



PAKISTAN POST

پاکستان پوسٹ

ANNUAL REPORT

2022-23

PAKISTAN POST

Annual Report 2022-2023



Directorate General

PAKISTAN POST

Government of Pakistan
Islamabad - 44000

FOREWORD

It is with great pleasure to present the Pakistan Post Annual Report 2022-23. This report encapsulates the challenges and achievements over the past year.

This year Pakistan Post faced multiple operational challenges. On withdrawal of various agency services like Savings Bank and introduction of new cash management system by discontinuation of Letter of Credit facility, it was not easy for Pakistan Post to run the postal operations smoothly, which badly affected overall revenue generation. Remittance services being the premier services of Pakistan Post suffered a lot as well as the postal clientele faced inconvenience in receiving payments. It takes time to devise an alternate mechanism to meet the cash requirements for clearance of liabilities such as payment of money orders. Therefore, an alternate system was to be adopted.

This year, due to heavy rain and flood, the postal operation remained suspended in the areas of Sindh, Balochistan and Southern Punjab, and the post offices of the affected areas also remained closed. To restore the postal services and transmission of mail alternate arrangement were made to streamline the transmission of mail and postal services. The services rendered by the Postal employees in flood affected area were appreciated. Similarly, this brought new challenges for Pakistan Post in the realm of climate change

The year 2022-23 was marked by unprecedented national events as cited above. Despite the odds, the dedicated team of Pakistan Post at the Post Offices remained resilient, ensuring the continuity of essential postal services. Pakistan Post adapted swiftly to changing circumstances, serving our customers with unwavering commitment.

On discontinuation of various agency services like Savings Bank, Payment of Military Pension, Renewal of Driving and Arms Licenses, Renewal of Motor Vehicles Registration, Pakistan Post wholly depended on traditional postal services. Therefore, the commitment to excellence remains steadfast. Pakistan Post continued to enhance the services, streamline processes, and invest in modernization. The Post Office played a crucial role in connecting communities, facilitating commerce and supporting economic growth.

I extend my heartfelt gratitude to our employees, bulk users and walk-in customers. Your trust and support have been instrumental in our success. Together, we weathered storms and celebrated milestones.

As we step into the new fiscal year, we remain focused on innovation, digitalization, sustainability and customer centricity. Our vision is to be a beacon of reliability, bridging distances and fostering connections.

Thank you for being part of our journey. Your feedback and insights are invaluable as we continue to serve you better.

Director General



MISSION STATEMENT

Pakistan Post is committed to provide reliable and affordable domestic as well as international postal and allied services to the people of Pakistan on an equitable basis.

VISION

To transform Pakistan Post into a vibrant, modern, customer friendly and self-sustainable service organization

ANNUAL REPORT 2022-23

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CHAPTER

1

INTRODUCTION

1.1 PAKISTAN POST– HISTORY AND BACKGROUND

Pakistan Post is one of the oldest Federal Government Departments with a long history of Mail and money transmission services. After independence in 1947, Pakistan Post started its operations under a modified Post Office Act No.VI of 1898 as a combined Posts and Telegraphs Department to provide domestic as well as international postal and allied services at an affordable cost on equitable basis and at standards capable of meeting needs and requirements of the postal clientele.

Although Pakistan appeared on the map of the world on August, 14, 1947 but the history of Pakistan postage stamps starts with the first postage stamp of Indo-Pak known as “Scinde Dawk Stamp”. Scinde Dawk Stamp was the first Asian Stamp issued by the province of Sindh now forming a part of Pakistan. The stamps were used in the province until October, 1854.

At the time of independence, Pakistan Post had no proper arrangements for printing postage stamps, so British Indian stamps both ordinary and service were introduced after overprinting the words “PAKISTAN”, on 1st October, 1947. Pakistan Post brought out a set of first four Pakistan Postage stamps with the words ‘PAKISTAN ZINDABAD’, on July 9, 1948.

Pakistan joined the Universal Postal Union (UPU) as its 89th member on 10th November, 1947. The total membership of the UPU at present stands at 192 countries. The UPU is a Specialized Agency of the United Nations.

Due to administrative reasons the Posts and Telegraphs Department was bifurcated into two separate and independent Departments on 1st July, 1962 known as Pakistan Post Office Department and Telephone and Telegraph Departments under the control of the Ministry of Communications, Government of Pakistan.

Sindh – Balochistan Postal Circle was established on 13th September, 1950. NWFP Postal Circle (now Khyber Pakhtunkhwa) was established on 1st July, 1968, while Northern Punjab Circle with its Headquarters at Rawalpindi was established on 16th December, 1975. In 1979, the headquarters of the Pakistan Post Office Directorate General was shifted from Karachi to Islamabad. Balochistan Circle started working independently in July, 1979. In 1985, Postal Life Insurance Circle West Pakistan, Karachi was bifurcated into Northern and Southern Zones. Northern Sindh Postal Circle with its headquarters at Hyderabad was established in the same year. Postal Staff College, Islamabad was inaugurated in 1987 with a view to meet the training needs of the officers of the Pakistan Post Office Department and fellows participating from the Postal Administrations of the developing countries of the world.

In the year 1992-93 Pakistan Post Office Department was transformed into a statutory Corporation known as “Pakistan Postal Services Corporation”. However, in 1996, the status of Pakistan Postal Services Corporation was withdrawn and the Corporation reverted into Pakistan Post Office Department as an attached Department of the Ministry of Communications. In November, 2008, the Pakistan Post Office Department (PPOD) was detached from the Ministry of Communications and was placed under the administrative

control of the newly created Ministry of Postal Services. In June, 2013 the Ministry of Postal Services was abolished and the PPOD was again placed under the administrative control of Ministry of Communications as an attached Department of the Federal Government. Again upon creation of Ministry of Postal Services w.e.f 01-07-2017 PPOD was placed under Ministry of Postal Services as an attached department of Federal Govt. However, in 2019, M/o Postal Services was merged in the M/o Communications and PPOD again came under the administrative control of M/o Communications.

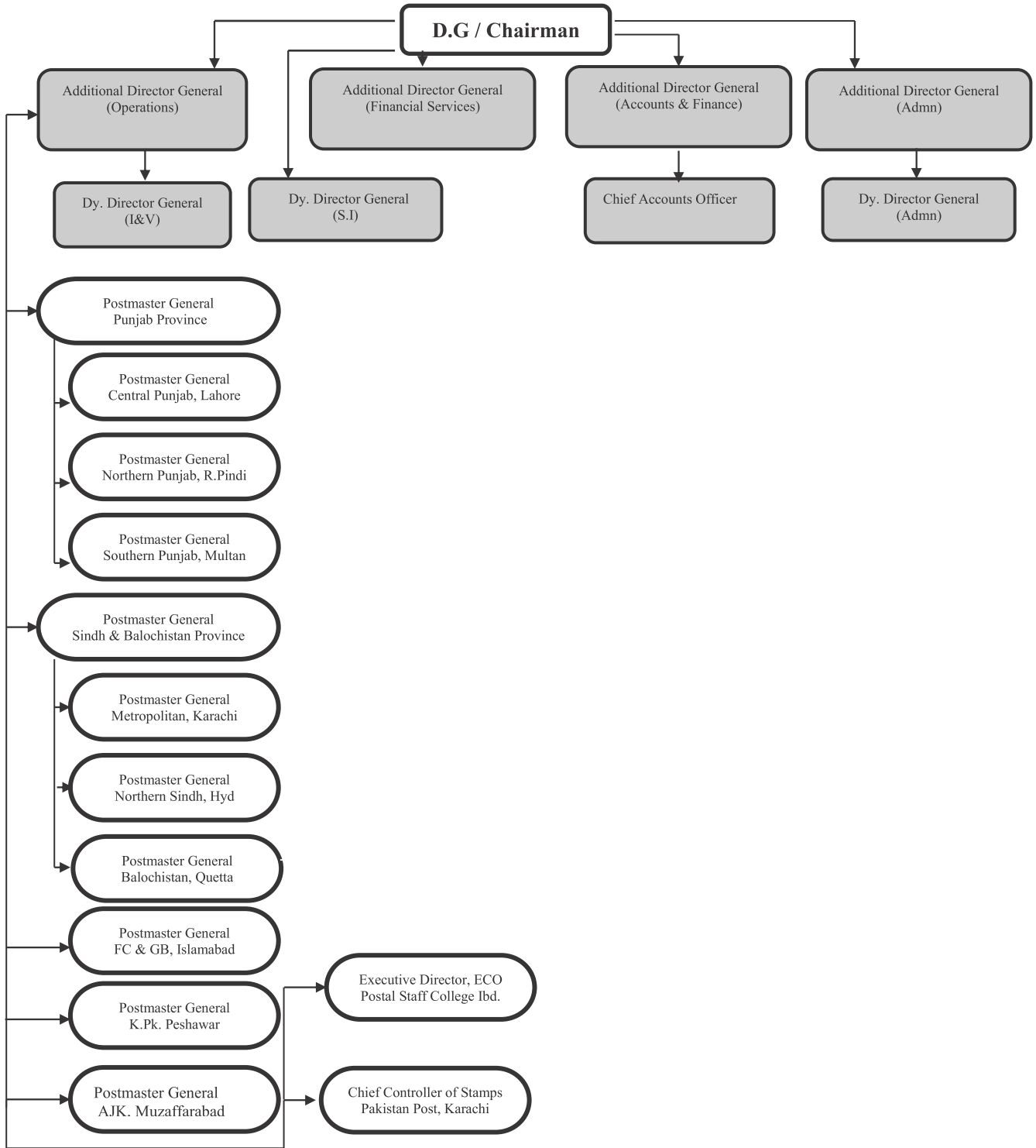
Lack of Administrative and Financial autonomy coupled with increasing competition, new customer expectations and technological advances have created enormous challenges for the Pakistan Post. Keeping all these factors in view, Pakistan Postal Services Management Board was established for the management of Pakistan Post Office Department through Pakistan Postal Services Management Board Ordinance, 2002 promulgated on 15th November 2002. The Board is a body corporate having perpetual succession and a common seal with power, subject to the provision of the said Ordinance, to acquire, hold and dispose of its property both movable and immovable and shall by its name sue and be sued. The Board comprises of one Chairman and eight members as given below:-

- | | |
|-------------------------------------------------------------------------------|------------------------|
| 1. Director General, Pakistan Post Office Department. | Chairman |
| 2. An officer of the rank of Joint Secretary from the Ministry of Finance. | Member |
| 3. An officer of the rank of Joint Secretary from Ministry of Communications. | Member |
| 4. Three senior technical officers from Pakistan Post Office Department. | Member |
| 5. Three suitable persons from private sector | Member |
| 6. A senior officer of Postal Group | Secretary of the Board |

1.2 PAKISTAN POSTAL SERVICES MANAGEMENT BOARD

Hafiz Shakil Ahmed, Director General, Pakistan Post.	Chairperson
Ms. Atifa Raffat, Additional Director General (FS), Pakistan Post.	Member
Mr. Rizwan Javed Hasmi Additional Director General (A & F), Pakistan Post.	Member
Mr. Mohammad Salman, Senior Joint Secretary (Postal), Ministry of Communications, Islamabad.	Member
Mr. Manzoor Ahmed, Postmaster General, Sindh and Balochistan Province, Karachi.	Member
Mr. Javed Iqbal Khan, Joint Secretary, Exp-Communications Commerce, Ministry of Finance, Islamabad.	Member
Mr. Aziz Nishtar	Private Member
Mr. Saqib Hamdani	Private Member
Mr. Qasif Shahid	Private Member
Mr. Fazal Karim Mughal, Director (Admn). Pakistan Post.	Secretary PPSMB

1.3 ORGANOGRAM OF PAKISTAN POST OFFICE DEPARTMENT



1.4 STRUCTURE AND ORGANIZATION

The administrative control of Pakistan Post Office Department at the policy planning level is vested in a high powered Management Board headed by a Chairperson who is also the Director General of the Department and exercises all the operational powers assigned to him under the Post Office Act, 1898 as amended from time to time.

The Director General's chief function is to arrange the establishment of postal and allied services in the country, to lay down norms of services, to prescribe the work procedures to be followed, to establish and maintain postal communications with foreign countries, to arrange for the printing of postal, non-postal stamps and postal forms, to manage the post office budget and to frame all policy directions with regard to postal and allied services, with the approval of the Government, where necessary.

Executive management of postal and allied services below the Directorate General is done at two levels - the Circles Level and Units Level.

The Postmaster General is the Chief Executive Officer of a Circle and is directly responsible for the management of postal and allied services within his / her specified Postal territorial jurisdiction. One of his most important functions is to devise and maintain a quick and efficient mail communication system, where necessary, in consultation with other Heads of Circles by utilizing the available air, rail and road transport services. He also keeps the post offices and their supporting offices, properly staffed and supplied with the needed stamps, forms, stationery, bags and other equipment, controls the organization's works in these offices according to the norms of service laid down by the Director General and ensures security of mails, cash and other valuables handled in post offices and sorting offices.

The Divisional Superintendents and Chief/Senior Postmasters are the head of their respective Divisions/Units. They are primarily responsible for operational work of Post Offices/GPOs under their administrative control in the field. They are immediately subordinate to the Head of Circle.

1.5 ASSIGNED ROLE AND FUNCTIONS

The post office in Pakistan has a broad and varied role. It provides an important communication link to individuals, communities and businesses for:-

- Exchange of official, commercial and private letters and communications.
- Transmission of printed matter on subsidized rate to disseminate knowledge. Dissemination of knowledge.
- Transmission of samples of merchandise at lower rates for facilitating trade and industry.
- Money Remittances through postal order, postal draft and money order services that include Urgent Money Order, Fax Money Order and Electronic Money Order.

The Post in Pakistan serves as an indispensable communication link with the country's vast population and rural areas. The postal network stretches to touch virtually every town, hamlet and person in the country. Pakistan Post Office Department is providing postal services in every nook and corner of the country through a network of more than 10,000 post offices. Contrary to the aim of its competitors whose main thrust is to cream off the business from key urban areas commercially without any social obligation, Pakistan Post Office Department is providing collection and delivery services to about 20 million households and businesses as Community Service Obligation without any cost consideration in order to play a seminal role in the socio-economic development of the country.

Pakistan Post has the biggest infrastructure and rich experience in the business of moving letters, packets, documents, merchandise, parcels etc. locally as well as globally. In spite of manifold development in other fields of communication, the post is still widely used as a means of communication and happens to be the best affordable choice for the masses.

In a rapidly evolving and increasingly competitive environment and in order to meet the challenges of escalating customers sophistication, Pakistan Post has also taken giant strides to provide to the clientele faster, cost effective and time certain delivery system by introducing Express Post Services like Urgent Mail Service, Express Mail Service, Urgent Money Order Service, Fax Money Order Service and Electronic Money Orders Service.

In addition to its traditional role, Pakistan Post also performs Agency Functions on behalf of Federal and Provincial Governments, which include, collection of taxes, collection of Electricity, Water, Gas and Telephone bills on behalf of WAPDA, WASA, SSGPL, SNGPL and PTCL respectively, disbursement of pension to retired non commissioned ranks of Armed Forces.

1.6 SUSTAINABLE DEVELOPMENT GOALS (SDGs)

The Universal Postal Union (UPU) plays a crucial role in the global postal sector by promoting the sustainability and development of postal services worldwide. The Pakistan Post Office Department (PPOD), as a member of the UPU, aligns its strategies and initiatives with the Sustainable Development Goals (SDGs) set by the UPU. It has been actively contributing to various Sustainable Development Goals (SDGs) through multiple initiatives and programs. Here are some ways in which the PPOD is aligning with specific SDGs:

SDG 1: No Poverty

Pakistan Post contributes to achieving SDG 1: No Poverty, through various initiatives aimed at social welfare and economic support:

- **Domestic and International Remittances:** PPOD offers services for both domestic and international money transfers, enabling workers, especially those in foreign countries, to send money back home efficiently and securely. This influx of funds supports households in meeting their daily needs and investing in education and healthcare.
- **Social Welfare Stipends:** Partnering with government agencies to distribute stipends under various social welfare schemes such as the Education Department of Khyber Pakhtunkhwa Province to support girl education and also Pakistan Red Crescent for ensuring financial support reaches the Afghan Refugees residing in Quetta, Karachi and Chitral.
- **Disaster Relief Funds:** In times of natural disasters or emergencies, PPOD assists in the disbursement of relief funds to affected individuals and communities, helping them recover and rebuild their lives.
- **Affordable Logistic Solutions:** Providing cost-effective logistics and delivery services to SMEs, facilitating their business operations, and enabling them to reach wider markets. This support helps in creating jobs and stimulating economic activity.
- **Training and Workshops:** Offering training sessions and workshops for entrepreneurs on how to effectively use postal services for business growth, thereby promoting entrepreneurship and self-employment.
- **Job Creation:** As a large employer, PPOD offers job opportunities across the country, particularly in rural and remote areas, contributing to local economies and reducing unemployment rates.
- **Access to Basic Services:** Utilizing its extensive network of post offices, PPOD provides communities with access to essential services such as bill payments, banking, and government services, reducing the need for long-distance travel and associated costs.

SDG 3: Good Health and Well-being

- **Healthcare Access:** Pakistan Post has established 19 Allopathic Postal Dispensaries, 3 Postal Medical Centers having facility of 10 beds with diagnosis center and 2 Homeopathic facilities at big cities where outdoor medical facilities are provided to the ailing postal employees and their dependent family members. The organization also

facilitates the distribution of medicines and healthcare supplies, especially in remote areas, improving access to essential health services.

- **Reimbursement of Medical Expenditure:** An amount of Rs. 55.846 million has been reimbursed as medical charges to the postal employees during the FY 2022-23.

SDG 4: Quality Education

- **Textbook Delivery and timely Distribution:** Pakistan Post ensures the timely delivery of textbooks and educational materials to students of one of its biggest client Allama Iqbal Open University, across Pakistan, particularly in remote and underserved areas, ensuring that students have the resources they need to succeed in their studies.
- **Educational Grants and Stipends:** The department provides different types of educational grants to the deserving children of the Postal Employees. Various scholarships are also granted to the children of Postal Employees in lower scales who secure 60% marks in the Annual Examination of Secondary School Certificates.
- **The Posts and Telegraph Model School:** The school was set up in 1961, it is providing educational facilities up to High School level to the children of Postal Employees and subsidized fee is charged.
- **Summer Internship Programs:** Pakistan Post offered one-month long Summer Internship Program to the fresh under-graduates of various leading universities nationwide in FY 2023. 50 young and bright minds were given certificates of successful completion accordingly.

SDG 5: Gender Equality

Pakistan Post contributes to Gender Equality, by promoting women's empowerment, ensuring gender equality in its workforce, and supporting initiatives aimed at reducing gender disparities. Here are specific ways in which PPOD is contributing to this goal:

- **Equal Employment Opportunities**
 - **Recruitment Policies:** Implementing recruitment policies that ensure equal opportunities for women in hiring, training, and promotion within the PPOD. Actively encouraging women to apply for various roles within the organization.
 - **Workplace Diversity:** Creating a diverse and inclusive workplace that values and respects the contributions of female employees at all levels.
- **Supportive Work Environment**
 - **Maternity Leave and Benefits:** Providing maternity leave and related benefits to support female employees during and after pregnancy, ensuring a supportive work environment for working mothers.
 - **Safe Working Conditions:** Ensuring safe and secure working conditions for all employees, with a particular focus on addressing issues such as harassment and discrimination.

SDG 8: Decent Work and Economic Growth

- **Job Creation:** PPOD itself is a significant employer, providing jobs to thousands of people across Pakistan.
- **Decent work conditions:** Pakistan Post facilitates by posting its employees within the district of residence. It also posts both husband and wife on the same station. The department also provides transport facility as per Government's policy, uniform to all liveried staff for both seasons and provides motorcycles to delivery staff for carrying and delivering mail.

SDG 9: Industry, Innovation, and Infrastructure

- **Logistics Network:** Maintaining an extensive network of post offices and delivery routes that support national infrastructure.
- **Digital Transformation:** Investing in technology to modernize services, including electronic money orders, connection with International Financial System (IFS) and national/international track-and-trace systems.

SDG 10: Reduced Inequality

- **Inclusivity in Services:** Providing postal and financial services to all, regardless of socioeconomic status, thus reducing disparities in access to essential services.
- **Rural Outreach:** Expanding services to rural and remote areas to ensure equitable access.

SDG 13: Climate Action

- **Environmental Initiatives:** Implementing eco-friendly practices, such as using bicycles for deliveries in certain areas, and promoting paperless transactions. To combat climate change, its impacts and to reduce the pollution, Pakistan Post is using canvas bags for transmission and exchange of domestic mail between post offices and to district mail offices.

SDG 17: Partnerships for the Goals

- **Collaborations:** Working with various national and international organizations to enhance service delivery and support development projects.
- **Global Networks:** Being part of the Universal Postal Union (UPU) to exchange best practices and collaborate on global postal services improvements.

Through these initiatives, the Pakistan Post Office Department is playing a critical role in supporting the country's progress toward achieving the Sustainable Development Goals by 2030.

1.7 JURISDICTION OF POSTAL NETWORK

Pakistan Post consists of nine Postal Circles. The names of Postal Circles with their territorial jurisdiction are as under:-

S. No.	NAME OF THE CIRCLE	JURISDICTION
1	Balochistan Circle, Quetta.	Whole of Balochistan Province.
2	Central Punjab Circle, Lahore.	Lahore Division, Faisalabad Division and Gujranwala Division.
3	Northern Punjab Circle, Rawalpindi	Rawalpindi Division, Mianwali, Bhakkar Sargodha, Khushab, Gujrat and Mandi Bahauddin Districts.
4	Southern Punjab Circle, Multan	Multan Division, Bahawalpur Division and Dera Ghazi Khan Division.
5	Federal Capital & Gilgit Baltistan, Islamabad.	Islamabad Capital Territory (ICT) and Province of Gilgit Baltistan.
6	Khyber Pakhtunkhwa Circle, Peshawar.	Whole of Khyber Pakhtunkhwa Province.
7	Metropolitan Circle, Karachi.	Whole of Karachi Metropolitan Area.
8	Northern Sindh, Hyderabad	Whole of Sindh Province except Karachi
9	Azad Jammu & Kashmir Circle, Muzaffarabad.	Whole State of Azad Jammu & Kashmir (AJ& K).

Circle wise detail of post offices and detail of personnel is given in the succeeding tables:-

NUMBER OF POST OFFICES (Circle wise break up)

(As on 30.06.2023)

NAME OF CIRCLE	GPOs	HPOs	HSG/LSG Sub Office	TSO	NPOs	EP Centers	Total No. of Deptl POs	FPOs	EDSOs	EDBOs	DFPOs	Total No. of EDPOs	Total No. of Post Offices (Deptl Post+EDPOs)
FC & GB Circle, Islamabad	3	0	8	94	8	0	113	3	11	147	116	277	390
Northern Punjab Circle, Rawalpindi	15	2	43	587	38	4	689	6	77	1,527	176	1,786	2,475
Central Punjab Circle, Lahore	11	9	45	408	100	4	577	14	13	1,516	127	1,670	2,247
Southern Punjab Circle, Multan	10	5	21	213	44	0	293	19	12	792	156	979	1,272
Balochistan Circle Quetta	5	0	6	0	15	1	27	1	3	73	32	109	136
Northern Sindh Circle, Hyderabad	11	3	11	245	40	3	313	1	23	703	32	759	1,072
Metropolitan circle, Karachi	7	17	20	77	60	2	183	12	0	0	59	71	254
AJK Circle, Muzaffarabad	7	0	10	113	5	0	135	1	16	258	12	287	422
K.P.K Circle, Peshawar	16	0	21	458	24	4	523	2	55	1,097	153	1,307	1,830
TOTAL:-	85	36	185	2,196	334	18	2,853	59	210	6,113	863	7,245	10,098

ABBREVIATIONS USED

GPO	=	General Post Office
HPO	=	Head Post Office
SO(HSG)	=	Sub Office Higher Selection Grade
SO(LSG)	=	Sub Office, Lower Selection Grade
TSO	=	Time Scale Sub Office
NPO	=	Night Post Office
EDSO	=	Extra Departmental Sub Office
EDBO	=	Extra Departmental Branch Office
FPO	=	Franchise Post Office

PERSONNEL AND ESTABLISHMENT

Pakistan Post is a labour intensive organization. The sanctioned, regular as well as extra departmental posts are **28,185**. Scale-wise and Circle-wise detail of the sanctioned posts as on 30-06-2023 is given below:-

BPS	DTE GEN	PMG IBD	PMG AJK	PMG KRH	PMG Hyd	PMG QTA	PMG LHR	PMG RWP	PMG Multan	PMG PESH	CCS KHR	PSC IBD	TOTAL
BPS-22	1	0	0	0	0	0	0	0	0	0	0	0	1
BPS-21	4	0	0	1	0	0	1	0	0	0	0	0	6
BPS-20	6	1	0	1	1	1	1	1	1	1	0	1	15
BPS-19	12	1	1	2	1	2	4	2	1	2	1	1	30
BPS-18	22	5	1	8	4	4	13	7	4	8	1	3	80
BPS-17	27	9	6	18	12	8	28	20	12	15	1	2	158
BPS-16	71	24	12	78	44	28	102	50	43	56	2	4	514
TOTAL (A)	143	40	20	108	62	43	149	80	61	82	5	11	804
BPS-15	48	2	0	1	0	1	0	0	0	0	3	0	55
BPS-14	272	67	33	141	78	50	234	170	96	125	11	6	1283
BPS-13	327	29	10	44	27	25	102	40	30	43	8	5	690
BPS-11	140	24	12	208	58	31	133	77	41	78	6	6	814
BPS-9	6	372	239	1576	892	539	3016	1509	979	1307	0	0	10435
BPS-8	2	24	25	70	71	14	150	138	67	78	0	0	639
BPS-7	4	180	210	1010	500	366	1690	804	580	699	0	0	6043
BPS-6	11	2	1	4	2	0	14	5	5	1	0	1	46
BPS-5	0	0	0	0	0	0	4	0	0	0	0	0	4
BPS-4	56	16	5	50	50	19	146	124	126	159	3	4	758
BPS-3	9	14	5	53	29	10	122	35	23	30	14	2	346
BPS-2	49	333	120	760	538	303	1647	745	555	745	5	1	5801
BPS-1	167	47	20	117	82	112	313	141	95	140	10	27	1271
TOTAL (B)	1091	1110	680	4034	2327	1470	7571	3788	2597	3405	60	52	28185
Total (A+B)	1234	1,150	700	4,142	2,389	1,513	7,720	3,868	2,658	3,487	65	63	28,185
E.D Staff (C)	-	247	516	-	1,326	156	2,088	2,780	1263	2,192	-	-	10,568
G.Total (A+B+C)	1234	1397	1216	4142	3715	1669	9808	6648	3921	5679	65	63	39557

CATEGORY WISE NUMBER OF SANCTIONED POSTS OF EXTRA DEPARTMENTAL EMPLOYEES ON 30-6-2023

CIRCLE	EDSPM	EDBPM	EDDA	EDMR /MC/MA	ED STAMP VENDER/OTHERS	TOTAL
KPK, Peshawar	55	1066	228	807	36	2192
AJK, Muzaffarabad	15	269	23	204	5	516
Metropolitan, Karachi	-	-	-	-	-	-
FC & GB , Islamabad	11	147	52	18	19	247
Northern Sindh, Hyderabad	24	698	38	566	-	1326
Balochistan Quetta	5	78	32	41	-	156
Southern Punjab, Multan	13	711	76	421	42	1263
Northern Punjab, Rawalpindi	77	1495	217	966	25	2780
Central Punjab, Lahore	12	1476	79	477	44	2088
TOTAL:-	212	5940	745	3500	171	10568

ABBREVIATIONS USED

E.D.S.P.M.	=	Extra Departmental Sub Postmaster
E.D.B.P.M.	=	Extra Departmental Branch Postmaster
E.D.D.A.	=	Extra Departmental Delivery Agent
E.D.M.C.	=	Extra Departmental Mail Carrier
E.D. Stamp Vendor	=	Extra Departmental Stamp Vendor

1.8 ASSETS OF THE DEPARTMENT

i) OFFICE AND RESIDENTIAL BUILDINGS

S. NO	NAME OF CIRCLE/OFFICE	OFFICE BUILDINGS			RESIDENTIAL BUILDINGS		
		CONSTRUCTED UPTO 30-6-22	CONSTRUCTED DURING 2022-23	TOTAL AS ON 30-6-23	Constructed up to 30-6-22	CONSTRUCTED DURING 2022-23	TOTAL AS ON 30-6-23
1.	Dte. General PPO, Islamabad	02	-	02	326	-	326
2.	Postal Staff College, Islamabad.	01	-	01	01	-	01
3.	FC & GB, Islamabad.	35	-	35	82	-	82
4.	AJK, Muzaffarabad	19	-	19	11	-	11
5.	Central Punjab, Lahore	166	-	166	709	-	709
6.	Northern Punjab, Rawalpindi	129	-	129	369	-	369
7.	Southern Punjab, Multan	71	-	71	230	-	230
8.	Metropolitan, Karachi	58	-	58	477	-	477
9.	Northern Sindh, Hyderabad	122	-	122	240	-	240
10.	Khyber Pakhtunkhwa, Peshawar	127	-	127	387	-	387
11.	Balochistan, Quetta	85	-	85	322	-	322
12.	Chief Controller of Stamp, Karachi	01	-	01	-	-	-
13.	General manager, PLI, Karachi	04	-	04	65	-	65
14.	General Manager, PLI, Lahore	18	-	18	76	-	76
15.	DA, PPOD, Lahore	-	-	-	22	-	22
	Total	838	-	838	3,317	-	3,317

TOTAL OFFICE BUILDINGS	TOTAL RESIDENTIAL BUILDINGS	VACANT PLOTS	GRAND TOTAL
838	3,317	120	4,275

ii). DETAIL OF VACANT PLOTS OF PAKISTAN POST OFFICE DEPARTMENT

S.No.	Name of Circle/Office	Vacant Plots
1.	Dte. General PPO, Islamabad	01
2.	FC & GB Islamabad.	19
3.	AJK, Muzaffarabad	02
4.	Central Punjab, Lahore	27
5.	Northern Punjab, Rawalpindi	28
6.	Southern Punjab, Multan	19
7.	Metropolitan, Karachi	03
8.	Northern Sindh, Hyderabad	09
9.	Khyber Pakhtunkhwa, Peshawar	08
10.	Balochistan, Quetta	06
	Total	120

ii) TRANSPORT FLEET OF THE DEPARTMENT

For quick and speedy movement of mail, especially in urban areas and for administrative, inspection and other operational duties, Pakistan Post office Department maintains a fleet of vehicles. The Circle Office wise details of departmental vehicles being used for operational and administrative duties are shown below: -

(Corrected up to 30.06.2023)

S.No.	Name of Office	Vehicles available for			Total
		Protocol duties	General duties	Operational duties	
1	Dte. General PPO, Islamabad	2	7	22	31
2	Postal Staff college, Islamabad	0	2	04	6
3	Central Punjab Circle, Lahore	4	6	66	76
4	Northern Punjab Circle, Rawalpindi	1	0	37	38
5	Southern Punjab Circle, Multan	1	0	23	24
6	FC & GB Circle, Islamabad	1	1	23	25
7	AJK Circle, Muzaffarabad	0	1	13	14
8	Metropolitan Circle, Karachi	5	3	40	48
9	Northern Sindh Circle, Hyderabad	1	1	30	32
10	KPK Circle, Peshawar	3	1	39	43
11	Balochistan Circle, Quetta	1	1	28	30
12	PLI Southern Pakistan, Karachi	0	2	22	24
13	PLI Northern Pakistan, Lahore	2	2	30	34
14	CCS, Karachi	0	0	06	06
	Total	21	27	383	431

1.9 POSTAL MAIL LINES NETWORK

As on 30th June, 2023, there were 3,516 mail lines in the country stretching over a distance of 108,947 kilometers (one way) over which mails are conveyed from station to station by rail/road routes and through pedestrian mail runners. The Circle-Wise Break-up of the mail lines is given below: -

(Distance in Kilometers)

NAME OF CIRCLE	State Mail Express Contractual		State Mail Express Departmental		Mail Motor Contract (Mail Cum Passenger)		RAILWAYS SECTIONS		TRAVELLING MAIL PEON (T.M.P.)		DEPTT. RUNNERS		OTHERS	
	No	Distance	No	Distance	No.	Distance	No.	Distance	No	Distance	No	Distance	No.	Distance
Central Punjab, Lahore	21	3,202	03	187	0	0	2	683	89	4,875	181	9,508	209	1,606
Northern Punjab, Rawalpindi	13	3,296	10	1,314	0	0	1	360	99	4,665	279	7,954	800	7,350
Southern Punjab, Multan	7	2,178	0	0	0	0	0	0	91	5,970	68	1,772	162	1,527
Metropolitan Circle, Karachi	12	1,537	0	0	0	0	0	0	0	0	0	0	0	0
Northern Sindh, Hyderabad	11	3,216	1	224	0	0	2	1,860	42	950	52	947	0	0
FC & GB, Islamabad	11	870.4	7	202	8	1,746	0	0	21	651	86	1,413	28	168
Khyber Pakhtunkhwa, Peshawar	6	2035	0	0	38	3,031	1	25	27	659	251	6198	596	5902
Balochistan Circle, Quetta	02	2,790	0	0	31	8,671	2	1663	16	1,770	8	460	0	0
AJK Circle, Muzaffarabad	0	0	0	0	8	1,042	0	0	34	1,698	50	1,256	130	1,516
Total 2022-23	83	19,124	21	1,927	85	14,490	8	4,591	419	21,238	975	29,508	1,925	18,069

GRAND TOTAL 2022-23	
Total Number of Mail Lines	Total Length of Mail Lines (in K.M)
3,516	108,947

1.10 HUMAN RESOURCE OF PAKISTAN POST FOR DOOR STEP DELIVERY OF MAIL.

- i. Pakistan Post has a vast network throughout the country for provision of postal services to the general public. Nationwide infrastructure for delivery of mail during 2023 was as under.

Postmen presently working in 2023: 6276
 Population in 2023 : 240,485,658(240 Million)
 Total area of country: 796,095 Sq.KM,
 (Each Postman is serving about **38,318 citizens**)
 (126,84 Sq.KM is being served by a Postman)

- ii. Further, circle wise detail of human resource deployed for delivery of mail at door step is as under.

Sr. No	Name of Circles	Total No. of Sanctioned Posts		Total No. of Delivery Beats	No. of Motorized Beats	No. of Non Motorized Beats
		Postmen	Delivery Agent			
01	Islamabad	172	06	166	138	28
02	Peshawar	824	11	728	123	605
03	Rawalpindi	1100	36	1088	149	939
04	Lahore	1364	78	1237	405	832
05	Multan	669	10	679	118	561
06	Hyderabad	502	13	503	87	416
07	Karachi	925	04	619	165	454
08	Quetta	348	09	294	160	134
09	Muzaffarabad (A.K)	204	01	204	33	171
Total		6,108	168	5,518	1,378	4,140

1.11 LIST OF SERVICES AND PRODUCTS BEING OFFERED BY PAKISTAN POST

Postal Services

i) Traditional Postal Services

- Envelopes, Aerogramme.
- Post cards
- Printed papers / Text books
- Small packets
- Parcels
- Registration of Postal Articles
- Insurance of Postal Articles
- Literature for blind
- Value payable letters / parcels
- Philatelic Service

ii) Express Mail Services

- Urgent Mail Service (UMS)
- UMS Cash on Delivery (COD)
- Express Mail Service (EMS)

iii) Money Transfer Services

- Ordinary Money Order Service
- Fax Money Order Service
- Urgent Money Order Service
- Electronic Money Order Service
- Postal Orders
- Western Union Money Transfer

Agency Services being offered by Pakistan Post

iv) Pension Disbursement

- Army, Navy, PAF & FC.

vi) Utility Bills Collection

- PTCL
- K-Electric
- WAPDA
- SNGPL
- SSGPL
- S.C.O
- WASA

vii) Collection of Provincial Taxes

- Renewal of Arms Licenses.
- Renewal of Driving Licenses.
- Motor Vehicle Tax

viii) Collection of Federal Taxes

- Excise Duty.
- Withholding Tax.
- Income Tax on Private Motor Cars.
- Customs Duty.

ix) Printing and Sale of Stamps and Stationery etc.

- Definitive Stamps
- Commemorative Special Stamps
- Philatelic Products i.e. First Day Cover (FDC), Leaflets, Albums etc.
- Agriculture Loan Pass Book
- Highway / Motorway Code Book.
- Revenue Stamps.
- Route Permit Fee Stamps.
- Motor Vehicle Fitness Stamps.
- Adhesive Court Fee Stamps.
- Special Adhesive Stamps.
- Non-Judicial Stamps.
- Impressed Court Fee Stamps.
- Insurance Stamps.
- Share Transfer Stamps.
- Notarial Stamps.

CHAPTER

2

POSTAL SERVICES

2.1 TRADITIONAL POSTAL SERVICES

Domestic traditional services are generally divided into two categories i.e. un-registered and registered mail. Each category includes various kinds of postal articles of both Inland and International mail. The term “Inland Post” means the post maintained by Government of Pakistan through Pakistan Post Office Department, either by land or by sea or by air.

2.1.1 Un-Registered Postal Services

The following classes of traditional postal services of letter mail (unregistered) are offered, for each of which a distinctive rate of postage is prescribed: -

- Letters
- Post cards
- Aerogrammes
- Printed papers (Text Books and other than text books)
- Small packets
- Newspapers
- Literature for the blinds (Cecogrammes)

2.1.2 Registered Postal Services

Registration makes the transmission of an article more secure, as it passes through the hands of postal officers, under special precautions. The following classes of registered traditional postal services of letter/parcel mail are offered: -

- Registered letter
- Registered parcel
- Value Payable letter/parcel
- Insured letter/parcel

The Circle wise volume of un-registered and registered mail during 2022-23 is given in the succeeding tables:-

UN-REGISTERED POSTAL TRAFFIC 2022-23

(Figures in Millions)

Category	Northern Punjab	Central Punjab	Southern Punjab	FC & GB Circle	Metropolitan, Karachi	Northern Sindh	KPK, Peshawar	Balochistan	AJK Circle	Total
Letter (Large)	Inland	4.984	1.860	1.060	1.464	1.456	1.706	0.194	2.646	61.608
	Foreign	0.354	0.101	0.008	0.235	0.590	0.221	0.026	0.000	2.054
Letter (Small)	Inland	9.783	13.310	9.087	0.197	3.760	3.430	0.439	3.017	51.493
	Foreign	5.348	0.458	0.008	0.727	0.197	0.049	0.011	0.000	6.861
Aerogrammes	Inland	0.000	0.001	0	0	0.002	0.001	0.000	0.000	0.014
	Foreign	0.002	0.0002	0.0000115	0	0.001	0.000	0.000	0.000	0.003
Postcards	Inland	0.185	0.032	0.041	0	0.311	0.051	0.0002	0.000	0.626
	Foreign	0.031	0.003	0.010	0.003	0.0009	0.0002	0.000	0.000	0.053
Printed Papers	Inland	0.636	1.108	0.153	0.713	0.879	0.030	0.0001	2.000	5.797
	Foreign	0.355	0.008	0.015	0.075	0.030	0.004	0.000	0.000	0.487
Newspapers	Inland	0.357	51.105	0.062	0.776	0.292	0.060	0.006	2.002	54.841
	Foreign	0.733	0.004	0.001	0.0006	0.0001	0.0003	0.000	0.000	0.739
Small Packet	Inland	0.383	9.442	0.014	0.0006	0.310	0.090	0.001	1.006	11.447
	Foreign	0.060	0.023	0.014	0	0.015	0.007	0.0002	0.000	0.119
Total Inland	56.278	15.461	76.882	11.102	3.153	6.221	5.370	0.641	10.672	185.780
Total Foreign	6.884	0.623	0.593	0.021	1.043	0.836	0.284	0.037	0.000	10.321
Grand Total 2022-23	63.162	16.084	77.472	22.246	4.196	7.057	5.655	0.679	10.672	207.223
Grand Total 2021-22	75.992	61.664	25.047	6.927	10.042	4.359	28.874	1.069	5.641	219.615

REGISTERED POSTAL TRAFFIC 2022-23

(Figures in Millions)

S. No.	Description	C/Punjab	N/Punjab	S/Punjab	Metropolitan	N/Sindh	FC & GB	Khyber Pakhtun khwa	Balochistan	Azad Kashmir	Total
1	Registered Letters	10.288	4.099	2.902	2.467	0.961	6.672	1.425	0.415	0.126	29.355
2	Registered Parcels	0.802	0.254	0.295	0.234	0.076	0.383	0.235	0.039	0.010	2.328
3	V.P Letters	0.955	0.190	0.128	0.091	0.011	0.171	0.102	0.001	0.012	1.661
4	V.P Parcels	0.726	0.250	0.089	0.087	0.018	0.108	0.013	0.001	0.007	1.299
5	Insured Letters	0.002	0.113	0.006	0.001	0.001	0.030	0.0006	0.000	0.007	0.154
6	Insured Parcels	0.016	0.033	0.002	0.021	0.001	0.022	0.002	0.016	0.001	0.113
	Total 2022-23	12.789	4.939	3.422	2.901	1.068	7.386	1.778	0.472	0.156	34.911
	Total 2021-22	8.467	5.454	5.279	2.156	1.129	6.431	2.875	0.200	0.821	32.812

2.1.3 Express Post Services

To regain lost business of Pakistan Post, many strides were taken by introducing Express Mail Services from 1986 onward. Following Express Post Services are being offered: -

i) Urgent Mail Service

Urgent Mail Service is a fast and economical overnight / 2nd day mail delivery service with maximum weight up to 30 Kilograms. The service covers 226 cities/towns/localities of the country. UMS articles are items of first-class letter mail. The service is meant for dispatch of letters, documents, packets, parcel etc. Exclusive arrangements are in place for UMS at 12 major cities of the country.

ii) Urgent Mail Service – CASH ON DELIVERY (UMS-COD)

The Cash on Delivery (COD) service is one of the most promising services which are provided by an electronic media as well as websites involved in online buying and selling.

iii) Express Mail Service

For prompt transmission and speedy delivery of international postal articles Express Mail Service (EMS) is being offered over one hundred locations of the country for 92 countries of the world. Documents, packets and parcels can be sent through EMS. The maximum weight of EMS item is 30 kilogram. The service is established by executing bilateral agreement with other postal administrations.

iv) Fax Mail Service

To meet the modern requirements of rapid communication over short and long distances, Fax Mail Service was introduced for transmission of messages and documents electronically by fax.

The service-wise detail of Express Mail traffic and revenue generated during 2022-23 is as under: -

(Figures in Million)

NAME OF EXPRESS POST SERVICES	2022-23		2021-22	
	NO. OF ARTICLES	REVENUE	NO. OF ARTICLES	REVENUE
Urgent Mail Service (UMS)	19.476	776.175	11.785	531.311
UMS - COD	0.188	18.009	0.187	28.463
Express Mail Service (EMS)	0.035	445.669	0.452	362.644
Fax Mail Service (FMS)	0.0001	0.005	0.000	0.004
Same Day Delivery Service	0.010	1.348	0.013	1.624
Total: -	19.710	1,241.208	12.437	924.046

2.1.4 Newspapers

Under the provision of Section 9 of Post Office Act, 1898, newspapers and periodicals consisting wholly or in great part of political or other news or of articles relating thereto, or to other current topics with or without advertisement published in numbers at intervals of not more than thirty one days being deemed a newspaper are registered with post office and posted for transmission by the inland post as “Registered Newspapers” thereby availing concessional rates. The existing concessional postage rate is Rs.2/- for every 100 grams.

Publications/periodicals falling under the definition of Newspaper, registered with post office are required to pay a registration fee of Rs.2,000/- at the time of registration of newspaper/periodical which will remain in force till the 31st December of the calendar year following that in which it was affected. The registration may be renewed for a further period of one year on payment of a fee of Rs.2,000/- in respect of each renewal.

As on 30th June 2023, a total of 653 publications and periodicals stood registered with the respective Postmasters General under Section 9 of Post Office Act 1898. Circle-wise break-up of the number of registered newspapers is as under:-

Name of Circle	Dailies	Weeklies	Fortnightlies	Monthlies	Quarterly	Others	Total
Central Punjab, Lahore	19	11	05	113	0	0	148
Northern Punjab, Rawalpindi	13	3	1	32	1	2	52
Southern Punjab, Multan	119	11	8	28	1	0	167
Metropolitan, , Karachi	19	12	10	105	0	0	146
Northern Sindh, Hyderabad	2	-	-	5	-	-	07
FC & GB, Islamabad	10	20	6	67	12	0	115
Balochistan, Quetta	0	0	0	0	0	0	0
Khyber Pakhtunkhwa, Peshawar	-	-	-	15	-	-	15
AJK, Muzaffarabad	-	02	-	01	-	-	03
Total:- 2022-23	182	59	30	366	14	2	653
Total:- 2021-22	103	85	36	425	15	0	664

2.1.5 Business Reply Envelopes and Cards

For the convenience of customers Pakistan Post provides the facility of transmission of business reply envelopes and cards without pre-payment of postage. The postage thereon is collected in cash from the permit holders at the time of delivery. Business Reply Permits are issued on payment of prescribed fee in favour of the desirous individuals/ firms/companies provided the prescribed conditions as laid down under Clause 66 of Post Office Guide for envelopes/post cards are fulfilled, and are made-up for delivery to its addresses on payment of postage due in cash and account maintained.

Business Reply Permit is issued for a period of one year starting from the date of issue. The fee for registration and issue of permit is Rs.2,000/- which on expiry of one year may be renewed for further period of one year on payment of a fee of one thousand rupees in respect of each renewal.

A total number of 6 business reply permits/cards were issued by the Postmasters General in the country (as on 30th June, 2023). Circle-wise break up is as under:-

NAME OF CIRCLES	NUMBER OF PERMITS ISSUED FOR		NO.OF POST OFFICES PERMITTED TO DELIVER THE BUSINESS REPLY ENVELOPES/ CARDS
	BUSINESS REPLY ENVELOPES	BUSINESS REPLY CARDS	
Central Punjab, Lahore	01	01	01
Northern Punjab, Rawalpindi	0	0	0
Southern Punjab, Multan	0	0	0
Metropolitan, Karachi	06	0	06
Northern Sindh, Hyderabad	0	0	0
FC & GB, Islamabad	02	0	01
Balochistan, Quetta	0	0	0
Khyber Pakhtunkhwa, Peshawar	0	0	0
AJK, Muzaffarabad	0	0	0
Total:- 2022-23	9	1	8
Total:- 2021-22	263	317	340

2.1.6 Post Boxes

Facility of post boxes at major cities is very unique service being provided by Pakistan Post to the public, individuals/ institutions/ firms at affordable cost. Following two sizes of post boxes have been installed in the Post Offices. The fee to be charged thereon is also noted below against each category: -

Annual fee for	
Small size (7"x6"x13")	Large Size (8"x10"x13")
Rs.500	Rs.1,000

For the facility of delivery of mail to the bulk users of the post **33,227** Post Boxes were available at major Post offices in the country for renting out during the year 2022-23. Out of which, **13,610** had been rented out to the individuals and firms.

The Circle-wise breakup of the total number of Post Boxes is given below:-

S. No.	NAME OF CIRCLE	NO. OF POST BOXES AVAILABLE	NO. OF POST BOXES RENTED OUT
1	Central Punjab, Lahore	9,562	1,134
2	Northern Punjab, Rawalpindi	3,106	373
3	Southern Punjab, Multan	2,344	114
4	Metropolitan, Karachi	11,598	10,474
5	Northern Sindh, Hyderabad	1,341	113
6	FC& GB, Islamabad	1,407	667
7	Balochistan, Quetta	830	220
8	Khyber Pakhtunkhwa, Peshawar	2,649	356
9	AJK, Muzaffarabad	390	159
TOTAL: 2022-23		33,227	13,610
TOTAL: 2021-22		31,830	4,263

2.1.7 LETTER BOXES

For the facility of posting of articles of letter mail by the users of the post, **9,241** letter boxes were available to the public in the country as on 30th June 2023. The circle wise breakup of the total number of letter boxes is given below:-

S.NO	NAME OF CIRCLE	URBAN No.	RURAL No.	TOTAL No.
1	Central Punjab, Lahore	681	684	1,365
2	Northern Punjab, Rawalpindi	900	2,155	3,055
3	Southern Punjab, Multan	573	758	1331
4	Metropolitan, Karachi	168	0	168
5	Northern Sindh, Hyderabad	205	336	541
6	FC & GB, Islamabad	124	212	336
7	Balochistan, Quetta	255	74	329
8	Khyber Pakhtunkhwa, Peshawar	548	1070	1618
9	AJK, Muzaffarabad	112	386	498
	TOTAL	3,566	5,675	9,241

2.1.8 RETURNED LETTER OFFICES

The Returned Letter Offices (RLOs) Karachi and Lahore handled **798,655** articles during 2022-23 received as unclaimed, refused and without addresses or bearing indecipherable or incomplete addresses. The table below shows the number of articles received disposed of and property found/restored:-

Name of items	RLO Karachi	RLO Lahore	Total 2022-23	Total 2021-22
Articles received from H.Os	92,976	256,783	34,9759	382,431
Articles received from other RLOs	18,204	27,303	45,507	36,700
Total Received for disposal	111,180	282,560	393,740	419,023
Articles redirected to addressees	37,863	89,564	127,427	180,444
Articles returned to senders	41,033	133,226	174,259	157,421
Articles transferred to other RLOs	20,192	32,256	52,448	161,524
Total disposed off	96,085	256,401	352,486	437,857
Articles treated as dead	12,305	40,124	52,429	54,538

VALUE OF PROPERTY FOUND AND RESTORED

Name of items	RLO Karachi	RLO Lahore	Total 2022-23	Total 2021-22
Value found	6480	557597	0	103,130
Value restored	6000	328097	0	95,180
Value in deposit	0	339500	0	7,870

2.2 REMITTANCE SERVICES

Pakistan Post has embarked on a journey of progressive changes and better service, racing with the time and inspiring the traditions of growth and achievements. Speed, service, reliability and customer's confidence are constituents of today's postal work philosophy. Determination coupled with dedication is the new spirit for serving the growing needs of postal clientele.

Pakistan Post Office provides fast facilities for remittances of money to cater for the present day's requirements of postal clientele. In order to tone up standard of efficiency of postal services and for the customer's convenience, the following remittance services have been provided: -

- i. Ordinary Money Order
- ii. Pakistan Postal Orders
- iii. Urgent Money Order
- iv. Fax Money Order
- v. Electronic Money Order
- vi. Postal Draft
- vii. Pakistan Post E-remittance Service through Western Union

The position of inland money orders, postal orders, urgent and fax money orders issued and Electronic Money Transfer through Union during 2022-23 is given in the succeeding tables:-

2.2.1 INLAND MONEY ORDERS ISSUED

(Figures in million)

S. NO	NAME OF CIRCLE	2021-22			2022-23		
		NO. OF MONEY ORDERS ISSUED	VALUE Rs.	COMMISSION Rs.	NO. OF MONEY ORDERS ISSUED	VALUE Rs.	COMMISSION Rs.
1	Central Punjab, Lahore	0.619	2,861.833	48.176	0.106	355.435	9.610
2	Northern Punjab, Rawalpindi	0.472	2,399.950	37.180	0.094	463.109	7.355
3	Southern Punjab, Multan	03.82	1,396.502	28.948	0.426	1,906.494	33.501
4	Metropolitan, Karachi	0.204	1,647.148	15.639	0.339	1,214.595	26.604
5	Northern Sindh, Hyderabad	0.197	910.929	14.688	0.637	2,222.484	41.604
6	KPK, Peshawar	0.319	1,763.457	25.003	0.272	1,402.454	21909
7	Balochistan Quetta	0.063	334.065	5.049	0.143	1,123.247	11.329
8	FC & GB, Islamabad	0.099	602.332	8.503	0.153	646.984	11.845
9	AJK, Muzaffarabad	0.100	523.197	7.869	0.056	255.837	4.375
	TOTAL	2.455	12,439.413	191.055	2.223	9,590.639	167.132

2.2.2 INLAND MONEY ORDERS PAID

(Figures in million)

S. NO.	NAME OF CIRCLE	2021-22		2022-23	
		NO. OF MONEY ORDERS PAID	VALUE RS.	NO. OF MONEY ORDERS PAID	VALUE RS.
1	Central Punjab, Lahore.	0.109	4,128.603	0.049	159.707
2	Northern Punjab, Rawalpindi	0.362	3,057.374	0.020	211.693
3	Southern Punjab, Multan	0.210	1,272.984	0.256	2,037.018
4	Metropolitan, Karachi.	0.226	1,006.399	0.201	1,083.583
5	Northern Sindh, Hyderabad	0.058	696.841	1.043	3,575.429
6	Khyber Pakhtunkhwa, Peshawar	0.169	1,645.952	0.119	1,243.272
7	Balochistan, Quetta.	0.004	43.504	0.163	840.434
8	FC & GB , Islamabad	0.081	287.522	0.050	539.458
9	AJK, Muzaffarabad	0.028	314.615	0.005	144.958
	TOTAL	2.562	12,453.793	1.908	9,835.552

2.2.3 PAKISTAN POSTAL ORDERS SOLD

(Rupees in million)

S. No.	NAME OF CIRCLE	2021-22			2022-23		
		NO.	VALUE RS.	COMMISSION RS.	NO.	VALUE RS.	COMMISSION RS.
1	Central Punjab, Lahore.	267,069	5.005	5.341	16,486	3.664	0.667
2	Northern Punjab, Rawalpindi	59,371	4.944	1.187	350,669	14.411	8.949
3	Southern Punjab, Multan	75,620	1.753	1.512	18,570	2.778	0.372
4	Metropolitan, Karachi.	15,486	1.057	0.310	20,628	1.992	0.573
5	Northern Sindh, Hyderabad	16,627	0.914	0.332	25,560	7.887	1.985
6	KPK, Peshawar.	24,466	1.876	0.489	6,730	1.107	0.235
7	Balochistan, Quetta.	5,940	0.539	0.119	60,571	9.412	1.691
8	FC, & GB, Islamabad.	11,570	0.886	0.231	80,560	5.557	2.227
9	AJK Circle, Muzaffarabad	19,331	0.522	0.387	20,627	3.676	0.970
	TOTAL	495,480	18.496	9.908	600,401	50.484	17.669

2.2.4 PAKISTAN POSTAL ORDERS PAID

(Rupees in million)

S.N o.	NAME OF CIRCLE	2021-22		2022-23	
		NO.	VALUE (RS).	NO.	VALUE (RS).
1	Central Punjab, Lahore.	15,139	10.58	15,623	2.412
2	Northern Punjab, Rawalpindi	48,370	5.323	20,143	2.751
3	Southern Punjab, Multan	4,522	0.250	5,000	0.215
4	Metropolitan, Karachi.	13,122	1.015	25,000	0.802
5	Northern Sindh, Hyderabad	1,978	0.170	7,680	0.600
6	KPK, Peshawar.	157,680	2.248	5,200	0.970
7	Balochistan, Quetta	4,175	0.375	45,360	2.468
8	FC & GB , Islamabad.	5,321	0.352	50,639	2.869
9	AJK Circle, Muzaffarabad	109,340	1.335	3,500	0.228
	TOTAL	359,647	12.126	178,145	13.315

2.2.5 URGENT MONEY ORDERS ISSUED

(Rupees in million)

S. No.	NAME OF CIRCLE	2021-22			2022-23		
		No. of UMOs issued (in millions)	Value	Commission and Fee	No. of UMOs issued (in millions)	Value	Commission and Fee
1	FC & GB , Islamabad.	0.006	22.018	0.984	0.003	9.170	0.569
2	Northern Punjab	0.028	99.382	4.898	0.002	84.548	1.153
3	Southern Punjab	0.020	65.963	3.502	0.015	57.488	2.812
4	Central Punjab	0.043	150.048	7.603	0.032	120.136	2.790
5	KPK, Peshawar.	0.010	40.181	1.818	0.008	41.832	1.709
6	Metropolitan Karachi	0.011	42.100	1.785	0.006	29.795	1.184
7	Northern Sindh	0.011	38.936	1.926	0.007	27.581	1.291
8	AJK Circle, Muzaffarabad	0.003	11.355	0.562	0.006	12.451	0.467
9	Balochistan	0.002	9.950	0.358	0.001	7.863	0.297
	Total	0.134	479.906	23.435	0.101	390.867	18.277

2.2.6 FAX MONEY ORDER ISSUED

S. No.	NAME OF CIRCLE	2021-22			2022-23		
		No. of FMOs issued (in million)	Value	Commission and Fee	No. of FMOs issued (in million)	Value	Commission and Fee
1	FC & GB, Islamabad.	0.001	34.283	0.256	0.007		0.168
2	Northern Punjab	0.001	14.340	0.113	0.0001		0.036
3	Southern Punjab	0.000	13.283	0.100	0.0001		0.023
4	Central Punjab	0.000	19.385	0.143	0.0003		0.068
5	KPK, Peshawar.	0.000	32.493	0.239	0.001		0.674
6	Metropolitan Karachi	0.002	84.500	0.580	0.0008		0.190
7	Northern Sindh	0.001	47.699	0.305	0.0001		0.034
8	AJK Circle, Muzaffarabad	0.00009	3.348	0.023	0.000		0.122
9	Balochistan	0.002	110.476	0.724	0.0009		0.249
	Total	0.007	359.807	2.483	0.004		1.567

2.2.7 ELECTRONIC MONEY ORDERS ISSUED

(Figures in million)

Year	NO. OF MONEY ORDERS ISSUED	VALUE Rs.	COMMISSION Rs.
2022-23	0.001	0.877	0.019
2021-22	0.001	4.353	0.137

2.2.8 POSTAL DRAFT SERVICE

(in million)

YEAR	POSTAL DRAFT ISSUED			POSTAL DRAFT PAID	
	NO. OF POSTAL DRAFT	VALUE Rs.	COMMISSION Rs.	NO. OF POSTAL DRAFT	VALUE Rs.
2022-23	3	0.120	0.026	20	0.792
2021-22	106	10.644	0.018	316	19.939

2.2.9 ELECTRONIC MONEY TRANSFER (WESTERN UNION)

In addition to traditional remittance services, a fully computerized system for transfer of money from 196 countries to Pakistan was started from September 2002 by making an agreement with Western Union. This system has received tremendous response from the public. Valuable Foreign exchange is being received through this legal channel of money remittance to Pakistan.

The below given table indicates the number of transactions and foreign exchange received through this legal channel of money remittance and amount of commission earned by Pakistan from 2003-04 to 2022-23: -

Year	No. of Transactions	Principal Amount Paid (Rs. in million)	Commission (Rs. in million)
2003-2004	76,740	2697.579	34.688
2004-2005	109,385	3,614.333	42.825
2005-2006	154,966	4,995.093	73.595
2006-2007	261,868	8,168.060	72.338
2007-2008	374,998	12,018.740	102.610
2008-2009	649,926	23,680.616	170.356
2009-2010	727,381	25,228.657	244.630
2010-2011	524,616	18,398.591	180.015
2011-2012	330,472	11,816.033	115.335
2012-2013	248,637	9,656.118	74.252
2013-2014	233,668	9,707.666	66.349
2014-2015	205,409	8,129.213	58.822
2015-2016	205,939	7,787.041	59.759
2016-2017	195,095	7,341.279	58.206
2017-2018	191,051	7,559.502	75.050
2018-2019	176,991	4,686.245	115.392
2019-2020	17,577	1,237.148	0.421
2020-2021	235,322	13,662.818	109.963
2021-2022	157,773	9694.837	82.279
2022-2023	48,720	3,683.485	42.250

2.3 INTERNATIONAL POSTAL SERVICES

The Universal Postal Union (UPU) has 192 member countries. Pakistan is also a member of the UPU which is a specialized agency of United Nations in the Postal Sector. The mail between the member countries is exchanged with guaranteed freedom of transit. To ensure full adherence to this principle the UPU enjoins upon member countries to discontinue the postal services with a country not properly, honoring this principle subject to advance information to this effect to the UPU. Pakistan's International mail network is detailed below:-

Letter Mail Services	a). All the countries of world except Israel b). Direct dispatches for 71 Overseas destinations
Parcel Services	a). With all Foreign countries except Israel b). Direct dispatches to 71 Overseas destinations
Surface Air Lifted (SAL) Mail	26 Overseas destinations
Surface Mail	Afghanistan, People's Republic of China, India and Iran only
Express Mail Service (EMS)	104 Overseas destinations with 117 domestic locations

The International mail is posted/collected through network of Post Offices spread all over the country and the mail so collected is transmitted to the offices of exchange located at Islamabad/Lahore/Sialkot and Karachi for onward dispatch to foreign destinations. The frequency of dispatches ranges between 4-6 days a week, depending upon the availability of flight and mail volume justified for a dispatch.

2.3.1 INTERNATIONAL MAIL TRAFFIC

The weight of Airmail exchanged with foreign countries during the year 2022-23 with comparative figures of the preceding year are as given below:-

AIRMAIL INWARD (WEIGHT)

Category of mail	Weight in Kg. 2021-22	Weight in Kg. 2022-23
Letter Mail (LC/AO)	2729717.171	136513.757
Parcels (CP)	207863.837	253365.588
Insured Parcels	0.000	0.000
Total:-	480781.008	389879.345

AIRMAIL OUTWARD (WEIGHT)

Category of mail.	Weight in Kg. 2021-22	Weight in Kg. 2022-23
Letter Mail (LC/AO)	36929.5	55660.5
Parcels	240303.13	225636.74
Insured Parcels	232.06	0
Total:-	277464.690	281297.24

SURFACE MAIL (INWARD) (WEIGHT)

Category	Weight in Kg. 2021-22	Weight in Kg. 2022-23
Letter mail (LC/AO)	3850.400	10,854.4
Parcels (CP)	0	0
Insured Parcels	0	0
Total:-	3850.400	10,854.4

SURFACE MAIL (OUT WARD) (WEIGHT)

Category	Weight in Kg. 2021-22	Weight in Kg. 2022-23
Letter Mail (LC/AO)	0	0
Parcels	0	0
Total:-	0	0

SURFACE AIR LIFTED (INWARD) (WEIGHT)

Category	Weight in Kg. 2021-22	Weight in Kg. 2022-23
Letter Mail (LC/AO)	4568.285	4009.655
Parcels (CP)	117377.66	7156.3
Insured Parcels	0	0
Total:-	121945.945	11,165.955

SURFACE AIR LIFTED (OUTWARD) (WEIGHT)

Category of mail.	Weight in Kg. 2021-22	Weight in Kg. 2022-23
Letter Mail (LC/AO)	0	0
Parcels	0	0
Insured Parcels	0	0
Total:-	0	0

TRANSIT MAIL (WEIGHT)

Category	Weight in Kg. 2021-22	Weight in Kg. 2022-23
Letter Mail (LC/AO)	0	0
Air mail Parcels (CP)	0	0
Total:-	0.000	0.000
Surface Letter Mail	0.000	0
Surface Parcels	0.000	0
Total:-	0.000	0
SAL Letter Mail	0.000	0
SAL Parcel	0.000	0
Total:-	0.000	0

The number of registered articles both inward and outward exchanged with foreign countries during the year 2022-23 with comparative figures of the preceding year are as given below:-

NUMBER OF AIRMAIL ARTICLES (INWARD)

Category	No. of articles 2021-22	No. of articles 2022-23
Registered Letters	528,821	309,267
Insured Letters	165	101
Total	528,986	309,368
Parcels	36,684	33,829
Insured Parcel	0	0
Total: -	3,684	33,829

NUMBER OF AIRMAIL ARTICLES (OUTWARD)

Category	No. of articles 2021-22	No. of articles 2022-23
Regd. Letters	198,982	243,150
Insured Letters	0	0
Total	198,892	243,150
Parcels	30,957	29,250
Insured Parcel	36	0
Total	30,993	29,250

NUMBER OF SURFACE ARTICLES (INWARD)

Category	No. of Articles 2021-22	No. of Articles 2022-23
Letter Mail (LC/AO)	0	7210
Parcel	0	0
Insured Parcels	0	0
Total: -	0	7210

NUMBER OF SURFACE MAIL ARTICLES (OUTWARD)

Category	No. of articles 2021-22	No. of articles 2022-23
Letter Mail (LC/AO)	0	0
Parcel	0	0
Insured Parcels	0	0
Total: -	0	0

NUMBER OF SURFACE AIR LIFTED ARTICLES (INWARD)

Category	No. of articles 2021-22	No. of articles 2022-23
Letter Mail (LC/AO)	62	0
Parcel	12495	313
Insured parcels	0	0
Total: -	12557	313

NUMBER OF SURFACE AIR LIFTED ARTICLES (OUTWARD)

Category	No. of articles 2021-22	No. of articles 2022-23
Letter Mail (LC/AO)	0	0
Parcel	1	0
Insured parcel	0	0
Total: -	1	0

RECEIPT AND PAYMENTS (IN MILLION) FROM / TO FOREIGN POSTAL ADMINISTRATIONS ON ACCOUNT OF INTERNATIONAL MAIL EXCHANGE

(Rupees in Million)

Category	2021-22		2022-23	
	Receipt	Payment	Receipt	Payment
Airmail Accounts	803.648	35.734	582,426,205	0
Parcel Post Accounts	0	0	0	0
Letter Mail and Terminal Dues	0	0	0	0
EMS imbalance accounts	0	0	0	0
TOTAL	803.648	35.734	582,426,205	0
Foreign Air Carrier	0	0	0	0
G.D. Net Countries	0	0	0	0
TOTAL	0	0	0	0
G. TOTAL	803.648	35.734	582,426,205	0

2.4 PHILATELIC SERVICES

Postage stamps play an important role and have an educational, recreational and investment value. They are educative because philately enriches one's knowledge, education, literature, history, culture, religion, politics, science, sports, geography and so on. The study of postage stamps is also a relaxing and amusing hobby. The postage stamp is also an ambassador capable of strengthening the bonds of friendship between peoples, and contributes to economic, social and political prosperity. It publicizes the image and name of its country of origin. Viewed from the collectors (or philatelists) point of view, speculation is sometimes a powerful inducement to them in building their collections, since old stamps acquire a value for exceeding their face value. Last but not least, philately brings in substantial revenue to postal administrations and this provides the incentive for postal administrations to promote philately.

2.4.1 Philately in Pakistan

Issuance of commemorative stamps on various important National and International events is another significant but a regular feature of Pakistan Post. During the last 68 years, Pakistan Post has brought out a galaxy of special stamps on wide-variety of themes. They depict the flag and map of Pakistan, our national heroes and pioneers of freedom movement, our architecture and landscape, our great poets, saints, educational institutions and so on and so forth.

Pakistan Post issues four types of stamps for the prepayment of postage.

i) **Definitive Stamps:**

These stamps are issued for normal postage and put on sale for unlimited period of time.

ii) **Service Stamps:**

These stamps are issued for the use of Government official mail only.

iii) **Special Stamps:**

These stamps are brought out on certain particular themes and are of a particular interest for thematic collectors. They are also called as thematic stamps.

iv) **Commemorative Stamps:**

These stamps are issued to commemorate National and International events and are placed on sale for only a limited period of time.

During the year 2022-23, Pakistan Post has issued following Commemorative Postage Stamps:-

S. No	Occasion of Issue	Date of issue	Denomination (in Rs.)
1	Issuance of Commemorative Postage Stamp on centennial celebrations of Attock Refinery Ltd.	25-07-2022	Rs.20
2	Issuance of Commemorative Postage Stamp of Diamond Jubilee of Pakistan (1947-2022)	14-08-2022	Rs.75
3	Issuance of Commemorative Postage Stamp on the 11h Edition of International Defence Exhibition & Seminar-IDEAS 2022 Defiance Export Promotion Origination Ministry Of Defence Production, Government of Pakistan.	14-08-2022	Rs.20
4	Issuance of Commemorative Postage Stamp on the Occasion of 75th Anniversary of the Founding of the Pakistan Institute of International Affairs.	14-11-2022	Rs.20
5	Issuance of Commemorative Postage Stamp of 75th Years Diplomatic Relations between Pakistan and Australia	15-11-2022	Rs.20
6	Issuance of Commemorative Postage Stamp celebrate 100 Years of IDA RIEU for Services Schools for the Blind & Deaf Children	23-11-2022	Rs.20
7	Issuance of Commemorative Postage Stamp Eve of 75th Years Diplomatic Relations between Pakistan and United States.	27-12-2022	Rs.20
8	Issuance of Commemorative Postage Stamp for 40th years of Wafaqi Mohtasib (OMBUDSMAN) Islamabad (1983-2023)	24-01-2023	Rs.20
9	Issuance of Commemorative Postage Stamp for International Women's Day	08-03-2023	Rs.20
10	Issuance of Commemorative Postage Stamp of the Senate of Golden jubilee	15-03-2023	Rs.20
11	Issuance of Commemorative Postage Stamp Golden Jubilee celebration s of the Islamic Republic of Pakistan, 1973.	10-04-2023	Rs.50
12	Issuance of Commemorative Postage Stamp Golden Jubilee celebrations of National Engineering Services Pakistan (PVT) Limited	10-05-2023	Rs.20
13	Issuance of Commemorative Postage Stamp Golden Jubilee celebrations of Punjab Medical College Faisalabad (1973-2023)	16-05-2023	Rs.50
14	Issuance of Commemorative Postage Stamp on 25th years of excellence of Central Depository Company of Pakistan limited.	23-05-2023	Rs.20
15	Issuance of Commemorative Postage Stamp on 7th Population & Housing Census "First-Ever Digital Census in Pakistan".	29-05-2023	Rs.50

CHAPTER

3

AGENCY FUNCTIONS

3.1 INTRODUCTION OF AGENCY FUNCTIONS

Pakistan Post Office Department, with wide network throughout the country, serves as the principal agency for a variety of Agency Services on behalf of Federal, Provincial Governments and autonomous/corporate entities as detailed below on agreed rates of commission/service charges: -

I. ON BEHALF OF THE FEDERAL GOVERNMENT

- Payment of pension to the retired personnel of Defence Forces.
- Printing and sale of Agricultural Loan Passbooks
- Printing and supply of various non-postal stamps
- Collection of custom duty and sales taxes on inward foreign postal articles
- Collection of fixed income tax on behalf of Federal Board of Revenue
- Distribution of small sums of money to Mustahqeen on behalf of Pakistan Baitul Mal.

II. ON BEHALF OF PROVINCIAL GOVERNMENTS

- Sale of Revenue Stamps, Arms and Driving Licenses Fee Stamps, Fine Coupons, Motor Vehicles Fitness Stamps etc
- Collection of Motor Vehicle Tax from owners of private vehicles (except in Sindh Province)
- Renewal of Motor Driving Licenses and Arms Licenses
- Printing and supply of various judicial and non-judicial court fee stamps to district treasuries of the provincial governments

III. ON BEHALF OF AUTONOMOUS / CORPORATE ENTITIES

- Collection of Electricity, Sui Gas and Telephone Bills respectively on behalf of WAPDA, Sui Southern Gas Pipelines and Pakistan Telecommunication Company Limited

3.2 UTILITY BILLS COLLECTION

Pakistan Post provides services to the public for collection of utility bills on behalf of PTCL, SSGPL, SNGPL, WAPDA, KESC and WASA and earned Rs. 477 million in the shape of commission. Details of collections and revenue/commission is as under: -

Particulars	Number of Utility Bills Collected	Amount of Utility Bills Collected (Rs. In million)	Commission earned @ Rs. 8 per bill (in million of rupees)
PTCL	1,433,383	1,885.091	12.900
Sui Gas	10,675,345	28,594.884	85.403
Electricity	45,190,858	266,443.862	361.527
WASA	2,099,043	3284.739	16.792
Total 2022-23	59,398,629	300.209	477.000

3.3 ARMS LICENCES ENTERED / RENEWED

Circle-wise break up is as under: -

S.NO.	Name of Circle	Number of Arms licenses			
		Entered	Renewed	Total 2022-23	Total 2021-22
1	Central Punjab, Lahore	199	12,892	13,091	1113
2	Metropolitan, Karachi	0	0	0	0
3	Northern Sindh, Hyderabad	0	0	0	0
4	Northern Punjab, Rawalpindi	713	14,823	15,536	17,276
5	Southern Punjab, Multan	0	8,844	8,844	8,801
6	FC& GB Islamabad	0	0	0	0
7	Khyber Pakhtunkhwa, Peshawar	0	0	0	0
8	Balochistan, Quetta	2,765	11,102	13,867	13,393
9	AJK, Muzaffarabad	0	0	0	0
Total		3,677	47,661	51,338	40,583

3.4 DRIVING LICENCES ENTERED / RENEWED

S.NO.	NAME OF CIRCLE	DRIVING LICENCE			
		Entered	Renewed	Total 2022-23	Total 2021-22
1	Central Punjab, Lahore	0	112	112	42
2	Metropolitan, Karachi	0	0	0	0
3	Northern Sindh, Hyderabad	0	0	0	0
4	Northern Punjab, Rawalpindi	28	11,219	11,247	15795
5	Southern Punjab, Multan	0	139	139	18565
6	FC & GB, Islamabad	0	5,135	5,135	22913
7	Khyber Pakhtunkhwa, Peshawar	0	0	0	0
8	Balochistan, Quetta	9	1,897	1,905	3391
9	AJK, Muzaffarabad	0	0	0	0
Total		37	18,502	18,538	22,773

3.5 PROVINCIAL TAXES COLLECTION (CATEGORY WISE)

Figures in million

Particulars	Punjab	Sindh	KPK	Balochistan	Islamabad	2022-23	2021-22
Arms Licence	0	0	0	112,797,580	0	112,797,580	129,316,546
Driving Licence	615,503,580	0	0	11,769,315	1,661,000	628,933,895	705,892,600
Motor V.F.C	0	0	0	1,746,500	2,070,000	3,816,500	1,839,000
Route Permit Fee	0	0	0	22,500,000	0	22,500,000	0
M.V.T	0	0	0	0	0	0	0
Total	615,503,580	0	0	148,813,395	3,731,000	768,047,975	837,048,146

3.6 COMMISSION REALIZED ON COLLECTION OF PROVINCIAL TAXES

Figures in million

Particulars	Punjab	Sindh	Balochistan	Islamabad	2022-23	2021-22
Arms License	0.000	0.000	3.147	0.000	3.147	3.608
Driving License	16.003	0.000	0.328	0.046	16.377	16.377
Motor V.F.C	0.000	0.000	0.034	0.035	0.069	0.033
Route Permit Fee	0.000	0.000	0.439	0.000	0.439	438750
M.V.T	0.000	0.000	0.000	0.000	0.000	0.000
Total	16.003	0.000	3.948	0.081	20.032	22.011

3.7 SALE OF PAKISTAN HIGHWAY CODE BOOKS AND AGRICULTURAL LOAN PASS BOOKS

Pakistan Highway Code Books (HWCB) and Agricultural Loan Pass Books (ALPB) are printed by Pakistan Post office Department and sold through all Post Office counters since 1973 and 1978 respectively. Both English and Urdu versions are being sold to public. 253,158 Agricultural Loan Pass Books were sold during the year 2022-23. Similarly, 4,733 Highway / Motorway Code Books were sold during the year 2021-22. The Circle-wise Break-up is as under: -

S. NO.	Name of Circle	ALPBs SOLD	HWCBs Sold	
			English	Urdu
1	Central Punjab, Lahore	20,262	7	820
2	Metropolitan, Karachi	68	13	35
3	Northern Sindh, Hyderabad	14,157	83	233
4	Northern Punjab, Rawalpindi	204,022	1,665	653
5	Southern Punjab, Multan	8,024	27	1,021
6	FC & GB, Islamabad	50	0	12
7	Khyber Pakhtunkhwa, Peshawar	4,593	34	45
8	Balochistan, Quetta	1,982	0	71
9	AJK, Muzaffarabad	0	4	10
Total 2022-23		253,158	1,833	2,900

3.8 PAYMENT OF MILITARY PENSION

Pakistan Post renders a valuable service to the ex-servicemen by paying pension to them on monthly basis through their Savings Bank Account since 01-07-1993. If a pensioner retains his Savings Bank Accounts, he would be entitled to get profit according to the prescribed rates. During the year 2022-23, an amount of **Rs. 182,138,429,116 million** was paid to **861,907** pensioners. The forces wise break up of number of military pension and amount paid is as under:-

TOTAL NUMBER OF MILITARY PENSIONERS AND AMOUNT PAID						
Name of Forces	F.C.	ARMY	PAF	NAVY	TOTAL	Total amount paid (in million)
No. of Pensioners	58,103	785,110	13,063	5,602	861,907	182,138,429,116

CHAPTER

4

TRAININGS
&
CUSTOMER CARE

4.1 TRAINING ACTIVITIES

In order to train the postal staff with latest customer care techniques to provide best services to the customers, Pakistan Post arranges the different types of courses throughout the country. The Training Institutions include Postal Staff College and Postal Training Centers (PTCs) at Islamabad, Lahore and Karachi. **1,794** officials of different categories in the various disciplines of Postal Services received training at PTCs during 2022-23. Training courses for the departmental officers are conducted at ECO Postal Staff College, Islamabad. **171** departmental officers were trained in the ECO Postal Staff College, Islamabad during 2022-23. The detail of training activities is given below:-

4.2 TRAINING COURSES CONDUCTED AT PTCs

S.NO	PTC	No. of courses	No. of officials attended course
1	Islamabad	56	1,013
2	Karachi	38	95
3	Lahore	112	1,794
	Total	206	2,902

4.3 COURSES CONDUCTED AT ECO POSTAL STAFF COLLEGE, ISLAMABAD DURING THE YEAR 2022-23

S. No	NAME OF WORKSHOP, COURSE/SEMINAR	NO. OF TRAINEES
1.	Course on E-Commerce & Logistics: Challenges & Potential for Pakistan Post	12
2.	Course on Service Matters	9
3.	Workshop on Understanding Tax Matters	21
4.	Course on Postal Inspection & Verification System	8
5.	34th Mid Career Management Course (Domain Specific Component)	2
6.	Course on Introduction of New Policies with reference to Pakistan Post	8
7.	Course on Audit Procedure, Audit Paras, Appropriation Account and Preparation for Departmental Accounts Committee and Public Accounts Committee	13
8.	Postal Management Course	12
9.	Refresher Course for Postal Managers at Karachi	11
10.	Refresher Course for Postal Managers at Lahore	10
11.	Workshop on Domestic and International Mail Operations	9
12.	35th Mid Career Management Course (Domain Specific Component)	2
13.	Workshop on Training of Trainers	5
14.	International Course on Postal Business Development	8
15.	Workshop on Modern Management Techniques	10
16.	Refresher Course for Postal Managers At Multan	10
17.	33rd Specialized Training Program (STP)	6
18.	36th Mid Career Management Course (Domain Specific Component)	3
19.	Workshop on Customer Relationship Management - Handling Public Grievances	12
Total		171

4.4 CUSTOMER CARE

Effective Customer Care is like a backbone of the organization. It plays quite an active role in improving the services and enhancing the revenue of Pakistan Post. There is common saying that customer is the king and the king is to be satisfied. For the purpose of customers' satisfaction, a Customer Care Cell has been established at the Headquarters as well as at each Circle level. Customer Care Cell deals with Postal Complaints receiving from Inland and foreign countries, either received through E-mail, fax or telephonically which are accordingly disposed off without any loss of time.

4.5 EXPRESS POST TRACK AND TRACE SYSTEM (EMTTS)

Pakistan Post has implemented an Express Mail Track & Trace System, Inquiry & Reporting System (EMTTS), in 85 GPOs, (03) Post malls and (53) District Mail Offices. A link has been established between Express Mail Track and Trace System (EMTTS) and International Postal System (IPS) to facilitate the Track and Trace of Inbound and Outbound International Express Mail Service (EMS) articles. The main objectives of EMTTS are: -

- To improve the quality of service to customers by providing them online tracking facility. Articles can be tracked at www.ep.gov.pk
- To provide an efficient automated platform to support a major increase in the volumes of Express Mail and Express Money Order traffic
- To improve overall operations and increase productivity.
- To provide Pakistan Post's management with information relating to the quality of service for Express Mail being provided by Pakistan Post to its customers.
- To provide facility of online submission of complaint to Customers.

4.6 IPS UPDATING DELIVERY SYSTEM

To meet the UPU's requirement, Pakistan Post has launched a project for updating delivery information from the point of delivery using Enterprise Digital Assistant (EDA) and Mobile Phones. The motive of the project is to achieve better quality of service to the PPO customers through the use of this tracking system. This tracking system will allow Pakistan Post to generate and exchange EDI tracking messages with partner postal operators and airlines for both

incoming and outgoing Registered Letters, Parcels and EMS. It will also improve security of mail operations by automating all international postal processing areas and obtaining a reliable database for international postal accounts and postal statistics data capturing and storage will also be ensured. The Postal customers will be able to get faster access to the information regarding their postal items. This project ensures end to end tracking of incoming international Registered Letters and other bar coded products (Parcels and EMS) by integrating domestic tracking with IPS by automating domestic sorting centers and by providing updating delivery information facility at the point of delivery through Mobile Phones and EDAs.

The Quality of Service Fund of UPU has provided 1961 Mobile Phones and 350 EDA (Enterprise Digital Assistant) to update delivery information from delivery offices. With the expansion of this project, each Delivery Office will be provided one Mobile Phone or EDA to update delivery information of incoming International Registered Letters, Parcels and EMS on daily basis.

4.7 COMPLAINT MANAGEMENT SYSTEM (CMS)

For the facility of the users of postal services, a web based ` Management System has been established for complaints and their resolution. The scope of the system is within the organization. A call centre has also been established for the management of customers' complaints. The mechanism of the call centre and responsibilities of the call centre are:-

- To take the complaints from the Pakistan Post customers on phone/ fax/ email/ sms.
- To intimate the respective locations, officer or officials of Pakistan Post for settlement of the complaint.
- To acknowledge the receipt of complaints to the complainants through phone/ fax/ email/ cell phone/ sms etc.
- To intimate the settlement of complaints to the complainants through phone/ fax/ email/ cell phone/ sms etc.
- In case of delay in settlement of complaints, to intimate the complainants about the delay with apology and give complainants a new time line for ultimate solution of their complaint.

4.8 PUBLIC COMPLAINTS

The public Complaints from the users of the Postal Services are an index to the quality of service. In the Modern electronic system of feed-back is an indispensable part of Management Information System (MIS). The Pakistan Post Office Department has to depend a lot on complaints taking them as a feed back. It is a barometer of public opinion which forms the basis of the evaluation and appraisal of the quality and standard of the Postal Services offered to them. The table showing the number of complaints pertaining to postal articles i.e. international Post, Domestic Post, Express Post and Money Orders received & disposed off during the year 2022-23 is given below:-

S. No	NAME OF CIRCLE	OPENING BALANCE	RECEIVED DURING THE YEAR	TOTAL	DISPOSED OFF	BALANCE
1.	Metropolitan Circle, Karachi	0	150	150	150	0
2.	Central Punjab, Lahore	10	5423	5433	5422	11
3.	Southern Punjab, Multan	99	4489	4588	4568	20
4.	Khyber Pakhtunkhwa, Peshawar	25	330	355	312	43
5.	F.C & GB, Islamabad	11	2655	2666	2666	0
6.	Northern Punjab, Rawalpindi	22	2402	2424	2362	62
7.	Northern Sindh, Hyderabad	206	1256	1462	1298	164
8.	Balochistan Circle, Quetta	7	9871	9907	9901	6
9.	AJK Circle, Muzaffarabad	1292	8491	9783	9718	65
	Total: 2022-23	1672	35067	36768	36397	371
	Total: 2021-22	827	42921	43748	41986	1672

S. No	NAME OF CIRCLE	TOTAL NO OF ARTICLES	TOTAL NO. OF COMPLAINTS	NO. OF COMPLAINTS DISPOSED OFF	Percentage (%)
1	Inland complaints	185.780	0.036768	0.036397	0.019%
2	GCSS (Registered Mail/Letter/Parcel)	46.184	0.002944	0.002920	0.006%
3	I-Care (International Complaints-EMS & EMS Plus etc.)	10.321	0.000578	0.000578	0.005%

CHAPTER

5

STAFF WELFARE

STAFF WELFARE

5.1 DISPENSARIES AND MEDICAL FACILITIES

In order to provide better medical facilities to its employees, Pakistan Post has established 19 Allopathic Postal Dispensaries, 03 Postal Medical Centers having facility of 10 beds with diagnosis center and 02 Homeopathic facilities all over the country at big cities where outdoor medical facilities are provided to the ailing postal employees and their dependant family members. During the financial year 2022-23, expenditure of Rs. 6.255 million was incurred on purchase of medicines for the Postal Dispensaries. An amount of **Rs. 55.846 million** was also reimbursed as medical charges to the postal employees during the year 2022-23. These facilities are apart from the Government Hospitals where postal employees are also provided indoor as well as outdoor medical treatment all-over the country.

5.2 POST OFFICE WELFARE FUND, FINANCIAL GRANTS AND RELIEFS

Pakistan Post provides different types of grants to the employees of the department for their welfare. Post Office Welfare Fund is fully utilized as assistance in the shape of education grant to the deserving children of the Postal employees, Financial Aid in case of prolonged illness and to meet funeral expenses, scholarships to the children of Postal employees in BPS.1-16 who secure 60% or above marks in the Annual Examination of SSC and above and cash awards to children of Postal employees.

5.3 “Q” LOANS AND ADVANCES

The employees and officers of Pakistan Post Office Department are granted loans and advances for the purchase of plots /construction of houses and purchase of conveyance.

i) **House Building Advance:-**

The Postal employees were granted House Building Advances amounting to **Rs.266.37 million** for the purchase of plots /construction of houses during financial year 2022-23.

ii) **Conveyance Advance:-**

The Postal employees were granted Conveyance Advances amounting to **Rs.37.048 million** to purchase their personal Motor Car, Motor Cycle and Cycle during financial year 2022-23.

5.4 EDUCATIONAL SCHOOL

The Posts and Telegraphs Model School which was set up at Lahore in 1961 is providing educational facilities up to High School level to the children of postal employees.

CHAPTER

6

Revenue
&
Expenditure

6.1 REVENUE RECEIPTS AND WORKING EXPENSES

Pakistan Post Office Department earned revenue of Rs. **7,106.389** million during the year 2022-23 as against Rs **14,433.025** million earned during the previous year. Working expenses during the year 2022-23 stood at Rs. **18,697.639** million. The year 2022-23 closed with a deficit of Rs. **11,591.25** million against deficit of Rs. **2,655.146** million of previous year.

6.2 REVENUE RECEIPTS (Head-wise Comparison)

(Rupees in Million)

PARTICULARS	2022-23	%age	2021-22	%age
(A) POST OFFICE MAIL OPERATION (POSTAGE REVENUE)				
Sale of Ordinary Stamps	1,170.482	16.5%	1,253.640	8.7%
Sale of Service Stamps	308.894	4.3%	314.641	2.2%
Postage Realized in Cash	3,009.571	42.4%	2,771.718	19.2%
Total Postage (A):-	4,488.948	63.2%	4,340.000	30.1%
(B) OTHER RECEIPTS				
P.O. Other Receipts	244.324	3.4%	297.823	2.1%
Commission on Money Transfer	244.506	4.0%	349.038	4.0%
Net receipts from Other Postal Administrations	582.426	8.2%	767.914	5.3%
Total other receipts (B):-	1,071.256	15.1%	1,414.775	9.8%
(C) P.O. AGENCY RECEIPTS				
Gross receipts (A+B+C):	7,106.389	100%	14,433.025	100%

6.3 DETAILS OF AGENCY RECEIPTS

(Rs. In million)

DETAIL OF POST OFFICE AGENCY RECEIPTS			
Head of Accounts		Audit Actuals	
		2021-2022	2022-2023
1		2	3
C03588 Agency Receipts		(Figures in Million Rs.)	
Service Charges on Savings Bank:(C0358801 to C0358810)			
C03588-01	Savings Accounts	965.098	0.000
C03588-02	Savings Certificates (except RIC)	0.412	0.000
C03588-03	Regular Income Certificates	0.193	0.000
Service Charges on Insurance Business: (C0358811 to C0358813)			
C03588-11	Management cost of Postal Life Insurance	0.000	0.000
Management cost of Stamps Organization: (C0358814 to C0358817)			
C03588-14	Share Cost of Establishment Charges of Stamps Organization	80.409	72.307
C03588-15	Recoveries on Account fo Non Postal Stamps supplied to other Departments of Provincial/ Federal Government.	1,101.664	787.620
Service Charges on Pension Disbursement: (C0358818 to C0358825)			
C03588-18	Defence Forces Pension	5,945.311	0.000
C03588-19	PTCL Pension	17.034	0.026
C03588-20	CDA Pension	0.070	0.000
Service Charges on Utility Bills Collection: (C0358826 to C0358835)			
C03588-26	Telephone Bills (Excluding SCO)	8.299	12.900
C03588-27	SCO Telephone Bills	1.216	2.027
C03588-28	WASA /KW & SB Bills	19.658	16.792
C03588-29	Electricity Bills	334.717	361.527
C03588-30	Gas Bills	80.078	85.403
C03588-31	Sarhad Hydrel Development Organization (SHYDO) electricity bills	0.000	0.000
C03588-32	Water bills of Sehwan Development Authority (SDA)	0.000	0.000
Service Charges on Tax Collection:(C0358846 to C0358865)			
C03588-47	Sale of Federal Attestation Stamps	0.481	0.713
C03588-48	Collection of Custom duty	10.707	0.000
C03588-49	Collection of Sales Tax	6.583	0.000
C03588-50	Renewal of Arms Licences	1.096	1.503
C03588-51	Renewal of Driving Licences	34.546	0.196
C03588-52	Sale of Route Permit Fee Stamps.	0.000	0.239
C03588-53	Sale of Motor Vehicle Fitness Certificate Stamps.	0.000	2.931
C03588-54	Collection of Motor Vehicle Tax	0.016	0.008
C03588-56	Collection of Income Tax on Private Motor Cars.	0.000	0.000
C03588-58		0.000	0.000
C03588-59	Collection of Professional Tax on vehicles (Punjab).	0.978	0.003
Miscellaneous Servide Charges: (C0358866 to C0358899)			

C03588-68	Disbursement of First Micro Finance Bank (FMFB) Loans.	0.000	0.002
C03588-69	FMFB Loan Recovery Collection in Cash.	0.054	0.000
C03588-70		0.000300	0.000000
C03588-71	Service Charges on KMBL loan Disbursement	0.311	0.000
C03588-72	Service Charges on KMBL loan Recovery Collection	0.086	0.000
C03588-78	Child Support Programme.	0.000	0.000
C03588-79	Sale Proceed of prospectus of Sarhad University.	0.000	0.000
C03588-82	Sale proceed of Youth Parliament Prospectus (YPP).	0.000	0.000
C03588-83	Commission / Service Charges on NADRA CNIC Fee	0.635	0.191
C03588-84	Sale Proceed of Bolwala Game Show Scratch Cards	0.012	0.001
C03588-85	Sale proceed of Mail Corrugated Carton Boxes	0.315	0.001
C03588-86	Sale Charges on EMS Plus Services	48.412	182.955
C03588-87	Service Charges on Sale of Prospectus / Forms of QUEST Nawabshah	0.021	0.038
C03588-88		1.125	11.285
C03588-99	Commission / Service Charges on Other Items	18.714	7.658
C03588	Gross Agency Receipts	8,678.253	1,546.326
C03588-00	Deduct refund of Agency Receipts.	0.002	0.140
C03588	Net Agency Receipts.	8,678.251	1,546.185

DETAIL OF POST OFFICE COMMISSION ON MONEY TRANSFER			
Head of Accounts		Audit Actuals	
		2021-2022	2022-2023
1		2	3
C 03586- Post Office Commission on Money Transfer:		(Figures in Million Rs.)	
C03586-01	Commission/Fee on Ordinary Money Orders	191.056	167.132
C03586-02	Commission/Fee on Urgent Money Orders	23.435	18.277
C03586-03	Commission/Fee on Fax Money Orders	2.483	1.568
C03586-04	Commission/Fee on Postal Drafts	0.019	0.027
C03586-05	Commission/Fee on Pakistan Postal Orders	9.910	17.671
C03586-07		0.000	0.235
C03586-10	Commission/Service Charges on Payment of Electronic Money Transfer on behalf of Western Union	82.279	38.313
C03586-13	Commission on BISP Money Order	0.000	0.000
C03586-14	Commission on ERP to the IDPS of FATA & Baluchistan Money Order	0.000	0.000
C03586-15	Commission on KPK Stipend Money Orders	38.911	1.265
C03586-19	Electronic Money Orders Service (EMO)	0.137	0.020
C03586-20	Commission on NBP International Remittance Payment	0.819	0.000
C 03586	Gross Post Office Commission on Money Transfer	349.048	244.506
C03586-00	Deduct/Refund of Commission	0.010	0.000
C 03586	Net Post Office Commission on Money Transfer	349.038	244.506

DETAIL OF POST OFFICE MAIL OPERATIONS			
Head of Accounts		Audit Actual	
		2021-2022	2022-2023
1		2	3
C 03581- Post Office Mail Operations:		(Figures in Million Rs.)	
C 03581-01	Sale of Ordinary Postage Stamps	1,253.640	1,170.482
C 03581-02	Sale of Service Postage Stamps	314.641	308.894
C 03581-03	Letter Postage Realized in Cash	18.976	15.937
C 03581-05	International Speed Post Charges	0.000	0.000
C 03581-06	Franking Machine	283.119	249.893
C 03581-07	Delivery Charges of PTCL bills/mail	78.207	67.491
C 03581-08	Delivery Charges of bulk mail of Banks	251.824	322.471
C 03581-09	Fee for Window Delivery Tickets, Post Boxes and Bags	2.844	3.238
C 03581-10	Express Mail Service (EMS) Charges	417.472	383.047
C 03581-11	Fax Mail Service (FMS) Charges	0.009	0.006
C 03581-12	Inland Parcel Postage realized in cash	717.125	720.233
C 03581-13	Foreign Parcel Postage realized in cash	296.247	492.409
C 03581-14	Inland Parcel Postage realized in cash	92.488	201.802
C 03581-16	Registered Article Postage realized in cash (FPO)	19.126	20.392
C 03581-17	EMS Postage realized in cash (FPO)	14.752	25.787
C 03581-18	UMS Postage realized in cash (FPO)	31.555	2.776
C 03581-19	Inland Parcel Postage realized in cash (FPO)	2.088	1.900
C 03581-20	Other Postage Realized in Cash	597.370	507.067
C 03581-26		0.000	0.026
C 03581-99	Others	0.000	0.002
C 03581- Mail Operation: (Figures in Million Rs.)	Gross Post Office Mail Operations	4,391.483	4,493.855
C 03581-00	Deduct/Refund Post Office Mail Operations	51.484	4.907
C 03581	Net Post Office Mail Operations	4,340.000	4,488.948

6.4 DETAIL OF POST OFFICE OTHER RECEIPTS 2021-22

(Rs. In Million)

DETAIL OF POST OFFICE OTHER RECEIPTS			
Head of Accounts		Audit Actuals	
		2021-2022	2022-2023
1		2	3
C 03582- Others (Post Office Other Receipts): (Figures in Million Rs.)			
C 03582-01	Recoveris on account of Mail Robberies	0.044	0.003
C 03582-02	Recoveries on account of Loss/Damaged Insured Articles	1.554	0.279
C 03582-03	Special Recoveries	6.323	2.736
C 03582-04	Advertisement Receipts	1.084	0.014
C 03582-05	Contribution for leave and pension	1.148	1.811
C 03582-06	Examination Fee	0.784	80.324
C 03582-07	Non Refundable Contribution received from Governmetn / Public (NRC)	7.084	1.368
C 03582-08	Revocery of tuition fee and other income from Model School	2.634	1.871
C 03582-09	Forfeited Money Orders.	0.109	0.000
C 03582-10	Forfeited Pakistan Postal Orders	0.002	0.000
C 03582-11	Forfeited Postal Drafts		
C 03582-12	Postal Pension Recovery	101.849	16.468
C 03582-14			0.003
C 03582-21	Rent of Buildings from Postal Employees	33.671	37.365
C 03582-22	Rental Income of Post Office Buildings Rented to others	63.218	63.685
C 03582-31	Books, Forms & Maps	0.273	0.551
C 03582-32	Cost of SB withdral slip Books	3.027	0.026
C 03582-33	Sale proceed of Highway Code Book	1.615	0.426
C 03582-34	Sale proceed of Agricultural Loan Pass Book	12.582	7.840
C 03582-35	Sale proceed of Money Order Forms	4.115	3.066
C 03582-61			0.007
C 03582-99	Other Items	62.531	26.777
C 03582	Gross Post Office Other Receipts	303.649	244.620
C 03582-00	Deduct Refund of Post Office Other Receipts	5.826	0.297
C 03582	Net Post Office Other Receipts	297.823	244.324

6.5 CIRCLE/REGION WISE BREAK UP OF REVENUE RECEIPTS OF THE PPOD FOR THE YEAR 2022-23 (Figures in Millions)													
Particulars of Revenue Receipts	1	FC & GB		AJ&K	Punjab			Sindh		Khyber Pakhtunkhwa	Balochistan		Total
		FC & GB Circle Islamabad	2	3	4	5	6	7	8	9	10	11	
(a) Post Office Mail Operations (Postage Revenue):													
Sale of Ordinary Stamps		61.612	38.905	229.294	173.892	401.478	79.504	55.473	107.807	22.517			1,170.482
Sale of Service Stamps		42.661	0.000	37.663	44.190	89.322	23.567	2.619	63.144	5.727			308.894
Postage Realized in cash		322.223	23.299	442.827	212.364	1,054.451	538.419	52.733	301.009	62.246			3,009.571
Total Mail Operation		426.496	62.204	709.784	430.446	1,545.252	641.490	110.825	471.961	90.490			4,488.948
(b) Post office Miscellaneous Receipts:													
Post Office Other Receipts		67.711	2.684	39.784	28.140	45.389	16.166	12.686	24.950	6.814			244.324
Commission on Money Transfer.		49.050	8.519	39.392	30.686	56.444	13.324	14.131	27.801	5.157			244.506
Net Receipt from Other Postal Administrations.		0.000	0.000	0.000	0.000	0.000	582.426	0.000	0.000	0.000			582.426
Total Miscellaneous Receipts		116.761	11.203	79.176	58.826	101.833	611.916	26.817	52.750	11.972			1,071.256
Grand Total P.O Receipts (a+b)		543.257	73.408	788.960	489.273	1,647.085	1,253.407	137.642	524.711	102.462			5,560.204
(c) Post Office Agency Receipts.		201.629	21.460	112.253	79.125	123.358	905.070	17.668	72.479	13.143			1,546.185
Grand Total (a+b+c)		744.886	94.868	901.213	568.397	1,770.443	2,158.477	155.311	597.190	115.605			7,106.389
Circle Wise Total		839.754	3,240.053		2,313.787			597.190	115.605	7,106.389			839.754
% of the Total Revenue Receipts of the PPOD.		11.82%	45.59%		32.56%		8.40%	1.63%	100.00%				11.82%

6.6 HEAD WISE DETAIL OF EXPENDITURE FOR THE YEAR 2022-23

(Rupees in Million)

CODE	DESCRIPTION OF OBJECT	2022-23	PERCENTAGE
A01	Employees Related Expenses.	13,658.605	73.05%
A03	Operating Expenses	4,349.110	23.26%
A04	Employees Retirement Benefits	264.417	14.1%
A05	Grants, Subsidies and Write Off of Loans/Advances/Others	244.226	1.31%
A06	Transfer Payments	2.000	0.01%
A07	Interest Payment	10.000	0.05%
A09	Expenditure on acquiring of Physical Assets	2.459	0.01%
A10	Principal Repayment of Loans	10.000	0.05%
A12	Civil Works	10.500	0.06%
A13	Repair & Maintenance	146.322	0.78%
TOTAL:-		1,8697.639	100%

6.7 BUDGET

(Rupees in Million)

DETAIL OF EXPENDITURE	2021-22	2021-23
Total (Establishment and Pensionery Charges)		13,923.022
Basic Salaries Officers	12,046.359	545.336
Basic Salaries other Staff.	336.902	8,129.304
Regular Allowances.	5,512.583	4,854.505
Other Allowances (excluding Traveling Allowances).	5,980.298	129.460
Pensionery Charges.	216.576	264.417
	-	
Total Operating Expenses	3,860.642	4,349.112
Sub total (Operating Expenses)	2,323.653	1,826.012
Traveling Allowances.		
	164.797	149.800
Operating Expenses		
	2,158.856	1,676.212
Expenditure on FGN Trainees in Pakistan		
	-	
Sub total Conveyance of mails	1,131.029	1,256.364
Payment to Air Carriers.		
	675.000	276.045
Payment to Shipping Companies.		
	-	
Payment to Railways.		
	62.438	-
Conveyance Charges		
	-	
Others [(A03820) Extra Mail dispatch]		
	-	
Payments to other for services rendered		1,256.364
	-	
Payment to Road Transport		
	393.591	-
Sub Total Printing Charges	405.960	1,266.736
Postage Stamps and Stationery.		
	102.194	157.965
Non-Postal Stamps.		
	303.766	1,108.771
Total Puchase/Repair & Maintenance of Durable Goods/ Building Structure	349.761	117.119
Purchase of Durable Goods.		
	178.432	2.459
Purchase of Plots /Building and Construction of works.		
	5.059	10.500

Repair and Maintenance of Durable Goods.	54.027	44.086
Repair and Maintenance of Buildings.	112.243	60.074
Sub Total	841.410	308.386
Write off of Loans/Advances/Public Money	37.267	3.243
Subscription to Funds	55.000	2.000
Re-payment of Loans & Advances	75.000	10.000
Miscellaneous Expenditure	75.110	42.161
Interest Charges.	20.000	10.000
Family Package	579.033	240.982
Incentive to the Employees		
Grand Total:-	17,098.172	18,697.639
RUNNING ACCOUNT OF RENEWAL RESERVE FUND		
Opening balance	458.144	518.030
Contribution to the fund	25.000	1.000
Interest on R.R Fund.	40.655	62.258
Total Funds	523.799	581.288
Appropriation from the fund	5.770	-
Closing balance.	518.029	581.288
POST OFFICE WELFARE FUND		
Opening balance	28.843	36.751
Contribution to the fund	29.995	1.000
Total Funds	58.838	37.751
Appropriation from the fund	22.087	-
Closing balance	36.751	37.751
PAKISTAN POSTAL SERVICES MANAGEMENT BOARD FUND		
Opening balance	-	-
Contribution to the Fund.	-	-
Total Fund	-	-
Expenditure during the year	-	-
Closing balance	-	-

6.8 CIRCLE WISE BREAK-UP OF EXPENDITURE FOR THE FINANCIAL YEAR 2022-23

SL.No	Name of Office	Station	A01 Employees Related Expenses	A03 Operating Expenses	A04 Employees Retirement Benefits	A05 Grant, Subsidies & Write off, of Loans & Advances	A06 Transfer	A07 Interest Payment	A09 Expenditure on Physical Assets	A10 Principal Repayment of Loans	A12 Civil Works	A13 Repair & Maintenance	Grand Total
1	Metropolitan, Karachi	Karachi	6.655	1078.075	48.028	37.473	0.000	0.000	0.000	0.000	0.000	9.552	1179.962
2	Northern Sindh, Hyderabad	Hyderabad	2.063	123.722	2.990	26.733	0.000	0.000	0.000	0.000	0.000	7.831	163.339
3	Baluchistan, Quetta	Quetta	2.702	132.054	11.215	11.260	0.000	0.000	0.000	0.000	0.000	7.060	164.291
4	Central Punjab, Lahore	Lahore	4.927	665.807	46.843	26.070	0.000	0.000	0.000	0.000	5.600	19.616	769.363
5	Southern Punjab, Multan	Multan	1.551	175.672	14.281	33.139	0.000	0.000	0.000	0.000	0.000	9.249	234.382
6	Northern Punjab, Rawalpindi	Rawalpindi	6.233	379.087	39.923	57.701	0.000	0.000	0.000	0.000	2.000	11.598	497.032
7	KPK Circle, Peshawar	Peshawar	5.545	250.740	49.228	34.972	0.000	0.000	0.000	0.000	1.500	13.748	355.734
8	FC & GB, Islamabad	Islamabad	1.079	187.817	13.677	14.678	0.000	0.000	0.000	0.000	0.000	9.467	227.208
9	AJK, Muzaffarabad	Muzaffarabad	1.264	51.405	0.641	0.000	0.000	0.000	0.000	0.000	0.000	3.378	56.689
10	Die- General, Islamabad	Islamabad	7.004	122.628	30.942	2.200	2.000	10.000	0.000	0.000	1.400	48.165	234.829
11	Chief Controller of Stamps, Karachi	Karachi	0.000	1158.927	1.614	0.000	0.000	0.000	0.000	0.000	0.000	2.064	1,162.605
12	Postal Staff College, Islamabad	Islamabad	0.192	23.176	4.835	0.000	0.000	0.000	0.000	0.000	0.000	4.593	32.795
13	Employees related expenses	Islamabad	13,619.390	0.000	0.019	0.000	0.000	0.000	0.000	0.000	0.000	0.000	13619.409
	Grand Total 2022-23		13,658.605	4,349.110	264.417	244.266	2.000	10.000	2.459	0.000	10.500	146.322	18,697.639

(Rupees in Million)

6.9 A COMPARISON OF REVENUE AND EXPENDITURE FROM 1999-00 TO 2022-23

(Rs. In million)

YEAR	REVENUE RECEIPTS	EXPENDITURE	FINANCIAL DEFICIT/ SURPLUS
1999-00	2,856.017	2,635.229	(+) 220.788
2000-01	3,281.931	3,011.875	(+) 270.056
2001-02	3,892.674	3,652.027	(+) 240.647
2002-03	3,941.663	3,935.029	(+) 6.634
2003-04	4,407.500	4,274.920	(+) 132.580
2004-05	4,445.442	4,332.893	(+) 112.549
2005-06	4,948.790	4,815.259	(+) 133.531
2006-07	5,642.845	5,489.041	(+) 153.804
2007-08	6,239.464	6,042.362	(+) 197.102
2008-09	7,725.408	7,321.209	(+) 404.199
2009-10	8,385.227	8,531.116	(-) 145.889
2010-11	8,331.576	10,224.680	(-) 1,893.104
2011-12	8,249.885	12,508.424	(-) 4,258.539
2012-13	8,337.446	14,180.581	(-) 5,843.135
2013-14	9,126.597	15,715.137	(-) 6,588.540
2014-15	9,673.512	16,004.578	(-) 6,331.066
2015-16	10,231.383	17,720.308	(-) 7,488.925
2016-17	11,226.489	20,533.037	(-) 9,306.548
2017-18	11,741.174	22,241.520	(-) 10,500.346
2018-19	14,767.525	23,902.641	(-) 9,135.116
2019-20	15,976.821	26,350.605	(-)10,373.78
2020-21	15,517.899	27,741.237	(-)12,223.338
2021-22	14,433.025	17,098.171	(-)2,665.146
2022-23	7,106.39	18,697.64	(-)11591.25

6.10 RATES OF INTEREST CHARGES

Rates of interest charged by the Federal Government from time to time on loans granted to Pakistan Post for Capital work are given below:-

YEAR	RATES OF INTEREST (Final)	YEAR	RATES OF INTEREST (Final)
1947-1953	3.00 %	1992-1996	7.00 %
1953-1958	3.25%	1996-1997	16.31 %
1958-1959	3.50 %	1997-1998	18.03 %
1959-1960	4.00 %	1998-1999	17.71 %
1960-1961	4.25 %	1999-2000	11.21 %
1961-1964	4.50%	2000-2001	11.70 %
1964-1965	4.75 %	2001-2002	10.72 %
1965-1966	5.25 %	2002-2003	7.42 %
1966-1968	6.00 %	2003-2004	7.20 %
1968-1971	6.25 %	2004-2005	6.86 %
1971-1972	7.00 %	2006-2007	11.78 %
1972-1973	8.25 %	2007-2008	10.14 %
1973-1974	9.25 %	2008-2009	13.80 %
1974-1975	10.25 %	2009-2010	12.59 %
1975-1976	10.50%	2010-2011	13.61%
1976-1977	11.00 %	2011-2012	12.64%
1977-1978	11.75 %	2012-2013	10.65%
1978-1979	12.50 %	2013-2014	11.79%
1979-1980	12.00 %	2014-2015	10.53%
1980-1983	13.00 %	2015-2016	7.37%
1983-1986	15.00 %	2016-17	6.54%
1986-1987	14.66 %	2017-18	6.62 %
1987-1988	15.28 %	2018-19	11.53 %
1988-1989	14.84 %	2019-20	12.20%
1989-1991	15.93 %	2020-21	10.30%
1991-1992	14.51 %	2021-22	11.20%
1-7-92 to 31-7-92	14.51 %	2022-23	15.58%
* (PPSC PERIOD 01-08-1992 TO 30-06-1996)			

PAKISTAN POST SALIENT STATISTICS 2022-23

Number of Post Offices	10,098
Number of Employees	39,557
Full Time	28,185
Part Time	10,568
Mail Volume Handled for dispatch (in million):	
Express Mail (in million)	10.321
Un-registered Mail (in million)	207.223
Registered mail (in million)	34.911
International Mail Handled:	
Inward Mail (weight in kg)	389,879.345
Outward Mail (weight in kg)	281297.240
Money Orders Issued Including UMO, FMO and EMO:	
Number (in million)	9.964
Value (Rs. in million)	13,279.321
Pakistan Postal Orders (Sold):	
Number (in million)	600,401
Value (Rs. in million)	50.484
Military Pension Payment:	
Number of Pensioners	861,907
Amount paid (Rs. in million)	182,138.429
Gross Receipts (Rs. In million) 2022-23	
	7,106.39
Total Expenditure (Rs. in million) 2022-23	
	18,697.64
Deficit (Rs. In million) 2022-23	
	(-)11,591.25



DIRECTORATE GENERAL PAKISTAN POST
Government of Pakistan Islamabad-44080