16.98
13	Madhya Pradesh	447	45	10.07	79	17.67	105	23.49	94	21.03	54	12.08	70	15.66
14	Maharashtra	849	44	5.18	95	11.19	232	27.33	217	25.56	148	17.43	113	13.31
15	North Eastern	120	5	4.17	8	6.67	47	39.17	24	20.00	12	10.00	24	20.00
16	Orissa	400	6	1.50	66	16.50	96	24.00	98	24.50	48	12.00	86	21.50
17	Punjab	251	24	9.56	41	16.33	55	21.91	80	31.87	27	10.76	24	9.56
18	Rajasthan	575	76	13.22	77	13.39	123	21.39	101	17.57	92	16.00	106	18.43
19	Tamil Nadu	994	80	8.05	194	19.52	236	23.74	220	22.13	129	12.98	135	13.58
20	Uttar Pradesh	1039	83	7.99	119	11.45	202	19.44	204	19.63	236	22.71	195	18.77
21	Uttarakhand	173	24	13.87	27	15.61	29	16.76	36	20.81	28	16.18	29	16.76
22	West Bengal	507	24	4.73	79	15.58	133	26.23	114	22.49	77	15.19	80	15.78
	Total	9968	818	8.21	1506	15.11	2126	21.33	2488	24.96	1502	15.07	1528	15.33

Public opinion survey ; Table No 4		Distribution by occupation																	
Sl No	Name of Circle	No of respondent	Agriculture		Housewife		Industry		Transport		Trade		Service		Any other		Not having occupation		
			No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%	
1	Andhra Pradesh	1100	464	42.18	210	19.09	20	1.82	8	0.73	134	12.18	109	9.91	5	0.45	150	13.64	
2	Assam	195	57	29.23	13	6.67	0	0.00	3	1.54	49	25.13	57	29.23	0	0.00	16	8.21	
3	Bihar	547	280	51.19	62	11.33	6	1.10	4	0.73	58	10.60	66	12.07	4	0.73	67	12.25	
4	Chhattisgarh	117	47	40.17	9	7.69	3	2.56	5	4.27	9	7.69	25	21.37	1	0.85	18	15.38	
5	Delhi	49	11	22.45	7	14.29	0	0.00	0	0.00	8	16.33	16	32.65	0	0.00	7	14.29	
6	Gujarat	570	230	40.35	66	11.58	11	1.93	7	1.23	63	11.05	99	17.37	4	0.70	90	15.79	
7	Haryana	223	91	40.81	40	17.94	3	1.35	1	0.45	30	13.45	32	14.35	1	0.45	25	11.21	
8	Himachal Pradesh	225	125	55.56	8	3.56	0	0.00	3	1.33	26	11.56	46	20.44	1	0.44	16	7.11	
9	Jammu & Kashmir	147	39	26.53	42	28.57	0	0.00	1	0.68	11	7.48	28	19.05	0	0.00	26	17.69	
10	Jharkhand	193	94	48.70	9	4.66	1	0.52	1	0.52	32	16.58	28	14.51	1	0.52	27	13.99	
11	Karnataka	711	383	53.87	120	16.88	20	2.81	0	0.00	71	9.99	70	9.85	0	0.00	47	6.61	
12	Kerala	536	121	22.57	111	20.71	27	5.04	4	0.75	81	15.11	88	16.42	10	1.87	94	17.54	
13	Madhya Pradesh	447	222	49.66	35	7.83	7	1.57	0	0.00	47	10.51	77	17.23	0	0.00	59	13.20	
14	Maharashtra	849	350	41.22	92	10.84	15	1.77	15	1.77	107	12.60	182	21.44	3	0.35	85	10.01	
15	North Eastern	120	54	45.00	10	8.33	1	0.83	1	0.83	15	12.50	34	28.33	0	0.00	5	4.17	
16	Orissa	400	161	40.25	28	7.00	7	1.75	5	1.25	72	18.00	77	19.25	6	1.50	44	11.00	
17	Punjab	251	71	28.29	63	25.10	1	0.40	2	0.80	51	20.32	14	5.58	0	0.00	49	19.52	
18	Rajasthan	575	219	38.09	51	8.87	11	1.91	4	0.70	96	16.70	124	21.57	7	1.22	63	10.96	
19	Tamil Nadu	994	381	38.33	182	18.31	36	3.62	16	1.61	126	12.68	110	11.07	7	0.70	136	13.68	
20	Uttar Pradesh	1039	506	48.70	111	10.68	23	2.21	5	0.48	70	6.74	140	13.47	9	0.87	175	16.84	
21	Uttarakhand	173	98	56.65	19	10.98	4	2.31	1	0.58	16	9.25	26	15.03	1	0.58	8	4.62	
22	West Bengal	507	146	28.80	83	16.37	7	1.38	9	1.78	88	17.36	84	16.57	4	0.79	86	16.96	
	Total	9968	4150	41.63	1371	13.75	203	2.04	95	0.95	1260	12.64	1532	15.37	64	0.64	1293	12.97	

Public opinion survey ; Table No 5																				
Services availed by the Respondents																				
Sl No	Name of Circle	No of Resp.	Dely of un regd lrs		Posting of un regd lrs		Purchase of stamps and sty		Booking of MOs		Payment of MOs		SB		RD		TD		NSC	
			No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%
1	Andhra Pradesh	1100	752	68.36	580	52.73	594	54.00	316	28.73	349	31.73	481	43.73	542	49.27	68	6.18	21	1.91
2	Assam	195	172	88.21	165	84.62	164	84.10	52	26.67	62	31.79	109	55.90	113	57.95	1	0.51	1	0.51
3	Bihar	547	419	76.60	320	58.50	314	57.40	147	26.87	282	51.55	231	42.23	175	31.99	21	3.84	30	5.48
4	Chhattisgarh	117	78	66.67	67	57.26	67	57.26	17	14.53	32	27.35	43	36.75	45	38.46	2	1.71	1	0.85
5	Delhi	49	43	87.76	29	59.18	35	71.43	29	59.18	25	51.02	35	71.43	30	61.22	25	51.02	5	10.20
6	Gujarat	570	358	62.81	306	53.68	307	53.86	125	21.93	112	19.65	266	46.67	275	48.25	48	8.42	5	0.88
7	Haryana	223	133	59.64	74	33.18	93	41.70	30	13.45	27	12.11	109	48.88	88	39.46	12	5.38	0	0.00
8	Himachal Pradesh	225	166	73.78	153	68.00	140	62.22	90	40.00	107	47.56	137	60.89	145	64.44	59	26.22	0	0.00
9	Jammu & Kashmir	147	90	61.22	63	42.86	59	40.14	13	8.84	26	17.69	38	25.85	45	30.61	6	4.08	1	0.68
10	Jharkhand	193	155	80.31	143	74.09	150	77.72	116	60.10	121	62.69	114	59.07	101	52.33	45	23.32	30	15.54
11	Karnataka	711	500	70.32	446	62.73	444	62.45	362	50.91	319	44.87	431	60.62	425	59.77	53	7.45	32	4.50
12	Kerala	536	462	86.19	421	78.54	383	71.46	244	45.52	287	53.54	278	51.87	196	36.57	48	8.96	25	4.66
13	Madhya Pradesh	447	312	69.80	281	62.86	255	57.05	87	19.46	90	20.13	247	55.26	247	55.26	37	8.28	10	2.24
14	Maharashtra	849	672	79.15	544	64.08	536	63.13	271	31.92	244	28.74	381	44.88	486	57.24	45	5.30	13	1.53
15	North Eastern	120	56	46.67	53	44.17	49	40.83	34	28.33	34	28.33	56	46.67	51	42.50	0	0.00	4	3.33
16	Orissa	400	338	84.50	336	84.00	322	80.50	231	57.75	252	63.00	293	73.25	229	57.25	54	13.50	33	8.25
17	Punjab	251	178	70.92	133	52.99	110	43.82	21	8.37	15	5.98	112	44.62	87	34.66	6	2.39	0	0.00
18	Rajasthan	575	324	56.35	263	45.74	203	35.30	103	17.91	169	29.39	207	36.00	283	49.22	49	8.52	39	6.78
19	Tamil Nadu	994	691	69.52	603	60.66	618	62.17	460	46.28	455	45.77	599	60.26	522	52.52	57	5.73	13	1.31
20	Uttar Pradesh	1039	723	69.59	610	58.71	573	55.15	254	24.45	416	40.04	480	46.20	599	57.65	80	7.70	14	1.35
21	Uttarakhand	173	124	71.68	122	70.52	129	74.57	81	46.82	92	53.18	109	63.01	125	72.25	39	22.54	11	6.36
22	West Bengal	507	348	68.64	304	59.96	299	58.97	179	35.31	194	38.26	328	64.69	264	52.07	48	9.47	18	3.55
	Total	9968	7094	71.17	6016	60.35	5844	58.63	3262	32.72	3710	37.22	5084	51.00	5073	50.89	803	8.06	306	3.07

Public opinion survey ; Table No 6		New services availed by the Respondents																								
Sl No	Name of Circle	No of Respo ndent	RPLI		PLI Payment		Speed Post		T.Ph Bills collection		Elec. Bill collection		Any other bill collection		NREGS		Old age pension payment		Mutual funds		Micro credit		Sale of Prasadam, tkts		Any other new service	
			No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%
1	Andhra Pradesh	1100	498	45.27	20	1.82	159	14.45	220	20.00	30	2.73	5	0.45	259	23.55	12	1.09	111	10.09	7	0.64	367	33.36	2	0.18
2	Assam	195	85	43.59	7	3.59	51	26.15	19	9.74	14	7.18	5	2.56	6	3.08	16	8.21	19	9.74	15	7.69	0	0.00	0	0.00
3	Bihar	547	239	43.69	11	2.01	118	21.57	42	7.68	7	1.28	5	0.91	12	2.19	75	13.71	6	1.10	1	0.18	25	4.57	2	0.37
4	Chhattisgarh	117	39	33.33	0	0.00	4	3.42	2	1.71	2	1.71	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
5	Delhi	49	28	57.14	25	51.02	26	53.06	30	61.22	30	61.22	15	30.61	0	0.00	26	53.06	0	0.00	0	0.00	0	0.00	0	0.00
6	Gujarat	570	156	27.37	31	5.44	35	6.14	277	48.60	424	74.39	7	1.23	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
7	Haryana	223	55	24.66	3	1.35	15	6.73	90	40.36	24	10.76	0	0.00	22	9.87	2	0.90	2	0.90	0	0.00	30	13.45	0	0.00
8	Himachal Pradesh	225	92	40.89	2	0.89	10	4.44	61	27.11	2	0.89	1	0.44	0	0.00	26	11.56	0	0.00	0	0.00	0	0.00	0	0.00
9	Jammu & Kashmir	147	46	31.29	16	10.88	13	8.84	17	11.56	1	0.68	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	1	0.68	0	0.00
10	Jharkhand	193	135	69.95	33	17.10	59	30.57	31	16.06	27	13.99	26	13.47	51	26.42	48	24.87	27	13.99	24	12.44	24	12.44	0	0.00
11	Karnataka	711	284	39.94	48	6.75	154	21.66	173	24.33	46	6.47	2	0.28	17	2.39	23	3.23	14	1.97	2	0.28	14	1.97	0	0.00
12	Kerala	536	176	32.84	28	5.22	168	31.34	304	56.72	49	9.14	14	2.61	5	0.93	18	3.36	11	2.05	7	1.31	12	2.24	1	0.19
13	Madhya Pradesh	447	148	33.11	12	2.68	84	18.79	115	25.73	128	28.64	3	0.67	26	5.82	25	5.59	11	2.46	0	0.00	2	0.45	0	0.00
14	Maharashtra	849	363	42.76	21	2.47	57	6.71	342	40.28	269	31.68	11	1.30	0	0.00	6	0.71	3	0.35	7	0.82	31	3.65	1	0.12
15	North Eastern	120	3	2.50	22	18.33	10	8.33	38	31.67	3	2.50	0	0.00	0	0.00	1	0.83	0	0.00	0	0.00	0	0.00	0	0.00
16	Orissa	400	211	52.75	17	4.25	74	18.50	81	20.25	15	3.75	1	0.25	9	2.25	2	0.50	8	2.00	3	0.75	2	0.50	0	0.00
17	Punjab	251	95	37.85	1	0.40	12	4.78	155	61.75	9	3.59	1	0.40	0	0.00	0	0.00	1	0.40	0	0.00	0	0.00	2	0.80
18	Rajasthan	575	139	24.17	37	6.43	84	14.61	133	23.13	56	9.74	4	0.70	17	2.96	52	9.04	5	0.87	3	0.52	2	0.35	0	0.00
19	Tamil Nadu	994	547	55.03	14	1.41	142	14.29	138	13.88	45	4.53	2	0.20	1	0.10	64	6.44	10	1.01	2	0.20	6	0.60	3	0.30
20	Uttar Pradesh	1039	284	27.33	11	1.06	251	24.16	88	8.47	25	2.41	1	0.10	1	0.10	1	0.10	13	1.25	3	0.29	0	0.00	0	0.00
21	Uttarakhand	173	94	54.34	2	1.16	13	7.51	25	14.45	29	16.76	1	0.58	15	8.67	10	5.78	1	0.58	0	0.00	7	4.05	4	2.31
22	West Bengal	507	208	41.03	20	3.94	82	16.17	69	13.61	48	9.47	2	0.39	36	7.10	30	5.92	2	0.39	0	0.00	6	1.18	1	0.20
	Total	9968	3925	39.38	381	3.82	1621	16.26	2450	24.58	1283	12.87	106	1.06	477	4.79	437	4.38	244	2.45	74	0.74	529	5.31	16	0.16

Public opinion survey ; Table No 7																		
Availing of services through GDS MD																		
Sl No	Name of Circle	No of Respondent	Sale of postage stamps		Booking of RLs		Booking of MOs		Collection of T.Ph Bills		Collection of Elec. Bill		SB/RD Dep/Wds		Mobile T.Ph facility		Information/enquiry on mobile	
			No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%
1	Andhra Pradesh	1100	746	67.82	457	41.55	285	25.91	320	29.09	181	16.45	150	13.64	100	9.09	168	15.27
2	Assam	195	154	78.97	132	67.69	65	33.33	132	67.69	128	65.64	40	20.51	41	21.03	47	24.10
3	Bihar	547	451	82.45	344	62.89	199	36.38	218	39.85	165	30.16	98	17.92	95	17.37	93	17.00
4	Chhattisgarh	117	85	72.65	57	48.72	41	35.04	23	19.66	45	38.46	18	15.38	38	32.48	9	7.69
5	Delhi	49	40	81.63	28	57.14	18	36.73	39	79.59	40	81.63	11	22.45	23	46.94	22	44.90
6	Gujarat	570	390	68.42	211	37.02	141	24.74	243	42.63	285	50.00	49	8.60	56	9.82	30	5.26
7	Haryana	223	115	51.57	76	34.08	54	24.22	60	26.91	51	22.87	44	19.73	47	21.08	46	20.63
8	Himachal Pradesh	225	183	81.33	138	61.33	93	41.33	150	66.67	137	60.89	90	40.00	59	26.22	54	24.00
9	Jammu & Kashmir	147	77	52.38	59	40.14	42	28.57	49	33.33	20	13.61	24	16.33	33	22.45	16	10.88
10	Jharkhand	193	165	85.49	118	61.14	66	34.20	49	25.39	32	16.58	39	20.21	35	18.13	32	16.58
11	Karnataka	711	480	67.51	305	42.90	337	47.40	270	37.97	227	31.93	273	38.40	146	20.53	146	20.53
12	Kerala	536	406	75.75	286	53.36	187	34.89	311	58.02	186	34.70	122	22.76	106	19.78	79	14.74
13	Madhya Pradesh	447	271	60.63	169	37.81	93	20.81	175	39.15	186	41.61	97	21.70	68	15.21	67	14.99
14	Maharashtra	849	506	59.60	336	39.58	246	28.98	326	38.40	274	32.27	125	14.72	84	9.89	102	12.01
15	North Eastern	120	58	48.33	65	54.17	28	23.33	42	35.00	29	24.17	10	8.33	11	9.17	8	6.67
16	Orissa	400	359	89.75	314	78.50	203	50.75	193	48.25	131	32.75	141	35.25	159	39.75	138	34.50
17	Punjab	251	159	63.35	106	42.23	28	11.16	106	42.23	51	20.32	30	11.95	28	11.16	30	11.95
18	Rajasthan	575	341	59.30	202	35.13	122	21.22	195	33.91	151	26.26	123	21.39	108	18.78	94	16.35
19	Tamil Nadu	994	631	63.48	523	52.62	317	31.89	361	36.32	322	32.39	173	17.40	208	20.93	162	16.30
20	Uttar Pradesh	1039	779	74.98	567	54.57	291	28.01	320	30.80	245	23.58	197	18.96	225	21.66	145	13.96
21	Uttarakhand	173	145	83.82	135	78.03	118	68.21	113	65.32	108	62.43	105	60.69	72	41.62	65	37.57
22	West Bengal	507	344	67.85	248	48.92	177	34.91	185	36.49	176	34.71	154	30.37	167	32.94	115	22.68
	Total	9968	6885	69.07	4876	48.92	3151	31.61	3880	38.92	3170	31.80	2113	21.20	1909	19.15	1668	16.73

Public opinion survey ; Table No 8		Importance of PO in day to day life									
SI No	Name of Circle	No of Respondent	Very Imp.		Imp		Just needed		No response		
			No	%	No	%	No	%	No	%	
1	Andhra Pradesh	1100	610	55.45	462	42.00	12	1.09	16	1.45	
2	Assam	195	78	40.00	115	58.97	2	1.03	0	0.00	
3	Bihar	547	297	54.30	224	40.95	15	2.74	11	2.01	
4	Chhattisgarh	117	59	50.43	56	47.86	2	1.71	0	0.00	
5	Delhi	49	27	55.10	18	36.73	4	8.16	0	0.00	
6	Gujarat	570	328	57.54	209	36.67	28	4.91	5	0.88	
7	Haryana	223	79	35.43	138	61.88	3	1.35	3	1.35	
8	Himachal Pradesh	225	163	72.44	55	24.44	7	3.11	0	0.00	
9	Jammu & Kashmir	147	71	48.30	59	40.14	17	11.56	0	0.00	
10	Jharkhand	193	127	65.80	63	32.64	1	0.52	2	1.04	
11	Karnataka	711	455	63.99	236	33.19	16	2.25	4	0.56	
12	Kerala	536	334	62.31	181	33.77	19	3.54	2	0.37	
13	Madhya Pradesh	447	161	36.02	275	61.52	11	2.46	0	0.00	
14	Maharashtra	849	390	45.94	416	49.00	31	3.65	12	1.41	
15	North Eastern	120	53	44.17	59	49.17	6	5.00	2	1.67	
16	Orissa	400	288	72.00	104	26.00	1	0.25	7	1.75	
17	Punjab	251	118	47.01	102	40.64	31	12.35	0	0.00	
18	Rajasthan	575	276	48.00	290	50.43	9	1.57	0	0.00	
19	Tamil Nadu	994	594	59.76	339	34.10	48	4.83	13	1.31	
20	Uttar Pradesh	1039	411	39.56	567	54.57	48	4.62	13	1.25	
21	Uttarakhand	173	97	56.07	73	42.20	3	1.73	0	0.00	
22	West Bengal	507	345	68.05	152	29.98	6	1.18	4	0.79	
	Total	9968	5361	53.78	4193	42.06	320	3.21	94	0.94	

Public opinion survey ; Table No 9		Status of GDS BPM										
SI No	Name of Circle	No of Respondent	Very high		High		Average		Below average		No response	
			No	%	No	%	No	%	No	%	No	%
1	Andhra Pradesh	1100	351	31.91	553	50.27	178	16.18	6	0.55	12	1.09
2	Assam	195	64	32.82	76	38.97	53	27.18	1	0.51	1	0.51
3	Bihar	547	150	27.42	228	41.68	150	27.42	14	2.56	5	0.91
4	Chhattisgarh	117	39	33.33	37	31.62	40	34.19	0	0.00	1	0.85
5	Delhi	49	21	42.86	15	30.61	13	26.53	0	0.00	0	0.00
6	Gujarat	570	249	43.68	201	35.26	110	19.30	2	0.35	8	1.40
7	Haryana	223	54	24.22	150	67.26	14	6.28	1	0.45	4	1.79
8	Himachal Pradesh	225	96	42.67	111	49.33	18	8.00	0	0.00	0	0.00
9	Jammu & Kashmir	147	10	6.80	72	48.98	62	42.18	2	1.36	1	0.68
10	Jharkhand	193	58	30.05	72	37.31	62	32.12	0	0.00	1	0.52
11	Karnataka	711	285	40.08	294	41.35	118	16.60	13	1.83	1	0.14
12	Kerala	536	133	24.81	311	58.02	86	16.04	3	0.56	3	0.56
13	Madhya Pradesh	447	65	14.54	196	43.85	185	41.39	1	0.22	0	0.00
14	Maharashtra	849	251	29.56	454	53.47	116	13.66	2	0.24	26	3.06
15	North Eastern	120	18	15.00	73	60.83	27	22.50	0	0.00	2	1.67
16	Orissa	400	64	16.00	144	36.00	180	45.00	6	1.50	6	1.50
17	Punjab	251	44	17.53	132	52.59	72	28.69	1	0.40	2	0.80
18	Rajasthan	575	120	20.87	219	38.09	202	35.13	26	4.52	8	1.39
19	Tamil Nadu	994	359	36.12	338	34.00	244	24.55	15	1.51	38	3.82
20	Uttar Pradesh	1039	196	18.86	473	45.52	345	33.21	19	1.83	6	0.58
21	Uttarakhand	173	45	26.01	92	53.18	35	20.23	0	0.00	1	0.58
22	West Bengal	507	134	26.43	182	35.90	182	35.90	3	0.59	6	1.18
	Total	9968	2806	28.15	4423	44.37	2492	25.00	115	1.15	132	1.32

Public opinion survey ; Table No 10		Status of other GDS in the village										
SI No	Name of Circle	No of Respondent	Very high		High		Average		Below average		No response	
			No	%	No	%	No	%	No	%	No	%
1	Andhra Pradesh	1100	249	22.64	527	47.91	214	19.45	7	0.64	103	9.36
2	Assam	195	55	28.21	70	35.90	59	30.26	4	2.05	7	3.59
3	Bihar	547	121	22.12	176	32.18	219	40.04	9	1.65	22	4.02
4	Chhattisgarh	117	19	16.24	36	30.77	33	28.21	1	0.85	28	23.93
5	Delhi	49	21	42.86	1	2.04	16	32.65	0	0.00	11	22.45
6	Gujarat	570	180	31.58	214	37.54	126	22.11	12	2.11	38	6.67
7	Haryana	223	39	17.49	144	64.57	23	10.31	2	0.90	15	6.73
8	Himachal Pradesh	225	89	39.56	102	45.33	30	13.33	0	0.00	4	1.78
9	Jammu & Kashmir	147	5	3.40	47	31.97	66	44.90	4	2.72	25	17.01
10	Jharkhand	193	43	22.28	72	37.31	78	40.41	0	0.00	0	0.00
11	Karnataka	711	268	37.69	211	29.68	106	14.91	13	1.83	113	15.89
12	Kerala	536	161	30.04	264	49.25	101	18.84	3	0.56	7	1.31
13	Madhya Pradesh	447	50	11.19	147	32.89	215	48.10	4	0.89	31	6.94
14	Maharashtra	849	152	17.90	367	43.23	127	14.96	0	0.00	203	23.91
15	North Eastern	120	7	5.83	59	49.17	47	39.17	0	0.00	7	5.83
16	Orissa	400	79	19.75	81	20.25	227	56.75	9	2.25	4	1.00
17	Punjab	251	47	18.73	125	49.80	51	20.32	0	0.00	28	11.16
18	Rajasthan	575	87	15.13	166	28.87	201	34.96	24	4.17	97	16.87
19	Tamil Nadu	994	257	25.86	321	32.29	268	26.96	27	2.72	121	12.17
20	Uttar Pradesh	1039	120	11.55	416	40.04	354	34.07	38	3.66	111	10.68
21	Uttarakhand	173	42	24.28	77	44.51	48	27.75	0	0.00	6	3.47
22	West Bengal	507	79	15.58	173	34.12	215	42.41	6	1.18	34	6.71
	Total	9968	2170	21.77	3796	38.08	2824	28.33	163	1.64	1015	10.18

Public opinion survey ; Table No 11							Whether BPM residing in the village	
SI No	Name of Circle	No of Respondent	Residing		Not residing			
			No	%	No	%		
1	Andhra Pradesh	1100	934	84.91	166	15.09		
2	Assam	195	136	69.74	59	30.26		
3	Bihar	547	475	86.84	72	13.16		
4	Chhattisgarh	117	111	94.87	6	5.13		
5	Delhi	49	49	100.00	0	0.00		
6	Gujarat	570	477	83.68	93	16.32		
7	Haryana	223	217	97.31	6	2.69		
8	Himachal Pradesh	225	206	91.56	19	8.44		
9	Jammu & Kashmir	147	109	74.15	38	25.85		
10	Jharkhand	193	169	87.56	24	12.44		
11	Karnataka	711	537	75.53	174	24.47		
12	Kerala	536	347	64.74	189	35.26		
13	Madhya Pradesh	447	400	89.49	47	10.51		
14	Maharashtra	849	742	87.40	107	12.60		
15	North Eastern	120	108	90.00	12	10.00		
16	Orissa	400	368	92.00	32	8.00		
17	Punjab	251	195	77.69	56	22.31		
18	Rajasthan	575	525	91.30	50	8.70		
19	Tamil Nadu	994	597	60.06	397	39.94		
20	Uttar Pradesh	1039	844	81.23	195	18.77		
21	Uttarakhand	173	154	89.02	19	10.98		
22	West Bengal	507	398	78.50	109	21.50		
	Total	9968	8098	81.24	1870	18.76		

Public opinion survey ; Table No 12																						
If not residing, distance from BO to his residence																						
SI No	Name of Circle	No of Respondent	1 KM		2 KM		3 KM		4 KM		5 KM		6-10 KM		11-15 KM		16-20 KM		>20 KM		No response	
			No	%	No	%	No	%	No	%	No	%	No	%								
1	Andhra Pradesh	166	14	8.43	11	6.63	20	12.05	19	11.45	26	15.66	18	10.84	11	6.63	9	5.42	10	6.02	28	16.87
2	Assam	59	5	8.47	18	30.51	12	20.34	7	11.86	5	8.47	9	15.25	1	1.69	0	0.00	0	0.00	2	3.39
3	Bihar	72	0	0.00	5	6.94	8	11.11	10	13.89	0	0.00	32	44.44	5	6.94	0	0.00	0	0.00	12	16.67
4	Chhattisgarh	6	0	0.00	0	0.00	0	0.00	5	83.33	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	1	16.67
6	Gujarat	93	15	16.13	0	0.00	11	11.83	6	6.45	4	4.30	27	29.03	11	11.83	10	10.75	5	5.38	4	4.30
7	Haryana	6	0	0.00	0	0.00	0	0.00	3	50.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	3	50.00
8	Himachal Pradesh	19	0	0.00	0	0.00	7	36.84	12	63.16	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
9	Jammu & Kashmir	38	1	2.63	1	2.63	16	42.11	1	2.63	10	26.32	5	13.16	0	0.00	4	10.53	0	0.00	0	0.00
10	Jharkhand	24	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	24	100.00
11	Karnataka	174	20	11.49	39	22.41	9	5.17	10	5.75	6	3.45	52	29.89	5	2.87	16	9.20	1	0.57	16	9.20
12	Kerala	189	4	2.12	10	5.29	17	8.99	15	7.94	15	7.94	43	22.75	14	7.41	21	11.11	24	12.70	26	13.76
13	Madhya Pradesh	47	6	12.77	3	6.38	16	34.04	0	0.00	4	8.51	5	10.64	3	6.38	7	14.89	0	0.00	3	6.38
14	Maharashtra	107	5	4.67	1	0.93	1	0.93	21	19.63	15	14.02	15	14.02	12	11.21	6	5.61	7	6.54	24	22.43
15	North Eastern	12	0	0.00	0	0.00	0	0.00	3	25.00	3	25.00	5	41.67	0	0.00	0	0.00	0	0.00	1	8.33
16	Orissa	32	9	28.13	2	6.25	0	0.00	9	28.13	0	0.00	0	0.00	0	0.00	0	0.00	1	3.13	11	34.38
17	Punjab	56	5	8.93	1	1.79	11	19.64	5	8.93	5	8.93	19	33.93	0	0.00	5	8.93	4	7.14	1	1.79
18	Rajasthan	50	5	10.00	9	18.00	0	0.00	5	10.00	10	20.00	17	34.00	0	0.00	1	2.00	0	0.00	3	6.00
19	Tamil Nadu	397	18	4.53	26	6.55	33	8.31	45	11.34	36	9.07	69	17.38	85	21.41	26	6.55	27	6.80	32	8.06
20	Uttar Pradesh	195	18	9.23	19	9.74	36	18.46	17	8.72	11	5.64	38	19.49	3	1.54	9	4.62	18	9.23	26	13.33
21	Uttarakhand	19	0	0.00	5	26.32	1	5.26	4	21.05	0	0.00	5	26.32	0	0.00	0	0.00	2	10.53	2	10.53
22	West Bengal	109	4	3.67	19	17.43	21	19.27	4	3.67	12	11.01	15	13.76	11	10.09	0	0.00	5	4.59	18	16.51
	Total	1870	129	6.90	169	9.04	219	11.71	201	10.75	162	8.66	374	20.00	161	8.61	114	6.10	104	5.56	237	12.67

Public opinion survey ; Table No 13		Accessibility of BPM for enquiry outside working hours				
SI No	Name of Circle	No of Respondent	Available		Not available	
			No	%	No	%
1	Andhra Pradesh	1100	1020	92.73	80	7.27
2	Assam	195	173	88.72	22	11.28
3	Bihar	547	499	91.22	48	8.78
4	Chhattisgarh	117	98	83.76	19	16.24
5	Delhi	49	49	100.00	0	0.00
6	Gujarat	570	535	93.86	35	6.14
7	Haryana	223	212	95.07	11	4.93
8	Himachal Pradesh	225	205	91.11	20	8.89
9	Jammu & Kashmir	147	129	87.76	18	12.24
10	Jharkhand	193	177	91.71	16	8.29
11	Karnataka	711	626	88.05	85	11.95
12	Kerala	536	407	75.93	129	24.07
13	Madhya Pradesh	447	418	93.51	29	6.49
14	Maharashtra	849	809	95.29	40	4.71
15	North Eastern	120	119	99.17	1	0.83
16	Orissa	400	389	97.25	11	2.75
17	Punjab	251	222	88.45	29	11.55
18	Rajasthan	575	562	97.74	13	2.26
19	Tamil Nadu	994	741	74.55	253	25.45
20	Uttar Pradesh	1039	877	84.41	162	15.59
21	Uttarakhand	173	167	96.53	6	3.47
22	West Bengal	507	443	87.38	64	12.62
	Total	9968	8877	89.05	1091	10.95

Public opinion survey ; Table No 14																				
Payment of MOs																				
SI No	Name of Circle	No of Resp.	No response		No delay		1 day		2 days		3 days		4 days		5 days		6 days		7 or more	
			No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%
1	Andhra Pradesh	1100	176	16.00	910	82.73	14	1.27	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
2	Assam	195	23	11.79	104	53.33	58	29.74	7	3.59	2	1.03	1	0.51	0	0.00	0	0.00	0	0.00
3	Bihar	547	67	12.25	360	65.81	69	12.61	42	7.68	6	1.10	1	0.18	0	0.00	0	0.00	2	0.37
4	Chhattisgarh	117	62	52.99	51	43.59	4	3.42	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
5	Delhi	49	14	28.57	34	69.39	1	2.04	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
6	Gujarat	570	115	20.18	419	73.51	18	3.16	17	2.98	1	0.18	0	0.00	0	0.00	0	0.00	0	0.00
7	Haryana	223	41	18.39	168	75.34	11	4.93	3	1.35	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
8	Himachal Pradesh	225	21	9.33	200	88.89	3	1.33	0	0.00	1	0.44	0	0.00	0	0.00	0	0.00	0	0.00
9	Jammu & Kashmir	147	0	0.00	115	78.23	9	6.12	21	14.29	2	1.36	0	0.00	0	0.00	0	0.00	0	0.00
10	Jharkhand	193	4	2.07	168	87.05	12	6.22	6	3.11	2	1.04	1	0.52	0	0.00	0	0.00	0	0.00
11	Karnataka	711	152	21.38	526	73.98	23	3.23	4	0.56	2	0.28	1	0.14	0	0.00	0	0.00	3	0.42
12	Kerala	536	94	17.54	430	80.22	7	1.31	5	0.93	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
13	Madhya Pradesh	447	106	23.71	327	73.15	4	0.89	8	1.79	1	0.22	0	0.00	1	0.22	0	0.00	0	0.00
14	Maharashtra	849	190	22.38	642	75.62	12	1.41	1	0.12	1	0.12	1	0.12	0	0.00	0	0.00	2	0.24
15	North Eastern	120	23	19.17	70	58.33	7	5.83	11	9.17	8	6.67	1	0.83	0	0.00	0	0.00	0	0.00
16	Orissa	400	4	1.00	357	89.25	19	4.75	10	2.50	2	0.50	3	0.75	3	0.75	0	0.00	2	0.50
17	Punjab	251	77	30.68	174	69.32	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
18	Rajasthan	575	90	15.65	430	74.78	30	5.22	12	2.09	8	1.39	4	0.70	1	0.17	0	0.00	0	0.00
19	Tamil Nadu	994	131	13.18	802	80.68	51	5.13	7	0.70	2	0.20	1	0.10	0	0.00	0	0.00	0	0.00
20	Uttar Pradesh	1039	179	17.23	628	60.44	120	11.55	64	6.16	21	2.02	5	0.48	10	0.96	7	0.67	5	0.48
21	Uttarakhand	173	2	1.16	170	98.27	0	0.00	1	0.58	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
22	West Bengal	507	85	16.77	325	64.10	46	9.07	39	7.69	11	2.17	0	0.00	0	0.00	0	0.00	1	0.20
	Total	9968	1656	16.61	7410	74.34	518	5.20	258	2.59	70	0.70	19	0.19	15	0.15	7	0.07	15	0.15

Public opinion survey ; Table No 15		Payment of SB withdrawals																		
Sl No	Name of Circle	No of resp	No response		No delay		1 day		2 days		3 days		4 days		5 days		6 days		7 or more	
			No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%
1	Andhra Pradesh	1100	134	12.18	919	83.55	43	3.91	4	0.36	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
2	Assam	195	27	13.85	100	51.28	58	29.74	8	4.10	0	0.00	2	1.03	0	0.00	0	0.00	0	0.00
3	Bihar	547	122	22.30	352	64.35	52	9.51	18	3.29	0	0.00	1	0.18	0	0.00	1	0.18	1	0.18
4	Chhattisgarh	117	65	55.56	47	40.17	4	3.42	1	0.85	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
5	Delhi	49	9	18.37	33	67.35	7	14.29	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
6	Gujarat	570	86	15.09	440	77.19	23	4.04	20	3.51	0	0.00	0	0.00	0	0.00	1	0.18	0	0.00
7	Haryana	223	29	13.00	175	78.48	14	6.28	5	2.24	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
8	Himachal Pradesh	225	15	6.67	205	91.11	3	1.33	2	0.89	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
9	Jammu & Kashmir	147	10	6.80	102	69.39	10	6.80	17	11.56	0	0.00	4	2.72	0	0.00	3	2.04	1	0.68
10	Jharkhand	193	7	3.63	172	89.12	9	4.66	5	2.59	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
11	Karnataka	711	144	20.25	521	73.28	45	6.33	1	0.14	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
12	Kerala	536	93	17.35	431	80.41	12	2.24	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
13	Madhya Pradesh	447	70	15.66	325	72.71	30	6.71	18	4.03	0	0.00	1	0.22	0	0.00	1	0.22	2	0.45
14	Maharashtra	849	166	19.55	660	77.74	14	1.65	5	0.59	0	0.00	1	0.12	0	0.00	0	0.00	3	0.35
15	North Eastern	120	18	15.00	68	56.67	17	14.17	17	14.17	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
16	Orissa	400	10	2.50	358	89.50	15	3.75	11	2.75	0	0.00	4	1.00	0	0.00	0	0.00	2	0.50
17	Punjab	251	66	26.29	184	73.31	1	0.40	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
18	Rajasthan	575	79	13.74	448	77.91	39	6.78	6	1.04	0	0.00	1	0.17	0	0.00	1	0.17	1	0.17
19	Tamil Nadu	994	126	12.68	789	79.38	73	7.34	5	0.50	0	0.00	0	0.00	0	0.00	0	0.00	1	0.10
20	Uttar Pradesh	1039	225	21.66	628	60.44	96	9.24	71	6.83	0	0.00	18	1.73	0	0.00	0	0.00	1	0.10
21	Uttarakhand	173	2	1.16	153	88.44	12	6.94	6	3.47	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
22	West Bengal	507	83	16.37	336	66.27	52	10.26	28	5.52	0	0.00	3	0.59	0	0.00	0	0.00	5	0.99
	Total	9968	1586	15.91	7446	74.70	629	6.31	248	2.49	0	0.00	35	0.35	0	0.00	7	0.07	17	0.17

Public opinion survey ; Table No 16		Revision of SB withdrawal limit										
SI No	Name of Circle	No of Customers	No response		Upto 5000		5001-7500		7501-10000		>10000	
			No	%	No	%	No	%	No	%	No	%
1	Andhra Pradesh	1100	353	32.09	613	55.73	27	2.45	80	7.27	27	2.45
2	Assam	195	35	17.95	129	66.15	11	5.64	16	8.21	4	2.05
3	Bihar	547	175	31.99	276	50.46	5	0.91	82	14.99	9	1.65
4	Chhattisgarh	117	51	43.59	47	40.17	2	1.71	12	10.26	5	4.27
5	Delhi	49	10	20.41	17	34.69	0	0.00	19	38.78	3	6.12
6	Gujarat	570	201	35.26	296	51.93	9	1.58	60	10.53	4	0.70
7	Haryana	223	48	21.52	81	36.32	5	2.24	69	30.94	20	8.97
8	Himachal Pradesh	225	13	5.78	110	48.89	5	2.22	72	32.00	25	11.11
9	Jammu & Kashmir	147	2	1.36	98	66.67	19	12.93	24	16.33	4	2.72
10	Jharkhand	193	16	8.29	136	70.47	5	2.59	33	17.10	3	1.55
11	Karnataka	711	182	25.60	433	60.90	5	0.70	85	11.95	6	0.84
12	Kerala	536	174	32.46	284	52.99	13	2.43	60	11.19	5	0.93
13	Madhya Pradesh	447	110	24.61	250	55.93	13	2.91	62	13.87	12	2.68
14	Maharashtra	849	370	43.58	359	42.29	4	0.47	78	9.19	38	4.48
15	North Eastern	120	28	23.33	59	49.17	6	5.00	21	17.50	6	5.00
16	Orissa	400	37	9.25	275	68.75	6	1.50	54	13.50	28	7.00
17	Punjab	251	90	35.86	132	52.59	8	3.19	21	8.37	0	0.00
18	Rajasthan	575	139	24.17	293	50.96	11	1.91	115	20.00	17	2.96
19	Tamil Nadu	994	258	25.96	635	63.88	11	1.11	81	8.15	9	0.91
20	Uttar Pradesh	1039	289	27.82	462	44.47	39	3.75	221	21.27	28	2.69
21	Uttarakhand	173	22	12.72	131	75.72	1	0.58	19	10.98	0	0.00
22	West Bengal	507	75	14.79	265	52.27	22	4.34	124	24.46	21	4.14
	Total	9968	2678	26.87	5381	53.98	227	2.28	1408	14.13	274	2.75

Public opinion survey ; Table No 17		Availability of LB				
SI No	Name of Circle	No of Respondent	LB available		LB not available	
			No	%	No	%
1	Andhra Pradesh	1100	1074	97.64	26	2.36
2	Assam	195	108	55.38	87	44.62
3	Bihar	547	491	89.76	56	10.24
4	Chhattisgarh	117	103	88.03	14	11.97
5	Delhi	49	48	97.96	1	2.04
6	Gujarat	570	531	93.16	39	6.84
7	Haryana	223	218	97.76	5	2.24
8	Himachal Pradesh	225	166	73.78	59	26.22
9	Jammu & Kashmir	147	123	83.67	24	16.33
10	Jharkhand	193	166	86.01	27	13.99
11	Karnataka	711	667	93.81	44	6.19
12	Kerala	536	521	97.20	15	2.80
13	Madhya Pradesh	447	421	94.18	26	5.82
14	Maharashtra	849	806	94.94	43	5.06
15	North Eastern	120	96	80.00	24	20.00
16	Orissa	400	334	83.50	66	16.50
17	Punjab	251	246	98.01	5	1.99
18	Rajasthan	575	560	97.39	15	2.61
19	Tamil Nadu	994	943	94.87	51	5.13
20	Uttar Pradesh	1039	895	86.14	144	13.86
21	Uttarakhand	173	115	66.47	58	33.53
22	West Bengal	507	398	78.50	109	21.50
	Total	9968	9030	90.59	938	9.41

Public opinion survey ; Table No 18		Willingness to post letters in LB				
SI No	Name of Circle	No of Respondent	Nos willing		Nos not willing	
			No	%	No	%
1	Andhra Pradesh	1100	1065	96.82	35	3.18
2	Assam	195	123	63.08	72	36.92
3	Bihar	547	484	88.48	63	11.52
4	Chhattisgarh	117	94	80.34	23	19.66
5	Delhi	49	44	89.80	5	10.20
6	Gujarat	570	528	92.63	42	7.37
7	Haryana	223	199	89.24	24	10.76
8	Himachal Pradesh	225	165	73.33	60	26.67
9	Jammu & Kashmir	147	111	75.51	36	24.49
10	Jharkhand	193	163	84.46	30	15.54
11	Karnataka	711	638	89.73	73	10.27
12	Kerala	536	511	95.34	25	4.66
13	Madhya Pradesh	447	396	88.59	51	11.41
14	Maharashtra	849	763	89.87	86	10.13
15	North Eastern	120	102	85.00	18	15.00
16	Orissa	400	354	88.50	46	11.50
17	Punjab	251	244	97.21	7	2.79
18	Rajasthan	575	550	95.65	25	4.35
19	Tamil Nadu	994	897	90.24	97	9.76
20	Uttar Pradesh	1039	862	82.96	177	17.04
21	Uttarakhand	173	116	67.05	57	32.95
22	West Bengal	507	413	81.46	94	18.54
	Total	9968	8822	88.50	1146	11.50

Public opinion survey ; Table No 19		Condition of LB if available				
SI No	Name of Circle	No of Respondent	Condition Good		Condition Bad	
			No	%	No	%
1	Andhra Pradesh	1100	1014	92.18	86	7.82
2	Assam	195	79	40.51	116	59.49
3	Bihar	547	416	76.05	131	23.95
4	Chhattisgarh	117	87	74.36	30	25.64
5	Delhi	49	38	77.55	11	22.45
6	Gujarat	570	507	88.95	63	11.05
7	Haryana	223	199	89.24	24	10.76
8	Himachal Pradesh	225	165	73.33	60	26.67
9	Jammu & Kashmir	147	78	53.06	69	46.94
10	Jharkhand	193	158	81.87	35	18.13
11	Karnataka	711	635	89.31	76	10.69
12	Kerala	536	510	95.15	26	4.85
13	Madhya Pradesh	447	298	66.67	149	33.33
14	Maharashtra	849	710	83.63	139	16.37
15	North Eastern	120	77	64.17	43	35.83
16	Orissa	400	315	78.75	85	21.25
17	Punjab	251	223	88.84	28	11.16
18	Rajasthan	575	531	92.35	44	7.65
19	Tamil Nadu	994	916	92.15	78	7.85
20	Uttar Pradesh	1039	720	69.30	319	30.70
21	Uttarakhand	173	83	47.98	90	52.02
22	West Bengal	507	282	55.62	225	44.38
	Total	9968	8041	80.67	1927	19.33

Public opinion survey ; Table No 20		Willingness to make over unregd letters to GDS MD/BPM				
SI No	Name of Circle	No of Responent	Willing		Un willing	
			No	%	No	%
1	Andhra Pradesh	1100	811	73.73	289	26.27
2	Assam	195	139	71.28	56	28.72
3	Bihar	547	390	71.30	157	28.70
4	Chhattisgarh	117	78	66.67	39	33.33
5	Delhi	49	28	57.14	21	42.86
6	Gujarat	570	410	71.93	160	28.07
7	Haryana	223	127	56.95	96	43.05
8	Himachal Pradesh	225	162	72.00	63	28.00
9	Jammu & Kashmir	147	75	51.02	72	48.98
10	Jharkhand	193	157	81.35	36	18.65
11	Karnataka	711	536	75.39	175	24.61
12	Kerala	536	456	85.07	80	14.93
13	Madhya Pradesh	447	352	78.75	95	21.25
14	Maharashtra	849	645	75.97	204	24.03
15	North Eastern	120	106	88.33	14	11.67
16	Orissa	400	351	87.75	49	12.25
17	Punjab	251	163	64.94	88	35.06
18	Rajasthan	575	417	72.52	158	27.48
19	Tamil Nadu	994	657	66.10	337	33.90
20	Uttar Pradesh	1039	727	69.97	312	30.03
21	Uttarakhand	173	158	91.33	15	8.67
22	West Bengal	507	362	71.40	145	28.60
	Total	9968	7307	73.30	2661	26.70

Public opinion survey ; Table No 21		Place of posting of letters				
SI No	Name of Circle	No of Respondent	At Branch office		At Sub office	
			No	%	No	%
1	Andhra Pradesh	1100	1074	97.64	26	2.36
2	Assam	195	172	88.21	23	11.79
3	Bihar	547	482	88.12	65	11.88
4	Chhattisgarh	117	101	86.32	16	13.68
5	Delhi	49	43	87.76	6	12.24
6	Gujarat	570	549	96.32	21	3.68
7	Haryana	223	211	94.62	12	5.38
8	Himachal Pradesh	225	220	97.78	5	2.22
9	Jammu & Kashmir	147	142	96.60	5	3.40
10	Jharkhand	193	181	93.78	12	6.22
11	Karnataka	711	684	96.20	27	3.80
12	Kerala	536	493	91.98	43	8.02
13	Madhya Pradesh	447	427	95.53	20	4.47
14	Maharashtra	849	816	96.11	33	3.89
15	North Eastern	120	115	95.83	5	4.17
16	Orissa	400	385	96.25	15	3.75
17	Punjab	251	249	99.20	2	0.80
18	Rajasthan	575	564	98.09	11	1.91
19	Tamil Nadu	994	928	93.36	66	6.64
20	Uttar Pradesh	1039	978	94.13	61	5.87
21	Uttarakhand	173	173	100.00	0	0.00
22	West Bengal	507	490	96.65	17	3.35
	Total	9968	9477	95.07	491	4.93

Public opinion survey ; Table No 22		About the residence of BPM				
SI No	Name of Circle	No of Responent	BPM should reside		Not necessary, and he can provide service during working hours	
			No	%	No	%
1	Andhra Pradesh	1100	934	84.91	166	15.09
2	Assam	195	136	69.74	59	30.26
3	Bihar	547	475	86.84	72	13.16
4	Chhattisgarh	117	111	94.87	6	5.13
5	Delhi	49	49	100.00	0	0.00
6	Gujarat	570	477	83.68	93	16.32
7	Haryana	223	217	97.31	6	2.69
8	Himachal Pradesh	225	206	91.56	19	8.44
9	Jammu & Kashmir	147	109	74.15	38	25.85
10	Jharkhand	193	169	87.56	24	12.44
11	Karnataka	711	537	75.53	174	24.47
12	Kerala	536	347	64.74	189	35.26
13	Madhya Pradesh	447	400	89.49	47	10.51
14	Maharashtra	849	742	87.40	107	12.60
15	North Eastern	120	108	90.00	12	10.00
16	Orissa	400	368	92.00	32	8.00
17	Punjab	251	195	77.69	56	22.31
18	Rajasthan	575	525	91.30	50	8.70
19	Tamil Nadu	994	597	60.06	397	39.94
20	Uttar Pradesh	1039	844	81.23	195	18.77
21	Uttarakhand	173	154	89.02	19	10.98
22	West Bengal	507	398	78.50	109	21.50
	Total	9968	8098	81.24	1870	18.76

Public opinion survey ; Table No 23		Preference of availing postal facility								
Sl No	Name of Circle	No of Respondent	BPM providing counter during working hours & not necessary to reside		BPM should take up residence		Through franchised outlet		Not responded	
			No	%	No	%	No	%	No	%
1	Andhra Pradesh	1100	14	1.27	278	25.27	740	67.27	68	6.18
2	Assam	195	0	0.00	142	72.82	49	25.13	4	2.05
3	Bihar	547	30	5.48	205	37.48	291	53.20	21	3.84
4	Chhattisgarh	117	0	0.00	16	13.68	93	79.49	8	6.84
5	Delhi	49	1	2.04	39	79.59	1	2.04	8	16.33
6	Gujarat	570	19	3.33	327	57.37	190	33.33	34	5.96
7	Haryana	223	20	8.97	49	21.97	138	61.88	16	7.17
8	Himachal Pradesh	225	30	13.33	73	32.44	114	50.67	8	3.56
9	Jammu & Kashmir	147	13	8.84	83	56.46	49	33.33	2	1.36
10	Jharkhand	193	1	0.52	69	35.75	108	55.96	15	7.77
11	Karnataka	711	10	1.41	289	40.65	309	43.46	103	14.49
12	Kerala	536	5	0.93	392	73.13	134	25.00	5	0.93
13	Madhya Pradesh	447	40	8.95	131	29.31	220	49.22	56	12.53
14	Maharashtra	849	37	4.36	342	40.28	400	47.11	70	8.24
15	North Eastern	120	12	10.00	50	41.67	50	41.67	8	6.67
16	Orissa	400	27	6.75	166	41.50	201	50.25	6	1.50
17	Punjab	251	0	0.00	157	62.55	64	25.50	30	11.95
18	Rajasthan	575	8	1.39	275	47.83	273	47.48	19	3.30
19	Tamil Nadu	994	12	1.21	412	41.45	474	47.69	96	9.66
20	Uttar Pradesh	1039	30	2.89	370	35.61	496	47.74	143	13.76
21	Uttarakhand	173	26	15.03	38	21.97	108	62.43	1	0.58
22	West Bengal	507	4	0.79	182	35.90	295	58.19	26	5.13
	Total	9968	339	3.40	4085	40.98	4797	48.12	747	7.49

Public opinion survey ; Table No 24		Accessibility of BO				
SI No	Name of Circle	No of Respondent	Accessible		Not accessible	
			No	%	No	%
1	Andhra Pradesh	1100	1069	97.18	31	2.82
2	Assam	195	182	93.33	13	6.67
3	Bihar	547	531	97.07	16	2.93
4	Chhattisgarh	117	95	81.20	22	18.80
5	Delhi	49	46	93.88	3	6.12
6	Gujarat	570	521	91.40	49	8.60
7	Haryana	223	213	95.52	10	4.48
8	Himachal Pradesh	225	224	99.56	1	0.44
9	Jammu & Kashmir	147	147	100.00	0	0.00
10	Jharkhand	193	178	92.23	15	7.77
11	Karnataka	711	649	91.28	62	8.72
12	Kerala	536	512	95.52	24	4.48
13	Madhya Pradesh	447	422	94.41	25	5.59
14	Maharashtra	849	808	95.17	41	4.83
15	North Eastern	120	115	95.83	5	4.17
16	Orissa	400	384	96.00	16	4.00
17	Punjab	251	250	99.60	1	0.40
18	Rajasthan	575	574	99.83	1	0.17
19	Tamil Nadu	994	950	95.57	44	4.43
20	Uttar Pradesh	1039	1005	96.73	34	3.27
21	Uttarakhand	173	167	96.53	6	3.47
22	West Bengal	507	493	97.24	14	2.76
	Total	9968	9535	95.66	433	4.34

Public opinion survey ; Table No 25		Preference, if not accessible				
SI No	Name of Circle	No of Respondent who replied not accessible	To be shifted and located at any accessible place			
			To be shifted	%	No response	%
1	Andhra Pradesh	31	18	58.06	13	41.94
2	Assam	13	3	23.08	10	76.92
3	Bihar	16	12	75.00	4	25.00
4	Chhattisgarh	22	14	63.64	8	36.36
5	Delhi	3	2	66.67	1	33.33
6	Gujarat	49	28	57.14	21	42.86
7	Haryana	10	10	100.00	0	0.00
8	Himachal Pradesh	1	0	0.00	1	100.00
9	Jammu & Kashmir	0	0	0	0	0
10	Jharkhand	15	5	33.33	10	66.67
11	Karnataka	62	5	8.06	57	91.94
12	Kerala	24	23	95.83	1	4.17
13	Madhya Pradesh	25	20	80.00	5	20.00
14	Maharashtra	41	23	56.10	18	43.90
15	North Eastern	5	1	20.00	4	80.00
16	Orissa	16	5	31.25	11	68.75
17	Punjab	1	1	100.00	0	0.00
18	Rajasthan	1	1	100.00	0	0.00
19	Tamil Nadu	44	21	47.73	23	52.27
20	Uttar Pradesh	34	11	32.35	23	67.65
21	Uttarakhand	6	1	16.67	5	83.33
22	West Bengal	14	7	50.00	7	50.00
	Total	433	211	48.73	222	51.27

Objective of Citizen's charter:

The main objective of the citizen's charter is to improve the quality of public services, educate the people about the mandate of the Department, how to seek redressal of the grievances. It is a mechanism to enforce the rights of the citizens and it reflects the commitment of the Department towards standards, service delivery, transparency, and accountability. It is also a citizen centric governance which aspires to meet the present and future needs of the clients/citizens/stake holders by improving the interface with them.

23.1 Expectations of customers

- ◆ Customers expect to be treated with courtesy and promptness.
- ◆ Senior citizens and physically challenged persons expect special care.
- ◆ Benefit of modern technology.
- ◆ Proper public space with adequate seating arrangements and provision of proper arrangement for writing, gum for use.
- ◆ Fixation of business hours suited to the locality.
- ◆ Provision of counter services on the ground floor as far as possible.
- ◆ Serving of intimation of arrival of registered article or speed post article, in the event of its non delivery on the first day.
- ◆ Helpful and co-operative attitude from the supervisor of the office for proper guidance and for finding solutions for the problems faced if any.
- ◆ Neat display of hours of business, facilities available, tariff, name and designation of the officers who can be contacted for getting their grievances redressed.
- ◆ Availability of complaints and suggestions book displayed at a prominent place.
- ◆ Display of service standards

23.2 Liability of Department of Posts.

- Post office is liable for loss or damage of insured letters or parcels to the extent of amount insured with the Post office.

- Delivery of speed post articles exceeding the stipulated time limits in the event of delay,
- Any delay requires to be probed and steps taken against recurrence and also, the speed post fee has to be refunded.

23.3 Standards prescribed by the Department for delivery of services to customers

23.3.1 Delivery standards for PLI/RPLI

Issue of acceptance letter	30 days
Issue of policy bond	30 days
Inter circle transfer of policies	30 days
Settlement of claims on maturity	30 days
Settlement of claims on death covered by nomination	90 days
Paid up value	30 days
Loan on policies	30 days
Change of address	15 days
Change of nomination	15 days
Assignment	30 days
Issue of duplicate policy bond.	30 days
Revival of policy	30 days
Conversion of policy	30 days

23.3.2 Delivery standards for savings bank

Activity	Post office	Time frame
Opening of account	Head Post office	Same day
	Sub Post office	Same day
Transfer of account	Application given at PO where account stands	Within 10 working days.
	Application given at transferee PO	Within 20 working days.
Closure / premature closure of account	Head Post office	Same day
	Sub Post office	Within 2 working days
	Branch Post office	Within 7 working days
Settlement of deceased claim cases	With nomination	Within 10 working days
	Without nomination but with proof of succession	Within 30 working days
Issue of duplicate pass book	Sub Post office/Head Post office	Within 7 working days
Return of pass book received for addition of interest	Sub Post office/Head Post office	Within 10 working days

23.3.4 Delivery standards for Savings Certificates instruments

Activity	Post office	Time frame
Issue of certificate	Head Post office	Same day
	Sub Post office/EDSO	Same day
Transfer of NSC/KVP	Application given at Post office of registration	Within 10 working days.
	Application given at other PO	Within 20 working days.
Issue of duplicate certificate	Office of issue	Within 15 days
	Other office	Within 30 days
Encashment of KVP/NSC	Office of issue	Same day
	Other office	Within 30 working days.

23.3.5 Mail Delivery norms:

Mail Destination	Date of Delivery
Within city/town/district	Within 2 days after day of posting
Inter-metro	Within 2 days after day of posting
Within state	Within 3 days after day of posting
Inter-state capital	Within 3 days after day of posting
Inter-state	Within 3-5 days after day of posting

These norms apply to normal areas. Mail relating to hilly and remote areas will take longer, as per special conditions. One more day will be required for parcels and registered articles.

The Department aims to deliver 90% of the mails within the norms (time frame) subject to fulfilment of the obligation of correctly addressing/ pin coding the mail and running of air/rail/road transport as per schedules.

23.4 Delivery norms for Premium products

Delivery of premium products is governed by norms which are dependent on destination and distance.

Type of Service	Day of Delivery
Speed Post	1-3 days depending upon distance/destination
Express Post	2-4 days depending upon destination

23.5 Citizen's Charter for Branch offices.

Presently no separate citizen's charter for Branch Post offices is in force. The following items are suggested for inclusion in the charter for BOs:

- *In the notice board, the name of the BO, Account office, Pin Code should be displayed in local language.*
- *Working hours of business should be indicated.*
- *Information like hours of receipt of mail, letter box clearance and despatch may also be given.*
- *Villages attached for delivery.*
- *Display of information on various SB small savings schemes, interest rates.*
- *RPLI schemes, bonus rates.*
- *Availability of brochures/literature on SB schemes, RPLI and Postal rates.*

Delivery Standards:

<i>Type of Service</i>	<i>Day of Delivery</i>
<i>Delivery of registered letter</i>	<i>On the day of receipt.</i>
<i>Payment of Money orders</i>	<i>On the same day or next day if no cash is available</i>
<i>Opening of SB/RD account</i>	<i>Within 3 working days</i>
<i>SB withdrawal within BPM's powers</i>	<i>On the same day or next day if cash is not available</i>
<i>SB withdrawal exceeding claim with nomination</i>	<i>Same standard as that of DSO</i>
<i>Settlement of death claim with out nomination</i>	<i>Same standard as that of DSO</i>
<i>Settlement of RPLI death claim</i>	<i>Same standards as that of DSO</i>

23.6 *As far as the rural postal services are concerned, the level of awareness of the provision of services and quality standards is poor amongst the rural public. There is need to make them aware of the services provided by the Post office, the service standards and the grievance redressal mechanism. Brochures and booklets may be prepared in regional language for making available to the rural customers. The literature pertaining to various products should be readily available in all the rural Post offices.*

23.7 The NSSO survey conducted has revealed the following inadequacies in maintaining the service standards.

- (i) 22 % of the Branch Post offices are not supplied cash in time for payment of Money orders and SB withdrawals. Similarly 27.6% of the Branch Post offices are experiencing difficulties in getting cash from the Account office or remitting the surplus cash to Account office.
- (ii) 46.4% of the BOs reportedly are not having adequate line limit and requested for revision.
- (iii) 43.6% of the BOs are not having sufficient authorised balances of cash and stamps and requested revision.

(iv) The delay in payment of Money orders due to non receipt of cash is as estimated below in percentages:-

(1)	by one day	-	26.4% of MOs received for payment
(2)	by two days	-	27.4%
(3)	by 3 days	-	17.4%
(4)	more than 3 days	-	28.2%

Similarly the Savings Bank withdrawals have been delayed for non receipt of cash in time from the Account office and the percentage of delayed withdrawals is estimated as under:-

(1)	by one day	-	22.4%
(2)	by two days	-	26.4%
(3)	by 3 days	-	16.8%
(4)	more than 3 days	-	34.2%

(v) 66.2% of BOs surveyed have reported that the present SB withdrawal limit of Rs 2000 per day is inadequate and requested for revision. 75.7% of the BPMs have requested for revising the same upto Rs 5000 per day. In the public opinion survey 53.98% of the respondents have requested for revising this limit to Rs 5000/- per day.

(vi) 8.6% of the BOs reported unsatisfactory delivery work mainly due to delay in receipt of mails and unsuitable working hours.

(vii) 9.96% of the GDS MDs are retaining undelivered articles, cash and valuables without returning to the Branch office. The reasons are attributed to inability of GDS MDs to return before the close of the working hours.

(viii) *In the area of delivery of mail, the visits to rural Post office by the Committee have revealed delay in mail transmission and this requires proper attention at various stages of mail handling.*

(ix) *Another major area of source of complaints is the lack of transparency in various payments. At times, it is seen that full payments are not made for MO payments, OAP payments and NREGS payments. There is need to correct the impression that the Post office lacks transparency. While better supervision and better training of the GDS can bring about the needed change in the public perception and functioning of the net work, technology needs to be inducted in a big way to make the transactions with the Post office hassle free. Computerisation of Post offices can bring about transparency and accountability in rural Post offices. All payments to the public could also be uploaded on the network and the public can have option of availing the services through multi purpose bio-metric cards, thereby, minimising the physical visits to the Post office. The public will have multiple options for receiving their payments which will be hassle free.*

23.7.1 *In regard to delivery of rural services the focus of attention must be on the quality of promptness in payment of money orders and savings bank withdrawals, issue of timely acceptance memo for RPLI policies procured, revival of policies, settlement of claims etc. The aids which will help in attending to public needs is the establishment of call centers and supply of phones to all Post offices:*

- (i) Establishment of call centers with common toll-free telephone number throughout the country to enable public to elicit information about all Postal products and also lodge complaints on service failures can be a window to provide good feedback of the service provided in Post office in nook and corners of the country and to get redressal of grievances.
- (ii) Provision of cell phone/telephone to all Post office and administrative units to enable public to enquire about services at the Post office and also at various administrative levels and notifying this information in all Post offices for the information of the general public. Connectivity of the cell phones to the computer at the Divisional office for voice recording can bring about transparency in public services.

23.7.2 *There are also consumer watch dog mechanisms functioning in other countries to keep a watch on the functioning of Postal Services. It is recommended that a similar mechanism may be encouraged at National and Circle levels, to monitor adherence to service standards.*

23.8 *The Citizen's charter and service standards which have been proposed based on the field visits are not exhaustive. They need to be refined further after detailed discussions with all the stake holders, viz., staff, officers and members of public. After the agreed standards have been published, there should be an independent mechanism to arbitrate the unsettled grievances of the public. An organisation similar to Ombudsman in Banks can be thought of to take care of the unresolved grievances of the public, overseeing the implementation of public expectations and maintenance of standards of service. Ombudsmen can also be given authority to receive representations from watchdog organisations concerning access to Postal Service, quality of service and areas of gross deficiencies in service.*

23.9 Recommendations

1. *Department may prescribe a separate citizen's charter for the Branch Post offices laying standards for various transactions done at Branch Post offices.*
2. *The Citizen's Charter and service standards may be refined further after detailed discussions with the stake holders viz., staff, officers and members of the public.*
3. *The Department should provide transparent mechanism in payments under various services and the computerisation of Post offices can bring about transparency and accountability in rural Post offices.*
4. *Establishment of call centres with common toll free telephone numbers to enable the public to elicit the information about all postal products and lodge complaints on service failures.*
5. *The Department may consider instituting consumer watch dog mechanism at National and circle levels to monitor adherence to service standards. An organisation similar to Ombudsman in Banks can be thought of to take care of the unresolved grievances of the public, overseeing the implementation of public expectations and maintenance of the service standards.*

Equipment and accessories for Branch Post offices

Chapter XXIV

The Branch Post offices were required to be provided with a combined table, a stool or chair, a combined parcel and mail chest and a hand box. Under Rule 23 of the Book of BO Rules combined table and a stool is the only furniture necessary for a Branch office. The rule further clarifies that any article of furniture and equipment has to take into account the nature and extent of accommodation available in the Branch Post office. The rule 23 of the book of BO Rules has been framed keeping in view the volume of work transacted in a Branch Post office and the extent of accommodation provided by the GDS BPM.

24.1 Sri RR Savor, who headed the third Committee recommended:

- (i) Supply of cash chest to a Branch office where an amount exceeding Rs 1000 is retained for more than 5 days in a month
- (ii) He recommended withdrawal of time-piece from the branch Offices except where a Branch office exchanges mail with a train.
- (iii) He did not recommend for a provision of a bench. The provision of record box was withdrawn
- (iv) The wooden box for keeping the postage stamps was also withdrawn

Subsequently the Department has issued orders for providing infrastructure for identified Branch Post offices under plan schemes. The infrastructure like table, one or two chairs, steel Almirah, self indicating weighing scale upto 1 kg, wall clocks and forms rack were provided in selected BOs only.

24.2. Demand of the GDS

The GDS representatives have submitted following demands:

1. Provision of basic facilities such as supply of steel almirah, water filter, chairs, tables, wooden mail box and bench for public
2. Small iron chest to be embedded at the cost of the Department
3. One small forms rack

24.3. Examination of the demands

The Committee observed that consequent on introduction of new products like RPLI, NREGS, BD products, collection of telephone bills, promotion of mutual funds etc. the rural network is becoming a hub of activities and there is also a proposal for computerisation of the Branch Post offices. *The Branch Post office should have a good ambience*

and provided with appropriate furniture and accessories to make the BO presentable. The GDS committee recommends that the following infrastructural facilities may be provided to the BOs.

24.3.1 Furniture and accessories:

- (i) Good quality table
- (ii) Three chairs
- (iii) Stool
- (iv) Full size steel Almirah with locker facility
- (v) Inner locking coffer safe with provision for embedding, for keeping cash and valuables
- (vi) Self indicating weighing scale upto 2 kg capacity
- (vii) Stamp album for keeping various denomination of stamps
- (viii) Forms rack
- (ix) Good quality ink-pad
- (x) Good quality signage
- (xi) Notice board indicating the working hours, facilities available to public, list of attached villages etc.
- (xii) Good quality leather bag for remittance of cash

The infrastructure provided in the Branch offices should be reviewed once in three years for replacement of any equipment that has worn out due to normal wear and tear.

A question on the availability of infrastructure and its condition should also be incorporated in the BO questionnaire and it should be made mandatory for inspecting officer to comment on the availability of the equipment and the need for replacement, if need be.

24.4 Provision of letter box

The Branch Post offices and in some of the attached villages the letter boxes are provided for facilitating the public to post their letters.

The survey conducted by the NSSO revealed that in 3.8% of the villages, the letter boxes planted are not existing and 76.6% of the letter boxes are reportedly in good condition and 19.4% were not properly maintained.

The survey further revealed that 6.1% of the letter boxes were not painted at all and 27.6% of the letter boxes are painted earlier to 3 years. 62.4% of the BOs are having a single LB and 3.9% are having 2 letter boxes in their jurisdiction. The average letters posted per letter box is 1.62 .

The Committee also conducted public opinion survey. Of the 9968 respondents, 8041 respondents constituting 80.67% have reported the condition as good and 19.33% of the customers reported the bad condition of the letter boxes. The public opinion survey and the survey conducted by the NSSO have arrived at the same conclusion.

In order to retrieve the faith in the minds of public, the Department has to ensure proper maintenance of the letter boxes as per the letter box statement maintained at Sub Divisional office and also ensure periodical maintenance, repainting of LB plates, changing of the damaged locks etc.

24.5 Bags

During visits to the Post offices, it was noticed that polypropylene bags are found to be used as BO bags for exchange of mail between BO and AO. The Committee also observed that in some places bags are not used and contents are sent loose through mail carriers.

Earlier the rules provided for use of dosuti cloth bags for exchange of mails. Those bags were small in size and there was no difficulty for mail carrier in carrying them. Later on, these dosuti bags were replaced by C - 5 size canvas bags in the Branch offices. Due to non supply of the C - 5 size canvas bags, in some circles plastic bags used for packing cement are being used.

The Committee ascertained that many foreign postal administrations are making use of bags which are made of light synthetic materials. Such bags which are strong, light in weight and waterproof can be considered for use as BO bags.

24.6 Provision of books

In order to effectively maintain the quality of work in Branch offices the Department has to ensure needed books and literature at EDSOs/EDBOs. The provision of the following books to the Post offices needs to be ensured:-

- (i) Book of BO rules in regional language
- (ii) Instructions for Mail Deliverers (in regional language chapter 13 of volume 6 part III.)
- (iii) Literature on promotion of various small savings schemes
- (iv) Literature on PLI and RPLI along with brochures and tables for calculation of premium
- (v) Book of information along with the latest postal tariffs

The Committee also recommends that the Book of BO rules be reviewed thoroughly and revised keeping the present needs into account.

24.7 Supply of stationery

The Branch Postmasters and other categories of GDS performing delivery work are provided fixed stationery charge @ Rs 10/- and Rs 5/- respectively. This allowance is intended to meet the cost of the stationery except carbon paper and sealing wax. The demand for revision of existing rate of FSC is discussed elsewhere in the report.

The instructions provide that the Postal Stores Depot for supply of ½ kg of black sealing wax for every half year and good quality carbon paper should be reiterated and enforced. If the PSD is unable to supply, the Divisional Heads should be empowered for procuring locally and arrange their supply to all the BOs ensuring good quality sealing

wax and carbon paper to the BOs. In the event of computerisation, the BOs should be supplied with quality computer stationery.

24.8 Forms

The Committee observed that the supply of essential books and forms to the Branch offices is not adequate and in some circles, the Branch Postmasters are found to be using white paper for pay-in-slip and withdrawal forms. There is no regular supply of essential forms like BO daily accounts, BO account, BO journal, SB journal, RPLI proposal forms, Postman book, Book of BO receipts, RPLI receipt book, etc. There should be a mechanism in the Regional and Circle office for a regular review of the stock position of these essential forms and action should be taken for their replenishment either through Regional Forms Depot or by resorting to local printing. Under all circumstances, a stock equivalent to next six months requirement should be kept as a reserve till the supplies are replenished. The Postal Stores Depot should be provided with adequate quantity of white printing paper along with budget requirement for undertaking local printing of forms required for Branch Post offices and other Post offices.

24.9 Supply of uniforms to the Gramin Dak Sevaks

The GDS representatives have demanded for providing uniforms to all the Gramin Dak Sevaks on the analogy of supply made to departmental staff.

This demand was examined by the previous committees set up by the Government.

(i) Shri C.V. Rajan Committee (1958)

In para 282 of the report, Shri CV Rajan relied on the report of a special committee which examined the general question for supply of uniforms. The extract of para 22 of chapter 4 of the said report dated Apr 07,1958 is quoted below:-

“The Committee does not recommend the supply of uniforms to the extra departmental officials. They suggested that in order to distinguish them on duty they may be supplied with badges”. Shri C.V. Rajan while agreeing with the report of the above Committee did not recommend supply of uniforms to ED agents.

(ii) Shri Madan Kishore Committee (1973)

This Committee also examined the above demand and felt that the provision of badges is sufficient for distinguishing the EDAs among the people who they serve and recommended for supply of delivery bags to EDDA's and delivery pouches to the ED messengers.

(iii) Shri R.R. Savor Committee (1986)

Shri RR Savor discussed the above demand in para 11.31 to 11.35 of his report in chapter 11. He also did not recommend the supply of uniforms and felt that it is sufficient to provide badges for outdoor ED staff and also provision of Delivery bags to delivery agents.

In para 11.35 he however recommended for provision of articles like umbrellas, waterproof coats to such ED agents who are engaged in exchange of mails and delivery of mails. He recommended the supply such items not to the individuals but to the office. He also further recommended provision of coat parkas, snow boots, snow goggles and appropriate head gear to the Mail Carriers working in snow bound areas.

(iv) Justice Charanjit Singh Talwar Committee

This Committee in para No 22.5 in chapter 3 of the report suggested to the Government to examine the feasibility of providing cloth to the ED agents on the same lines of departmental employees and subject to same conditions. He estimated the financial implication as 4 crores per annum. This recommendation was, however, not accepted by the Government.

24.10. Examination of the demand

24.10.1 The Department of Personal and Training, Government of India is the nodal authority for framing policy guidelines regarding supply of uniforms and the classes of eligible employees.

24.10.2 OM No 14-8/90-JCA dated 29-06-1990, classified the employees eligible for uniforms and stated that, they are eligible after putting in three months service provided they are whole time employees.

24.10.3 OM No 14-8/86-JCA (Vol. III) dated 23-08-1987, has also detailed the competency of the Departments for deciding on the question of issue of uniforms and scales thereof. According to this OM, the administrative ministry/department is entitled to decide the issue if the employees of a category in one department or ministry only. However if it is a question of liveries for categories common to more than one ministry, Ministry of personnel is necessarily to be consulted. This is subject to the condition that the employees eligible are whole time employees and have put in minimum 3 months service.

24.10.4 The Gramin Dak Sevaks are declared as holders of civil post but they are out side the regular civil service. Thus they are not whole time employees who can be covered by the policy guidelines framed by the nodal ministry for supply of uniforms.

24.10.5 Therefore, this Committee is also in agreement with the views expressed by Shri C.V. Rajan Committee, Shri Madan Kishore Committee and Shri R.R. Savor Committee on this issue. Further the Gramin Dak Sevaks are part time and mostly local residents. The question of their identity among the public whom they serve does not arise and it would be sufficient if they are provided with laminated identity cards containing the photographs

details of the post held etc. Instructions for supply of identity cards to GDS working in J&K, North East and Assam circles are already in vogue.

24.10.6 *The Committee recommends for extension instructions for supply of identity cards to all the GDS in the country uniformly as one time measure and the Divisional Heads be delegated power to issue and supply of laminated clipped identity cards with provision of a clip for holding the same to the shirt pocket. The estimated expenditure is around 75 lakhs for the first time and thereafter it will be minimal. The periodicity for renewal of the identity card may be prescribed once in 5 years.*

24.11. Present provision regarding supply of items of liveries

24.11.1 Supply of Umbrellas : The provisions in Rule 737 (x) Vol. II provide for supply of umbrellas, to out door Gramin Dak Sevaks serving in areas with certain prescribed average temperature in summer and average rain fall. The periodicity of supply of umbrellas is once in three years. The DG Posts vide letter No 40-4/87-UPE dated 08-01-89 clarified that the supply of umbrellas will be treated as supplied not to the official but the office to which they are attached and those items should be available for use by new incumbent.

24.11.2 Supply of Gum Boots : Rule 737 (xix) of Vol. II prescribes supply of Gum Boots (water boots) to Gramin Dak Sevaks performing outdoor duties in marshy and swampy areas infested by poisonous reptiles.

24.11.3 In pursuance of the recommendations of the Savor Committee, the Postal services Board has decided for supply of the under mentioned articles of liveries for use by Gramin Dak Sevaks engaged in conveyance and exchange of mails and delivery of letters in snow bound areas. The supply of the items is meant for such GDS functioning in snow - bound areas and they will not be supplied to individuals but supplied to offices as clarified in Dte letter no. 40-4/87-UPE dated 08-01-89

- | | | | |
|-------|--------------|---|--------------------|
| (i) | Coat parkas | - | once in six years. |
| (ii) | Snow Boots | - | once in six years. |
| (iii) | Snow Goggles | - | once in 3 years. |
| (iv) | Head gear | - | once in 3 years. |

24.11.4 The Department has also ordered supply of water proof coats with hoods or caps for EDAs who are engaged in exchange of mail or delivery of letters. The periodicity of supply will be as mentioned in Rule 737 (xi) (b) of Vol. II

24.11.5 Supply of water Bottles : It is ascertained that, water bottles are also provided to the GDS performing outdoor duties once in 5 years.

The Committee recommends to continue the above concessions ensuring their periodic supply.

24.12 Recommendations

1. *The Branch Post office should have good ambience and provided with appropriate furniture and accessories to make the BO presentable. The GDS Committee recommends for supply of the infrastructural facilities detailed in para 24.3 of the report.*

2. *The Committee recommends for extension of orders for supply of Identity cards to all the GDS in the country uniformly as one time measure and the Divisional Heads be delegated powers to issue and supply of laminated Identity cards with provision of a clip. The periodicity for renewal of the Identity cards may be prescribed once in five years.*

3. *The Committee recommends to continue the supply of umbrellas, gum boots and winter warm clothing like coat parkas, snow boots, snow goggles, head gear and water proof raincoats besides ensuring supply as per the periodicity.*

4. *The provision of the following books to the Post offices needs to be ensured:-*

1. *Book of BO rules in regional language*
2. *Instructions for Mail Deliverers (in regional language chapter 13 of volume 6 part III.)*
3. *Literature on promotion of various small savings schemes*
4. *Literature on PLI and RPLI along with brochures and tables for calculation of premium*
5. *Book of information along with the latest postal tariffs*

The Committee also recommends that the Book of BO rules be reviewed thoroughly and revised keeping the present needs into account.

5. *The instructions provide that the Postal Stores Depot for supply of ½ kg of black sealing wax for every half year and good quality carbon paper should be reiterated and enforced. If the PSD is unable to supply, the Divisional Heads should be empowered for procuring locally and arrange their supply to all the BOs ensuring good quality sealing wax and carbon paper to the BOs. In the event of computerisation, the BOs should be supplied with quality computer stationery.*

6. *There should be a mechanism in the Regional and Circle office for a regular review of the stock position of these essential forms and action should be taken for their replenishment either through Regional Forms Depot or by resorting to local printing. Under all circumstances, a stock equivalent to next six months requirement should be kept as a reserve till the supplies are replenished. The Postal Stores Depot should be provided with adequate quantity of white printing paper along with budget requirement for undertaking local printing of forms required for Branch Post offices and other Post offices.*

Control and Supervision

Proper Control and supervision makes a visible impact on the efficiency of any organisation. This is truer in respect of a Department like Posts which is close to the people.

25.1 Need for Supervision

The rural Postal system which has been developed to provide extensive network to cater to the basic postal services of collection and delivery of mail with transactions relating to Money order and Savings Bank has been undergoing change over the years. The mail traffic in rural areas has shown a substantial decrease. Whatever mail is received for delivery is mostly business mail and very little personal mail. Transactions relating to Money orders have shown a decreasing trend due to emergence of alternative channels for money transfer and private players providing money transfer service to a limited extent in some of the areas. The Department, in order to make rural Post offices viable has ventured into new products like RPLI, Bills collection, Micro credit, NREGS, Old Age Pensions and other retail services. While there is substantial growth in the network of Post offices there is need to efficiently use the network to make it productive and useful to the people. This will require that the Department invigorates its supervision in order to make it effective to handle the requirements of the changing needs and organisational requirements.

25.1.1 The existing administrative management set up provides the following mechanism of control and supervision measures. Viz; Accounts office, Mail Overseer, Sub Divisional Inspector and Divisional Superintendent of Post offices.

25.2 Supervision by Accounts office

While the supervision at other levels is remote and infrequent, the supervision by the Accounts office has close proximity and is on daily basis. A Departmental Delivery Sub Post office located at a central point exercises control over cluster of Branch Post offices linked by mail lines, covered by Mail carriers and some times by BPMs themselves. The Departmental Sub Post office, hereinafter called as Accounts office, provides connectivity for the inward mail received for delivery and the outward mail posted for despatch in the villages. The Accounts office also functions as a controlling office exercising control over the accounts, financing of Branch Post offices and also other ancillary works.

25.2.1 The Accounts office exercises control over the Branch Post offices daily through the Branch office daily account. The Accounts office is required to examine the daily account received from the BOs placed under its control critically and point out the deficiencies noticed, if any, and to report the serious irregularities to the next higher authority. The daily accounts of all the BOs are consolidated in the "Branch office summary" and finally accounted for in the Sub office account. The Accounts

office is also endowed with the responsibility of acknowledging the closing balance of the every Branch office through BO slip on the following day.

25.2.2 The system of accounting and checks prescribed in the various departmental manuals are framed in such a way that it is ordinarily possible to determine from a mere study of the Branch office account about the quality and efficacy of the BPM's work and his aptitude for the BO work. Postal Manual volume VI part III gives details about the checks to be exercised by the Accounts office over the accounts work of its Branch post offices.

25.2.3 It is seen that the Accounts offices are not properly exercising the necessary supervisory checks over the working of Branch offices, resulting in financial irregularities and retention of excess cash balances without proper liability, malpractices and discrepancies in the balances etc have become frequent, leading to additional burden on supervisors. The Committee during its visits noticed that, there are at times delays in timely financing of the Branch offices, resulting in delay in payment of Money orders, and Savings Bank withdrawals. Further, delays have been noticed, in passing and returning the warrants of payments of SB accounts, where the depositors sought to withdraw more than Rs 2,000. Such delay in financing of the Post office erodes the confidence of the customers in the delivery of services. There is a need to remove the bottlenecks and take corrective measures for providing efficient delivery mechanism.

25.2.4 The solution for having an effective supervision over the accounts of the Branch offices lies in computerisation, revision in the line limits for remittance of cash and adequate security arrangements. Once, the BO transactions are computerised, the transactions are transferred to the computer of the Sub office and Head office through the data centre and the present drudgery of consolidating the accounts gets reduced, Accounts offices can concentrate on other areas like timely financing, prompt issue of Pass Books for new accounts opened, timely payment of Money orders and SB withdrawals and also effective checking of the daily accounts.

25.2.5 *The checks exercised by Accounts office over the Branch offices need to be made rigorous with proper training of the personnel posted as Sub Postmaster and Pas supervising Sub Accounts work. A compilation of checks on daily accounts and other preventive vigilance checks like sending of the list of accounts which have not been received for entry of interest, high value withdrawals etc, can be prepared for ready reference and compliance.*

25.2.6 The time factor for checking of a Branch office by Accounts office is provided at 20 min. per BO as per the Marathe Time Test (MTT). The existing time factor is sufficient and the Committee does not consider any further change in the time factor. However this time factor for checking the accounts of the Branch office requires modification when the BOs are computerised and linked to Accounts office/Head office through computerised network.

25.2.7 The instructions already exist that in any Sub office having more than 20 BOs under its accounts jurisdiction, the sub accounts work can be decentralised, subject to other conditions stipulated for decentralisation of sub accounts work. The existing provisions for decentralisation of sub accounts work are found to be adequate and do not need any further modification.

25.3 Computerisation of all delivery Sub offices

(a) *All the Departmental Sub offices need to be computerised.*

- ❖ This would facilitate exercising of proper checks and balances over the functioning of Branch offices
- ❖ This will require less time factor than currently being given (20 min.per BO for sub accounts work)
- ❖ This will lead to effective management of more Branch offices under a Sub office.

(b) *Computer based checks and control over the Branch offices would facilitate detection of frauds, watching delay in MO payment, detention of excess cash etc;*

(c) *Maintenance of statistics of each of the Branch offices and generating other MIS, becomes easier when the computerisation takes place.*

25.4 Supervision at the level of Mail Overseers.

Next level for control and supervision over the rural network is the institution of Mail Overseer. The post of Mail Overseer was originally intended for supervision over the establishment when mails were carried over long distances by runners. With the expansion of network and opening of more BOs to provide better access, long stretches of runner lines have significantly been reduced. In some areas MMS lines have been introduced. With this there has been a change in the role and the responsibilities of the Mail Overseers and they mainly attend to the duties of quarterly verification of B.O. accounts, SB/RD/TD accounts and payment of Money orders. They also attend to supervision of delivery of mail in the BOs and attached villages, clearance of Letter Boxes and cash remittances. The duties and responsibilities performed by the Mail Overseer are explicitly defined in Rules 343 to 355 of chapter 7 of Vol VIII. Some of the duties are listed below:-

- (i) Supervision over the mail lines for ensuring prompt conveyance of the mail
- (ii) Examination of VP, insured articles and Money orders in deposit in Branch Post offices
- (iii) Conveyance or escort of cash remittances, verification of accounts of the Branch Post offices at least once in a quarter.
- (iv) Verification of Money order payments-50 in a month.
- (v) Verification of balance of SB,RD/TD accounts in the Branch offices, assist the Sub Divisional Inspector in carrying out cent percent verification of the balances of the savings bank accounts of selected Post offices.
- (vi) Verification of the genuineness of the SB withdrawals exceeding Rs.2000/- in Branch office.
- (vii) Submission of a fortnightly diary in form general-4 indicating the name of the BOs visited, brief details of the visits, irregularities noticed if any.
- (viii) Issue of a visit report.

25.4.1 Prior to implementation of Savor Committee recommendations, the Sub Divisional Inspectors of Post office were provided with the assistance of an orderly and the post of the Mail Overseers were located at different locations with a specific beat covering Branch Post offices which was other wise known as the beat of the Mail Overseer. The DG P&T letter No 28-38/62-PE-I dated 11 May 1982 provided norms for creation of Mail Overseer establishment such that every Branch Post office is visited at least once in a quarter. The Savor Committee recommended abolition of the post of orderly to the Sub Divisional Inspector. Two posts of Mail Overseers were attached to each rural sub division and one post to urban sub division for assisting the Inspector in exercising supervision over the rural network. These instructions are still in vogue.

25.4.2 Supervisory level of Mail Overseer is found to be ineffective. Some of the reasons for deterioration in the quality of supervision are listed below, which are not exhaustive.

- (i) Previously Mail Overseer was a supervisory cadre carrying a separate scale of pay and it was a promotional post for the postman cadre. Consequent on introduction of time bound promotion scheme the post of Mail Overseer has lost its charm as the pay of the Mail Overseer was equated with the pay of the one time bound promoted postman and many postmen preferred to continue as postmen even after getting time bound promotion. The posts of Mail Overseers, now, carry scale of pay of Rs.3200-4900. This is also the scale of pay given to a postman on first financial upgradation after putting in a service of 16 years. Though the Department insisted that the services of postman upgraded under TBOP/BCR be utilised as Mail Overseers, officials are not inclined to take up the job of mail overseers and they are even refusing to accept the financial upgradation. The 6th Central Pay Commission has upgraded the pay scale of Postmen and placed them in the grade of Rs 3200-4900.
- (ii) Due to introduction of new services like RPLI in the rural offices and assigning of targets, the Mail Overseers are mostly utilised for RPLI work, verification of genuineness of withdrawals exceeding two thousands in single handed offices and Branch offices and verification of Money order payments. The posts of Mail Overseers remain vacant in some sub divisions and the Branch Post offices are not subjected to regular checks by the Mail Overseers. Even in places where the Mail Overseers are posted, the visits are found to be routine in nature confined to checking of accounts and other activities like checking of efficiency of delivery in the base office and attached villages, condition of the letter boxes etc. Improvement in level of transactions, opportunities for growth, delay in payment of Money orders and Savings Bank withdrawals etc appear to have assumed subsidiary position and some times not attempted at all.

25.4.3 The Pasricha Committee in 1935 adversely commented on the retention of cadre of Mail Overseer and observed that the employment of better class of official would make for improved efficiency in the Department and this can be secured by replacement of Mail Overseer by Assistant Inspector Cadre recruited from clerical establishment of Post offices.

25.4.4 The proposal for creation of cadre of Assistant Inspectors appears to have been examined in the Directorate. It is ascertained that a scheme of Assistant Inspectors was actually approved by the Government of India vide letter No SPP-207/9/53 dated Sep 10,1954 but these orders were subsequently cancelled vide letter No PE-31-99/54 dated Apr 02, 1957 without creation of posts.

25.4.5 In September 1984, a memorandum was placed before then P&T board at its meeting No 6 of 1984-85 suggesting replacement of Mail Overseers by Assistant Inspectors of Post offices. In the said memorandum it was stated that in view of the large number of rural Pos and wide varieties of postal transactions now taking place in the Branch Post offices, the supervision over the Branch Post offices should be made effective and meaningful; that in view of their low level of education and comparatively advanced age, the Mail Overseers are unable to provide effective level of supervision and their visits to Branch offices have now degenerated into a mere formality. The memorandum suggested that these Assistant Inspectors be selected through qualifying tests and appointed on tenure basis not exceeding four years. No final decision was, however, taken on this proposal.

25.4.6 Sri R.R. Savor having examined all these aspects observed that to tone up the control and supervision over Branch offices the creation of an intermediary level of Assistant Sub Divisional Inspector was considered imperative. The cadre of Inspector forms the back bone of the service and it functions as an important level in the supervision of the rural network. The Inspector is selected for a circle cadre through a process of rigorous competitive examination on all India basis. It is also observed that due to the expanded nature of duties and responsibilities of the Inspector, his primary role as an inspecting office of Branch Post offices has been relegated to the back ground. Sri Savor also observed that the inspection of Branch offices lacks quality and that the provision of assistance to Inspector would go a long way in upgrading the quality of inspection activity. While summarising his views, Sri RR Savor recommended that the Assistant Sub Divisional Inspectors should be selected through a process of competitive examination among the willing clerks having 3 years service.

25.4.7 *Keeping in view the enlarged role of effectively supervising the BOs and improving the quality of services, providing adequate assistance to the Sub Divisional Inspector who has now only the assistance of Mail Overseers, the earlier recommendation of Savor Committee needs to be given a fresh look and posts of Assistant Inspector created in clerical cadre. In such a case, the Assistant Inspector can also be given the detailed inspection of the BOs to be carried during three quarters, the detailed inspection by Sub Divisional Inspector taking place in the remaining quarter. This will ensure higher level of supervision every quarter with thrust in all areas of development and accounting checks. If this is not found feasible for implementation a revised system for selecting young and meritorious persons to Mail Overseer cadre needs to be put in place.*

25.4.8 The Sixth CPC in their recommendations has upgraded the pay scale of Postman to that of Rs. 3200-4900 which is equivalent to the scale of Mail Overseer. In other words the Postman and Mail Overseer are equated in their status and the concept of Mail Overseer as a promotion avenue for postman cadre ceases to exist. Since the post of Postman is upgraded to the level of lower division clerk by the Sixth Pay Commission, the recruitment for such cadre needs to be from matriculate outsiders on merit. This could be through an examination to test their analytical and arithmetical ability, general knowledge, working knowledge in the regional language, and ability to operate computers. However, the Gramin Dak Sevaks with matriculation qualification who possess knowledge in

computers can be given preference for 50% of the vacancies and they could be recruited against their quota subject to a relaxation of 10 % of marks over outsiders. Persons recruited to the cadre through the above method would be better qualified to under take the job of supervising the rural Post offices and also work on the computers.

25.5 Training of Mail Overseers

The existing structure does not provide for imparting training for the incumbents posted as Mail Overseers. The Mail Overseers are not aware of their responsibilities when they are shifted from their earlier position of Postman and are not aware of what exactly to check and how to verify the accounts of the Branch Post offices, enquire into petty complaints and claim cases. Some Mail Overseers while interacting with the Committee have stated that they are not provided with any basic training in their job and that they are carrying out the duties without proper training.

25.5.1 On their first appointment as Mail Overseer the persons are required to be equipped with adequate theoretical training about the responsibilities of their job and this training can be imparted at the divisional level by a designated trainer. Postal Training Centres can be entrusted with the job of preparing training material covering various aspects of their job including all the new products operated in the B.O.s for imparting the induction training. Similarly on completion of theoretical training the incumbents should be attached to the Sub Divisional Inspector for field training. They should be taken to the Branch Post offices and given practical training about checking of accounts, verification of balances, enquiry into petty complaints, verification of genuineness of withdrawals, verification of claim cases, visits to the attached villages for checking the mail delivery, checking condition of letter boxes etc. This field training can be for a period of 10 days.

25.5.2 *The Committee recommends that the Mail Overseer recruitment rules should be revised to induct competent personnel and a training programme should be introduced for the incumbents appointed as Mail Overseers under the existing setup till the Department is able to upgrade the posts to P.A. cadre.*

25.5.3 *The Headquarter of the Mail Overseer should continue to be located at the Sub Divisional Headquarters and they could be given the work of visiting the BO in three quarters and Sub Divisional Inspector taking up detailed inspection in fourth quarter. The Mail Overseers should be made responsible for the growth of the Branch Post offices both in performance and financial viability. If the Department approves a revised system of recruitment for the existing Mail Overseers, they may be given a new role with a new designation as Rural Postal Supervisors.*

25.6 Provision of a questionnaire for Mail Overseers

There is also an immediate need for framing the questionnaire/guidelines for quarterly verification of Branch offices by the Mail Overseers which should inter-alia include not only verification of accounts of BOs, but also examining the efficiency of the Branch Postmaster, public opinion regarding efficiency of services, condition of the letter boxes, promptness in the payment of Money orders and SB withdrawals, arrangements for prompt supply and remittance of cash, checking delay in receipt of mail and money orders, improving the level of transactions and also improving RPLI coverage. The personal grievances of the Gramin Dak Sevaks also need to be looked into. The Mail Overseer should also check whether the Branch Postmasters are residing in the BO village or commuting from

a different place. All these checks should be properly designed in the form of a questionnaire and should be translated into regional language and supplied to the Mail Overseers for adherence.

25.7 Supervision by Inspector of Post offices

The Sub Divisional Inspector is responsible for proper administration and supervision of Branch offices and Sub offices under his control. Normally each subdivision consists of 10-15 Sub Post offices and 70-80 Branch Post offices in its jurisdiction. The duties and responsibilities are specifically defined in chapter 3 of Vol. VIII as amended from time to time. The main responsibilities are listed below.

- (i) Maintenance of a memorandum book concerning his sub division
- (ii) Maintenance of a Sub Divisional map and the maps of talukas /mandals within his sub division
- (iii) Maintenance of the list of Gram Panchayats and census villages with population details
- (iv) Maintenance of notice of hours of business, beat list of all delivery agents, village sorting list, letter box statements and register of lines and stages
- (v) Supply of items of stock like LB plates, locks, types, carbon paper and sealing wax
- (vi) Periodical inspection of the Branch Post and Sub Post offices.
- (vii) Enquiry into the public complaints
- (viii) Escorting of remittances
- (ix) Surprise checks
- (x) Review of copies of Sub office accounts
- (xi) Testing the efficiency over the delivery of rural mail by posting test letters
- (xii) Verification of payment of Money orders, 50 PM
- (xiii) Cent percent verification of the balances of the Post offices
- (xiv) Enquiries into loss and fraud cases
- (xv) Promotion and motivation of Rural Postal Life Insurance
- (xvi) Maintenance of personal files for the GDS and maintenance of seniority list of all GDS
- (xvii) To function as appointing authority for Postman and Group D and GDS other than BPM
- (xviii) To function as disciplinary authority for imposing minor penalties for Postman and Group D and for GDS other than BPM
- (xix) And any other duty assigned by Divisional Head
- (xx) Second inspection of the bad working Branch Post offices

25.7.1 DG P&T letter no. 11-66/72-PE.I dated. Jul 29, 1977 prescribed standards for creation of Inspectors establishment, and these standards prescribe fixation of number of sub divisions in a postal division. The co-efficient is provided based on the number of Head offices, Sub offices, Branch offices, departmental staff, Gramin Dak Sevaks.

25.7.2 The Sub Divisional Inspectors are entrusted with a number of new activities, such as, promotion and motivation of new activities like Rural Postal Life insurance, Business development products like, Speed Post, promotion of mutual funds, bills collection, NREGS, Micro Credit in certain states. Due to all these activities, the work

of the Inspector in checking and accounting of the various receipts has considerably increased and most of the time allotted for inspection of the BOs is spent on such activities and the inspection reports of the Sub Divisional Inspector have become routine. The Committee during visits to rural Post offices observed that, the inspection reports have become routine, and do not cover important aspects like quality of work turned out by the BPM, public perception of services provided, financial viability of the BO, potential of the BO in opening of new accounts, and extension of Rural PLI, financing of the Post office, delay in payment of Money orders and SB withdrawals and adherence to standards for delivery of mail etc. Such Inspection reports do not serve any purpose. Infact, the Inspectors are unable to unearth any financial irregularities by auditing of the accounts during their inspection and frauds are unearthed many times due to public complaints and reports from Accounts offices. The submission of BO abstract and its review by the Inspectors has been given up completely. *There is need to reactivate the submission and review of BO monthly abstract.*

25.7.3 The Committee also recommended for review of the work load of the Branch offices once in every financial /calendar year and for this purpose the Branch Postmaster has to submit an abstract of monthly transactions every month to the Divisional office. One copy of the abstract is to be sent to the concerned Sub Divisional Inspector .It is to be laid down that the sub divisional inspectors during their visits /inspections check the accuracy of the statistics furnished in the abstract and indicating the result of check in their inspection report. They can also indicate the no. of unregistered letters received for delivery and posted for despatch. A question to this effect is required to be incorporated in the existing BO questionnaire additionally.

25.7.4 *There is need to improve the supervision of the rural Post offices through meticulous supervision at the level of sub division. Computerisation of offices of SDI will help in efficiently managing the network.*

25.8 Computerisation of Sub Divisional offices:

The Department has already taken a decision to computerise the sub divisional offices. The Department has initiated development of suitable database for use in sub divisional offices. The Committee was happy to see that the Sub Divisional offices in Kerala Postal Circle have been computerised. The Department needs to expedite supply of computers to all sub divisions and supply a comprehensive software for their use. The software needs to be integrated with the requirements of the database and MIS of the Department and connected to the data centre. This will ensure better planning and monitoring of rural operations. Elsewhere the Committee has recommended for preparation of a comprehensive data base of rural Post offices for planning and development of network. The software will be so designed that the entire data base of the sub divisions is available to the Sub Divisional Inspector and he is in a position to effectively monitor matters relating to the personnel, establishment, operations of the rural Post offices in addition to postal planning with ease.

25.9 Problems in man management

Previously, the inspectors cadre was considered as a promotional avenue for postal/sorting assistants cadre, who have put in five years of service and upto 40 years of age and subject to merit in a competitive examination. The Fifth CPC upgraded the pay of the Inspector to Rs. 5500 with introduction of an element of direct recruitment to the extent of 33.33%. The personnel under this quota are selected through Staff selection commission. The remaining 66.7 % are earmarked for promotion quota. In some circles, the posts of Inspectors are vacant, and much difficulty is experienced in managing the sub divisions. The Sixth CPC has recommended for upgradation of the scale of Inspector of Post offices, The Committee feels that the proposed financial upgradation in the cadre of inspectors will bring back the charm and attract the Postal Assistants for taking the Departmental examination and there will be improvement in the existing situation. The Department may also examine other avenues like direct recruitment for vacancies remaining unfilled in chronically deficient circles.

25.10 Irregularities noticed by the committee

The Committee also observed that, the quality of the inspection reports is perfunctory in nature and important aspects are often left out. Some of the Inspection reports also does not deal with the details of the personnel working in the BO, their dates of birth educational qualification. The Directorate has clearly laid down, that, the introductory para or preamble of the IR must be as per the circulated questionnaire but it is observed that it is seldom followed. The quality of inspection report is also not subjected to review by the Divisional Head. All these failures have lead to deterioration in the quality of control and supervision over the working of rural net work.

25.10.1 The Inspectors have to carefully examine the suitability of the working hours, need for revision of mail arrangements, residence of the GDS BPM in the village, public opinion on provision of services, quality of services provided and growth potential. These will be in addition to verification of accounts, retention of cash balances, proper arrangements for supply and remittance of cash.

25.10.2 The Committee also noticed that some Branch Post offices are not inspected by the Sub Divisional heads even within a span of 12 months and the issue of Inspection report is taking its own time. There is need for the inspections to be conducted systematically and methodically to serve the intended purpose and it should be result oriented. The Inspectors should also use simple language in the inspection reports and it should be guiding in nature. If necessary the summary of instructions to the BPMs can be written in the concluding para in regional language and pursued properly. The spacing of the inspections should be within the scheduled time and the issue of inspection report should be within one week after the inspection. There is also need to ensure proper follow up of the inspection reports. These instructions need to be reiterated and strictly enforced.

25.11 Fresh norms for assessing the works of Sub Divisional Inspectors

There is a need for review of the S.I.U norms for Inspectors establishment, and they are to be formulated afresh, keeping many changes that have occurred and the role of the Inspectors in making the rural network viable. It is suggested that such a study may be undertaken after a decision is taken about the role of Mail Overseers suggested earlier and the revised system is put in place. Also, the Committee recommends review of the existing recruitment rules for Inspectors and revise them suitably, so that there is no dearth of the personnel to manage the sub divisions.

25.12 Role of Divisional Superintendents

The fourth component of supervision over the rural network is at the level of Divisional Superintendent. Along with the Inspector of sub division, the Superintendent of Post offices has got the overall responsibility for efficient functioning of the rural network and providing efficient services to the rural public. A Divisional Head will be in a position to judge the working of the rural Post offices by review of fortnightly diaries of the inspectors, review of the inspection reports, review of the statements on various checks prescribed and the reports submitted by the Sub Divisional Inspector. The role and responsibility of the Supdt. Of Post offices towards rural net work is clearly specified in chapter 2 of the Vol. VIII. The most important ones are review of the IPO diaries, review of the inspection reports, maintenance of important registers like letterbox statement, lines and stages, memo of authorised balances, financing of the Branch Post offices, notice of hours of business, periodical review of the establishment and revision allowances of the GDS, enquiries into the various irregularities, enquiries into the loss and fraud cases, appointments at the level of GDS BPM etc.

25.12.1 The role and scope of the Divisional Supdt has become enlarged due to introduction of many new schemes like RPLI, BD products, promotion of Mutual funds, payments under NREGS, computerisation of Post offices etc. All these new activities in addition to the existing ones have given a new dimension to the role of Divisional Superintendent. The rural PLI which was previously at regional level is now decentralised to divisional level and the Divisional Head is responsible for

- (i) Review and acceptance of new proposals
- (ii) Issue of acceptance memos and RPLI pass books
- (iii) Issue of policy bonds
- (iv) Revival of lapsed policies
- (v) Pursuing the claims relating to death, maturity, loan, surrender value etc.
- (vi) Promotion and motivation

25.12.2 All these activities besides supervision over implementation of computerisation and business development is leading to less attention being paid over the traditional items of work like inspection, mail monitoring, counter services, preventive checks etc. There is a mandatory 80 inspection days where the assistance of Assistant Supdt. of Post offices (Regular/outdoor) is provided or 100 days in case there is no Assistant Supdt. of Post offices (Regular/outdoor). Consequent on introduction of RPLI in 1995, and its decentralisation to regional level, and divisional level, no extra staff is provided at the divisional level. The work is managed within the existing staff. There is much delay in issue of acceptance memos and policy bonds in many divisions and is one of the reasons for not

improving the RPLI to the expected level, though it has lot of scope and potential for growth. The Department can examine areas of rationalisation which will result in reduction in the overall work of the Divisional Superintendent like closure of single handed non delivery Sos in urban areas, merger of Head offices to one per division etc. The Divisional Superintendent can be relieved of the routine jobs by delegation to ASPOs in the office so that he can devote more time to improve the efficiency of the network. *With the computerisation of divisional offices, there is need to take fresh look at the utilisation of assistance provided to the Divisional Superintendent at the same time taking into account the new areas of work like RPLI and Business Developments attached to the divisions.*

25.13 Inspection by various functionaries

As regards the pattern of verification and inspection of Branch Post offices the position is as under;

- | | | | |
|-------|--|---|---|
| (i) | Accounts verification by Mail Overseers | - | once in three months |
| (ii) | Inspector of Post offices | - | once in a calendar year |
| (iii) | Divisional Head not provided with ASP (Out door) | - | 2.5% of the total number of BOs in a year |
| (iv) | The Divisional Head provided with ASP (Outdoor) | - | 5% of the total number of BOs in a year |

25.13.1 The changes for visit and inspection of Branch Post offices by Sub Divisional Inspectors and Mail Overseers have already been discussed earlier. The Committee does not suggest further changes in the inspection of Branch offices now prescribed for the Divisional Superintendents.

25.13.2 *Besides improving the existing level of supervision discussed in the above paras, introduction of call centres proposed elsewhere will bring the quality of services and supervision into focus with continuous monitoring of services. This can provide a monitoring mechanism for day to day control of the services provided in all Post offices.*

25.14 Revision of B.O. questionnaire

The existing question No 16(A) provides for verification of balances of four SB accounts which have not been sent for entry of interest and for other savings bank accounts with heavy deposits and withdrawals (total eight in all). With increasing computerisation of Head Post offices, there is need to reorganise the work. Head offices are required to supply the list of 20-25 accounts in respect of BOs and single handed offices, the pass books of which have not been received for entry of interest for verification by SDIs and Mail Overseers during their visits. Now that the entry of interest is delegated to Sub offices, the Head offices may supply full list of accounts of each of these offices to the Sub offices and the Sub offices will in turn note the date of receipt of Pass Books for entry of interest and send the list to the SDI concerned. The SDIs will check the required accounts with the help of the list and also record posting of interest in BO SB journal.

25.14.1 The existing number of Pass books for verification of balances of RD/TD accounts during inspection is two. The present number of RD accounts may be revised to 10 in every BO and verification of TD accounts should be cover all the accounts standing open in the BO and if it is not possible to verify all the balances, notices in form SB-46, need to be issued.

25.14.2 The present questionnaire does not provide any question on the detailed verification of receipts issued for collection of the RPLI premium for renewal and procuring new RPLI business, as the existing question No 18.3 provides for verification of PLI premium collections only. The present question No 18.2 provides for checking of 5 RPLI pass book entries with the Register of RPLI transactions, Receipt book and B.O. account. While retaining the existing question of verification of 5 RPLI pass books (18.2), *the Committee recommends to frame a separate question for verification of the RPLI premium collections (both renewal and new policies) as is done for PLI premium receipts. The verification needs to cover all the receipts issued during the period covered by the inspection. The same type of question should be assigned to Mail Overseer also for verification during his quarterly visits to the BOs and the inspecting officer can check receipts and their accounting for the remaining period. The period, and number of receipts checked by Mail Overseer and number checked by inspecting officer should be recorded in the inspection report.*

25.14.3 The existing questionnaire does not provide any question about the RPLI growth. A specific question should be framed for indicating the target given if any for the BO, details and quantum of new business procured by him and the number of active policies in force. The present question 18.5 should be specifically worded for indicating prompt payment of incentive on renewal premium collection and also for procuring new business. The question should be made elaborate to indicate whether GDS other than the BPM are authorised to procure new business and their performance

25.14.4 A question about the receipt of acceptance memos, passbooks, policy bonds, in respect of all the new business procured upto the previous month of inspection should be framed for indicating the details of the proposals for which the insurants are to be issued acceptance memos/passbooks/policies. Similarly a question on the pending cases of claims for maturity, death claims, loan surrender value, revival of policies etc. is to be framed to keep a watch on pending cases.

25.14.5 A separate question about the details of new SB/TD/RD accounts opened since last inspection and number of live standing accounts opened in the B. O. should be included. Such information will provide MIS for the divisional office.

25.14.6 The present questions No 20 and 21 about the checks prescribed for telegraph work may be deleted as most of the BOs cease to function as combined BOs. However the existing question No 19 may be modified for verification of receipts issued for PCO collections, telephone revenue collections and WLL phone revenue collections for one day in each quarter to ensure that receipts are issued in serial order, and accounted for in the Branch office account.

25.14.7 A separate question on the availability of basic infrastructure, their condition, need for replacement if any, supply of new infrastructure, if any, should also be incorporated in the B.O. questionnaire.

25.15**Recommendations**

1. *The Accounts office supervisory checks over the Branch offices need to be made rigorous with proper training of the personnel posted as Sub Postmaster and PAs supervising Sub Accounts work. A compilation of checks on daily accounts and other preventive vigilance checks like sending of the list of accounts which have not been received for entry of interest, high value withdrawals etc, be prepared for ready reference and compliance.*
2. *All the Departmental Sub offices need to be computerised to enable proper check of the functioning of Branch offices.*
3. *Keeping in view the enlarged role of effectively supervising the BOs and improving the quality of services, providing adequate assistance to the Sub Divisional Inspector who has now only the assistance of Mail Overseers, the earlier recommendation of Savor Committee needs to be given a fresh look and posts of Assistant Inspector created in clerical cadre. If this is not found feasible for implementation a revised system for selecting young and meritorious persons to Mail Overseer cadre needs to be put in place.*
4. *The Committee recommends that the Mail Overseer recruitment rules should be revised to induct competent personnel and a training programme should be introduced for the incumbents appointed as Mail Overseers under the existing setup till the Department is able to upgrade the posts to P.A. cadre.*
5. *The Headquarters of the Mail Overseer should continue to be located at the Sub Divisional Headquarters and they should be given the work of visiting the BO in three quarters and Sub Divisional Inspector taking up detailed inspection in the fourth quarter. The Mail Overseers should be made responsible for the improvement of the Branch Post offices both in performance and financial viability. If the Department approves a revised system of recruitment for the existing Mail Overseers, they may be given a new role with a designation of rural postal supervisors.*
6. *There is need to improve the supervision of the rural Post offices through meticulous supervision at the level of the sub division. Computerisation of offices of SDI will help in efficiently managing the network.*
7. *There is need to take up a comprehensive review of the work of the Divisional Superintendents in the light of changes due to computerisation and introduction of new areas like Business Development, Technology Induction, Rural Postal Life Insurance.*
8. *Setting up of call centers which will bring the quality of services into focus providing continuous feedback on the performance of the network will help in improving the supervision over the network.*

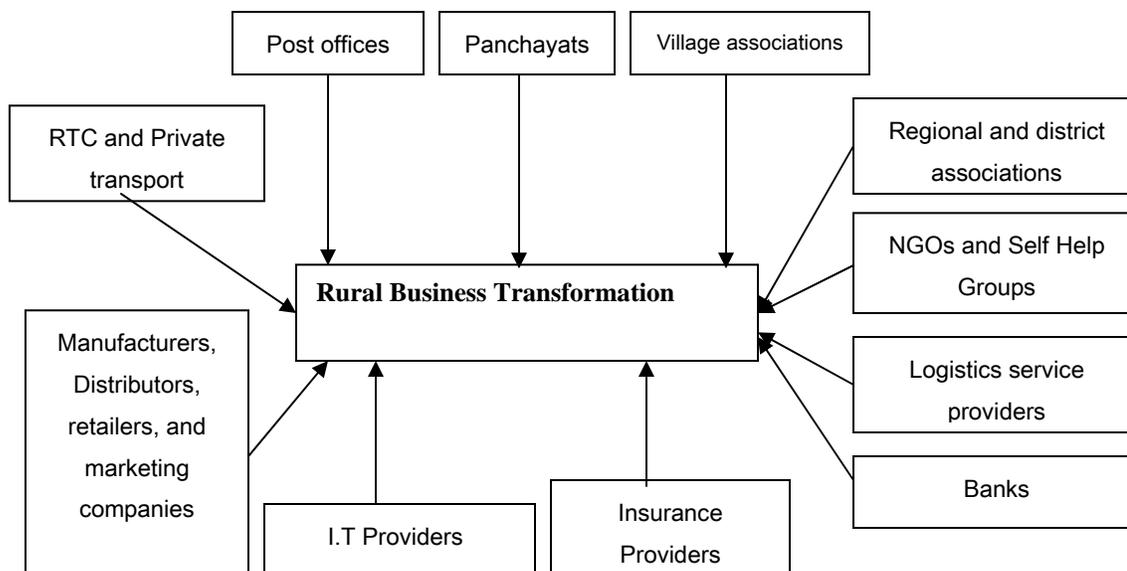
Organisational structure and Transformation of Rural Post offices

Chapter XXVI

The present Organisational Structure consists of, the Postal Services Board headed by the Secretary Posts under the Ministry of Communications & I.T, Chief Postmasters General in Circles assisted by Postmasters General, Directors of Postal Services and Superintendents of Post offices which helps to manage the Postal Services in the rural and urban areas of the country. The rural Post offices which consist of 89% of the net work need more attention. Though the traffic in the rural areas is not significant, the network is quite large and has potential to generate larger volumes of traffic. This would be possible with a focused attention being paid at the level of the management in not only supervising the existing net work but also constantly innovating and learning to provide a wider range and better quality of services.

26.1 Villages are the key for transformation of the lives of majority of the Indian population. The Post office which has the largest presence in rural India when compared with any other public or private organisation is well poised to play a bigger role in the transformation of rural areas along with other service providers.

26.2 Diagrammatic representation of drivers of Rural Business Transformation

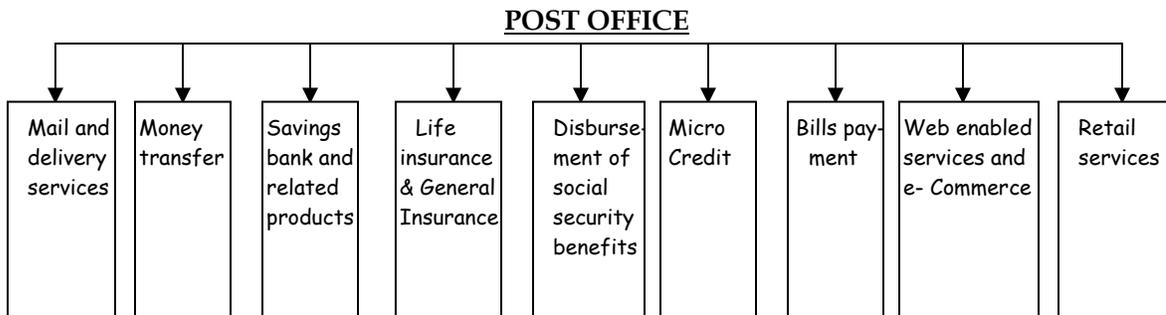


26.2.1 While the postal net work is large, it is under-utilised and not fully leveraged. The Post offices in the rural areas can provide an effective forum to provide the linkages in rural retailing and agri-marketing, besides providing traditional Postal services, Banking, Insurance and IT enabled services. In this connection, several initiatives can be seen both at the level of Government, financial institutions, insurance companies and private players to bridge the gap in provision of required services.

With new initiatives being implemented to fill the gap, there is greater need to utilise the rural Post offices. While the Department has taken initiatives to improve its IT infrastructure in urban areas, such initiatives in rural areas are still in the stage of development. Banking facility in rural post offices has a good presence, though the service is limited to savings bank, recurring deposits time deposits etc. Micro credit is being developed in association with NABARD, initiative has been taken through collaboration with State Bank of India to increase its accounts-base for that bank. In respect of life insurance the Department had taken major initiatives through PLI and RPLI. As regards Logistics, the Department is yet to initiate meaningful measures to expand to rural areas. Logistics is one of the essential ingredients to support both rural retailing and agricultural marketing.

26.3 The rural Post offices, though presents a formidable network, is not equipped to provide a comprehensive set of services needed in rural areas over the net work. This will require a total transformation of the rural Post offices as providers of a wide range of services in an efficient and economical manner. The role of Post office can be visualised from the following list of services that the Post office can provide:

26.4 Diagrammatic representation of services to be provided by a rural Post Office



26.4.1 If the department is to provide full range of services in an efficient manner in a competitive environment, an innovative and thinking organisational structure supported by a strong I.T. network connected to a central data base is of a paramount importance.

26.5 The need for such an organisation can be seen in the context of providing Universal Service Obligation (USO) functions at considerable cost while there are other areas of operation, when undertaken can bring down USO subsidy considerably. State Bank of India plans to set up one lakh bank branches in rural areas and Ministry of Information Technology aims to set up one lakh common service centers. A synergy of providing all the services in rural areas will considerably add value to the set up and bring down the cost of providing USO functions besides ensuring provision of urban facilities in rural areas (PURA). The organisational structure needs to provide for partnerships with financial institutions, service providers in IT, insurance, and logistics in rural areas. Memoranda Of Understanding (MOUs) also need to be worked out with other departments of Central Government, all State Governments, Road transport corporations, Panchayats to make the Post office as the hub of services in the rural areas.

26.6 Existing supervisory set up for Rural Postal Network at Head Quarters level:

Presently at policy making level in the Postal Directorate, there is no focused attention and examination of issues relating to rural network. Establishment Division looks after establishment matters and matters relating to employment, GDS conduct and employment rules and issues relating to wage structure of GDS. Planning Division looks after issues relating to expansion of postal network, rationalisation of network, income and cost calculation formula and norms for opening of Post offices. Planning Division also looks after monitoring and implementation of various pilot schemes like sale of non-life products of Oriental Insurance Company, Mobile PCO scheme of BSNL, disbursal of Micro-credit through Post office, e-governance facilities through Post office etc. Retail & Rural business is looked after by the Business Development Directorate under CGM (Business Development) with a dedicated JAG level officer and one group-B officer for this work. Costing of all services is looked after by the costing branch. Respective divisions like B.D Directorate, PLI Directorate, and Financial Services division look after policy, formulation of services / Products, implementation and monitoring of schemes, performance and marketing issues relating to their areas of work, covering both urban and rural postal network. Sr. DDG (Mail Business Development division) looks after mail operations of Branch Post offices along with other offices. DDG (I&PO& MM) manages all matters relating to inspections of all offices, supply of forms and stationery, while PG division looks after matters relating to public grievances.

26.6.1 The Department has set up a Rural Business division in the Directorate which looks after various aspects of rural postal operations, development and expansion of rural postal network, technology induction, training of GDS staff, new business initiatives, marketing of services and monitoring quality of services of rural network, implementation of all social security schemes like NREGS, Old Age Pension schemes, schemes for girl child, scholarships for weaker sections etc. DDG (Rural Business) also acts as a nodal officer for liaising with the PLI Directorate, BD Directorate and Financial Services division, Central and State governments for collaboration and tie ups in respect of social security schemes. DDG (RB) reports to Member (Development) and for matters relating to operations reports to Member (Operations).

This fragmented and defused management of rural postal network does not allow taking an integrated and unified view of potential and introduction of new ways of working and managing the network. The necessity for creating a new set up for developing and managing rural postal network to exploit its potential for generating new business opportunities need not be over emphasised. The Department may examine to bring all areas relating to rural planning, operations, product development, their implementation and monitoring under a unified structure at the Directorate level. This structure may be made responsible for transforming the Rural Network.

26.7 Proposed Supervision of Rural Network at Circle, Regional and Divisional Level:

At circle level while the Chief Postmaster General is responsible for efficient management of operations for the entire circle, the focus for rural operations may be entrusted to the BD group as a part of Business Development. In many circles the BD group is active and has been provided separate component of SAG & JAG Officers. At the circle level the needed attention to develop the business and partnerships in rural areas can be provided by the BD group. At regional level, the DPS be made responsible for rural operations with the urban operations entrusted to the PMG. While the PMG will continue to have overall responsibility for rural transformation, the Director will be mainly responsible for rural operations together with the other functions now entrusted to him.

26.7.1 In circles where there is no separate BD group to provide focus, a set up under the CPMG can be created by diversion of posts.

26.7.2 At the divisional level, assistance at the level of Deputy Superintendent/ Assistant Superintendent to pay exclusive attention in developing rural areas be provided. With the proposed strengthening of sub divisions by way of provision of Assistant Inspectors, the Sub Divisional level also will get needed strength to provide focus in rural transformation.

26.8 It is expected that with the changes proposed in the existing organisational structure, it should be possible to improve the functioning of the rural postal system. The committee has also examined the possibility of having a separate structure for rural services but has found that under the existing pattern where the BOs are fully dependent on the structure of Sub offices and Head offices with a combined administrative set up to supervise both the urban and rural set up, such an arrangement is not immediately possible. With total computerisation of the entire network in future when each of the BOs will be stand alone units for services and accounting, the setting up a separate organisation for rural services could be examined. The Department also would be guided by the experience of the improvements with the suggested changes and the need for further improvements in the times to come.

Financial implications of the Recommendations

Introduction

The recommendations of the Gramin Dak Sevak Committee pertaining to the Time Related Continuity Allowance are proposed to take effect retrospectively from 01-01-2006. Other recommendations are proposed to take effect prospectively. The financial implications have been worked out taking into account the expenditure on payment of arrears in respect of revision of TRCA.

27.1 The total cost of implementing the revised TRCA is Rs 259.45crores per annum approximately from 2008-09.

27.2 The approximate gross implications of the various recommendations made by the Committee are tabulated as below:-

Period	Details	Additional Expenditure (in crores of Rs)
01-01-2006 to 28-02-2006	TRCA+DA	47.15
01-03-2006 to 28-02-2007	TRCA+DA	264.02
01-03-2007 to 28-02-2008	TRCA+DA	257.36
01-03-2008 to 31-12-2008	TRCA+DA	212.35
Total		780.88

27.3 Allowances

The recommendations are prospective and approximate financial implication per year is worked out as shown below:-

Sl.No	Category of Allowance	Additional Expenditure (in crores of Rs)
1	Office Maintenance Allowance for GDS SPM/BPM	7.01
2	Fixed Stationery Charges for GDS SPM/BPM	2.10
3	Fixed Stationery Charges for MD/SV	0.52
4	Combined Duty Allowance for BPMs	19.75
	Total Expenditure	29.38

27.4 Service discharge benefits

The recommendation regarding revision of ex-gratia gratuity is prospective. It is estimated approximately that 2% of the Gramin Dak Sevaks get discharged every year. Further the Committee recommended to revise the discharge age to 62 years and to implement the same in a phased manner of three years. In that case 4% of the GDS discharge in first three years and thereafter 2%. The gross financial implication by way of payment of ex-gratia gratuity and Severance amount is as below:-

27.4.1 Ex- gratia gratuity**(i) GDS discharged at the age of 65 years and Additional Implication for year**

No of GDS likely to discharge	Present Gratuity @ Rs. 18,000	Ex-gratia @ Rs.	Proposed Ex-gratia Gratuity @ Rs. 60,000	Additional Expenditure (in crores of Rs)
5523	Rs. 9.9 Cr		Rs. 33.13 Cr	Rs. 23.23

(ii) If the age of discharge is revised to 62 and implemented in a phased manner the additional expenditure for one year for about 3 years

No of GDS likely to discharge	Present gratuity @ Rs. 18,000	ex-gratia @ Rs.	Proposed ex-gratia gratuity @ Rs. 60,000	Additional expenditure (in crores of Rs)
11046	Rs. 19.88 Cr		Rs. 66.27 Cr	Rs. 46.39

27.4.2 Severance Amount**(i) GDS discharged at the age of 65 years the Additional Implication for year would be**

No of GDS likely to discharge	Present Severance amount @ Rs. 30,000	Severance @ Rs.	Proposed Severance amount @ Rs. 60,000	Additional expenditure (in crores of Rs)
5523	Rs. 16.56 Cr		Rs. 33.12 Cr	Rs. 16.56

(ii) If the age of discharge is revised to 62 and implemented in a phased manner the additional implication for one year upto three years.

No of GDS likely to discharge	Present Severance amount @ Rs. 30,000	Ex-Severance amount	Proposed Severance amount @ Rs. 60,000	Additional expenditure (in crores of Rs)
11046	Rs. 33.13 Cr		Rs. 66.26 Cr	Rs. 33.13

The implication is worked out taking maximum amount as eligible gratuity and Severance amount.

27.4.3 The Committee has recommended for introduction of a service discharge benefit scheme by way of contributing Rs 200 per month to be annuitised and benefits paid to the GDS. Assuming that all the GDS opt for the scheme the implication would be

1. Annual contribution for service discharge benefit scheme - Rs. 66.27 Cr
2. Deduct Severance amount payable for each completed year - Rs. 41.42 Cr
3. The extra implication per year is - Rs. 24.85 Cr

27.5 Allowances to BPM for remitting cash

The Committee has recommended revision of rates for conveyance of cash by GDS BPMs. The details of Branch Postmasters remitting cash in person is not available with the Committee. However presuming that every Branch Postmaster attends for conveyance of cash twice in a month, the financial implication would be

(i)	No of Branch Post offices	127398
(ii)	Existing charges for conveyance of cash on an average of 2 remittances per month	3.05 Cr. Per year
(iii)	Revised charges for conveyance of cash on an average of 2 remittances per month	15.28 Cr. Per year
(iv)	Extra implication	12.23 Cr. Per year

27.6 Cycle Maintenance Allowance

The Committee recommended for revision of CMA at the rates approved by the Ministry of Finance. The present rate of CMA is Rs 60 P.M. As per the survey conducted by the NSSO, 40.18% of the mail deliverers and 36.30% of the Mail carriers are now paid Cycle Maintenance Allowance. Based on these the financial implication is worked out approximately.

(i)	No of GDS MDs and MCs getting CMA	48,890
(ii)	Existing CMA @ Rs 30 P.M.	1.76 Cr per year
(iii)	Revised CMA @ Rs 60 P.M.	3.52 Cr per year
(iv)	Extra implication	1.76 Cr per year

27.7 The implication for payment of arrears is:-

(a) 40% of the revised TRCA arrears may be paid in 2008-09 it works out to Rs. 312.35 crores

(b) The remaining balance of 60% of arrears may be paid during the financial year 2009-10 and the amount is Rs.468.53 crores.

27.8 The net additional financial implication for the year 2008-09 is

Ser No	Item	Additional Expenditure (in crores of Rs)
1	40% of the arrears of TRCA from 01-01-2006 to 31-12-2008	312.35
2	Revised TRCA for two months from 01-01-2009 to 28-02-2009	43.24
3	OMA	1.16
4	FSC	0.43
5	CDA	3.30
6.	Allowance for remitting cash	2.03
7.	Cycle maintenance allowances	0.29
	TOTAL	362.80

(The financial implications are assumed for two months in respect of ser 3 to 7)

27.9

For the year 2009-10 the additional implication would be:

TRCA & Allowances

Ser No	Item	Additional Expenditure (in crores of Rs)
1	60 % of the arrears of TRCA from 01-01-2006 to 31-12-2008	468.53
2	TRCA	259.45
3	OMA	7.01
4	FSC	2.62
5	CDA	19.75
6	Cash Conveyance Allowance	12.23
7	CMA	1.76
	Total	766.72

*The cash conveyance allowance is debited to non payable contingencies.

27.9.1 The extra financial implication for ex-gratia gratuity and Severance amount per year is worked out estimating that 2% of the Gramin Dak Sevaks discharge every year.

Service discharge benefits

Ser No	Item	Additional expenditure (in crores of Rs)
1	Ex-gratia gratuity	Rs. 23.23
2	Severance amount	Rs. 16.56
3	Service discharge benefit scheme*	Rs. 24.85

*In case Service discharge benefit scheme is implemented extra financial implication Rs 24.85 Cr per annum

27.9.2 In case the recommendation for reducing the age of discharge at 62 years is accepted and implemented in a phased manner of 3 years the expenditure on account of payment of ex-gratia gratuity and Severance amount would be Rs 66.27 crores, estimating that additional 2% of the GDS get discharge in addition to normal discharged persons.

27.9.3 Assuming that the recommendations for revision of ex-gratia gratuity and Severance amount is implemented by Dec 2008, the extra implication for the 2 months in the financial year 2008-09

Ser No	Item	Additional expenditure (in crores of Rs)
1	Ex-gratia gratuity	Rs. 3.87
2	Severance amount	Rs. 2.76
	Total	Rs. 6.63

Summary of Recommendations

Sl. No.	Chapter No.	Para No.	Gist of Recommendations
1.	Chapter - 2	2.9.1	The Department may approach the Nodal Department, Ministry of Labour & Employment for making suitable amendment in the provisions of the Industrial Disputes Act 1947 for removing the anomalous position of GDS being governed by GDS (Conduct & Employment) Rules 2001, and Industrial Disputes Act, 1947 simultaneously.
2.	Chapter - 3	3.23	India Post may examine the relevance of the experience of different postal administrations in maintaining the network. The GDS Committee has suggested various measures to improve the viability of rural Post offices. In case the Post offices do not generate the minimum income, but there is need to maintain access, the department needs to look into franchisee/Out reach arrangements.
3.	Chapter - 5	5.16.1	The Department should pursue various technology options to make dispensing of stamps easier and cost effective. It may also utilise electronic franking machines across the counters for reducing the stocking of stamps.
4.	Chapter -5	5.16.2	Stamp sale in Post office could as well be entrusted to counter clerks in the present circumstances of reduced stamp sales due to computerisation.
5.	Chapter -5	5.16.3	The committee suggests for reviewing this scheme of stamp vending through licensed stamp vendors and make it more popular. The Department may also consider popularising franchised outlets in the urban areas
6.	Chapter -5	5.16.4	The Committee further suggests that the GDS SVs not justified statistically may not be filled up and there may not be any further recruitment of GDS SVs in their place.
7.	Chapter -5	5.20.1	The urban Post offices may be reorganised in a manner that public facilities are enhanced and at the same time multi skilled group 'C' posts are justified in such offices.
8.	Chapter -5	5.20.2	The group D nature of duties and duties of house keeping nature may be managed through alternative arrangements.
9.	Chapter -5	5.20.3	In the semi urban and rural departmental Post offices, the GDS packers have to be continued if the Post offices do not justify full time posts.
10.	Chapter -5	5.20.4	The duty chart and hours of attendance of GDS packers be fixed by the Sub Divisional Inspector for strict adherence.

11.	Chapter -5	5.20.5	The engagement of GDS packers in larger offices like LSG/HSG be avoided and Department may consider creation of justified multi-skilled Group C posts. Creation of new posts will however be subject to existing instructions and orders on the subject.
12.	Chapter -5	5.22.1	There is a need to conduct a work study of the Group 'D' in Mail offices and Transit Mail offices. It is possible to lay down standards for the indoor work performed in Mail offices and Transit Mail offices. As regards Mail exchanges, conveying the bags over platforms, waiting time for exchange of mail and actual time of exchange, guide lines could be worked out depending on the number, type of exchanges, number of bags exchanged and this area of work could be adjusted as per actual observation in different Mail offices and Transit Mail offices. Such a fixation of standards will broadly take into account the Group 'D' assistance required at various times and will reflect the changing traffic needs from time to time.
13.	Chapter -5	5.22.2	The requirement of Group 'D' and part time engagement to cope with bunching of exchange and train arrival/departure requires to be carefully assessed and part time staff component managed from casual employees for limited extra need of manpower at peak hours. GDS which is intended for operating rural postal system needs to be phased out from Mail offices which are mostly located in urban areas. This work may be managed by normal Group 'D' or part time staff as the case may be.
14.	Chapter -5	5.22.3	The GDS Mailman be treated as a wasting group in RMS.
15.	Chapter -5	5.22.4	The engagement of GDS in unapproved categories like Sweeping, Gardening, Rest House Attendants, Call boys, Box boys, Waterman be given up immediately. There is no justification to have GDS Mailman engaged for non operative work in RMS. These GDS Mailmen who are presently engaged in non operative duty should immediately be shifted to operational areas.
16.	Chapter -5	5.22.5	The Department may examine the duties that can be entrusted to the multi skilled group C and separation of nature of duties pertaining to group D work. All the future recruitments be made in multi skilled groups 'C' posts. The Department may examine managing the house keeping functions and duties of the nature of group 'D' through alternative means. An exception however needs to be made for absorption of temporary status group 'D'.
17.	Chapter -6	6.11.1.	There should be no ED Sub offices both in urban and rural areas

18.	Chapter -6	6.11.2.	The existing offices in the urban areas should either be closed or upgraded to departmental Sub Post offices based on statistical and financial justification.
19.	Chapter -6	6.11.3.	In case the EDSOs in urban areas are not justified for upgradation, the Department may consider their closure by providing alternate arrangement for provision of Postal services.
20.	Chapter -6	6.11.4	Existing ED Sub offices in rural areas should either be converted into EDBOs or upgraded into departmental SOs if justified by norms.
21.	Chapter -6	6.11.5	On down gradation, the existing incumbent working in the post of EDSPM may be placed in the TRCA corresponding to 5 hours workload of GDS BPM and his allowances paid as GDS SPM be protected.
22.	Chapter -6	6.11.6	The downgraded EDSPM will earn the future annual increase if the workload of the downgraded EDSO assessed on revised norms reaches 125 points per month in point system.
23.	Chapter -6	6.11.7	The protection will be limited to existing incumbent only. If he relinquishes the post, for any reason, the TRCA of the new incumbent will be fixed as per workload of ED BPM in point system.
24.	Chapter -7	7.14.1	<p>The following services and products need to be covered while defining the Universal Service Obligation in the rural areas as provision of these services by other players is non existent or not available upto the desired level:</p> <p><u>Product/Service</u></p> <ol style="list-style-type: none"> a) Postcard/Letter card/Letter/Packet b) Parcel c) Blind literature d) Newspapers & Periodicals e) Registration f) Acknowledgement g) Money order upto Rs. 5000/- h) Bill Payment facility i) Government services and Insurance services <p>The above products and services are considered necessary to be provided to enable fulfilment of social role of the Post office in rural areas.</p>
25.	Chapter -7	7.14.2	The Committee recommends for review of the existing rural Branch post offices, to ensure satisfaction of distance condition. The distance should be radial distance but not distance by road, and such distance should be based on the digital map or certified by State Government authority and to rationalise identified Branch Post offices (which are opened in contravention of the distance norm) to places where justification exists on present norms. The XI Five Year Plan provides for

			opening of 3000 Branch Post offices and 10,000 Retail outlets. The opening of the new Branch offices where justified may be either by relocation or through Franchisee / Outreach arrangements.
26.	Chapter -7	7.14.3	Digital maps in multi-layer format be got prepared to locate the Post offices with required data base attached to them, in order to locate areas which are deprived of postal facility and need to be provided such facility. This can lead to a rationalisation of Post offices and a more efficient use of resources.
27.	Chapter -7	7.14.4	Panchayat Sanchar Seva Kendras have been the low cost option for expanding the rural postal network in rural and remote areas to provide basic facility in Gram Panchayat Head Quarters without a Post office. There is need to take a comprehensive look into Postal Planning including provision of facilities at Panchayat Sanchar Seva Kendras.
28.	Chapter -7	7.14.5	<p>Extension of postal facilities are suggested in the following cases. This can be through Franchisee/Outreach arrangements.</p> <p>(i) Head quarters of village Panchayat where there is no postal outlet at present and there is no Post office in the Panchayat area which can be shifted to the GP Headquarters.</p> <p>(ii) Locations where PSSKs are now functioning subject to the condition that there is no Postal facility in any of the villages under the Panchayat. If there is already a Post office in any of the villages under the Panchayat, the Post office may be shifted to the Headquarters village and there will not be any need for any additional facility unless a postal outlet is justified for a village which is not the Headquarters of a Panchayat village separately. The area of operation in case of Panchayat can cover the entire Panchayat area along with villages coming under the Panchayat.</p> <p>(iii) Villages which fulfil all the three criteria, though not the Headquarters of a Panchayat.</p> <p>(iv) Villages which fulfil only two criteria of distance and population but not the income condition could also be considered for providing Postal services.</p>

29.	Chapter -8	8.12	The income formula for the BOs can be taken as follows.		
			1	Stamp Sales	83% of the stamp sales
			2	Unpaid postage realised	75% of revenue
			3	Commission on MOs issued	24% of revenue
			4	Commission on MOs paid	38% of revenue
			5	Commission on IPOs sold	40% of revenue
			6	Commission on IPOs paid	40% of revenue
			7	SB/RD transactions	Rs 41.28 x No. of live accounts/12
			8	RPLI premium collections	Rs 3.11 x No. of RPLI transactions per month
			9	Bills collection	Rs 3.11 x No. of bills collected per month
			10	Retail Post	25% of the revenue
			Of the total revenue 1% of the same can be added for other functions which cannot be measured and quantified.		
30.	Chapter -8	8.13	The present method of calculating the cost may continue to be adopted with the following changes. In the present formula, an amount of Rs.2 is added as indirect overhead charges to the cost of the BO. This indirect overhead charge was prescribed in 1982 and the Cost index has gone up by 22.82 times during the last 26 years. There is a need for revising the indirect overhead charge taking into account the present over head costs. Pending a detailed study, it is suggested that the formula adopted by Shri M. P. Rajan to take 1% of the total cost as indirect overhead charges on ad-hoc basis may be adopted and a detailed review taken up for fixing the over head charges.		
31.	Chapter -8	8.18	Rationalisation of the establishment in the Branch Post office be undertaken in tune with the traffic needs subject to fulfilment of universal service obligation in respect of delivery/collection of mails in rural areas. Carrying out simultaneous review of establishment of Sub office and its Branch offices for identifying surplus posts and to utilise them in needy areas is recommended.		
32.	Chapter -9	9.16.1	The workload of GDS BPM may continue to be assessed by the existing method of Point system with modifications suggested for cash handling and stamp sales.		

33.	Chapter -9	9.16.2	The BOs be generally kept open for a minimum of 3 hours. The working hours of BOs may range from 3 hrs to 5 hrs based on work load. The Branch Postmasters may be entrusted with delivery/conveyance work or both where the work load of the BPM is less on payment of combined duty allowance. Further retention/creation of any additional posts in the BO be subjected to work load and financial viability of the BO as criterion.
34.	Chapter -9	9.16.3	The time factor applicable for PLI can be adopted for RPLI Premium Collections and Bills collection.
35.	Chapter - 9	9.16.4	For NREGS transactions, Old Age Pension Payments through SB accounts, the present norm for SB Transactions may be adopted.
36.	Chapter -9	9.16.5	For cash handling, handling of Rs.20, 000 per month may be fixed for earning one point of work load per month. All receipts and payments viz. Money Order, SB/RD/TD deposits/withdrawals, RPLI/PLI premium collections, bills collection, bills paid may be included towards cash handling. The cash received and remitted to Account office may be excluded since the BPM is given a credit of 14 points for accounts and mails work which includes preparation of accounts, verification of balances and checking of the contents of BO bag received or sent.
37.	Chapter -9	9.16.6	For stamps sale, the norm may be prescribed at Rs. 60/- stamps per month to earn one point purely on adhoc basis. The Department may take up work study for fixation of new norms for workload of Branch offices.
38.	Chapter -9	9.16.7	The Committee also recommends that the workload of the Branch Postmaster be reviewed at the end of every calendar/financial year. For this purpose a statement be introduced for submission at the end of every month to the divisional office which should contain statistical information on all the inputs required for assessment of the workload except handling of unregistered articles. The information received from the Branch Postmasters may be posted in a prescribed register BO wise at the Divisional office. At the end of calendar/financial year the statistical inputs should be consolidated to arrive at monthly average and for assessing workload in respect of the accountable articles. In regard to unregd articles the information can be either taken from inspection report or be obtained from concerned Account office for 2 working days in the middle of the week. This entire process is to be completed in the month following end of the calendar/financial year and the revision if any is to be given effect from the first day of following year.
39.	Chapter -9	9.16.8	The workload of GDS Mail Deliverer / Mail Carrier may be calculated by Cycle Beat formula wherever the beats are Cycleable. In case of distances which are partly

			Cycleable the Cycleable distance be calculated on cycle beat rate and the foot beat on foot beat rate.		
40.	Chapter -9	9.16.9	The distance traversed for delivery work in main village with a population of less than 5000 be fixed at 3 kilometres and in fairly big villages with a population of more than 5000, the distance in cusba may be fixed at 5 kilometres. The actual distance between the BO village and attached villages by shortest route be taken for workload purpose.		
41.	Chapter -10	10.37.1	The TRCA for various categories of GDS is recommended as below		
			Category of GDS	Scale proposed	Annual Increase
			GDS SPM	Rs. 4575-85-7125	Rs. 85
			GDS BPM	Rs.2745-50-4245 (3hours work/upto 75 points)	Rs. 50
				Rs. 3200-60-5000 (3hrs.30 min /upto 87.5 points)	Rs. 60
				Rs. 3660-70-5760 (4 hrs./upto 100 points)	Rs. 70
				Rs. 4115-75-6365 (4hrs.30min /upto 112.5 points)	Rs. 75
				Rs. 4575-85-7125 (5 hrs./upto 125 points)	Rs .85
			GDS Mail Deliverer / GDS SV	Rs. 2665-50-4165 (upto 3 hrs. workload) This will be applicable for future engagements and present incumbents will continue to be paid for a minimum of 3 hrs. 45 min.	Rs. 50
				Rs. 3330-60-5130 (more than 3 hrs. and upto 3 hrs. 45 Min)	Rs. 60
				Rs. 4220-75-6470 (more than 3 hrs. 45 min workload)	Rs. 75
			GDS Mail Carrier / PKR./Mail Man	Rs. 2295-45-3695 (upto 3 hrs. workload) This will be applicable for future engagements and present incumbents will continue to be paid for a minimum of 3 hrs. 45 min.	Rs. 45
				Rs.2870-50-4370 (more than 3 hrs. and upto 3 hrs. 45 min of workload)	Rs. 50
				Rs. 3635-65-5585 (more than 3 hrs. 45 min of workload)	Rs. 65

42.	Chapter-10	10.37.2	The office maintenance allowance is recommended to be revised to Rs 100 per month for GDS SPM/BPM.
43.	Chapter-10	10.37.3	The rate fixed by Finance Ministry for payment of Cycle Maintenance allowance may be adopted for GDS. The Committee recommends that the condition of minimum requirement of 10 Kms may not be insisted upon and all the GDS MD/MC may be paid CMA if the track is Cycleable.
44.	Chapter-10	10.37.4	The Boat allowance may be fixed by the Circles taking the actual charges paid into account subject to a maximum limit of Rs 50 per month
45.	Chapter-10	10.37.5	The allowances for BPM for remitting cash may be prescribed at Rs 50 including transportation cost and for taking an escort, the extra reimbursement of Rs 25 may be paid and grant of this allowance is subject to conditions prescribed in para 10.20
46.	Chapter-10	10.37.6	The FSC for GDS SPM/BPM may be revised to Rs 25 per month and for other categories of GDS doing delivery work the FSC may be revised to Rs 10 per month
47.	Chapter-10	10.37.7	The Combined Duty allowance may be revised to Rs 500 for each item of work for the GDS BPM. In cases where BPM is attending to delivery in the BO village only it may be limited to Rs 250 per month. As regards conveyance, the BPM entrusted with exchange with MMS or train, such compensation be limited to Rs 250 per month.
48.	Chapter-10	10.37.8	The GDS Mail deliverer or Mail carrier are at times attached the additional duty of another post due to various reasons. This is generally for a limited number of days. In such cases, they may be paid compensation @ Rs. 25/- per working day against the existing Rs. 75/- per month.
49.	Chapter-10	10.37.9	Constitution of a committee for verification and checking of TRCA fixed is recommended.
50.	Chapter-10	10.37.10	The revised TRCA be made effective from 01-01-2006 and all other allowances may be made prospective from the date of issue of the orders. The arrears of TRCA may be paid in two instalments of 40% and 60% each spread over two financial years.
51.	Chapter-10	10.37.11	There is a need to evolve different wage structure based on consolidated allowance and incentives to generate higher level of transactions in the rural Post offices. The Department may consider evolving a system which will incentivise the person engaged in the rural network and such a change may be considered for future engagement of GDS.
52.	Chapter-10	10.37.12	The payment of TRCA may be made through Savings bank accounts.

53.	Chapter - 11	11.9	The Government may explore the possibility of a specific survey to construct a separate cost index based on the consumption basket in rural areas through National Statistical Commission. Till such time a separate index is constructed for rural areas, the Department may continue to use the existing AICPI (IW) for estimating the DA and compensate the GDS for increase in cost of living.			
54.	Chapter - 12	12.15.1	As recommended by the Pay Commission the bonus may be calculated with reference to productivity as measured by the % of increase in revenues vis-à-vis the staff expenses as compared to the base year with suitable correction to technology where adopted.			
55.	Chapter - 12	12.15.2	Till such time a new PLB formula is worked out, the ex-gratia for Gramin Dak Sevaks may be calculated by limiting the average TRCA plus D.A to 50% of the ceiling fixed to lowest category of departmental employees.			
56.	Chapter - 12	12.15.3	The Committee has suggested increase in the incentives for GDS engaged in BOs and EDSOs. When the Department decides to put in place increased incentives, this will be in the nature of PRIS as recommended by the Sixth Pay Commission in replacement of PLB.			
57.	Chapter - 13	13.6.1	The Committee recommends the revision of the existing rates of commission subject to detailed examination by the Department.			
					Existing	Proposed
			(1)	Net Savings Bank Deposits	2%	No change
			(2)	Recurring Deposit	Nil	1%
			(3)	Time Deposit 1-3 years	1%	No change
			(4)	Time Deposit 5 years	2%	No change
			(5)	Procurement of new RPLI business	Rs. 250/-per lakh of new business procured(for Endowment, AEA, Children's policies only)	Rs. 250 for whole life policies, convertible whole life policies and Rs. 400/- per lakh of new business procured (for Endowment, AEA, Children's policies)
(6)	Renewal RPLI Premium Collections	1%	2%			
58.	Chapter -14	14.7.1	The existing nomenclature of ex-gratia gratuity needs no change as the GDS are engaged on a part time basis and are not governed by the CCS (Pension) Rules 1972.			

59.	Chapter -14	14.7.2	Ex-gratia gratuity may be granted at the rate of half month's basic allowance for each completed year of continuous service earned on the basic allowance drawn before discharge from service subject to a maximum of Rs 60,000/- or 16 ½ months basic TRCA calculated at the rate of half a month's TRCA for each completed year of service whichever is less	
60.	Chapter -14	14.7.3	The eligible minimum period for entitlement of ex-gratia gratuity may be reduced from 15 years to 10 years.	
61.	Chapter -14	14.7.4	Leave without allowances of 30 days or more at a time be deducted from the total eligible service. However cases of leave availed without allowances for 30 days or more due to genuine prolonged illness may be condoned by the Head of circle on the recommendations of a committee constituted for this purpose.	
62.	Chapter -14	14.10.1	The Committee recommends that the rate of monthly subscription and amount of insurance cover under the Extra Departmental Agents group insurance scheme 1992 be increased as under:	
			Rate of Monthly Subscription (for all categories of GDS)	Insurance Cover
			Rs. 50	Rs.50,000
63.	Chapter - 14	14.10.2	A detailed review of the current mortality rate with a view to revise the apportionment between savings and insurance fund needs to be under taken.	
64.	Chapter - 14	14.10.3	The Department may devise an appropriate machinery for periodical review of the mortality rate and adjustment of apportionment ratio.	
65.	Chapter - 14	14.14.1	The Severance amount payable at present may be revised to Rs. 1500/- for every completed year of service subject to a maximum of Rs. 60,000/-	
66.	Chapter - 14	14.14.2	The eligible period of service for grant of Severance amount may be brought down to 10 years as against existing 15 years	
67.	Chapter - 14	14.14.3	The Government may introduce a service discharge benefit scheme by making a contribution of Rs. 200 per month for the period the GDS is on duty. The fund may be managed by PLI Directorate or any other suitable agency to get adequate secure returns. The eligibility of service for getting benefits under Severance amount/Service discharge benefit scheme may be prescribed at 10 years of continuous satisfactory service.	
68.	Chapter - 14	14.14.4	The total accumulations payable at the time of discharge (including Severance amount if any) may be annuitised and monthly payments made. The monthly payments will be made to the GDS on discharge and in the case of death of the GDS while in service, to the surviving spouse of the	

			GDS at 50% of the monthly payment.			
69.	Chapter - 14	14.14.5	A GDS joining the new service discharge benefit scheme will be eligible for Severance amount at the rate of Rs. 1500 for every completed year of service as on the date of introduction of new scheme in addition to the new discharge benefit on the contributions made by the Department.			
70.	Chapter - 14	14.14.6	A GDS opting to continue with Severance amount scheme will be entitled to receive Severance amount @ Rs. 1500/- for every completed year of service subject to a maximum of Rs. 60,000/-, provided he has put in more than ten years of continuous satisfactory service.			
71.	Chapter - 14	14.14.7	The payments under the new scheme may be made eligible for Gramin Dak Sevaks who are discharged on rendering satisfactory continuous service and to the spouse of GDS who die while in service.			
72.	Chapter - 14	14.14.8	The Gramin Dak Sevaks whose services have been dismissed /removed for unsatisfactory work/misconduct will not be eligible for any payments under this scheme. The amount that would not be payable under this scheme either due to the aforesaid reason or due to ineligibility for any reason will be credited to the Government.			
73.	Chapter - 15	15.5.1	After evaluating the present schemes, the GDS Committee recommends the following proposed assistance under welfare schemes:-			
			Sl. No	Name of Welfare Scheme	Present Financial Assistance	Proposed Assistance
			1.	Immediate relief on death	Rs. 7,000	Rs. 8,000
			2.	Relief to the dependent of GDS who die while on duty due to any accident	Rs. 7,000	Rs. 8,000
			3.	Death due to attack by robbers terrorists, riots etc while on duty	Rs. 50,000	Rs. 1,00,000
			4.	Death due to attack by robbers terrorists, riots etc while not on duty	Rs. 10,000	Rs. 20,000
			5.	Death occurring due to enemy action in war or border skirmishes or action against militants, terrorists, extremists, etc.	Nil	Rs. 1,50,000
			5.	Funeral expenses.	Rs. 250	Rs. 500

			6.	Financial assistance in natural calamities	Rs. 750	Rs. 750
			7.	Nutritional diet to the GDS suffering from tuberculosis (a) Indoor treatment (b) Outdoor treatment	Rs.200 PM Rs.100 PM	Rs.400 PM Rs. 200 PM
			8.	Financial Assistance in case of prolonged and serious illness/major surgeries	Rs. 1500	up to Rs.5000
74.	Chapter - 15	15.5.2	The existing scholarship and book award scheme may be liberalised in respect of Gramin Dak Sevaks to cover upto two wards for grant of scholarships and book awards subject to condition for grant of the same.			
75.	Chapter - 15	15.5.3	50% of the welfare funds may be allocated to the welfare grants of Gramin Dak Sevaks in the circle.			
76.	Chapter - 15	15.5.4	The existing rates of scholarships and book awards which were fixed more than 10 years back may be suitably revised.			
77.	Chapter - 15	15.6.1	Department may examine introduction of a contributory insurance health scheme for in-patient treatment of Gramin Dak Sevaks through Government Hospitals/ Private Hospitals. The insurance premium may be contributed jointly by the Government and the GDS as fixed by the Government. The GDS and the spouse may also be covered under the health scheme without contribution from the discharged GDS.			
78.	Chapter - 15	15.6.2	Presently, discharged Gramin Dak Sevak do not get any assistance for medical treatment. It is recommended that the Welfare Fund Scheme may also be extended to the discharged GDS for providing financial assistance of inpatient treatment obtained from government hospitals as in the case of GDS in service. The financial assistance, however, be limited only to Gramin Dak Sevak and the spouse.			
79.	Chapter 16	16.14.1	To help female Gramin Dak Sevak to fulfill the role of maternity, she may be paid 3 months TRCA out of the welfare grant for the first two children, which will be limited to two confinements during the whole service.			
80.	Chapter 16	16.14.2	Financial grant shall not be admissible for medical termination of pregnancy (abortion, miscarriage and still births)			
81.	Chapter 16	16.14.3	Minimum service of one year be prescribed for being eligible for the financial grant in case of maternity leave.			

82.	Chapter 16	16.14.4	Women GDS Mail Deliverers and Mail Carrier may also be considered for lighter and stationary duties wherever possible before and after maternity.
83.	Chapter 16	16.14.5	The existing powers delegated to Divisional heads for grant of leave without allowance beyond 180 days for GDS for working against departmental vacancy of Postman/Group D may be extended to grant leave (with financial grant from welfare fund) for three months and for grant of leave without allowances for another three months during the period of confinement and thereafter, limited to two confinements only
84.	Chapter 16	16.14.6	Paid Leave up to maximum of 20 days in a year in place of 10 days Paid Leave in a block of Six months without accumulation is recommended.
85.	Chapter 16	16.14.7	In single handed Branch offices, Gramin Dak Sevaks will provide his/her substitute on his own responsibility during the Paid Leave period. The GDS will provide names of one or two persons who possess required qualifications for engaging during leave periods and such list will be approved by the appointing authority. The GDS will get prior sanction of leave from the competent authority. In the Branch Post offices having more than one hand, combination of duties may be resorted to for managing the work during the leave period. The person entrusted with the combined duty may be compensated at Rs 25.00 per day towards combined duty.
86.	Chapter 16	16.14.8	The Department may consider that all future engagements in leave vacancies/short term vacancies be managed by combination of duties and if such a course is not feasible, they may be managed by local arrangement unless it is decided to make a provisional arrangement after following the regular process of engagement and such local arrangement should not exceed 90 days. In long term arrangements, the temporary engagement will be subject to work load and financial justification of the office.
87.	Chapter 16	16.14.9	The present ceiling on availing leave without allowances upto 180 days in a period of one year either in a stretch or in intermittent intervals may continue.
88.	Chapter 16	16.14.10	The term appointing authority for GDS SPM/BPM may include Deputy Supdt of Post offices of postal divisions which are in charge of Junior Administrative grade officers. If the post of Deputy Supdt of Post offices is not available the term Head of the division should include JAG officer in charge of the division as appointing authority.

89.	Chapter 16	16.14.11	For all categories of GDS, it may be prescribed that they possess knowledge of regional language as evidenced by their having studied the regional language as a subject of study in matriculation or 8 th standard as the case may be.
90.	Chapter 16	16.14.12	The existing instructions below note II under Rule 3 which deals with terms and conditions of engagement may be separated and framed as Rule 3A with caption terms and conditions of engagement.
91.	Chapter 16	16.14.13	The existing Rule 6 of the conduct rules stating that the Sevaks are not eligible for pension and their eligibility for ex gratia gratuity and other amounts as may be decided from time to time may be reframed.
92.	Chapter 16	16.14.14	A separate conduct rule after existing Rule 5 about the applicability and payment of TRCA to the Gramin Dak Sevaks as may be decided from time to time based on the work load may be framed.
93.	Chapter 16	16.14.15	Failure to take up residence in the place of duty in respect of GDS SPM/BPM after engagement should be treated as violative of conditions of engagement of GDS and liable for disciplinary action under Rule 10 of the conduct rules requiring removal/dismissal. This clause should be incorporated in the letter of engagement. This should be clearly stipulated by reframing the existing instruction No (vii) below note II under Rule 3 of the conduct rules.
94.	Chapter 16	16.14.16	The transfer facility may be restricted only in the cases of women GDS getting married, surplus declared GDS provided alternate engagement at a different place and wards of deceased Gramin Dak Sevaks provided with engagement in a post away from his place whereby he cannot look after the interest of the family of the deceased. The transfer be restricted within the division subject to other conditions.
95.	Chapter-16	16.14.17	The Security for the GDS BPM/SPM may be revised to Rs. 25000 and for other categories of GDS it may be revised to Rs. 10,000. The security may be in the shape of Fidelity Guarantee Bond or National Savings Certificate. The present periodicity of yearly renewal of the FGB may be fixed in quinquennial block (once in five years) so that the required premium for five years block may be recovered and FGB obtained for full block at a time. In case of any fresh engagements in the middle of the block the FGB can be taken from the date of joining to the end of the block. The block can be fixed uniformly for five years for all. This increase in periodicity will reduce considerable work in the Head Post office.

96.	Chapter 17	17.3.1	The Committee observed that though operationally the present qualification of Matriculation prescribed for the GDS SPM/BPM is adequate, to provide for higher administrative efficiency in the context of new services that are likely to be introduced in rural offices and improvement in educational levels, preference may be given to the candidates with higher qualification of 10+2. No weightage need be given qualification higher than 10+2. There is also need to prescribe that the candidates should have knowledge in local language, as this will be essential for functioning of the BPM.
97.	Chapter 17	17.3.2	The Committee suggests that there may not be any relaxation in the minimum educational qualification for the wife of the deceased GDS while making compassionate appointment as BPM/EDSPM and relaxation of educational qualification may however be considered for other GDS posts.
98.	Chapter 17	17.4.6	The existing recruitment procedure requires refinement and it should be clearly indicated in the notification about the provision of suitable accommodation on his own arrangement by the selected candidate and mandatory condition of taking up residence in the place of duty before taking up appointment. Similarly in the letter of engagement, the appointing authority should clearly intimate that any failure to take up residence in the place of duty would be violative of the conditions of engagement and liable to be proceeded under Rule 10 of GDS (Conduct and Employment) Rules, 2001 and the note II (vii) below Rule 3 of the Conduct rules may be modified to this effect.
99.	Chapter 17	17.6.1	The Committee suggests that preference may be given to the persons who are within 45 years for general category and giving age relaxation to SC/ST/OBC candidates as applicable. However where the candidates within the suggested age group are not available, relaxation in age condition may be allowed for engaging the GDS subject to his being found fit and fulfilling all other conditions for engagement as GDS.
100.	Chapter 17	17.8.1	Keeping in view the need for efficient discharge of duties and also that an increase in the benefits/ payments on discharge of GDS are now being suggested, the age of discharge of GDS be fixed at 62 years against present age of 65 years. With this, there will be one time extra outgo of cash disbursement towards ex-gratia gratuity and Severance amount The Department may effect this change in a phased manner over a period of 3 years.

101.	Chapter 17	17.12.2	A selection committee may be constituted at the Divisional level for recruitment to all the GDS posts that are needed to be filled up once in a quarter as detailed in this para.
102.	Chapter 17	17.14.1	Induction training for GDS BPM be made inclusive and the period increased to two weeks through a qualified trainer. Provision also be made for training of any new products introduced and refresher training at suitable intervals.
103.	Chapter 17	17.14.2	The period of training of GDS MD may be increased from 3 to 5 days. The training may include marketing of services like SB, PLI, RPLI and Bills collection.
104.	Chapter 17	17.26	<p>It needs to be made clear in the Group 'D' recruitment rules that recruitment to Group 'D' is a direct recruitment and GDS are given preference over outsiders in recruitment.</p> <p>1.1 The multi skilled Group 'C' Posts be filled up from outsiders through a recruitment examination. However, preference may be given to the extent of 75% to GDS and 25% to the eligible Casual labourer recruited before September 1, 1993.</p> <p>1.2 The Gramin Dak Sevaks upto the age of 50 years having matriculation qualification and who have put in 5 years continuous service may be allowed to take this examination.</p> <p>1.3 In respect of Casual labourer, they should fulfill the educational qualification of matriculation and should have been recruited initially through employment exchange and governed by the orders of DOPT for relaxation in this regard. The examination will be based on requirement for proper discharge of Group 'C' duties which will be identified by the Department.</p> <p>1.4 The duties which are of Group 'D' nature may be managed by other means.</p> <p>1.5 In order to maintain to local character of employment, the multi functional Group 'C' may not be allowed transfer from the Division or Unit to which they are recruited. The existing provisions of Rule 38 of Vol. IV be modified to this effect.</p>
105.	Chapter 17	17.26.2	It is recommended for modifying the present recruitment rules for Postman/mail guard categories. 25% of the vacancies may be filled up through multi functional Group 'C' candidates with matriculation qualification upto the age limit of 50 years on the basis of merit in a common examination. Out of the balance of 75% of the vacancies, 50% of the outsider vacancies the GDS may be given preference over the outsiders. The Gramin Dak Sevaks with matriculation qualification with 50% of marks, and who have put in 5 years of satisfactory

			<p>continuous service and upto the age of 45 years (retaining the existing age relaxation for SC/ST and OBC candidates) be permitted to take the examination. The remaining 25% of the vacancies may be filled up through outsiders with matriculation qualification with 50% of marks and upto the age limit of 18-25 years. All these candidates should have studied Matriculation with state language as one of the subjects.</p> <p>2.1 The examination should be for testing analytical ability, arithmetical ability and data entry on computers. The minimum qualifying marks for multi-skilled Group C candidates and GDS candidates may be prescribed at 45% in each paper and for the outsiders the qualifying marks in each paper be prescribed at 50%.</p> <p>2.2 The unfilled vacancies if any, in 25% of quota to be filled up through multi-skilled Group C through examination may be added to 50% of GDS quota to be filled up through GDS on merit. The unfilled vacancies of 75% quota (of multi-skilled Group C & GDS) if any be filled up through meritorious GDS of other Postal Divisions in the place/region. If vacancies still remain unfilled, they may be added to 25% outsider quota for the division.</p> <p>2.3 In order to maintain local character of employment recruited from the quota of outsiders and the postmen selected from multi functional Group 'C', they may not be allowed transfer from the division or unit in which they are recruited. The existing provision of rule 38 of Vol. IV be modified to this effect.</p> <p>2.4 For providing transparency, the examination be supervised by an officer not connected to the recruitment division. Similarly, a committee consisting of Divisional head and Supdt. of Post offices of neighbouring division co-opting ASP Headquarters be constituted for opening the answer script bundles, tabulation and announcement of the results.</p> <p>2.5 The unfilled vacancies of 75% quota (of multi-functional Group C & GDS) if any be filled up through meritorious GDS of other Postal Divisions in the place/region. If vacancies still remain unfilled, they may be added to 25% outsider quota.</p>
106.	Chapter 17	17.26.4	The Recruitment to Postal Assistant/Sorting Assistant could be 75% by direct recruitment and 25% by promotion through a Limited Departmental Competitive Examination. GDS may be allowed to compete for the unfilled vacancies of departmental quota in the examination subject to

			<p>(a) Their possessing the minimum educational qualification of 10+2 Standard Senior Secondary (excluding Vocational Streams) and have put in a minimum service of 5 years.</p> <p>(b) Only those Gramin Dak Sevaks shall be eligible for being considered who have secured marks, not below the marks secured by the last direct recruit selected in the previous recruitment of the relevant category as the case may be for, Scheduled Castes, Scheduled Tribes or Other Backward Classes or OCs.</p> <p>(c) They may be allowed up to 30 years of age (35 years for Schedules Castes or Scheduled Tribes communities and 33 years for other Backward Classes community) as on the crucial date fixed for the direct recruitment of the same year.</p>
107.	Chapter 17	17.26.5	<p>The term “substitute or provisional appointment” be changed as “substitute engagement or temporary engagement.” for engagement of GDS.</p> <p>5.1 Temporary engagement should not stretch beyond 90 days and any extension beyond 90 days should have prior approval of the Postmaster General.</p> <p>5.2 The temporarily engaged person may be paid consolidated allowance of the lowest TRCA applicable to the vacancy with DA thereon and not eligible for any other benefits other than the incentives provided for the engagement.</p> <p>5.3 The period for temporary engagement will not count for any purpose even if he is regularised subsequently by due process of selection.</p>
108.	Chapter 18	18.15.1	<p>In the light of the clarification issued by the Nodal Ministry, the instruction issued by the DG P&T in letter No 151-7/78-Disc II dated 29-06-1978 about the quantum of recovery of pecuniary loss requires to be modified.</p>
109.	Chapter 18	18.15.2	<p>The Committee recommends that the Department should provide a commensurate honorarium to the retired officers working as inquiry officers, depending on the complexity of the case. The Committee feels that such commensurate financial incentive will encourage many retired officers to undertake the job willingly. The Committee also recommends that the circles may draw a list of retired Group ‘A’ and Group ‘B’ officers who are willing to function as Inquiry Officers and communicate to the divisions for effective utilisation of their services.</p> <p>A Provision also exists for payment of honorarium to the Departmental officials functioning as IO / PO subject to</p>

			certain conditions. The Department may consider revision of the honorarium now currently paid and make it attractive so that the existing Department Officers take interest and initiative for quick disposal of the enquiries and submission of the IO reports.
110.	Chapter 18	18.15.3	The present amount of compensation (paid as ex-gratia) in case of put off duty for the First Ninety days may be retained in its present form.
111.	Chapter 18	18.15.4	Review may be under taken after three months, if enquiry is delayed due to reasons attributed to the GDS, ex-gratia may be reduced by 50% and if delay is not attributable to the GDS, the ex-gratia may be enhanced by 50%.
112.	Chapter 18	18.15.5	Under Rule 19 of GDS (Conduct & Employment) Rules, 2001, the revisionary power may be exercised by CPMG or PMG under whose jurisdiction the petitioner is engaged.
113.	Chapter 18	18.15.6	The review powers are with President under Rule 20 of GDS (Conduct & Employment) Rules, 2001. Time limit for preferring the review petition may be fixed as two years from the date of issue of appellate order or revision order sought to be reviewed.
114.	Chapter 18	18.15.7	A new Conduct Rule 29 (A) may be incorporated by suitable amendment and modification in the existing GDS (Conduct & Employment) Rules, 2001 that "The GDS will not engage in any activity with any outside agency which will be detrimental to the Business of the Post office".
115.	Chapter 18	18.15.8	A Conduct Rule prohibiting the GDS from contracting another marriage may be framed.
116.	Chapter 18	18.15.9	The GDS (Conduct & Employment) Rules, 2001 may be renamed as "GDS (Conduct & Engagement) Rules."
117.	Chapter 19	19.5.1	A channel of correspondence to effectively address the problems of GDS at Divisional, Regional, Circle & Directorate levels needs to be ensured.
118.	Chapter 19	19.5.2	Formal meetings to discuss unresolved issues through correspondence be held once in 3 months at Divisional level, once in 4 months at Regional level and once in 6 months at Circle and Directorate level.
119.	Chapter 19	19.5.3	The cost of a substitute wherever it is necessary to engage be met from the Department upto 2 members for periodical meetings subject to the provision that the combination of the duties is not feasible.
120.	Chapter 19	19.5.4	The present periodicity of holding All India Conference may be revised to 3 years with a grace period of six

			months.
121.	Chapter 19	19.5.5	Formal regular meetings with Recognised GDS unions once in six months at Directorate Level with Member (P), as Chairman, the participation of concerned Dy. Directors General with Directorate (SR) as the convener be conducted. The unresolved issues in six monthly meeting with Member (P) if any may be placed before Secretary Posts for perusal and action as deemed necessary.
122.	Chapter 19	19.5.6	The Department may consider amending the existing Rule 4(d) (i) of EDAs (RSA) Rules, 1995 for the purposes of recognising second association. The existing percentage of 15% of membership may be revised to 30,000 verifiable membership.
123.	Chapter 20	20.5.1	<ol style="list-style-type: none"> 1. Getting the approval of Reserve Bank of India (RBI) for opening of account with any Branch of Nationalized Bank without minimum ceiling of annual turnover for opening of account with the banks. 2. Getting transactions of all Nationalized Banks in the circle for PO-Bank transactions. 3. Computerised reconciliation of information on daily basis of Bank transactions at Head Post Office level and passing it on to RBI and Nodal Branch of the Nationalized Banks. 4. Use of vehicles with provision of armed guard for movement of cash where specially required. 5. Authorising Branch Postmasters for obtaining/ remitting of cash exceeding the limits, needed with an escort wherever required.
124.	Chapter 21	21.3	<p><u>Location of the BOs :</u></p> <p>It is necessary to provide proper accommodation for Branch Post office at easily accessible place in the village. The Panchayat can be requested to provide accommodation for the Branch Post office near their office or in a suitable place where the public congregate for their other needs. The committee had observed that in some of the circles, the Panchayats had provided proper accommodation where the public congregate. Such an arrangement needs to be worked out on an All India basis to ensure provision of suitable accommodation by Panchayats. Where suitable Panchayat accommodation is not available, it needs to be ensured that BPM provides suitable accommodation for the Branch office.</p>
125.	Chapter 21	21.4	<p><u>Infrastructure Facility:</u></p> <p>A table, three chairs, a forms rack, a steel Almirah (full size) with locker, safe for keeping cash, digital weighing scale, literature pertaining to various products and services, book of BO Rules, leather cash bag, BO bags and forms and stationery for proper functioning of the Post Office need to be provided. Besides the BO needs to be</p>

			equipped with all necessary literature on Mail Services, Banking, Insurance, other financial services and new services provided in each of the BOs.
126.	Chapter 21	21.5	<u>Direct mail:</u> The Department may consider having a dedicated cell under BD to develop the area of Direct Mail. The data base can be utilised for marketing of various products like RPLI, savings bank, and recurring deposits internally and for marketing of products of other companies.
127.	Chapter 21	21.5	<u>Mails:</u> The Department should constantly monitor mail transmission and ensure delivery of all mail including speed post as per the norms fixed by the Department. The GDS committee during their visits observed that there is considerable delay to the public mail including Money orders. The committee, therefore, feels that the mail offices and the Transit Mail Offices (TMOs) should be properly staffed and monitored and there should be no transfer of mail and consequent delay. In case of shortage of staff, the work of the Mail Offices and the Transit Mail Offices (TMOs) may be efficiently managed through alternative incentive systems.
128.	Chapter 21	21.8	<u>Measures to improve the service level in payment of Money orders:</u> 1. Computerisation of BOs wherever there is a minimum level of transactions including MO payments. 2. Generating of SMS to payees when once the computerised system is in place. 3. Strict monitoring of MOs received for delivery from the time of receipt in SOs to payment in BOs. Checking of transit of MOs from date of booking to payment. 4. Physical verification of MOs paid along with monitoring customer level of satisfaction. 5. Checking of inward complaints received in PG Cell of Divisional office. 6. Supply of cell phones to the Branch offices to enable customers to be in touch and also enable the SDIs/SPMs and Divisional Superintendents to constantly monitor any deviation in the service level. 7. The mobile phones may be operated in a closed group system with Sub Post office, Head office, Sub Divisional Inspector, Divisional office, Regional office etc. 8. The public be enabled to get in touch on mobile phone with Branch Post office in respect of any query relating to service and all these conversations on mobile phone may be recorded in an IP address in the central computer at the divisional level for analysis. 9. To ensure payment of money orders in time correctly to the payees, all the postal users in the villages can be

			<p>supplied with biometric cards which can be multi purpose cards for all postal transactions. Such cards can be funded as co-branded cards with other users like State Government and Banks. This system of introducing such cards will go a long way in providing efficient services in the rural areas and also cut down paper work. This will also reduce the cost of operations by reducing the checks at the higher levels in the system.</p> <p>10. Same biometric card which has been proposed for Money order payment could be utilised for all financial transactions of the Post offices like Savings Bank, Recurring Deposits, RPLI, Bills collection and operating as an ATM card for receiving payments.</p> <p>The delay in the transmission of Money orders can be overcome by switching over to the electronic transmission of Money Orders. This presupposes that all the delivery Sub Post offices are computerised and the cash arrangement in the Branch Post office is strengthened adequately.</p>
129.	Chapter 21	21.9	<p>3. <u>Extension of NSC/KVP sales to BOs Savings Bank:</u> With the improvement in the economy `Heads of Circles should examine the desirability of authorising issue of certificates in Branch Post office by way of issue of preliminary receipts and certificate being delivered next day after receipt from the Sub Post office.</p> <p>4. <u>Revision of SB withdrawal power of BPM:</u> Presently, the limit of Rs. 2000/- is in operation for immediate withdrawal by the BPM from a savings bank account. Keeping in view the erosion in the value of money and also the public demand for enhancing the limit of withdrawal, the independent power for Branch Postmaster may be enhanced to Rs. 5000/- for withdrawal.</p> <p>5. <u>Computerisation of BOs for SB operations:</u> Computerisation of Branch offices needs to be taken up on a massive scale to enable better accounting of transactions and efficient management of Savings Bank. This coupled with introduction of biometric cards which can also function as ATM cards will enhance the public facility in availing Savings Bank transactions.</p>
130.	Chapter 21	21.10	<p><u>RPLI operations:</u> The computerisation needs to be expedited in order to make the RPLI operations efficient and cost effective. The public also will be able to get a better quality of service when once all the departmental post offices are computerised and networked. In addition to, the computerisation of departmental offices, there is need to provide point of sale terminals to Branch Post offices for</p>

			the all transactions of the BOs including RPLI. This will considerably bring down the cost of operation in RPLI and also lead to a much higher level of satisfaction for servicing of insurants. There is need to market RPLI in a much better manner. RPLI scores over similar Insurance products. It is offered by a trusted Department like Department of Posts with a strong presence in rural areas. The premium is lower and bonus is higher. However, the variety and flexibility that is offered by other Insurance companies is lacking. During Public Survey conducted by the GDS Committee, the Public desired unit Linked Insurance Policies and Pension Policies to be introduced by the Department. The Department should quickly move in the direction of improving the service quality and offer a greater variety of products needed by the public.
131.	Chapter 21	21.11	<u>Bills collection:</u> Supply of computer to all the Sub Post offices and hand held Computers or PCs at Branch Post office will greatly enhance the present service facilities to the public in collecting a variety of bills.
132.	Chapter 21	21.12	<u>NREGS:</u> This scheme has to be seriously pursued in all the circles in a manner that leads to greater transparency in operation and cost effective implementation. The point of sale terminal has been implemented by the State Bank of India for its account holders in remote locations through the rural Post offices. The Department should quickly move in the direction of computerisation of the Branch Post offices wherever there is need for transactions like NREGS and also integration of all the transactions of the BOs adopting technology which has already been implemented. It is not possible to implement a scheme like NREGS in manual system. The Department needs to quickly adopt a proper computerised system for implementing NREGS. The problems like shortage of forms and stationery and the funds required for printing of the same, cash management of Post offices, provision of staff support at all levels with computerisation of all Branch offices is vital to the success of NREGS scheme and these issues need attention at the highest level in the Department.
133.	Chapter 21	21.15	The Department has been trying to move to a Central Base data management system with a single point data entry but has not been able to implement the system so far. There is an urgent need for the Department to implement this change process. All Sub Post offices in the country need to be inter-linked to a Central Data Base for generation of all the needed reports to reduce redundancy in so many points in the system. Implementation of

			computerisation in all the Branch Post offices which have minimum work load will produce dividends to the Department in as much as it will improve the efficiency and cost effectiveness of the transactions.
134.	Chapter 21	21.16	<u>Provision of Railway reservation through BOs:</u> One of the public demands has been that department should provide the facility of railway reservation at the Branch Post offices. The Post office supplied with computers/POS terminals can provide reservation facility.
135.	Chapter 21	21.17	<u>Sale of Recharge coupons of all mobile companies:</u> Another demand of the public has been that the BOs undertake recharging of mobile phones of various service providers. Once a mobile phone is supplied to Branch Postmaster, arrangements can be had with the service providers for authorising the BPM to recharge the mobiles through his cell phone. The BPM can also facilitate the public to use the mobile phone for making calls. The Department can also consider having a tie up with mobile companies to install GSM based coin operated mobile phones as has been done in some circles.
136.	Chapter 21	21.18	<u>Dissemination of knowledge:</u> The literature regarding dissemination of information relating to Health, Aids Control, National Literacy Programmes, various Government schemes for generating employment can be displayed free of cost in the Branch offices.
137.	Chapter -23	23.9	<ol style="list-style-type: none"> 1. Department may prescribe a separate citizen's charter for the Branch Post offices laying standards for various transactions done at Branch Post offices. 2. The Citizen's Charter and service standards have to be refined further after detailed discussions with the stake holders viz., staff, officers and members of the public. 3. The Department should provide transparent mechanism in payments under various services and the computerisation of Post offices can bring about transparency and accountability in rural Post offices. 4. Establishment of call centres with common toll free telephone numbers to enable the public to elicit information about all postal products and lodge complaints on service failures is recommended. 5. The Department may consider instituting consumer watch dog mechanism at National and circle levels to monitor adherence to service standards. An organisation similar to Ombudsman in Banks can be thought of to take care of the unresolved grievances of the public, overseeing the implementation of public expectations and maintenance of service standards.

138.	Chapter -24	24.12	<p>1. The Branch Post office should have good ambiance and provided with appropriate furniture and accessories to make the BO presentable. The GDS Committee recommends for supply of the infrastructural facilities detailed in para 24.3 of the report.</p> <p>2. The Committee recommends for extension of orders for supply of Identity cards to all the GDS in the country uniformly as one time measure and the Divisional Heads be delegated powers to issue and supply of laminated Identity cards with provision of a clip. The periodicity for renewal of the Identity cards may be prescribed once in five years.</p> <p>3. The Committee recommends to continue the supply pf umbrellas, gum boots and winter warm clothing like coat parkas, snow boots, snow goggles, head gear and water proof raincoats besides ensuring supply as per the periodicity.</p>
139.	Chapter -24	23.12	<p><u>Provision of Books:</u> The provision of the following books to the Post offices needs to be ensured:-</p> <ol style="list-style-type: none"> 1. Book of BO rules in regional language 2. Instructions for Mail Deliverers (in regional language chapter 13 of volume 6 part III.) 3. Literature on promotion of various small savings schemes 4. Literature on PLI and RPLI along with brochures and tables for calculation of premium 5. Book of information along with the latest postal tariffs <p><u>Revision of Book of BO Rules:</u> The Committee also recommends that the Book of BO rules be reviewed thoroughly and revised keeping in view the changes in operations.</p>
140.	Chapter -24	24.12.5	<p><u>Supply of Stationery:</u> The instructions provide for supply of ½ kg of black sealing wax for every half year and good quality carbon paper by the Postal Stores Depot. These instructions should be reiterated and enforced. If the PSD is unable to supply, the divisional heads should be empowered for procuring locally and arrange their supply to all the BOs ensuring good quality sealing wax and carbon paper. In the event of computerisation, the BOs need to be supplied with quality computer stationery.</p>
141.	Chapter -24	24.12.6	<p><u>Supply of Forms:</u> There should be a mechanism in the Regional and Circle office for a regular review of the stock position of all essential forms and action should be taken for their</p>

			replenishment either through Regional Forms Depot or by resorting to local printing. Under all circumstances, a stock equivalent to next six months requirement needs to be kept as a reserve. The Postal Stores Depot should be provided with adequate quantity of white printing paper along with required budget for undertaking local printing of forms required for Branch Post offices and other Post offices.
142.	Chapter -25	25.15	<p>1. The Accounts office supervisory checks over the Branch offices need to be made rigorous with proper training of the personnel posted as Sub Postmaster and PAs supervising Sub Accounts work. A compilation of checks on daily accounts and other preventive vigilance checks like sending of the list of accounts which have not been received for entry of interest, high value withdrawals etc, be prepared for ready reference and compliance.</p> <p>2. All the Departmental Sub offices need to be computerised to enable proper check of the functioning of Branch offices.</p> <p>3. Keeping in view the enlarged role of effectively supervising the BOs and improving the quality of services, providing adequate assistance to the Sub Divisional Inspector who has now only the assistance of Mail Overseers, the earlier recommendation of Savor Committee needs to be given a fresh look and posts of Assistant Inspector created in clerical cadre. If this is not found feasible for implementation a revised system for selecting young and meritorious persons to Mail Overseer cadre needs to be put in place.</p> <p>4. The Committee recommends that the Mail Overseer recruitment rules should be revised to induct competent personnel and a training programme should be introduced for the incumbents appointed as Mail Overseers under the existing setup till the Department is able to upgrade the posts to P.A. cadre.</p> <p>5. The Headquarters of the Mail Overseer should continue to be located at the Sub Divisional Headquarters and they should be given the work of visiting the BO in three quarters and Sub Divisional Inspector taking up detailed inspection in the fourth quarter. The Mail Overseers should be made responsible for the improvement of the Branch Post offices both in performance and financial viability. If the Department approves a revised system of recruitment for the existing Mail Overseers, they may be given a new role with a designation of rural postal supervisors.</p> <p>6. There is need to improve the supervision of the rural Post offices through meticulous supervision at the level of the sub division. Computerisation of offices of SDI will</p>

			<p>help in efficiently managing the network.</p> <p>7. There is need to take up a comprehensive review of the work of the Divisional Superintendents in the light of changes due to computerisation and introduction of new areas like Business Development, Technology Induction, Rural Postal Life Insurance.</p> <p>8. Introduction of call centres which will bring the quality of services into focus providing continuous feedback on the performance of the network and will help in improving the supervision over the network.</p>
143.	Chapter - 26	26.7	<p>At circle level while the Chief Postmaster General is responsible for efficient management of operations for the entire circle, the focus for rural operations may be entrusted to the BD group as a part of Business Development. In many circles the BD group is active and has been provided separate component of SAG & JAG Officers. At the circle level the needed attention to develop the business and partnerships in rural areas can be provided by the BD group. At regional level, the DPS be made responsible for rural operations with the urban operations entrusted to the PMG. While the PMG will continue to have overall responsibility for rural transformation, the Director will be mainly responsible for rural operations together with the other functions now entrusted to him. In circles where there is no separate BD group to provide focus, a set up under the CPMG can be created by diversion of posts. At the divisional level, assistance at the level of Deputy Superintendent/ Assistant Superintendent to pay exclusive attention in developing rural areas be provided. With the proposed strengthening of sub divisions by way of provision of Assistant Inspectors, the Sub Divisional level also will get needed strength to provide focus in rural transformation.</p>

Annexures

Annexure I

Demands of the AIPEDU on the issues relating to GRAMIN DAK SEVAKS

- 1 According status to the GDS as civil servants under the proviso article 309 and 311 of constitution
- 2 Change of nomenclature as Rural Postal Employee or Gramin Dak Karmachari
- 3 Departmentalization of the GDS posts having 5 hrs work or more by combination of duties and entrusting new innovative works
- 4 Introduction of elongated running pay scale for the GDS with annual increment @ 3% and they should be paid for hours of attendance and not only on the basis of work load
- 5 Providing weightage in fixation for the seniors
- 6 Full neutralization of dearness allowance and applying the DA formula of Departmental employees to GDS also
- 7 The Grand of HRA/CCA to the GDS in urban and unclassified areas
- 8 Extension of Transport allowance to the GDS also
- 9 Payment of OTA. TA,DA, Split duty allowance
- 10 Since 6th Pay Commission stipulated matriculation as the minimum qualification to Group C, The GDS with matric qualification should give pay scale as per the pay band one of the central Govt. employees
- 11 The payment of Gratuity as per Gratuity act 1972 and converting the present Ex gratia gratuity into Statutory Gratuity
- 12 Introduction of New pension scheme for GDS
- 13 Enhancement of existing ED GIS proportionately
- 14 Extension of encashment of leave to GDS
- 15 In respect of GDS selected as Post man/Group D, they need not be paid any severance allowance instead 50 % of the GDS service may be taken as qualifying

- service.
- 16 Date of discharge of GDS should be on the last working day of the month of discharge.
 - 17 Grant of 12 days EL, 10 days HPL and 05 days CL.
 - 18 Granting of maternity leave to women employees on par with departmental employees.
 - 19 Removal of the present Claus of ceasing to be a GDS if he avails 180 days LWA.
 - 20 Providing career progressions to the GDS in the running pay bands with benefits of fixation.
 - 21 Liberalisation of present syllabus for Postman Examination and to make it job required orientation.
 - 22 Provision of 20% quota in LGOs examinations for GDS.
 - 23 Coverage of GDS by CCS (CCA) Rules and conduct rules. Other wise the existing conduct and employment rules may be made statutory.
 - 24 Ex-gratia compensation during put off duty should be raised to 50% for first 90 days and revision from time to time by review.
 - 25 The present penalties should be classified to minor and major penalties.
 - 26 Prohibition on transfers should be removed and should be vested with Divisional head or Regional Head.
 - 27 The work load should be calculated on foot beat and idle weight should be taken for calculation of work.
 - 28 Incentive for adapting small family norm.
 - 29 Provision of uniform to the GDS doing out door duties and granting of washing allowance.
 - 30 GDS employees should be permitted to form cooperative credit societies and recoveries of dues from their pay should be allowed.
 - 31 Introduction of voluntary retirement to over come the problem of impractical application of combination of duties towards departmentalization.
 - 32 GDS mail man should not be engaged in urban and metropolitan cities and conversion of all GDS MM into Group D.
 - 33 Provision of work norms for all the duties done by the BPMs.
 - 34 Revision of Office maintenance allowance based on market rates 1000 in urban and

- 500 in rural areas.
- 35 Grant of Fan and festival allowance to GDS also.
- 36 GDS should be covered under medical attendance rules. Medical insurance should be introduced for the new recruits and the Department to bear the entire premium.
- 37 Extension of LDC facilities.
- 38 Full trade union facilities should be provided viz, availing foreign service, grant of special paid leave, allocation of seat in JCM, Affiliation with the federation at the choice of GDS union with out discriminating CCS9RSA) rules 1993.
- 39 Revision of recruitment rules for Mail guard in RMS.
- 40 Provision of risk allowance to the GDS against the threat of Naxalites and Dacoits .

II Demands of the Federation of National Postal Organisations on the issues relating to Gramin Dak Sevaks

- 1 To accord the status of civilian employees under the purview of article 311(1) of the constitution and to declare them as Group E and to provide all benefits.
- 2 The Educational qualification for GDS SPM/BPM may be fixed at 10+2 and no change for other categories.
- 3 The maximum age limit for entry be fixed at 35 years. The discharge age may be retained at 65 only.
- 4 The jurisdiction for recruitment should be limited to district and it should be from the candidate sponsored by employment exchange and there should be a selection committee at divisional level.
- 5 Provision of 2 to 3 weeks from the BPMs in postal training centers and also providing refresher courses on new packages and products.
- 6 The BPOs should be kept open for minimum for 4 hours. Provision of a separate scale of allowance for those doing combination of duties.
- 7 The allowances for EDMCs should be on the basis of actual working hours and not on the basis work load calculated by distance norm.
- 8 Increment should be @ 5% of the pay.
- 9 Provision of weightage to the seniors @ 1 increment at every 5 years of service.
- 10 Provision of 3 career progressions for every 10 years of service.
- 11 Protection of pay for the GDS on combination of duties or on deployment.
- 12 Removal of unfixed beat system.
- 13 Minimum educational qualification should not be insisted for GDS for becoming Postman on seniority basis.
- 14 Amendment of PA recruitment rules to make the GDS eligible to appear for the LGO examination of the same syllabus or a separate examination of the same standard by reserving 10% of LGO vacancies.
- 15 Grant of pension, Family pension GCRG, commutation of pension, GPF to the GDS.
- 16 The divisional head will be the pension sanctioning authority.
- 17 The terms put off duty should be scraped and re worded as suspension and pay

- substance allowance at 50%.
- 18 Expanding the minor penalty by adding 1. Stoppage of future increment, reduction to the lower stage, reduction to the lower TRCA and compulsory discharge as major penalty.
 - 19 The present sealing of 180 days for availing LWA may be raised to 240 days and powers for condoning periods of absence may be given to the appointing authority.
 - 20 The present OMA should be revised to 100-500.
 - 21 Payment of rent to BPM from 400-500 per month.
 - 22 Electricity charges for BO should be born by department.
 - 23 Provision of allowances proportionately to the GDS when detained, beyond their duty hours.
 - 24 Grant of HRA and CCA to all the GDS working in cities and urban areas.
 - 25 Revision of cycle advance to Rs 2000/-.
 - 26 Grant of festival advance to GDS.
 - 27 Provision of LDC once in 08 years.
 - 28 Idle weight should be taken into account for calculation of work load.
 - 29 Payment of split duty allowance @250 per month for one shift.
 - 30 Granting of loans to marriages and education purpose of GDS.
 - 31 Revision of present boat allowance.
 - 32 Grant of 15 days paid leave for half year 12 days CL, 10 days HPL for half year with provision for commutation.
 - 33 Department should provide medi care to GDS through medical insurance policies by paying the required premium In urban areas with CGHS facilities, GDS have to be covered.
 - 34 Provision of transfer liability and this power should be vested with regional PMG.
 - 35 Extending the scheme of compassionate appointments to the dependents of medically invalidated GDS.
 - 36 Group insurance premium may be revised to Rs 50/- to cover a risk of Rs 50000/-.
 - 37 Provision of identity cards to all GDS.
 - 38 EDSV post should not be abolished and they should be given some other work to

make up the deficiency.

- 39 The post of GDS MM in the RMS should be declared as a dying cadre and all the post should be declared as Group D.
- 40 Provision of better infrastructure to all BPOs like, chair, tables, Almirah etc.

III Demands of the BPEF on the issues relating to Gramin Dak Sevaks

- 1 Revision of emoluments of the GDS @ 3.9 times or as decided by the 6th CPC.
- 2 The present TRCA should be removed and it should be named as scales of allowance.
- 3 Provision of assured career progression on completion of 16 and 26 years of service.
- 4 Merger of 50% of DA as DP and payment of DA on the merged TRCA.
- 5 Provision of weightage to the GDS in fixation of their allowances by granting increments depending upon their service rendered.
- 6 Protection of pay in the event of down gradation or redeployment of posts.
- 7 Provision of separate scale of allowance for the GDS performing combined duties.
- 8 Grant of 12 days EL, 16 days HPL and 05 days CL in a year with the facility to commute the HPL on production of medical certificate.
- 9 Extension of maternity leave to women GDS employees.
- 10 Encashment of paid leave at the time of discharge.
- 11 Provision of transfer to the GDS employees with TA and DA benefits.
- 12 Providing detention allowance for the GDS MCs who are detained beyond their working hours.
- 13 Grant of HRA and CCA to the GDS for those working in urban and unclassified areas.
- 14 Revision of office maintenance allowance to Rs 200 in areas and Rs 300-500 in urban areas.
- 15 Revision of CMA to Rs 50/-.
- 16 Revision of cash handling allowances for remitting cash.
- 17 Payment of split duty allowance of Rs 100/- per month for GDS BPMs working in two shifts.
- 18 Provision of pension, Gratuity, Family pension and GPF to the GDS.
- 19 Revision of education qualification of GDS SPM and BPM to 10+2.
- 20 The revision of ex-gratia compensation on put off duty to 50%.

- 21 Scraping of the rule 16 of the GDS conduct and employment rules 2001 about with holding of the appeal with disciplinary authority.
- 22 Revision of Group insurance scheme to double the insurance cover.
- 23 To double the fixed stationery charge paid.
- 24 Relaxation of age limit for 5 more years for GDS to apply for un filled vacancies of LGOs examination.
- 25 To accord the status of the civil servants to the GDS and article 311(1) of the constitution and to give them the status of regular part time employees of the Department and extending the facilities on par with regular employees proportionately.

Annexure II

List of BOs visited by GDS Committee.

Sl.No	Circle	Division	Account office.	Name of PO visited	Date of visit
1	Andhra Pradesh	Nizamabad	Nizamabad HO	Lingampeta	03-08-2007
2	Andhra Pradesh	Nizamabad	Bhiknur	Rameshwarapalli	03-08-2007
3	Andhra Pradesh	Nizamabad	Bhiknur	Tippapur	03-08-2007
4	Andhra Pradesh	Nizamabad	-	Kamareddy HO	03-08-2007
5	J & K	Jammu	Bishna adda	Mian Kotlifatah	15-09-2007
6	J & K	Jammu	Jammu cantt.	Makwal	15-09-2007
7	J & K	Jammu	Khour	Kahrah	15-09-2007
8	J & K	Jammu	Jammu cantt.	Mandal	15-09-2007
9	J & K	Jammu	Jammu cantt.	Sohanjana	15-09-2007
10	Karnataka	Mysore	Bodhigam	Marthikyathanahalli	18-09-2007
11	Karnataka	Mysore	N.R.Mohalla	Rajeevanagara	18-09-2007
12	Karnataka	Bangalore city east	--	Morukolalu Franchised out let	20-09-2007
13	Haryana	Gurgaon	Nuh S.O	Ujina BO	6-10-2007
14	Punjab	Amritsar	Atari S.O	Dhode BO	12.10.2007
15	UP	Bareilly	Bareilly	Gulabnagar EDSO	12-10-2007
16	UP	Bareilly	Izahatnagar	Biharman Nagla	13-10-2007
17	West Bengal	Barasat	Rajarhat	Patharghata	16-10-2007
18	Tamilnadu	Vriddhachalam	Assanur	Eranji	13.11.2007
19	Tamilnadu	Sreerangam	Vallikondapuram	Thevaiur	13.11.2007
20	Tamilnadu	Pudukkottai	Kulathur	Ammachathram	14.11.2007
21	Tamilnadu	Pudukkottai	Neelakalaikottai	Nedungudi	14.11.2007
22	Tamilnadu	Karaikkudi	Pundripettai	Koratti	14.11.2007
23	Tamilnadu	Cuddalore	--	Chidambaram HO	16.11.2007
24	Tamilnadu	Cuddalore	--	Annamalainagar LSG	16.11.2007
25	Andhra pradesh	Vizianagaram	Srungavarapukota	Burra BO	27.11.2007
26	Andhra pradesh	Anakapalli	Achuthapuram	Duppatur	27.11.2007
27	Andhra pradesh	Srikakulam	Jalumur	Challavanipeta	28.11.2007
28	Andhra pradesh	Srikakulam	B.P.Varam	Parthivadapalem	28.11.2007
29	Orissa	Bhubaneshwar	Konark	Junei	29.11.2007
30	Orissa	Puri	Puri station road	Gopinathpur	29.11.2007
31	Orissa	Phulbani	Linepada	R.Nuagan	30-11-2007
32	Maharashtra	Pune Mofussil	Kamshet	Karla	20-12-2007
33	Maharashtra	Pune Mofussil	Kamshet	Malvali	20-12-2007
34	U.P	Meerut	Modipuram	Dulheda	06-01-2008
35	UP	Meerut	Meerut Cantt.HO	Muzaffarpur Saini	06-01-2008
36	Kerala	Aluva	Alangad	Panayikulam	17-01-2008
37	Kerala	Aluva	Alangad	Malliankara	17.01-2008
38	Kerala	Aluva	Aluva	Paravur MDG	17.01-2008
39	Kerala	Alappuzha	Cherthala	V.Jetty	18-01-2008

40	Kerala	Alappuzha	Alappuzha	K.Kulangara EDSO	18-01-2008
41	Kerala	Alappuzha	Alappuzha	Vadakkal	18-01-2008
42	Kerala	Alappuzha	Alappuzha	Nedumudi EDSO	18-01-2008
43	Rajasthan	Ajmer	Pushkar	Devnagar	16-02-2008
44	Rajasthan	Jaipur Mofussil	Sambar lake HO	Asalpur EDSO	18-02-2008
45	Assam	Guwahati	Bijoyagar	Rangamati	21-02-2008
46	Assam	Guwahati	Boko	Birpara	21-02-2008
47	Assam	Guwahati	Guwahati	Assam Sachivalaya MDG	22-02-2008
48	Uttarakhand	Dehradun	Raiwala	Haripur Kalan	23-02-2008
49	Uttarakhand	Dehradun	Dehradun HO	Sahasradhara	25-02-2008
50	Assam	Jorhat	Kamalabari	Noritoni	07-03-2008
51	Assam	Shivsagar	Bodhipura	Rongarghat	08-03-2008
52	Assam	Jorhat	Jorhat Research Lab	Borham Kottari	08-03-2008
53	North East	Meghalaya	Nonglyer	Mylliem-Syllai-U Lor	10-03-2008
54	North East	Meghalaya	Cherra Bazar	Mawkdok	10-03-2008
55	North East	Meghalaya	Umiam	Umktiah	11-03-2008
56	Assam	Guwahati	--	Saval Kurichi SO	12-03-2008
57	J & K	Jammu	Jammu HO	Muthi SO	20-03-2008
58	J & K	Jammu	Jammu HO	Industrial Estate SO	20-03-2008
59	J & K	Jammu	Jammu HO	Bhalwal	24-03-2008
60	J & K	Jammu	Jammu HO	Pargwal SO	24-03-2008
61	Andhra Pradesh	Nandyal	Uyyalawada	R. Jambuladinne	26/27-03-2008
62	Andhra Pradesh	Nandyal	Uyyalawada	Mayalur	28-03-2008
63	Karnataka	Bidar	Hoodgi	Madargaon	08-04-2008
64	Karnataka	Bidar	Chitguppa	Itga	08-04-2008
65	Karnataka	Bidar	Chitguppa	Kodambal	08-04-2008
66	Karnataka	Bidar	BG Jhira	Nawabad	08-04-2008
67	Karnataka	Gulbarga	Farhatabad	Firozabad	09-04-2008
68	Karnataka	Gulbarga	Farhatabad	Sirnoor	09-04-2008
69	Karnataka	Gulbarga	Farhatabad	Saradagi	09-04-2008
70	Karnataka	Gulbarga	Farhatabad	Naduwinhalli	09-04-2008
71	Karnataka	Channapatna	----	Ramanagara SO	11-04-2008
72	Karnataka	----	----	Channapatna Divisional office	11-04-2008
73	Bihar	Dharbanga	Muria	Loam	01-05-2008
74	Bihar	Dharbanga	Bharati	Kansi	01-05-2008
75	Bihar	Gaya	Bodhgaya	Amwan	02-05-2008
76	Bihar	Gaya	Bodhgaya	Bhalua	02-05-2008
77	Bihar	Gaya	----	Gaya Gaz. HO	03-05-2008
78	Madhya Pradesh	Vidisha	Salamatpur	Dimanganj	15-05-2008
79	Madhya Pradesh	Bhopal	Mangaldeep	Satalapur	16-05-2008
80	Himachal Pradesh	Shimla	Dhalli	Darbhog	31-05-2008
81	Himachal Pradesh	Dharamashala	Dharamashala cantt.	Dallake	02-06-2008

82	Himachal Pradesh	Chamba	Banikhet	Sudli	03-06-2008
83	Himachal Pradesh	Chamba	Sultanpur	Kajjar	04-06-2008
84	J & K	Srinagar	Marthand	Pithnambal	06-06-2008
85	J & K	Srinagar	SJ Kund	Batakote	06-06-2008
86	J & K	Srinagar	Magam	Kunzer	07-06-2008
87	Gujarat	Gandhi Nagar	Chandkhera Society Area	Sughad	25-06-2008
88	Gujarat	Gandhi Nagar	CRPF Campus PO	Lekvada	25-06-2008
89	Gujarat	Gandhi Nagar	Gujarat High Court PO	Lapkaman	25-06-2008
90	Gujarat	Khera Nadiad	Kanij	Lali	26-06-2008
91	Gujarat	Khera Nadiad	Kanji	Mahig	26-06-2008
92	Gujarat	Kachchh	RK Varmanagar	Matan Madha	27-06-2008
93	Gujarat	Kachchh	Ghaduli	Panindharo	28-06-2008
94	UP	Ghaziabad	Muradnagar	Duhai	12-10-2008

Annexure III

Meetings held with C.P.M.G./P.M.G./Unions/Fedarations

Ser No	Date of Meeting	Remark
1	31-07-2007	Discussion with Chief postmaster General and other officers of the Andhra Pradesh Circle.
2	02-08-2007	Discussion with Postmaster General, Vijayawada and interaction with Gramin Dak Sevaks in Guntur Division.
3	03-08-2007	Interaction with GDS officials of Kamareddy Head office in Nizamabad Postal Division.
4	17-09-2007	Discussion with Chief Postmaster General, Karnataka Circle, Postmaster General, Karnataka South Division and other officers of Karnataka circle.
5	18-09-2007	Interaction with Assistant Supdt of Post offices and IPOs undergoing in-service training at PTC Mysore.
6	19-09-2007	Meeting with 25 Gramin Dak Sevaks of Mysore, Mandya and Nanjanagud Postal Division at postal Training centre Mysore for ascertaining the view on various problems
7	13-10-2007	Discussion with SSPOs Amritsar in Punjab circle and other ASP/IPOs on the GDS issues.
8	12-11-2007	Meeting with Principle CPMG, Tamil Nadu Circle, Postmasters General Madurai, Trichi and Chennai City region, PMG (BD) and other officers in the office of Principle CPMG, Chennai.
9	13-11-2007	Meeting with Postmaster General Trichi region and other officers of Trichi postal Region.
10	14-11-2007	Discussion with members of the union of Karaikudi postal division in Tamil Nadu Circle at Korati BO and receipt of memorandum.
11	26-11-2007	Discussion with Postmaster General, Visakhapatnam and other officers.
12	29-11-2007	Discussion with Postmaster General, Berhampur Division and also holding the charge of Chief Postmaster General, Orissa Circle at Bhubneshwar.
13	19-12-2007	Discussion with Chief Postmaster General, Maharashtra Circle on the issues relating to GDS matters.
14	16/17-01-2008	Discussion with Chief Postmaster General, Kerala Circle, Postmaster General, Kochi and other officers. Discussion with the circle unions.
15	02-02-2008	Discussion with the Nodal Officers invited for training at PSCI Ghaziabad
16	18-02-2008	Discussion with Chief Postmaster General, Jaipur and other officers on the issues relating to Gramin Dak Sevaks.
17	22-02-2008	Discussion with Chief Postmaster General, Uttarakhand circle and other officers.
18	06-03-2008	Discussion with Chief Postmaster General, Assam circle and other officers
19	10-03-2008	Discussion with Chief Postmaster General, North Eastern circle at

		Shillong.
20	08-04-2008	Interaction with Gramin Dak Sevaks at Humnabad in Bidar Division of Karnataka Circle.
21	10-04-2008	Discussion with Principle Chief Postmaster General and other officers, Karnataka circle at Bengaluru
22	10-04-2008	Discussion with representative of Karnataka Circle GDS unions at Bengaluru.
23	30-04-2008	Meeting with Chief Postmaster General, Bihar Circle Patna, and other Group of officers at Patna.
24	30-04-2008	Discussion And Receipt Of Memorandum From The Circle Secretary, Bhartiya Postal GDS Union at Patna.
25	15-05-2008	Discussion with the Chief Postmaster General and other officers of Madhya Pradesh circle at Bhopal
26	31-05-2008	Discussion with Chief Postmaster General and other officers of Himachal Pradesh circle at Shimla.
27	31-05-2008	Discussion with Circle Union representatives on the Demands of the GDS.
28	05-06-2008	Discussion with Chief Postmaster General, Jammu & Kashmir Circle at Srinagar.
29	05-06-2008	Discussion with the representatives of the NUGDS of J&K circle.
30	25-06-2008	Discussion with Chief Postmaster General and other officers of the Gujarat circle.
31	19-09-2008	Discussions with Chief Postmaster General West Bengal Circle and Director PLI Kolkata.

1. Discussion with DDG (P) and Director SPN on various recruitment rules of Postman and Groups D.
2. Discussion with Costing on the Cost of operations of the Branch Post offices.
3. Discussion with Director (PLI).
4. Discussion with DDG (Plg) on access criteria.

Annexure IV

Details of meetings held with GDS representatives

Ser No	Date	Name of the Union
1	05-02-2008	General Secretary, All India Postal ED Employees Union
2	06-02-2008	General Secretary, National Union of Postal ED Employees
3	20-06-2008	Secretary General, Bharatiya Postal Employees Federation
4	04-04-2008	Secretary General, National Federation of Postal Employees and General Secretary AIPEDU

Acknowledgements

The task of the Committee has become manageable due to the extensive help received from the various quarters which I would like to place on record.

2 The Committee expresses its grateful thanks to Hon'ble Minister for Communications and IT, Government of India for his support and guidance.

The Committee expresses its gratitude to Hon'ble Minister of State for Communications and IT, Government of India for the deep interest taken on ED system and suggestions given for improvement.

3 In particular, the Committee would like to express its gratitude to the Hon'ble Members of Parliament, Members of Legislative Assemblies and eminent members of public for responding to the request of the Committee and offering their valuable suggestions for improvement of the working conditions of GDS and rural Postal system.

4 I would like to thank the Foreign Postal Administrations for responding to the request of the Committee in providing the information on existing system of Postal services in rural areas of their countries. The information helped the Committee to a large extent in knowing the working conditions and best practices adopted.

5 I would like to thank Smt. Sushama Nath who was Member Secretary, Sixth Central Pay Commission, Shri Dhirendra Swarup Chairman Pension Fund Regulatory Development Authority, Government of India, Smt. Rajni Razdan Secretary Department of Pensions and Pensioners welfare, Dr. Murali Krishna Advisor Planning Commission, Government of India for their valuable guidance.

6 The Committee is especially thankful to the Director General NSSO of Ministry of Statistics and Programme Implementation, Government of India for undertaking the socio-economic survey of the Branch offices and PSSKs. The NSSO did a splendid job and assisted in preparation of the schedules, training programme, supervision over the surveys, feeding of data, table generation, analysis, and writing of the report. Their analysis contributed to a better understanding of the socio-economic conditions of the ED system and this is the first time that NSSO has under taken a survey of this nature for the Department of Posts. I would like to thank the Director General, NSSO and all other officers of NSSO who were associated with the survey.

7 I would like to thank all the Gramin Dak Sevaks who responded overwhelmingly with their views and suggestions on various GDS matters. The Gramin Dak Sevaks had a free and frank exchange of their views during the field visits of the Committee. The responses from the GDS of different categories were useful.

8 The Committee is thankful to Secretaries General, NFPE, FNPO and BPEF and to the General secretaries All India Postal Extra departmental employees union, National union of Gramin Dak Sevak and Bharatiya postal extra departmental employees union for their views and suggestions on the terms of reference.

9 I am particularly grateful to former Secretary, Department of Posts Shri I. M. G. Khan, Ms. Radhika Doraiswamy present Secretary, Department of Posts, and Members of the Postal Services Board, and JS & FA (P) for their continued support and guidance.

10 I am particularly grateful to Shri R.R.Savoor, Chairman of third Committee on ED system, Shri S. Krishnan Secretary General, Free masons, Shri R. Ganeshan, and Dr. U.Srinivasa Raghavan, Smt. Jyotsna Diesh retired Secretaries Department of Posts, Shri. K. Diesh, Shri TR Sharma, Shri Harinder Singh, retired Members Postal Services Board, Shri P. K Chatterjee, retired CPMG West Bengal Circle and presently Administrative Member Hon'ble CAT Kolkata, Dr. K. B. Harikumar Nayar, retired Pr. CPMG Karnataka circle, Shri T. S. Govindarajan, retired Pr. CPMG AP circle, who gave their valuable suggestions on the improvement of ED system and provision of better facilities. They were of special help and assisted me to a great extent in analysing the issues.

11 I would like to convey my grateful thanks to Major General V. Sadasivam, VSM, Additional Director General, Army Postal Services for giving his valuable suggestions on ED system during his interactions with the Committee and also extending help to the Committee in the Secretarial work.

12 I would like to thank CGM PLI and their officers, Shri J. Panda Additional GM (BD) and Shri P.T.S Kumar, DDG Global Business, Shri K. K. Bhagat Director PLI Kolkata for providing their valuable suggestions on various issues and on RPLI. I am also thankful to Shri P.K. Gopinath, the then Director PSCI and Shri O.S. Veerwal Additional Director, Postal Staff College Ghaziabad for their help in organising the training of the nodal officers and also offering useful suggestions on GDS system

13 The Heads of Circle, Regional Postmasters General, Directors of Postal Services and other officers in the circles have extended co-operation by offering their valuable views and suggestions on improvement of rural Postal network and service conditions of GDS and also for furnishing the required information to the committee. Many of the senior officers have taken deep interest in the field visits of the Committee and offered very useful suggestions on the functioning of the system during personal interactions. They also assisted in conducting the study of EDSOs; GDS stamp vendors, GDS packer, GDS Mailman and also overseeing the NSSO survey on BOs and PSSKs, and also Public Opinion Survey. The inputs given by the circles have been of immense help for finalising the report. I would like to thank all these officers.

14 I am thankful to the nodal officers from circles who attended training on canvassing of schedules for socio-economic survey and for imparting further training to the field investigators in the divisions. They also gave lot of suggestions on the issues of GDS during the interaction held with them which were helpful for the Committee.

The Committee extends its thanks to all the Asst.Suptd. of Posts /Inspectors Posts in the divisions who worked as field investigators in collection of the information for socio-economic survey of the BOs and public opinion survey. The Committee extends its thanks to all the Divisional Suptd. of Post offices/RMS in co-ordinating the NSSO survey and other studies undertaken.

15 I found the assistance received from Shri A.K.Sharma, Secretary of the Committee to be of great help in organising the varied functions of the Committee. His professional knowledge has been invaluable and the report bears his imprint in a great measure. His assistance to the Committee has been praiseworthy.

I also like to place my appreciation on record for the valuable contribution made by Shri K.Rameswara Rao, ADG right from the beginning of the Committee and throughout the term. Despite limited assistance available to the Committee, Shri K. Rameswara Rao could raise to the occasion to fill the gap and helped in proper completion of the task.

16 Shri B.K.Sinha, Inspector Posts, Mrs. Uma Muthukrishnan, PA and Shri S.K.Mishra PA have rendered good assistance to the Committee. I am particularly thankful to W.O S. Ramachandran, APS and W.O. C. P. Binoy, APS who provided valuable assistance in the work of the committee. Miss Geeta Takkar and Miss Priyanjana Bagga, outsourced Data Entry Operators, also provided good assistance to the Committee.

17 The services of Shri K. Ravi Babu, Dy Director (Technology) Department of Posts were of great help to me. He volunteered for preparing programmes for feeding the data collected for Public Opinion Survey, EDSOs survey and provided the required tables and analysis. But for his help, the Committee would have found it difficult to complete the voluminous task. The Committee is thankful to him.