

PAKISTAN POST

Annual Report 2023-2024



Directorate General

PAKISTAN POST

Government of Pakistan

Islamabad - 44000

FOREWORD

It is with great pride and a deep sense of responsibility that Pakistan Post present the Annual Report for the year 2023-24. This report encapsulates the journey of Pakistan Post in the past year, shedding light on its achievements, challenges, and the path forward.

After discontinuation of various agency services, Pakistan Post focused fully on mail operations and committed to provide reliable and affordable domestic as well as international postal and allied services to the people of Pakistan on an equitable basis. Its mission is to transform Pakistan Post into a vibrant, modern, customer-friendly and self-sustainable service organization.

Looking ahead to 2024-25, Pakistan Post remains committed to embracing innovation and technology to improve operational efficiency and service delivery. Pakistan Post vision is to be the leading provider of postal, logistics, and financial services, catering to the diverse needs of our valued customers across Pakistan. During the period, Pakistan Post conducted a study which identified the following gaps hindering the better service delivery:

- (i) ICT infrastructure is lacking, with only 85 GPOs and 150 urban post offices equipped with basic computerization with digital void in rural areas.
- (ii) Manual handling of mail transmission. The impact of paper based manual mail transmission was striking: the organization was spending in excess Rs. 50 million annually, while emitting 54.60 tons of CO₂ equivalent.
- (iii) Gap in delivery updation in non-automated post offices.
- (iv) The delivery beats are still not motorized
- (v) The International Postal System (IPS) software used for international mail transmission was not the latest which had many shortcomings.

This journey of transformation and growth was kick started with the implementation of Paperless transmission of mail from DMO to DMO and from IMOs, distribution of 1,000 Honda CD 70 motorcycles for motorization of beats to postmen staff, distribution of 1,060 Android Mobile Phones to delivery staff for delivery updation and upgradation of International Postal System (IPS) to the latest version. It would not have been possible without the dedication of Postal employees, the support of partners, and the trust of postal customers.

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.

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 2023-2024

CONTENTS

Chapter 1	Introduction	5
1.1	Achievements	7
1.2	Pakistan Post- History and Background	9
1.3	Organogram of Pakistan Post	11
1.4	Structure and Organization	12
1.5	Assigned role and functions	13
1.6	Sustainable Development Goals	14
1.7	Jurisdiction of Postal Network	15
1.8	Assets of the Pakistan Post	19
1.9	Postal Mail Lines Network	21
1.10	Human Resource of Pakistan Post for door step delivery of mail	22
1.11	List of Services and Products Being Offered by Pakistan Post	23
Chapter 2	Postal Services	25
2.1	Traditional Postal Services	27
2.2	Remittance Services	35
2.3	International Postal Services	39
2.4	Philatelic Services	42
Chapter 3	Agency Functions	45
3.1	Introduction of Agency Functions	47
3.2	Utility Bills Collection	48
3.3	Arms Licenses Entered/Renewed	48
3.4	Driving Licenses Entered/Renewed	48
3.5	Provincial Tax Collection	49
3.6	Commission realized on Collection of Provincial Taxes	49
3.7	Sale of Pakistan Highway Code Books and Agricultural Loan Pass Books	49
3.8	Military Pension Payment	50

Chapter 4	Trainings & Customer Care	51
4.1	Training Activities	53
4.2	Courses conducted at PTCs	53
4.3	Courses conducted at PSC, Islamabad	54
4.4	Customer Care	55
4.5	Express Mail Track and Trace System	55
4.6	IPS Updating Delivery System	55
4.7	Complaint Management System	56
4.8	Public Complaints	57
Chapter 5	Staff Welfare	59
5.1	Dispensaries and Medical Facilities	61
5.2	Post Office Welfare Fund/Grants	61
5.3	“Q” Loans and Advances	61
5.4	Educational School	62
Chapter 6	Revenue and Expenditure	63
6.1	Revenue Receipts & Operational Expenses	65
6.2	Head Wise Revenue Receipts	65
6.3	Detail of Agency Receipts	66
6.4	Detail of Post Office Other Receipts	69
6.5	Circle Wise Detail of Revenue Receipts	70
6.6	Head Wise Detail of Expenditure	71
6.7	Budget	72
6.8	Circle/Region Wise Detail of Expenditure	74
6.9	Comparison of Revenue and Expenditure in Previous Years	75
6.10	Rates of Interest Charges	76
❖	Salient Statistics of Pakistan Post for the Year 2023-24	77

CHAPTER

1

INTRODUCTION

1.1 ACHIEVEMENTS

In view of the above, Pakistan Post has accomplished the following milestones during the 2023-24:

- a) Pakistan Post with the assistance of Korean Exim Bank has started “Automation of Post Offices Project” to provide ICT infrastructure in all post offices. This project bridges the digital divide, delivering enhanced public service accessibility and long-term societal benefits. The Project scope consists of Supply of Terminals, Upgradation of ICT Infrastructure, Center System Development, Training and O&M Support in the next two years.
- b) Pakistan Post launched a project to digitize mail transmission processes, eliminating paper-based operations to improve operational efficiency, reduce costs, and minimize the carbon footprint. The transition to paperless transmission enabled seamless communication among DMOs, IMO, and computerized Delivery Post Offices while at the same time cutting operational costs.
- c) To bridge the gap in delivery updation, Pakistan Post equipped its field offices with 1,060 Android Mobile phones and launched a mobile delivery application designed specifically for delivery update operation and remote updation through automated hubs.
- d) Pakistan Post has motorized the delivery beats of its postmen by distributing 1,000 Honda CD 70 motorcycles among the field staff.
- e) Pakistan Post has also successfully upgraded its International Postal System (IPS) software to the latest version making it competitive and capable of meeting international standards.

Revenue Receipts:

Descriptions	Revenue Receipts (In Millions)
Financial Year 2022-2023	7,106.389
Financial Year 2023-2024	9,255.736
% Increase /Decrease	30%

Pakistan Post Office Department (PPOD) maintains a comprehensive outreach to fulfill its universal service obligations. On 30th June, 2024, PPOD reported a notable revenue increase of 30% compared to the base year of 2022-23.

Outcome Evaluation:

Universal Postal Union (UPU) issues yearly postal sector ranking 2IPD (Integrated Index for Postal Development) report determining the level of postal administrations of 192 member countries. The criteria of determination of level of postal services in any country is checked for four indicators i.e. RELIABILITY, REACH, RELEVANCE and RESILIENCE.

All the countries are then categorized against 10 levels of their service quality. Where level 1 is the worst and the level 10 is the best. Pakistan Post was ranked in level 5 of 2IPD ranking of UPU in 2023 but in

2IPD report of 2024, Pakistan Post has achieved level 6 which is a milestone achievement owing to its operational efficiency.

This accomplishment reflects PPOD's dedication to excellence and its ability to adapt to changing market dynamics. Through strategic initiatives digital transformation, remote updation, paperless operations, and improved delivery, Pakistan Post has improved its service delivery, contributing to Pakistan's improved global postal ranking.

1.2 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 Department 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.

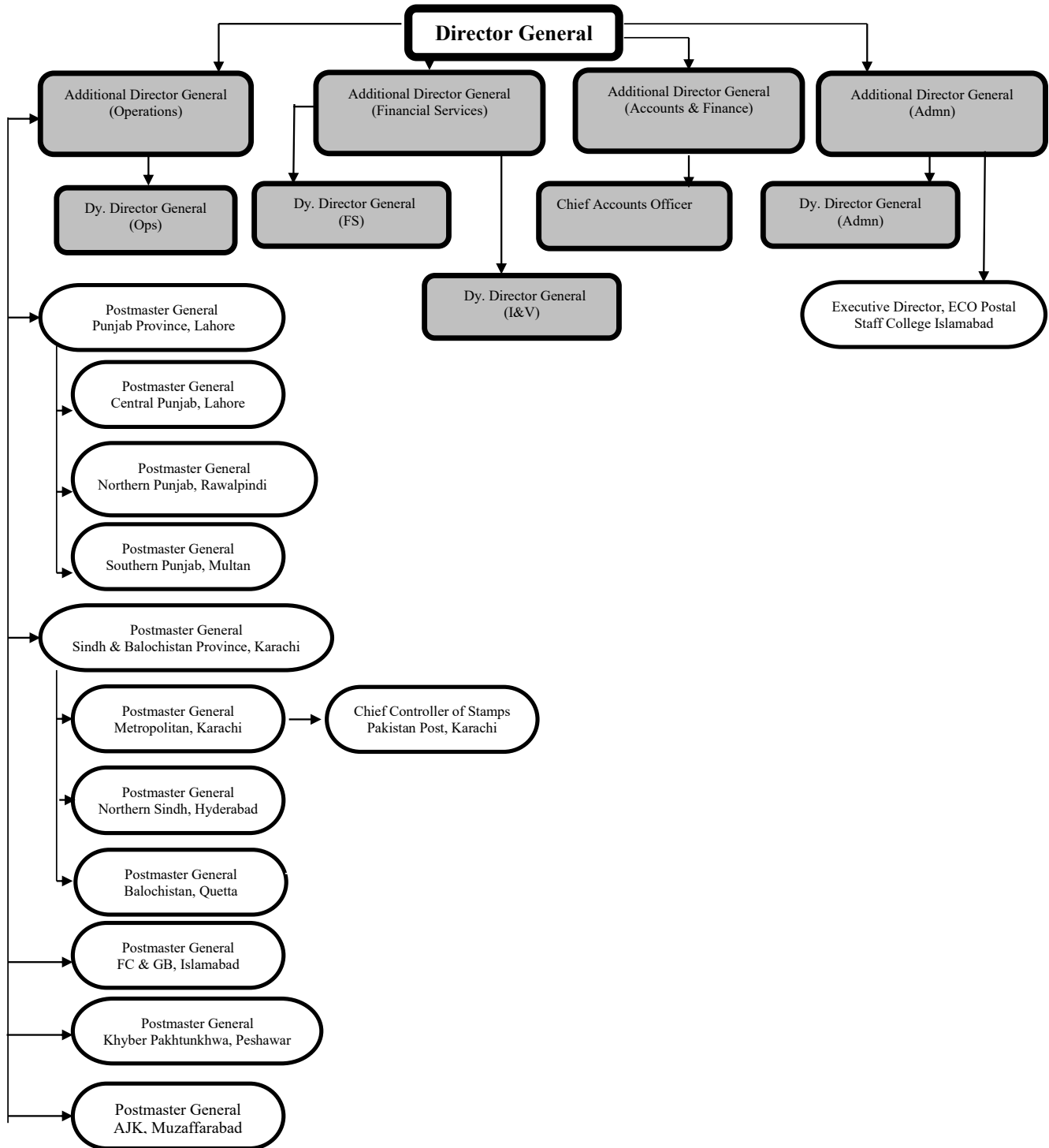
On introduction of State-Owned Enterprises (Governance and Operations) Act, 2023, Pakistan Post Office Department has been included in the list of State-Owned Enterprises. Keeping in view of the provisions of State-Owned Enterprises Act, 2023, the Pakistan Postal Services Management Board Ordinance, 2002 has also been revised on 20th June, 2024. Accordingly, the Board comprises of one Chairman and eleven members as given below: -

S. No	Membership	Status
(a)	a suitable person to be appointed by the Federal Government from among the independent members	Chairman
(b)	Director General or Chief Executive Officer of Pakistan Post Office Department	Member <i>ex-officio</i>
(c)	a Joint Secretary or equivalent of the division to which business of finance of the Federal Government stands allocated	Member <i>ex-officio</i>
(d)	a Joint Secretary or equivalent of the division to which business of the Pakistan Post Office Department stands allocated	Member <i>ex-officio</i>
(e)	two senior technical officers of Postal Group not below the BPS-21 or equivalent	Member <i>ex-officio</i>
(f)	six suitable persons of eminence and known integrity to be appointed by the Federal Government	Members (independent)

On completion of the tenure of the private members of the Pakistan Postal Services Management Board in June, 2023, the Board was remained unfunctional during 2023-24.

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 importance of Sustainable Development Goals (SDGs) in the Pakistan Post Office Department lies in how these goals help transform the traditional postal service into a modern, socially responsible, and economically inclusive institution. Here are the key areas of importance: -

1. SDG 1: No Poverty

- **Digital Franchise Post Offices scheme** has become popular and have generated self employment opportunities for the middle and lower middle-class people.
- **Money transfer services** (e.g., money orders) reach remote and rural populations, offering basic financial inclusion.
- **Social Welfare Stipends** payments are distributed through Pakistan Post under social welfare scheme such as the Education Department of Khyber Pakhtunkhwa Province to support girls' education.

2. 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
- Facilitates the distribution of medicines and healthcare supplies, especially in remote areas, improving access to essential health services.

3. SDG 4: Quality Education

- Collaborations with educational institutions for **distance learning support** via parcel delivery (study material delivered at home).
- Special postal rates for educational materials.

4. SDG 5: Gender Equality

- Employment opportunities for **women** in rural areas.

5. SDG 8: Decent Work and Economic Growth

- **Employment generation** in postal services, especially in underserved areas.
- Support for **e-commerce logistics**, enabling small businesses to grow.

6. SDG 9: Industry, Innovation, and Infrastructure

- Expansion of **digital financial services** and modernization of postal infrastructure.
- Use of **track-and-trace systems** and online services to improve customer experience.

7. SDG 10: Reduced Inequalities

- Postal access in remote and underdeveloped regions reduces urban-rural inequality.
- Services available in areas underserved by commercial banks or couriers.

8. SDG 13: Climate Action

- Steps toward **greener operations** (e.g., digitization, energy-efficient transport).
- Pilot programs for **eco-friendly packaging** and reduced carbon footprint in logistics.

9. 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.

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, Dera Ghazi Khan Division and Sahiwal 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 30.06.2024)

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 Pos+EDPOs)
FC & GB Circle, Islamabad	3	0	8	106	8	0	125	3	147	10	32	192	317
Northern Punjab Circle, Rawalpindi	15	2	43	601	36	3	700	8	71	1,586	141	1,806	2,506
Metropolitan circle, Karachi	7	18	21	72	61	0	179	11	0	0	59	70	249
Northern Sindh Circle, Hyderabad	11	4	13	243	56	4	331	1	20	769	31	821	1,152
Balochistan Circle Quetta	5	0	8	163	23	1	200	2	10	90	36	138	338
K.P.K Circle, Peshawar	16	0	21	462	25	4	528	2	56	1,098	148	1,304	1,832
Central Punjab Circle, Lahore	11	9	49	412	102	4	587	15	15	1,656	109	1,795	2,382
Southern Punjab Circle, Multan	10	5	22	219	42	1	299	8	12	877	126	1,023	1,322
AJK Circle, Muzaffarabad	7	0	10	112	6	0	135	0	15	255	5	275	410
TOTAL	85	38	195	2,390	359	17	3,084	50	346	6,341	687	7,424	10,508

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
DFPO	=	Digital Franchise Post Office

PERSONNEL AND ESTABLISHMENT

Pakistan Post is a labour-intensive organization. The sanctioned, regular posts are **28,665** and extra departmental posts are **10,188**. Scale-wise and Circle-wise detail of the sanctioned posts as on 30-06-2024 is given below:-

BPS	DIRECTORATE GENERAL	PMG ISLAMABAD	PMG AJK MUZAFFARABAD	PMG KARACHI	PMG HYDERABAD	PMG QUETTA	PMG LAHORE	PMG RAWALPINDI	PMG MULTAN	PMG PESHAWAR	CCS KARACHI	PSC ISLAMABAD	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	11	76	43	28	99	46	42	54	2	4	500
TOTAL (A)	143	40	19	106	61	43	146	76	60	80	5	11	790
BPS-15	48	2	0	1	0	1	0	0	0	0	3	0	55
BPS-14	225	67	33	140	77	50	232	170	95	124	11	6	1230
BPS-13	278	27	7	36	23	25	99	39	29	42	8	5	618
BPS-11	133	24	12	204	57	31	126	76	41	77	6	5	792
BPS-9	5	372	239	1576	892	539	3016	1509	979	1304	0	0	10431
BPS-8	2	24	25	70	71	14	150	138	67	78	0	0	639
BPS-7	4	180	210	1009	500	366	1688	803	580	698	0	0	6038
BPS-6	10	2	1	4	2	0	13	4	5	1	0	1	43
BPS-5	0	0	0	0	0	0	4	0	0	0	0	0	4
BPS-4	48	16	5	49	50	19	146	124	126	159	2	4	748
BPS-3	9	13	4	42	28	10	113	30	22	25	13	1	310
BPS-2	49	333	120	716	537	303	1647	745	555	745	5	1	5756
BPS-1	145	46	20	112	82	107	305	134	92	134	7	27	1211
TOTAL (B)	956	1106	676	3959	2319	1465	7539	3772	2591	3387	55	50	27875
Total (A+B)	1099	1146	695	4065	2380	1508	7685	3848	2651	3467	60	61	28,665
E.D Staff (C)	-	248	506	-	432	181	2291	2654	1548	2328	-	-	10,188
G. Total (A+B+C)	1099	1394	1201	4065	2812	1689	9976	6502	4199	5795	60	61	38,853

CATEGORY WISE NUMBER OF SANCTIONED POSTS OF EXTRA DEPARTMENTAL EMPLOYEES ON 30-6-2024

CIRCLE	EDSPM	EDBPM	EDDA	EDMR / MC/MA	ED STAMP VENDER/ OTHERS	TOTAL
KPK, Peshawar	61	1112	234	878	43	2328
AJK, Muzaffarabad	15	263	13	211	4	506
Metropolitan, Karachi	0	0	0	0	0	0
FC & GB, Islamabad	11	62	52	103	20	248
Northern Sindh, Hyderabad	23	0	0	334	75	432
Balochistan Quetta	11	82	0	77	11	181
Southern Punjab, Multan	20	850	88	500	90	1548
Northern Punjab, Rawalpindi	74	1055	32	1143	350	2654
Central Punjab, Lahore	15	1654	95	500	27	2291
TOTAL	230	5078	514	3746	620	10188

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	OPERATIONAL/ OFFICE BUILDINGS	RESIDENTIAL BUILDINGS	VACANT PLOTS	TOTAL
1.	Dte. General PPO, Islamabad	02	326	1	329
2.	Postal Staff College, Islamabad.	01	01	0	02
3.	FC & GB, Islamabad.	35	82	17	134
4.	AJK, Muzaffarabad	19	11	02	32
5.	Central Punjab, Lahore	166	709	27	902
6.	Northern Punjab, Rawalpindi	129	369	28	526
7.	Southern Punjab, Multan	71	230	19	320
8.	Metropolitan, Karachi	58	477	3	538
9.	Northern Sindh, Hyderabad	122	240	9	371
10.	Khyber Pakhtunkhwa, Peshawar	127	387	8	522
11.	Balochistan, Quetta	85	322	6	413
12.	Chief Controller of Stamp, Karachi	01	0	0	01
13.	General manager, PLICL, Karachi	04	65	0	69
14.	General Manager, PLICL, Lahore	18	76	0	94
15.	Dte. Accounts, PPOD, Lahore	0	22	0	22
	Total	838	3317	120	4275

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

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 30.06.2024)

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	3	22	26
7	AJK Circle, Muzaffarabad	0	1	10	11
8	Metropolitan Circle, Karachi	5	3	43	51
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	19	21
13	PLI Northern Pakistan, Lahore	0	2	34	36
14	CCS, Karachi	0	0	06	06
	Total	19	29	383	431

1.9 POSTAL MAIL LINES NETWORK

As on 30th June, 2024, there were **3,060** mail lines in the country stretching over a distance of **94,203** kilometers 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	5053	0	0	0	0	2	683	103	5457	167	8843	204	1620
Northern Punjab, Rawalpindi	12	3227	10	1311	0	0	1	360	114	5427	276	7954	803	5001
Southern Punjab, Multan	7	2178	0	0	0	0	0	0	34	1834	52	1456	2	6
Metropolitan Circle, Karachi	12	1755	0	0	0	0	0	0	0	0	0	0	0	0
Northern Sindh, Hyderabad	11	3216	1	224	0	0	02	1860	20	573	52	1047	0	0
FC & GB, Islamabad	6	1380	4	104	7	644	0	0	23	529	88	928	28	99
Khyber Pakhtunkhwa, Peshawar	5	1899	0	0	39	4686	1	174	39	1604	213	3235	468	3654
Balochistan Circle, Quetta	2	2770	0	0	31	5242	2	1334	16	1053	8	460	0	0
AJK Circle, Muzaffarabad	5	856	0	0	3	282	0	0	36	1535	60	1500	70	1150
Total 2023-24	81	22334	15	1639	80	10854	8	4411	385	18012	916	25423	1575	11530

GRAND TOTAL 2023-24

Total Number of Mail Lines	Total Length of Mail Lines (in K.M)
3,060	94,203

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

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	159	6	145	112	33
02	Peshawar	814	12	780	165	615
03	Rawalpindi	1076	33	985	275	710
04	Lahore	1367	19	1251	653	598
05	Multan	562	8	609	200	409
06	Hyderabad	395	8	343	78	265
07	Karachi	928	04	512	357	155
08	Quetta	348	9	294	160	134
09	Muzaffarabad (A.K)	207	2	209	33	176
Total		5856	101	5128	2033	3095

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

i) Pension Disbursement

- Army, Navy, PAF & FC.

ii) Utility Bills Collection

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

iii) Collection of Provincial Taxes

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

iv) Collection of Federal Taxes

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

v) 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 2023-24 is given in the succeeding tables:-

UN-REGISTERED POSTAL TRAFFIC 2023-24

(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)	8.674	4.026	1.447	0.24	2.054	2.49	1.744	0.336	0.265
Letter (Small)	0.211	0.026	0.002	0.119	0.332	0.45	0.094	0.008	0	1.242
Aerogrammes	73.894	8.499	3.201	1.233	0.537	4.25	6.001	0.522	1.041	99.178
Postcards	0.166	0.016	0.035	0.772	0.739	0.15	0.096	0.008	0.126	2.108
Printed Papers	0	0	0	0	0	0	0	0	0	0
Newspapers	0	0	0	0	0	0	0	0	0	0
Small Packet	0.975	0.068	0.004	0	0	0.15	0.021	0	0	1.218
Total Inland	83.911	20.018	4.88	1.563	3.736	7.57	8.174	0.998	1.307	132.157
Total Foreign	0.378	0.046	0.037	0.98	1.204	0.706	0.194	0.017	0.126	3.688
Grand Total 2023-24	84.289	20.064	4.917	2.543	4.94	8.276	8.368	1.015	1.433	135.845
Grand Total 2022-23	63.162	16.084	77.472	22.246	4.196	7.057	5.655	0.679	10.672	207.223

REGISTERED POSTAL TRAFFIC 2023-24
(Figures in Millions)

S. NO.	DESCRIPTION	C/Punjab	N/Punjab	S/Punjab	Metropolitan	N/Sindh	FC& GB	K.P.K	Balochistan	AJK	Total
1	Registered Letters	9.313	3.498	4.357	2.304	0.389	5.786	1.167	0.251	0.609	28.063
2	Registered Parcels	0.965	0.295	0.303	0.293	0.089	0.343	0.128	0.058	0.04	2.603
3	V.P Letters	0.803	0.116	0.201	0.066	0.005	0.092	0.16	0.003	0.005	1.456
4	V.P Parcels	0.785	0.882	0.149	0.131	0.011	0.133	0.011	0.004	0.004	2.121
5	Insured Letters	0.003	0.113	0.011	0.003	0.001	0.02	0	0.001	0.001	0.154
6	Insured Parcels	0.025	0.036	0.006	0.009	0.109	0.043	0.06	0.044	0	0.441
	Total 2023-24	11.894	4.94	5.027	2.806	0.604	6.417	1.526	0.361	0.659	34.838
	Total 2022-23	12.789	4.939	3.422	2.901	1.068	7.386	1.778	0.472	0.156	34.911

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 kilograms. 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 2023-24 is as under: -

(Figures in Million)

NAME OF EXPRESS POST SERVICES	2023-24		2022-23	
	NO. OF ARTICLES	REVENUE	NO. OF ARTICLES	REVENUE
Urgent Mail Service (UMS)	14.919	778.203	19.476	776.175
UMS - COD	0.100	11.714	0.188	18.009
Express Mail Service (EMS)	0.019	340.031	0.035	445.670
Fax Mail Service (FMS)	0.001	0.075	0.001	0.006
Same Day Delivery Service	0.009	1.217	0.010	1.348
Total	15.048	1131.240	19.710	1,241.208

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 2024, a total of 2690 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	08	02	106	-	-	135
Northern Punjab, Rawalpindi	09	02	01	34	01	-	47
Southern Punjab, Multan	109	05	04	09	-	08	135
Metropolitan, Karachi	17	11	10	102	-	-	140
Northern Sindh, Hyderabad	02	01	00	03	-	-	06
FC & GB, Islamabad	10	20	06	07	12	-	55
Balochistan, Quetta	300	350	-	800	700	-	2150
Khyber Pakhtunkhwa, Peshawar	-	02	03	07	-	-	12
AJK, Muzaffarabad	-	02	02	03	03	-	10
Total 2023-24	466	401	28	1071	716	8	2690
Total 2022-23	182	59	30	366	14	2	653

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 Circle wise break up of business reply permits/cards issued by the Postmasters General during 2023-24 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
Northern Punjab, Rawalpindi	-	-	-
Southern Punjab, Multan	-	-	-
Metropolitan, Karachi	06	-	06
Northern Sindh, Hyderabad	-	-	-
FC & GB, Islamabad	02	-	01
Balochistan, Quetta	-	-	-
Khyber Pakhtunkhwa, Peshawar	-	-	-
AJK, Muzaffarabad	-	-	-
Total 2023-24	08	01	08
Total 2022-23	09	01	08

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 **32,507** Post Boxes were available at major Post offices in the country for renting out during the year 2023-24. Out of which, **3,996** 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	9512	986
2	Northern Punjab, Rawalpindi	3004	348
3	Southern Punjab, Multan	2220	97
4	Metropolitan, Karachi	11,598	1112
5	Northern Sindh, Hyderabad	964	106
6	FC& GB, Islamabad	1409	666
7	Balochistan, Quetta	830	220
8	Khyber Pakhtunkhwa, Peshawar	2600	310
9	AJK, Muzaffarabad	370	151
TOTAL 2023-24		32,507	3,996

2.1.7 Letter Boxes

For the facility of posting of articles of letter mail by the users of the post, **8,315** letter boxes were available to the public in the country as on 30th June 2024. The circle wise breakup of the total number of letter boxes is given below:-

S. No.	NAME OF CIRCLE	URBAN	RURAL	TOTAL
1	Central Punjab, Lahore	670	525	1195
2	Northern Punjab, Rawalpindi	884	1816	2700
3	Southern Punjab, Multan	593	634	1227
4	Metropolitan, Karachi	165	-	165
5	Northern Sindh, Hyderabad	162	264	426
6	FC & GB, Islamabad	44	180	224
7	Balochistan, Quetta	255	74	329
8	Khyber Pakhtunkhwa, Peshawar	503	1046	1549
9	AJK, Muzaffarabad	114	386	500
TOTAL		3390	4925	8315

2.1.8 Returned Letter Offices

The Returned Letter Offices (RLOs) Karachi and Lahore handled **340,880** articles during 2023-24 received as unclaimed, refused and without addresses or bearing indecipherable or incomplete addresses. The table below shows the number of articles received disposed off:-

NAME OF ITEMS	RLO KARACHI	RLO LAHORE	TOTAL 2023-24	TOTAL 2022-23
Articles received from H.Os	65,090	239,137	304,227	349,759
Articles received from other RLOs	17,527	19,126	36,653	45,507
Total Received for Disposal	82,617	258,263	340,880	393,266
Articles redirected to addressees	23,570	49,442	73,012	127,427
Articles returned to senders	29,941	119,192	149,133	174,259
Articles transferred to other RLOs	21,671	18,003	39,674	52,448
Total Disposed Off	75,182	186,637	261,819	354,134
Articles treated as dead	7,435	71,626	79,061	41,132

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 2023-24 is given in the succeeding tables:-

2.2.1 Inland Money Orders Issued

(Figures in Million)

S. No.	NAME OF CIRCLE	2022-23			2023-24		
		NO OF MONEY ORDERS ISSUED	VALUE Rs.	COMMISSION Rs.	NO OF MONEY ORDERS ISSUED	VALUE Rs.	COMMISSION Rs.
1	Central Punjab, Lahore	0.106	355.435	9.610	0.593	2,236.161	44.810
2	Northern Punjab, Rawalpindi	0.094	463.109	7.355	0.454	1,912.386	35.083
3	Southern Punjab, Multan	0.426	1,906.494	33.501	0.366	1,253.561	28.309
4	Metropolitan, Karachi	0.339	1,214.595	26.604	0.126	1,005.491	10.662
5	Northern Sindh, Hyderabad	0.637	2,222.484	41.604	0.171	695.198	13.445
6	KPK, Peshawar	0.272	1,402.454	21.909	0.307	1,388.456	23.532
7	Balochistan, Quetta	0.143	1,123.247	11.329	0.069	311.412	5.438
8	FC & GB, Islamabad	0.153	646.984	11.845	0.083	756.196	6.644
9	AJK, Muzaffarabad	0.056	255.837	4.375	0.104	481.072	8.121
TOTAL		2.226	9,590.639	168.132	2.273	10,039.930	176.044

2.2.2 Inland Money Orders Paid

(Figures in Million)

S. No.	NAME OF CIRCLE	2022-23		2023-24	
		NO. OF MONEY ORDERS PAID	VALUE RS.	NO. OF MONEY ORDERS PAID	VALUE RS.
1	Central Punjab, Lahore.	0.049	159.707	1.042	3882.508
2	Northern Punjab, Rawalpindi	0.020	211.693	0.273	1076.144
3	Southern Punjab, Multan	0.256	2,037.018	0.272	1225.786
4	Metropolitan, Karachi.	0.201	1,083.583	0.165	959.670
5	Northern Sindh, Hyderabad	1.043	3,575.429	0.039	415.199
6	Khyber Pakhtunkhwa, Peshawar	0.119	1,243.272	0.132	1786.461
7	Balochistan, Quetta.	0.163	840.434	0.005	55.737
8	FC & GB , Islamabad	0.050	539.458	0.055	311.828
9	AJK, Muzaffarabad	0.005	144.958	0.016	165.415
TOTAL		1.906	9,835.552	1.999	9878.748

2.2.3 Pakistan Postal Orders Sold

(Rupees in Million)

S. No.	NAME OF CIRCLE	2022-23			2023-24		
		NO.	VALUE RS.	COMMISSION RS.	NO.	VALUE RS.	COMMISSION RS.
1	Central Punjab, Lahore.	16,486	3.664	0.667	441,625	8.747	8.832
2	Northern Punjab, Rawalpindi	350,669	14.411	8.949	53,102	5.753	1.062
3	Southern Punjab, Multan	18,570	2.778	0.372	90,714	3.573	1.814
4	Metropolitan, Karachi.	20,628	1.992	0.573	8,215	0.758	0.164
5	Northern Sindh, Hyderabad	25,560	7.887	1.985	12,826	3.664	0.256
6	KPK, Peshawar.	6,730	1.107	0.235	38,392	4.814	0.768
7	Balochistan, Quetta.	60,571	9.412	1.691	7,674	0.723	0.153
8	FC, & GB, Islamabad.	80,560	5.557	2.227	19,003	1.817	0.380
9	AJK Circle, Muzaffarabad	20,627	3.676	0.970	15,760	1.152	0.315
TOTAL		600,401	50.484	17.669	687,311	31.001	13.744

2.2.4 Pakistan Postal Orders Paid

(Rupees in Million)

S.No.	NAME OF CIRCLE	2022-23		2023-24	
		NO.	VALUE (RS).	NO.	VALUE (RS).
1	Central Punjab, Lahore.	15,623	2.412	30,150	3.951
2	Northern Punjab, Rawalpindi	20,143	2.751	60,544	7.041
3	Southern Punjab, Multan	5,000	0.215	2,600	0.233
4	Metropolitan, Karachi.	25,000	0.802	12,630	1.529
5	Northern Sindh, Hyderabad	7,680	0.600	28,340	2.762
6	KPK, Peshawar.	5,200	0.970	27,800	9.497
7	Balochistan, Quetta	45,360	2.468	3,800	0.314
8	FC & GB , Islamabad.	50,639	2.869	88,246	11.118
9	AJK Circle, Muzaffarabad	3,500	0.228	27,300	2.083
TOTAL		178,145	13.315	281,410	38.528

2.2.5 Urgent Money Orders Issued

(Figures in Million)

YEAR	NO. OF URGENT MONEY ORDERS ISSUED	VALUE Rs.	COMMISSION Rs.
2023-24	0.086	401.272	14.742
2022-23	0.080	390.867	18.277

2.2.6 Fax Money Order Issued

(Figures in Million)

YEAR	NO. OF FAX MONEY ORDERS ISSUED	VALUE Rs.	COMMISSION Rs.
2023-24	0.003	102.232	1.560
2022-23	0.005	182.079	1.567

2.2.7 Electronic Money Orders Issued

(Figures in Million)

YEAR	NO. OF MONEY ORDERS ISSUED	VALUE Rs.	COMMISSION Rs.
2023-24	0.001	5.505	0.091
2022-23	0.001	0.877	0.019

2.2.8 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 2023-24: -

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
2023-2024	61,570	5,071.619	14.420

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 2023-24 are as given below:-

Airmail (Inward)

Category of Mail	Weight in kg. 20223-24	No. of Articles 2023-24
Letter Mail (LC/AO)	278,518	5,570,360
Registered Letters (R)	96,432	160,367
Parcels (P)	217,319	31,460
EMS (E)	233,432	38,585
Total	825,701	5,800,772

Airmail (Outward)

Category of Mail	Weight in kg. 20223-24	No. of Articles 2023-24
Letter Mail(LC/AO)	64,104	1,282,080
Registered Letters (R)	67,856	286,597
Parcels (P)	298,183	35,585
EMS (E)	48,864	6,160
Total	479,007	1,610,422

Surface Mail (Inward)

Category	Weight in Kg. 2023-24	No. of Articles 2023-24
Letter mail (LC/AO)	64	1280

Surface Mail (Outward)

Category	Weight in Kg. 2023-24	No. of Articles 2023-24
Letter mail (LC/AO)	0	0

Surface Air Lifted (Inward)

Category	Weight in Kg. 2023-24	No. of Articles 2023-24
Letter Mail (LC/AO)	3,142	62,840
Parcels (P)	264,199	5,830
Total	267,341	68,670

Surface Air Lifted (Outward)

Category	Weight in Kg. 2023-24	No. of Articles 2023-24
Letter Mail (LC/AO)	0	0
Parcels (P)	0	0
Total	0	0

The number of registered articles both inward and outward exchanged with foreign countries during the year 2023-24 are as given below:-

Receipt and Payments (In Million) From / To Foreign Postal Administrations.
--

(Rupees in Million)

Category	2023-24	
	Receipt	Payment
General Account (Letter, Parcel, EMS)	313.92	0
Total	313.92	0

Payment to Air Carriers

(Rupees in Million)

Category	Airline/Partner	Payment
Domestic	PIAC	10.95
	Focus Technologies	13.57
International	PIAC	51.80
	Thai Airways	81.41
	Etihad Airways	172.15
	Focus Technologies	296.52
Total		626.40

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 77 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 2023-24, 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 celebrations of 10 years of CPEC.	05-07-2023	Rs.20
2	Issuance of Commemorative Postage Stamp on 75 years of Youm-e-Shahadat of Captain Raja Muhammad Sarwar Shaheed (1 st Nishan-e-Haider)	27-07-2023	Rs.75
3	Issuance of Commemorative Postage Stamp on Golden Jubilee of Rawalpindi Medical College.	06-09-2023	Rs.20
4	Issuance of Commemorative Postage Stamp on 75 years of diplomatic relations between Pakistan-Turkiye.	13-09-2023	Rs.20
5	Issuance of Commemorative Postage Stamp of 75 th Death Anniversary of Quaid-e-Azam Muhammad Ali Jinnah.	11-09-2023	Rs.75
6	Issuance of Commemorative Postage Stamp on celebrating 100 Years of Novo Nordisk.	22-09-2023	Rs.20
7	Issuance of Commemorative Postage Stamp on 75 Years Diplomatic Relations between Pakistan and Netherlands.	02-11-2023	Rs.20
8	Issuance of Commemorative Postage Stamp on 147 th Birth Anniversary of Quaid-e-Azam Muhammad Ali Jinnah.	25-12-2023	Rs.50
9	Issuance of Commemorative Postage Stamp on Silver Jubilee of Punjab Municipal Development Fund Company.	11-01-2024	Rs.25
10	Issuance of Commemorative Postage Stamp on celebrating of 30 years of establishment of diplomatic relations Pakistan-Belarus.	03-02-2024	Rs.30
11	Issuance of Commemorative Postage Stamp on Kashmir Solidarity Day.	05-02-2024	Rs.30
12	Issuance of Commemorative Postage Stamp on 60 th Anniversary of Pakistan and Kuwait diplomatic relations.	20-02-2024	Rs.30
13	Issuance of Commemorative Postage Stamp on International Day of Markhor.	24-05-2024	Rs.30

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 Baitual 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. 536.004 million in the shape of commission. Circle wise break up is as under: -

(Rupees in Million)

Particulars	Number of Utility Bills Collected	Amount of Utility Bills Collected (Rs)	Commission earned per bill(Rs)
PTCL @9 Rs/Bill	228,079	1,331.707	2.053
Sui Gas @8 Rs/Bill	14,632,829	45,550.954	117.063
Electricity @8 Rs/Bill	49,806,025	332,091.383	398.448
WASA @8 Rs/Bill	2,304,964	4,209.921	18.440
Total 2023-24	66,971,897	383,183.965	536.004

3.3 ARMS LICENCES ENTERED / RENEWED

S. No.	Name of Circle	Number of Arms licenses			
		Entered	Renewed	Total 2023-24	Total 2022-23
1	Central Punjab, Lahore	1,886	10,793	12,679	1113
2	Northern Punjab, Rawalpindi	248	16,346	16,594	17,276
3	Southern Punjab, Multan	0	6,217	6,217	8,801
4	Balochistan, Quetta	6,995	8,959	15,954	13,393
Total		9,129	42,315	51,444	51,338

3.4 DRIVING LICENCES ENTERED / RENEWED

S. No.	Name of Circle	Driving License			
		Entered	Renewed	Total 2023-24	Total 2022-23
1	Central Punjab, Lahore	0	7	07	112
2	Northern Punjab, Rawalpindi	3	27,616	27,619	11,247
3	Southern Punjab, Multan	0	166	166	139
4	FC & GB, Islamabad	0	420	420	5,135
5	Balochistan, Quetta	46	679	725	1,905
Total		49	28,888	28,937	22,773

3.5 PROVINCIAL TAXES COLLECTION (CATEGORY WISE)

Particulars	Punjab	Sindh	KPK	Balochistan	Islamabad	2023-24	2022-23
Arms Licence	0	0	0	56,843,041	0	56,843,041	112,797,580
Driving Licence	1,243,966,730	0	0	11,902,532	815,000	1,256,684,262	628,933,895
Motor V.F.C	0	0	0	1,088,000	2,250,000	3,338,000	3,816,500
Route Permit Fee	0	0	0	0	0		22,500,000
M.V.T	0	0	0	0	0	0	0
Total	1,243,966,730	0	0	69,833,573	3,065,000	1,316,865,303	768,047,975

3.6 COMMISSION REALIZED ON COLLECTION OF PROVINCIAL TAXES (Figures in Million)

Particulars	Punjab	Balochistan	Islamabad	2023-24	2022-23
Arms License	0.000	1.586	0.000	1.586	3.147
Driving License	32.343	0.332	0.023	32.697	16.377
Motor V.F.C	0.000	0.021	0.038	0.060	0.069
Route Permit Fee	0.000	0.000	0.000	0.000	0.439
M.V.T	0.000	0.000	0.000	0.000	0.000
Total	32.343	1.939	0.061	34.343	20.032

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. **75,582** Agricultural Loan Pass Books were sold during the year 2023-24. Similarly, **5,816** Highway / Motorway Code Books were sold during the year 2023-24. The Circle-wise Break-up is as under: -

S. No.	Name of Circle	ALPBs SOLD	HWCBs Sold	
			English	Urdu
1	Central Punjab, Lahore	14,643	461	87
2	Metropolitan, Karachi	572	126	144
3	Northern Sindh, Hyderabad	7,184	6	272
4	Northern Punjab, Rawalpindi	7,091	407	2,083
5	Southern Punjab, Multan	9,074	182	1,721
6	FC & GB, Islamabad	450	0	0
7	Khyber Pakhtunkhwa, Peshawar	35,533	20	253
8	Balochistan, Quetta	1,031	1	44
9	AJK, Muzaffarabad	4	0	9
Total 2023-24		75,582	1203	4613

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 Accounts since 01-07-1993. If a pensioner retains his Savings Bank Account, he would be entitled to get profit according to the prescribed rates. During the year 2023-24, an amount of **Rs. 66,154,670,558** /- was paid to **638,801** pensioners. The forces wise break up of number of military pensioners 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
NO. OF PENSIONERS	28,361	591,677	12,607	6,156	638,801	66,154,670,558

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. **3,439** officials of different categories in the various disciplines of Postal Services received training at PTCs during 2023-24. Training courses for the departmental officers are conducted at ECO Postal Staff College, Islamabad. **431** departmental officers were trained in the ECO Postal Staff College, Islamabad during 2023-24. The detail of training activities is given below:-

4.2 TRAINING COURSES CONDUCTED AT PTCs

S. No.	Postal Training Centre	No. of courses	No. of officials attended course
1	Islamabad	74	1503
2	Karachi	45	984
3	Lahore	38	404
4	Peshawar	4	117
Total		182	3439

4.3 COURSES CONDUCTED AT ECO POSTAL STAFF COLLEGE, ISLAMABAD DURING THE YEAR 2023-24

S. NO.	NAME OF WORKSHOP, COURSE/SEMINAR	NO. OF TRAINEES
1	Workshop on Domestic and International Postal Operations	7
2	Course on Accounting procedures of AGPR & District treasures relating to Pakistan Post	17
3	37 th Mid Career Management Course (Domain Specific Component)	4
4	Workshop on Public Procurement	14
5	Workshop on Stamps & Philately in Pakistan	11
6	Advance Course on Postal Accounts	6
7	Advance Course on Civil & Criminal Laws	6
8	38 th Mid Career Management Course (Domain Specific Component)	3
9	Postal management Course	13
10	Workshop on Counter Clerk Training Manual/ Handbook and Deployment of Training Program for Counter Clerks	30
11	Training at Balochistan Circle Quetta under National Outreach Programme	20
12	Refresher Course for Postal Managers at ECO Postal Staff College Islamabad	10
13	Course on Postal Business Development and Marketing	11
14	39 th MCMC	3
15	Workshop on Artificial Intelligence	20
16	Workshop on SOE Act-2023	21
17	34 th Specialized Training Program	15
18	Workshop on Preparation of Cash accounts and scheduled performas as per new accounting procedures/ treatments	197
19	Basic Course on Quality of Service Standards	7
20	Course on E-Commerce Solution and Supply chain management	7
21	Workshop on UPU ORE Operational Readiness and E-Commerce	9
Total		431

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 barcoded 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 absence of modern electronic system of feed-back which is an indispensable part of Management Information System (MIS), the Pakistan Post Office Department has to depend a lot on complaints. 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 2023-24 is given below: -

S. No.	NAME OF CIRCLE	OPENING BALACE	RECEIVED	TOTAL	DISPOSED OFF	BALANCE
1.	Metropolitan Circle, Karachi	20	15620	15640	15584	56
2.	Central Punjab, Lahore	-	28696	28696	28328	368
3.	Southern Punjab, Multan	164	8563	8727	8650	77
4.	Khyber Pakhtunkhwa, Peshawar	62	5437	5499	5450	49
5.	F.C & GB, Islamabad	65	11588	11653	11429	224
6.	Northern Punjab, Rawalpindi	6	23377	23383	23278	105
7.	Northern Sindh, Hyderabad	11	5710	5721	5709	12
8.	Balochistan Circle, Quetta	43	3465	3508	3086	422
9.	AJK Circle, Muzaffarabad	-	2577	2577	2155	422
Total: 2023-24		317	105033	105404	103669	1735

S. No.	NAME OF CIRCLE	NO OF ARTICLES	NO. OF COMPLAINTS	NO. OF COMPLAINTS DISPOSED OFF	PERCENTAGE (%)
1	Inland complaints	184.477	0.105	0.104	0.06%
2	GCSS (Registered Mail/ Letter/Parcel)	0.497	0.003	0.003	0.01%
3	I-Care (International Complaints-EMS & EMS Plus etc.)	0.178	0.002	0.002	1.12%

CHAPTER

5

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 2023-24, expenditure of **Rs. 5.132 million** was incurred on purchase of medicines for the Postal Dispensaries. An amount of **Rs. 58.951 million** was reimbursed as medical charges under head of accounts –A01274 and **Rs. 20.611 million** under head of accounts A04106 to the postal employees during the year 2023-24. 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 58.96 million** for the purchase of plots /construction of houses during financial year 2023-24.

ii) Conveyance Advance:

The Postal employees were granted Conveyance Advances amounting to **Rs 405 million** to purchase their personal Motor Car, Motor Cycle and Cycle during financial year 2023-24.

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. **9,255.757** million during the year 2023-24 as against Rs **7,106.389** million earned during the previous year. Working expenses during the year 2023-24 stood at Rs. **22,756.990** million. The year 2023-24 closed with a deficit of Rs. **13,501.233** million against deficit of Rs. **11,591.25** million of previous year.

6.2 REVENUE RECEIPTS (Head-wise Comparison)

(Rupees in Million)

PARTICULARS	2022-23	%age	2023-24	%age
(A) Post Office Mail Operation (Postage Revenue)				
Sale of Ordinary Stamps	1,170.482	16.5%	1,459.604	15.8%
Sale of Service Stamps	308.894	4.3%	404.086	4.4%
Postage Realized in Cash	3,009.571	42.4%	4,057.721	43.8%
Total Postage (A):-	4,488.948	63.2%	5,921.410	64.0%
(B) Other Receipts				
P.O. Other Receipts	244.324	3.4%	204.219	2.2%
Commission on Money Transfer	244.506	4.0%	217.814	4.0%
Net receipts from Other Postal Administrations	582.426	8.2%	313.922	3.4%
Total other receipts (B):-	1,071.256	15.1%	735.955	8.0%
(C) P.O. Agency Receipts	1,546.185	21.8%	2,598.392	28.1%
Gross receipts (A+B+C):	7,106.389	100%	9,255.757	100%

6.3 DETAIL OF AGENCY RECEIPTS

(Rupees in Million)

Detail of Post Office Agency Receipts			
Head of Accounts		Audit Actuals	
		2022-2023	2023-2024
1		2	3
C03588 Agency Receipts		(Figures in Million Rs.)	
Service Charges on Savings Bank:(C0358801 to C0358810)			
C03588-01	Savings Accounts	0.000	0.000
C03588-02	Savings Certificates (except RIC)	0.000	0.007
C03588-03	Regular Income Certificates	0.000	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	72.307	69.637
C03588-15	Recoveries on Account of Non-Postal Stamps supplied to other Departments of Provincial/ Federal Government.	787.620	1,017.439
Service Charges on Pension Disbursement: (C0358818 to C0358825)			
C03588-18	Defense Forces Pension	0.000	0.555
C03588-19	PTCL Pension	0.026	0.016
C03588-20	CDA Pension	0.000	0.000
Service Charges on Utility Bills Collection: (C0358826 to C0358835)			
C03588-26	Telephone Bills (Excluding SCO)	12.900	2.053
C03588-27	SCO Telephone Bills	2.027	0.084
C03588-28	WASA /KW & SB Bills	16.792	18.440
C03588-29	Electricity Bills	361.527	398.448
C03588-30	Gas Bills	85.403	117.063
Service Charges on Tax Collection:(C0358846 to C0358865)			
C0358847	Sale of Federal Attestation Stamps	0.713	0.861
C0358848	Collection of Custom duty	0.000	23.961
C0358849	Collection of Sales Tax	0.000	23.752
C0358850	Renewal of Arms Licenses	1.503	1.713
C0358851	Renewal of Driving Licenses	0.196	67.745
C0358852	Sale of Route Permit Fee Stamps.	0.239	0.000
C0358853	Sale of Motor Vehicle Fitness Certificate Stamps.	2.931	0.000
C0358854	Collection of Motor Vehicle Tax	0.008	0.004
C0358856	Collection of Income Tax on Private Motor Cars.	0.000	0.000
C0358859	Collection of Professional Tax on vehicles (Punjab).	0.003	0.022
Miscellaneous Service Charges: (C0358866 to C0358899)			
C03588-68	Disbursement of First Micro Finance Bank (FMFB) Loans.	0.002	-0.000
C0358869	FMFB Loan Recovery Collection in Cash.	0.000	0.000

C0358871	Service Charges on KMBL loan Disbursement	0.000	0.000
C0358872	Service Charges on KMBL loan Recovery Collection	0.000	0.000
C0358878	Child Support Programme.	0.000	0.000
C0358879	Sale Proceed of prospectus of Sarhad University.	0.000	0.000
C0358882	Sale Proceed of Youth Parliament Prospectus (YPP).	0.000	0.000
C0358883	Commission / Service Charges on NADRA CNIC Fee	0.191	4.058
C0358884	Sale Proceed of Bolwala Game Show Scratch Cards	0.001	0.000
C0358885	Sale proceed of Mail Corrugated Carton Boxes	0.001	0.000
C0358886	Sale Charges on EMS Plus Services	182.955	639.598
C0358887	Service Charges on Sale of Prospectus/Forms of QUEST Nawabshah	0.038	0.000
C0358888	Receipts of PLICL Premium	11.285	11.417
C0358899	Commission / Service Charges on Other Items	7.658	202.575
C03588	Gross Agency Receipts	1,546.326	2,599.444
C0358800	Deduct refund of Agency Receipts.	0.140	1.052
C03588	Net Agency Receipts.	1,546.185	2,598.392

DETAIL OF POST OFFICE COMMISSION ON MONEY TRANSFER

Head of Accounts		Audit Actuals	
		2022-2023	2023-2024
1		2	3
C 03586- Post Office Commission on Money Transfer:		(Figures in Million Rs.)	
C03586-01	Commission/Fee on Ordinary Money Orders	167.132	176.045
C03586-02	Commission/Fee on Urgent Money Orders	18.277	14.742
C03586-03	Commission/Fee on Fax Money Orders	1.568	1.561
C03586-04	Commission/Fee on Postal Drafts	0.027	0.029
C03586-05	Commission/Fee on Pakistan Postal Orders	17.671	13.746
C03586-10	Commission/Service Charges on Payment of Electronic Money Transfer on behalf of Western Union	38.313	11.375
C03586-12	Food Stamps Scheme Money Orders (Punjab)	0.000	0.000
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	1.265	0.413
C03586-19	Electronic Money Orders Service (EMO)	0.020	0.092
C03586-20	Commission on NBP International Remittance Payment	0.000	0.000
C03586-99	Other Items	0.235	0.000
C 03586	Gross Post Office Commission on Money Transfer	244.506	217.818
C03586-00	Deduct/Refund of Commission	0.000	0.003
C 03586	Net Post Office Commission on Money Transfer	244.506	217.814

Detail of Post Office Mail Operations			
Head of Accounts		Audit Actual	
		2022-2023	2023-2024
1		2	3
C 03581- Post Office Mail Operations:		(Figures in Million Rs.)	
C 03581-01	Sale of Ordinary Postage Stamps	1,170.482	1,459.604
C 03581-02	Sale of Service Postage Stamps	308.894	404.086
C 03581-03	Letter Postage Realized in Cash	15.937	18.977
C 03581-05	International Speed Post Charges	0.000	1.751
C 03581-06	Franking Machine	249.893	303.879
C 03581-07	Delivery Charges of PTCL bills/mail	67.491	69.456
C 03581-08	Delivery Charges of bulk mail of Banks	322.471	527.436
C 03581-09	Fee for Window Delivery Tickets, Post Boxes and Bags	3.238	2.576
C 03581-10	Express Mail Service (EMS) Charges	383.047	297.723
C 03581-11	Fax Mail Service (FMS) Charges	0.006	0.000
C 03581-12	Inland Parcel Postage realized in cash	720.233	1,097.477
C 03581-13	Foreign Parcel Postage realized in cash	492.409	584.983
C 03581-14	Inland Parcel Postage realized in cash	201.802	398.265
C 03581-16	Registered Article Postage realized in cash (FPO)	20.392	31.039
C 03581-17	EMS Postage realized in cash (FPO)	25.787	37.022
C 03581-18	UMS Postage realized in cash (FPO)	2.776	3.137
C 03581-19	Inland Parcel Postage realized in cash (FPO)	1.900	1.768
C 03581-20	Other Postage Realized in Cash	507.067	687.400
C 03581-99	Others	0.028	0.063
C 03581	Gross Post Office Mail Operations	4,493.855	5,926.640
C 03581-00	Deduct/Refund Post Office Mail Operations	4.907	5.230
C 03581	Net Post Office Mail Operations	4,488.948	5,921.410

6.4 DETAIL OF POST OFFICE OTHER RECEIPTS 2023-24

(Rupees in Million)

DETAIL OF POST OFFICE OTHER RECEIPTS			
Head of Accounts		Audit Actuals	
		2022-2023	2023-2024
1		2	3
C 03582- Others (Post Office Other Receipts):		(Figures in Million Rs.)	
C 03582-01	Recoveries on account of Mail Robberies	0.003	0.008
C 03582-02	Recoveries on account of Loss/Damaged Insured Articles	0.279	0.231
C 03582-03	Special Recoveries	2.736	1.579
C 03582-04	Advertisement Receipts	0.014	0.031
C 03582-05	Contribution for leave and pension	1.811	0.000
C 03582-06	Examination Fee	80.324	7.482
C 03582-07	Non-Refundable Contribution received from Government / Public (NRC)	1.368	2.258
C 03582-08	Recovery of tuition fee and other income from Model School	1.871	1.409
C 03582-09	Forfeited Money Orders.	0.000	0.009
C 03582-10	Forfeited Pakistan Postal Orders	0.000	0.003
C 03582-11	Forfeited Postal Drafts	0.000	0.000
C 03582-12	Postal Pension Recovery	16.468	1.929
C 03582-21	Rent of Buildings from Postal Employees	37.365	48.724
C 03582-22	Rental Income of Post Office Buildings Rented to others	63.685	95.444
C 03582-31	Books, Forms & Maps	0.551	0.611
C 03582-32	Cost of SB withdrawal slip Books	0.026	0.003
C 03582-33	Sale proceeds of Highway Code Book	0.426	0.558
C 03582-34	Sale proceeds of Agricultural Loan Pass Book	7.840	4.639
C 03582-35	Sale proceeds of Money Order Forms	3.066	3.010
C 03582-99	Other Items	26.787	36.349
C 03582	Gross Post Office Other Receipts	244.620	204.278
C 03582-00	Deduct Refund of Post Office Other Receipts	0.297	0.059
C 03582	Net Post Office Other Receipts	244.324	204.219

6.5 CIRCLE/REGION WISE BREAK UP OF REVENUE RECEIPTS OF THE PPOD FOR THE YEAR 2023-24

(Figures in Millions)

Particulars of Revenue Receipts	FC & GB		AJ&K		Punjab			Sindh		Khyber Pakhtunkhwa		Balochistan		Total
	2	3	4	5	6	7	8	9	10	11				
1														
(a) Post Office Mail Operations (Postage Revenue):														
Sale of Ordinary Stamps	78.448	48.611	302.668	223.058	485.888	97.513	68.566	129.529	25.322	1,459.604				
Sale of Service Stamps	34.331		58.808	34.939	88.313	44.380	45.836	87.847	9.631	404.086				
Postage Realized in cash	476.655	31.475	583.152	290.375	1,411.869	648.905	69.216	428.067	118.008	4,057.721				
Total Mail Operation	589.434	80.085	944.628	548.372	1,986.070	790.798	183.618	645.443	152.962	5,921.410				
(b) Post office Miscellaneous Receipts:														
Post Office Other Receipts	44.330	5.287	61.381	12.758	42.965	16.564	6.852	9.830	4.253	204.219				
Commission on Money Transfer.	20.245	8.701	38.550	31.729	59.220	11.918	14.231	27.243	5.977	217.814				
Net Receipt from Other Postal Administrations.	0.000	0.000	0.000	0.000	0.000	313.922	0.000	0.000	0.000	313.922				
Total Miscellaneous Receipts	64.576	13.987	99.931	44.486	102.185	342.403	21.083	37.074	10.230	735.955				
Grand Total P.O Receipts (a+b)	654.010	94.072	1,044.559	592.858	2,088.255	1,133.202	204.700	682.517	163.192	6,657.365				
(c) Post Office Agency Receipts.	827.406	16.305	125.055	100.737	181.536	1,165.136	99.211	67.360	15.645	2,598.392				
Grand Total (a+b+c)	1,481.416	110.378	1,169.614	693.596	2,269.791	2,298.337	303.911	749.876	178.837	9,255.757				
Circle Wise Total	1,591.794													
% of the Total Revenue Receipts of the PPOD.	17.20%													
	44.65%													
	28.11%													
	8.10%													
	1.93%													
	100.00%													

6.6 HEAD WISE DETAIL OF EXPENDITURE FOR THE YEAR 2023-24

(Rupees in Millions)

CODE	DESCRIPTION OF OBJECT	2023-24
A01	Employees Related Expenses.	16,738.708
A03	Operating Expenses	4,685.710
A04	Employees Retirement Benefits	651.065
A05	Grants, Subsidies and Write Off of Loans/Advances/Others	389.995
A06	Transfer Payments	2.121
A07	Interest Payment	10.000
A09	Expenditure on acquiring of Physical Assets	25.490
A10	Principal Repayment of Loans	20.000
A12	Civil Works	4.945
A13	Repair & Maintenance	228.955
TOTAL		22,756.990

6.7 BUDGET

(Rupees in Millions)

DETAIL OF EXPENDITURE	2022-23	2023-24
Total (Establishment and Pensionery Charges)	13,923.022	17,389.773
Basic Salaries Officers	545.336	535.915
Basic Salaries other Staff	8,129.304	8,378.812
Regular Allowances	4,854.505	7,639.841
Other Allowances (excluding Traveling Allowances)	129.460	184.140
Pensionery Charges	264.417	651.065
Total Operating Expenses	4,349.112	4,685.710
Sub Total (Operating Expenses)	1,826.012	2,194.046
Traveling Allowances	149.800	202.698
Operating Expenses	1,676.212	1,991.348
Expenditure on FGN Trainees in Pakistan	-	-
Sub Total Conveyance of mails	1,256.364	1,784.044
Payment to Air Carriers	-	-
Payment to Shipping Companies	-	-
Payment to Railways	-	-
Conveyance Charges	-	-
Others [(A03820) Extra Mail dispatch]	-	-
Payments to other for services rendered	1,256.364	1,784.044
Payment to Road Transport	-	-
Sub Total Printing Charges	1,266.736	707.620
Postage Stamps and Stationery	157.965	20.138
Non-Postal Stamps	1,108.771	687.482
Total Purchase/Repair & Maintenance of Durable Goods/ Building Structure	117.119	259.391
Purchase of Durable Goods	2.459	25.490
Purchase of Plots /Building and Construction of works	10.500	4.945
Repair and Maintenance of Durable Goods	44.086	160.939

Repair and Maintenance of Buildings	60.074	68.017
Sub Total	308.386	422.116
Write off of Loans/Advances/Public Money	3.243	7.345
Subscription to Funds	2.000	2.000
Re-payment of Loans & Advances	10.000	20.000
Miscellaneous Expenditure	42.161	0.121
Interest Charges	10.000	10.000
Family Package	240.982	382.650
Incentive to the Employees		
Grand Total	18,697.639	22,756.990
Running Account Of Renewal Reserve Fund		
Opening balance	518.030	581.288
Contribution to the fund	1.000	1.000
Interest on R.R Fund	62.258	113.381
Total Funds	581.288	695.669
Appropriation from the fund	-	-
Closing balance	581.288	695.669
Post Office Welfare Fund		
Opening balance	36.751	37.751
Contribution to the fund	1.000	1.000
Total Funds	37.751	38.751
Appropriation from the fund	-	-
Closing balance	37.751	38.751
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 2023-24

(Rupees in Million)

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 acquiring of Physical Assets	A10 Principal Repayment of Loans	A12 Civil Works	A13 Repair & Maintenance	Grand Total
1	Sindh Balochistan Province, Karachi	Karachi	.518	3.964	.000	.000	.000	.000	.000	.000	.000	0.409	4.891
2	Metropolitan, Karachi	Karachi	7.569	1201.891	83.432	98.039	.000	.000	.500	.000	.000	10.744	1402.174
3	Northern Sindh, Hyderabad	Hyderabad	4.180	213.757	48.067	23.529	.000	.000	.000	.000	1.000	11.494	302.026
4	Balochistan, Quetta	Quetta	3.327	185.642	27.927	24.275	.000	.000	.000	.000	.000	10.424	251.595
5	Punjab Province, Lahore	Lahore	.000	3.463	.000	.000	.000	.000	.000	.000	.000	0.459	3.922
6	Central Punjab, Lahore	Lahore	12.531	872.642	183.962	143.774	.000	.000	.500	.000	2.095	21.663	1237.168
7	Southern Punjab, Multan	Multan	4.181	277.605	60.486	18.102	.000	.000	.000	.000	.000	11.180	371.554
8	Northern Punjab, Rawalpindi	Rawalpindi	8.358	430.783	98.767	37.267	.000	.000	.000	.000	.000	16.262	591.436
9	Khyber Pakhtunkhwa, Peshawar	Peshawar	7.520	331.026	80.724	12.574	.000	.000	.000	.000	1.500	12.580	445.925
10	FC & GB Islamabad	Islamabad	1.056	221.671	26.309	14.233	.000	.000	.999	.000	.350	9.843	274.462
11	AJK, Muzaffarabad.	Muzaffarabad	.967	97.591	25.796	17.200	.000	.000	.000	.000	.000	4.351	145.905
12	Directorate General	Islamabad	7.573	214.644	16.248	.102	2.000	10.000	23.491	20.000	.000	112.289	406.347
13	CCS, Karachi	Karachi	.562	606.609	2.796	.000	.000	.000	.000	.000	.000	2.775	612.742
14	Postal Staff College	Islamabad	.538	24.422	1.495	.900	.000	.000	.000	.000	.000	4.481	31.837
15	Employees Related Expenses (LO9093)	Islamabad	16679.828	.000	-4.944	.000	.121	.000	.000	.000	.000	.000	16675.004
Grand Total 2023-24			16738.708	4685.710	651.065	389.995	2.121	10.000	25.490	20.000	4.945	228.955	22756.990

6.9 COMPARISON OF REVENUE AND EXPENDITURE FROM 1999-00 TO 2023-24

(Rupees 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	7,106.389	18,697.639	(-)11,591.25
2023-24	9,255.757	22,756.990	(-)13,501.233

6.10 RATES OF INTEREST

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 %	1996-1997	16.31 %
1953-1958	3.25%	1997-1998	18.03 %
1958-1959	3.50 %	1998-1999	17.71 %
1959-1960	4.00 %	1999-2000	11.21 %
1960-1961	4.25 %	2000-2001	11.70 %
1961-1964	4.50%	2001-2002	10.72 %
1964-1965	4.75 %	2002-2003	7.42 %
1965-1966	5.25 %	2003-2004	7.20 %
1966-1968	6.00 %	2004-2005	6.86 %
1968-1971	6.25 %	2006-2007	11.78 %
1971-1972	7.00 %	2007-2008	10.14 %
1972-1973	8.25 %	2008-2009	13.80 %
1973-1974	9.25 %	2009-2010	12.59 %
1974-1975	10.25 %	2010-2011	13.61%
1975-1976	10.50%	2011-2012	12.64%
1976-1977	11.00 %	2012-2013	10.65%
1977-1978	11.75 %	2013-2014	11.79%
1978-1979	12.50 %	2014-2015	10.53%
1979-1980	12.00 %	2015-2016	7.37%
1980-1983	13.00 %	2016-2017	6.54%
1983-1986	15.00 %	2017-2018	6.62 %
1986-1987	14.66 %	2018-2019	11.53 %
1987-1988	15.28 %	2019-2020	12.20%
1988-1989	14.84 %	2020-2021	10.30%
1989-1991	15.93 %	2021-2022	11.20%
1991-1992	14.51 %	2022-2023	15.58%
1-7-92 to 31-7-92	14.51 %	2023-2024	17.84%
1992-1996	7.00 %		
* (PPSC PERIOD 01-08-1992 TO 30-06-1996)			

PAKISTAN POST SALIENT STATISTICS 2023-24

Number of Post Offices	10,508
Number of Employees	38,853
Full Time	28,665
Part Time	10,188
Mail Volume Handled for dispatch (in million):	
Express Mail (in million)	15.048
Un-registered Mail (in million)	135.845
Registered mail (in million)	34.838
International Mail Handled:	
Inward Mail (weight in kg)	1,093,106
Inward Mail (No. of articles in million)	5.871
Outward Mail (weight in kg)	479,007
Outward Mail (No. of articles in million)	1.610
Money Orders Issued Including UMO, FMO and EMO:	
Number (in million)	2.363
Value (Rs. in million)	10,548.939
Pakistan Postal Orders (Sold):	
Number (in million)	0.687
Value (Rs. in million)	31.001
Military Pension Payment:	
Number of Pensioners	638,801
Amount paid (Rs. in million)	66,154,670.558
Utility Bills Collected	
Number (In million)	66.972
Amount Collected (In million)	383,183.965
Gross Receipts (Rs. In million) 2023-24	
	9,255.757
Total Expenditure (Rs. in million) 2023-24	
	22,765.990
Deficit (Rs. In million) 2023-24	
	(-) 13,501.233

