FOREWORD

It gives me immense pleasure to present the Annual Report of Pakistan Post for the financial year 2025–26. This report highlights the Department's performance, key achievements, operational developments and strategic initiatives during the year, reflecting our continued commitment to modernizing the postal network and enhancing the quality, efficiency and accessibility of public services across Pakistan.

During the year under review, Pakistan Post continued to advance its institutional modernization and digital transformation agenda. Significant initiatives included the introduction of paperless mail transmission, up-gradation of the International Postal System (IPS), and deployment of Android-based applications for delivery tracking. These measures are aimed at improving transparency, strengthening accountability, ensuring timely delivery and enhancing operational efficiency throughout the postal network.

Recognizing the changing dynamics of the postal and logistics sectors, the Department also focused on service diversification, particularly in e-commerce, parcel delivery and logistics. Leveraging its extensive nationwide infrastructure and presence in remote and underserved areas, Pakistan Post continues to explore opportunities for strengthening partnerships with businesses, online marketplaces, entrepreneurs and small and medium-sized enterprises (SMEs), while expanding access to affordable public services.

As a member of the Universal Postal Union (UPU), Pakistan Post remains committed to international cooperation, global postal standards and improved service quality. At the national level, the Department continues to fulfil its Universal Service Obligation (USO), ensuring accessible and affordable postal services for citizens across the country, irrespective of their geographical location.

Despite notable progress, the Department continues to face challenges arising from rising operational costs, financial constraints, evolving customer expectations and increasing competition from private-sector service providers. Addressing these challenges requires improved operational efficiency, prudent resource management, revenue diversification and sustainable business practices. At the same time, Pakistan Post's extensive infrastructure and nationwide outreach offer significant opportunities for growth in logistics, e-commerce, financial services and commercial utilization of postal properties.

The achievements highlighted in this report reflect the dedication and professionalism of our officers and staff across the country. I sincerely appreciate their contributions and acknowledge the continued guidance and support of the Ministry of Communications, the Pakistan Post Services Management Board, government departments, business partners and valued customers.

Looking ahead, Pakistan Post remains committed to a comprehensive transformation agenda focused on financial sustainability, commercial responsiveness, digitalization and service excellence. I am confident that, through collective efforts and continued stakeholder support, the Department will successfully adapt to emerging challenges and opportunities while maintaining its vital role in connecting people, businesses and communities throughout Pakistan.

Together, we remain committed to building a stronger, modern, efficient and sustainable Pakistan Post.

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 2025-2026

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Chapter 1

INTRODUCTION

1.1 ACHIEVEMENTS

In view of the above, Pakistan Post has accomplished the following milestones during the 2025-26:

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, Up-gradation 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, IMOs, 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 2024-2025	10,145.680
Financial Year 2025-2026	9,404.458
% Increase /Decrease	**-7.305%**

Pakistan Post Office Department (PPOD) maintains a comprehensive outreach to fulfill its universal service obligations.

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

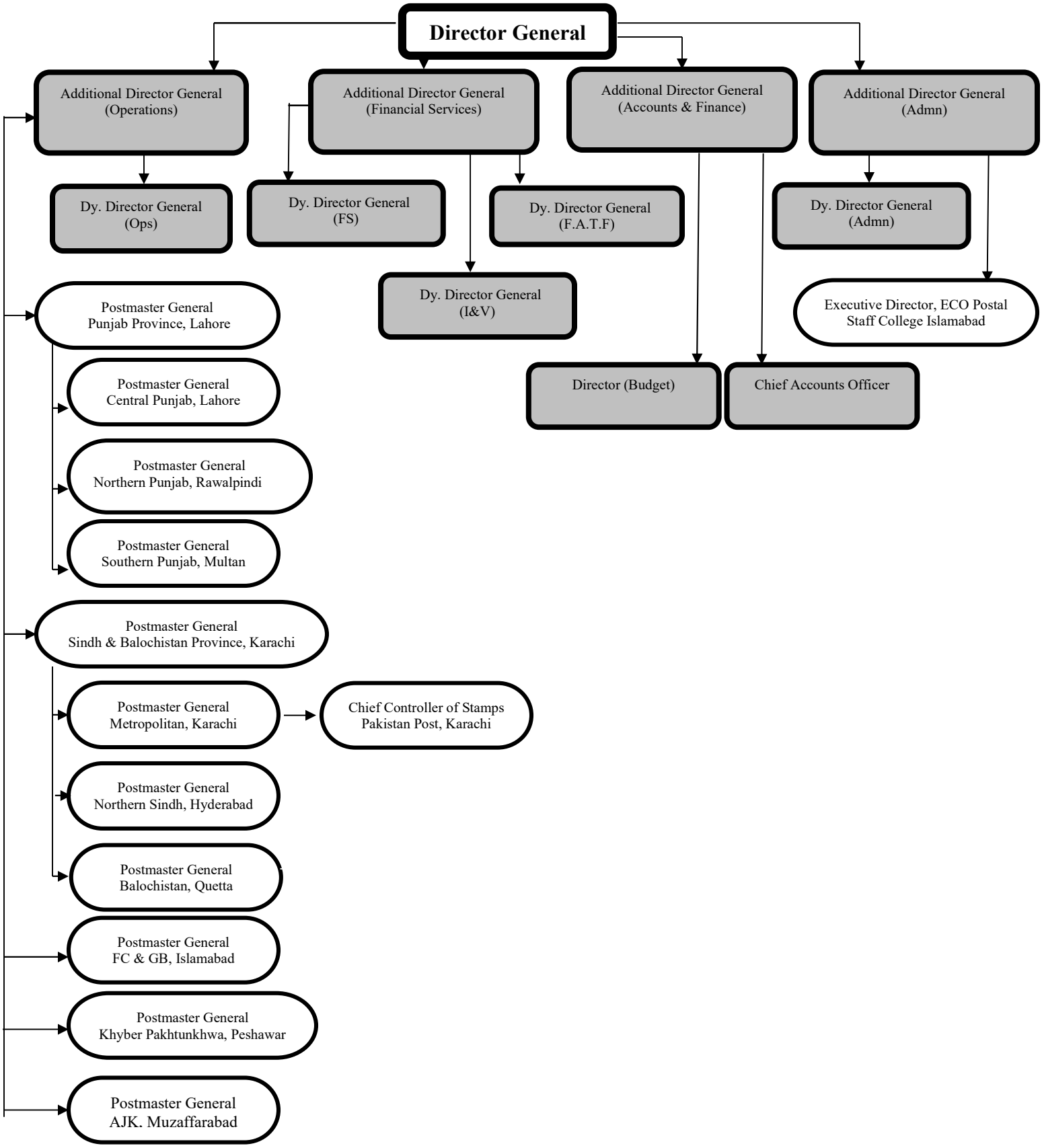
control of Ministry of Communications as an attached Department of the Federal Government. Again upon creation of Ministry of Postal Services w.e.f 01-07-2017, PPOD was placed under Ministry of Postal Services as an attached department of Federal Govt. However, in 2019, M/o Postal Services was merged 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	Name/ Status
(a)	A suitable person to be appointed by the Federal Government from among the independent members	Syeda Ambreen Zehra Taqvi (Acting Chairperson/ Independent Member)
(b)	Director General / Chief Executive Officer of Pakistan Post Office Department	Sqn Ldr. Maqsood Ahmed Director General PPPOD Ex-Officio Member
(c)	A Joint Secretary or equivalent of the division to which business of finance of the Federal Government stands allocated	Athar Sajid Khan Ex-Officio Member
(d)	A Joint Secretary or equivalent of the division to which business of this act stands allocated	Iqbal Hussain Joint Secretary Ex-Officio Member
(e)	Two senior technical officers of Postal Group not below BS-21	Zaheer Ullah Khan Addl. DG (Admn) Shahid Javed Malik Addl. DG FS Ex-Officio Members
(f)	Six suitable persons of eminence and known integrity to be appointed by the Federal Government	Wasia Noor Faisal Ejaz Khan Adnan Iqbal (Independent Members)

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 Chairman to be appointed by the Federal Government from among the independent members and exercises powers assigned to him under the Pakistan Postal Services Management Ordinance, 2002 as amended from time to time.

The Director General's chief executive officer and shall be appointed by the Prime Minister on recommendation of the Board. The Director General exercises powers assigned to him under the Ordinance and the SOE Act, 2023.

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).

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

NUMBER OF POST OFFICES (Circle wise break up)

(As on 30.06.2025)

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)
K.P.K Province	16	0	14	463	35	4	**532**	2	50	947	123	1122	**1654**
Islamabad Capital	3	1	7	93	13	1	**118**	4	10	109	46	169	**287**
Punjab Province	36	17	100	1117	187	4	**1461**	26	75	3564	306	3971	**5432**
Baluchistan Province	5	0	7	118	24	1	**155**	0	9	86	58	153	**308**
Sind Province	18	22	31	289	110	3	**473**	12	14	679	71	776	**1249**
AJK Circle, Muzaffarabad	7	0	10	110	7	0	**134**	0	13	214	4	231	**365**
TOTAL	85	40	169	2190	376	13	**2873**	**44**	**171**	**5599**	**608**	6422	**9295**

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 **23,466** and extra departmental posts are **12,120**. Scale-wise and Circle-wise detail of the sanctioned posts as on 30-06-2026 is given below:-

BPS	*DIRECTORATE GENERAL*	*PMG ISLAMABAD*	*PMG AJK MUZAFFARABA*	*PMG KARACHI*	*PMG HYDERABAD*	*PMG QUETTA*	*PMG LAHORE*	*PMG RAWALPINDI*	*PMG MULTAN*	*PMG PESHAWAR*	*PSC ISLAMABAD*	*TOTAL*
BPS-22	1	0	0	0	0	0	0	0	0	0	0	1
BPS-21	4	0	0	1	0	0	1	0	0	0	0	6
BPS-20	6	1	0	1	1	1	1	1	1	1	1	15
BPS-19	12	1	1	3	1	2	4	2	1	2	1	30
BPS-18	20	5	1	9	4	4	14	7	4	8	3	79
BPS-17	25	8	6	18	11	8	28	21	12	16	1	154
BPS-16	65	25	11	68	33	22	85	42	34	46	4	435
TOTAL (A)	**133**	**40**	**19**	**100**	**50**	**37**	**133**	**73**	**52**	**73**	**10**	**720**
BPS-15	46	2	0	3	1	1	0	0	0	0	0	53
BPS-14	112	63	33	137	81	55	224	176	105	101	3	1090
BPS-13	185	25	8	60	24	31	108	40	55	48	7	591
BPS-11	110	11	11	178	55	30	111	70	43	56	3	678
BPS-9	5	341	206	1122	846	533	2010	1610	913	1195	0	8781
BPS-8	1	22	25	50	65	11	101	108	58	63	0	504
BPS-7	2	114	150	676	458	346	931	827	457	582	0	4543
BPS-6	7	1	1	3	1	0	10	3	5	1	0	32
BPS-5	0	0	0	0	0	0	1	0	0	0	0	1
BPS-4	31	72	11	33	53	14	133	199	133	171	4	854
BPS-3	5	10	4	45	23	10	79	27	18	21	1	243
BPS-2	28	288	95	541	478	285	902	661	470	638	1	4387
BPS-1	123	43	21	92	72	107	223	106	81	102	19	989
TOTAL (B)	**655**	**992**	**565**	**2940**	**2157**	**1423**	**4833**	**3827**	**2338**	**2978**	**38**	**22746**
Total (A+B)	**788**	**1032**	**584**	**3040**	**2207**	**1460**	**4966**	**3900**	**2390**	**3051**	**48**	**23466**
E.D Staff (C)	**-**	**221**	**514**	**0**	**1492**	**295**	**2235**	**2904**	**1865**	**2594**	**0**	**12120**
G. Total (A+B+C)	**788**	**1253**	**1098**	**3040**	**3699**	**1755**	**7201**	**6804**	**4255**	**5645**	**48**	**35586**

CATEGORY WISE NUMBER OF SANCTIONED POSTS OF EXTRA DEPARTMENTAL EMPLOYEES ON 30-6-2026

CIRCLE	EDSPM	EDBPM	EDDA	EDMR /MC/MA	ED STAMP VENDER/ OTHERS	Others/ ED Runner	TOTAL
KPK, Peshawar	61	1281	338	879	10	25	2594
AJK, Muzaffarabad	15	267	23	171	1	37	514
Metropolitan, Karachi	0	0	0	0	0	0	0
FC & GB, Islamabad	11	135	41	22	0	12	221
Northern Sindh, Hyderabad	16	783	37	656	0	0	1492
Balochistan Quetta	26	155	35	79	0	0	295
Southern Punjab, Multan	15	1012	70	768	0	0	1865
Northern Punjab, Rawalpindi	78	1583	239	945	9	50	2904
Central Punjab, Lahore	11	1610	92	501	7	14	2235
TOTAL	**233**	**6826**	**875**	**4021**	**27**	**138**	**12120**

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 PAKISTAN POST

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.	Central Punjab Circle, Lahore	166	709	27	902
4.	Dte. Accounts, PPOD, Lahore	0	22	**0**	22
5.	Northern Punjab, Circle Rawalpindi	129	369	28	526
6.	Southern Punjab, Multan	71	230	19	320
7.	Metropolitan Circle, Karachi	58	477	3	538
8.	Northern Sindh Circle, Hyderabad	122	240	**9**	371
9.	FC & GB Circle, Islamabad.	39	68	17	124
10.	AJK Circle, Muzaffarabad	15	25	02	42
11.	Khyber Pakhtunkhwa, Peshawar	127	387	**8**	522
12.	Balochistan Circle, Quetta	85	322	**6**	413
13.	General Manager, PLICL, Lahore	18	76	**0**	94
14.	General manager, PLICL, Karachi	04	65	**0**	69
15.	Chief Controller of Stamp, Karachi	01	0	**0**	01
	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 30.06.2026)

S.No.	Name of Office	Vehicles available for			Total
		Protocol duties	General duties etc	Operational duties	
1	Dte. General PPO, Islamabad	2	12	17	31
2	AJK Circle, Muzaffarabad	0	0	10	10
3	FC & GB Circle, Islamabad	0	2	19	21
4	Northern Punjab Circle, Rawalpindi	0	1	41	42
5	KPK Circle, Peshawar	0	1	36	37
6	Balochistan Circle, Quetta	1	0	17	18
7	Metropolitan Circle, Karachi	1	1	30	32
8	Northern Sindh Circle, Hyderabad	0	1	24	25
9	Southern Punjab Circle, Multan	0	0	24	24
10	Central Punjab Circle, Lahore	1	2	43	46
11	Postal Staff college, Islamabad	0	2	2	4
12	CCS, Karachi	0	0	04	4
13	DAPPO, Lahore	0	0	1	1
14	PLI Southern Pakistan, Karachi	0	2	19	21
15	PLI Northern Pakistan, Lahore	0	2	35	37
	Total	**5**	**26**	**315**	**353**

1.9 POSTAL MAIL LINES NETWORK

As on 30th June, 2026, there were **3,071** mail lines in the country stretching over a distance of **104,825 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
Khyber Pakhtunkhwa, Peshawar	6	2025	0	0	33	4686	1	174	43	1506	213	3235	468	3654
Northern Punjab, Rawalpindi	14	3719.8	9	1026.5	0	0	1	366	72	3754.5	249	6213	755	5170
Southern Punjab, Multan	7	2148	0	0	0	0	1	798	47	3300	70	1556	5	271
Northern Sindh, Hyderabad	12	3432	2	98	0	0	2	1860	48	779	41	858	0	0
AJK Circle, Muzaffarabad\	6	1858	0	0	5	664	0	0	37	1746	59	1256	148	1029
Metropolitan Circle, Karachi106	12	1625	0	0	0	0	0	0	0	0	0	0	0	0
Central Punjab, Lahore 122	22	5756	0	0	0	0	3	1946	124	5579.4	130	7830	203	1918
FC & GB, Islamabad131	6	2390	2	202	5	824	0	0	26	2268	78	1013	40	304
Balochistan Circle, Quetta	3	3477	0	0	27	8855	3	1788	29	1702	4	165	0	0
Total 2025-26	88	26431	13	1326.5	70	15029	11	6932	426	20635	844	22126	1619	12346

GRAND TOTAL 2025-26	
Total Number of Mail Lines	**Total Length of Mail Lines (in K.M)**
3,071	**104,825**

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	155	6	161	134	27
02	Muzaffarabad (A.K)	154	1	85	26	59
03	Karachi	644	03	504	128	376
04	Hyderabad	468	12	343	90	253
05	Quetta	341	6	295	99	196
06	Lahore	1234	65	960	571	389
07	Rawalpindi	699	30	884	341	543
08	Multan	557	8	609	186	423
09	Peshawar	707	8	588	120	468
Total		**4959**	**139**	**4429**	**1695**	**2734**

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)
- Urgent Mail Service (UMS-Overnight)
- Same Day Delivery Service (DDS)

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) Utility Bills Collection

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

ii) Collection of Provincial Taxes

- Renewal of Arms Licenses.
- Renewal of Driving Licenses.

iii) Collection of Federal Taxes

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

iv) 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 20225-26 is given in the succeeding tables:-

UN-REGISTERED POSTALTRAFFIC 2025-26

(Figures in Millions)

Category		Northern Punjab Circle	Central Punjab Circle, Lahore	Southern Punjab Circle, Multan	FC& GB Circle, Islamabad	Metropolitan Circle, Karachi	Northern Sind Circle Hyderabad	KPK Circle, Peshawar	Baluchistan Circle, Quetta	AJK Circle, Muzaffarabad	Total
Letter (Large)	**Inland**	1.423	1.337	0.595	0.059	7.479	0.321	0.871	0.132	0.009	**12.226**
	Foreign	0.003	0.004	0	0.218	0.002	0	0.025	0.007	0	**0.259**
Letter (Small)	**Inland**	4.294	2.777	2.595	0.866	3.068	0.446	1.918	0.482	0.034	**16.48**
	Foreign	0.006	0.002	0	0.278	0.01	0	0.058	0.002	0	**0.356**
Postcards	**Inland**	0.014	0.022	0.004	0.002	0	0.018	0.08	0	0	**0.14**
	Foreign	0	0	0	0.002	0.005	0	0.03	0	0	**0.037**
Printed Papers	**Inland**	0.112	0.442	0.354	0.045	2.511	0.009	0.32	0.023	0.001	**3.817**
	Foreign	0	0	0	0.003	0.019	0	0.021	0	0	**0.043**
Newspapers	**Inland**	0.028	1.035	0.011	0.004	0.539	0.015	0.024	0.015	0	**1.671**
	Foreign	0	0	0	0	0	0	0.003	0	0	**0.003**
Small Packet	**Inland**	0.024	0.035	0	0	0	0.004	0.042	0.013	0.001	**0.119**
	Foreign	0	0	0	0.008	0	0	0.003	0	0	**0.011**
Total Inland		5.895	5.648	3.559	0.976	13.596	0.813	3.255	0.663	0.045	**34.45**
Total Foreign		0.009	0	0	0.509	0.035	0	0.14	0.009	0	**0.702**
Grand Total 2025-26		**5.904**	**5.655**	**3.559**	**1.485**	**13.632**	**0.813**	**3.395**	**0.672**	**0.045**	**35.16**

REGISTERED POSTAL TRAFFIC 2025-26

(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	6.673	3.706	4.730	1.945	0.884	1.490	2.672	0.151	0.511	**22.7633**
2	Registered Parcels	0.618	0.440	0.463	0.461	0.13	0.099	1.658	0.065	0.066	**3.9990**
3	V.P Letters	2.170	0.217	0.403	0.041	0.045	0.021	0.285	0	0.000	**3.182**
4	V.P Parcels	1.240	0.153	0.599	0.122	0.044	0.042	2.743	0	0.002	**5.1462**
5	Insured Letters	0.014	0.100	0.058	0.002	0.008	0.002	0.057	0	0.001	**0.2420**
6	Insured Parcels	0.040	0.060	0.030	0.041	0.161	0.026	0.0154	0.04	0.002	**0.4158**
Total 2025-26		**10.755**	**4.676**	**6.283**	**2.612**	**1.272**	**1.68**	**7.4304**	**0.256**	**0.582**	**35.5464**

COMPARISON REGISTERED POSTAL TRAFFIC

S. No.	Description	2021-22 (In Million)	2022-23 (In Million)	2023-24 (In Million)	2024-25 (In Million)	2025-26 (In Million)
1	Registered Letters	22.489	29.355	28.063	20.845	22.763
2	Registered Parcels	2.369	2.328	2.603	2.735	4.004
3	V.P Letters	6.239	1.661	1.456	1.962	3.182
4	V.P Parcels	1.418	1.299	2.121	4.088	4.942
5	Insured Letters	0.104	0.154	0.154	0.175	0.242
6	Insured Parcels	0.194	0.113	0.441	0.194	0.413
	Total	**32.813**	**34.91**	**34.828**	**29.998**	**35.540**

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 2025-26 is as under: -

NAME OF EXPRESS POST SERVICES	2025-26	
	NO. OF ARTICLES	REVENUE (in million)
Urgent Mail Service (UMS)	17,120,338	827.302
UMS – COD	225,361	26.210
Express Mail Service (EMS)	14,220	153.24
Same Day Delivery Service	5,958	0.77
Total	**17,365,877**	**1,007.518**

COMPARISON OF EXPRESS POST SERVICES					
	2021-22 (In Million)	**2022-23 (In Million)**	**2023-24 (In Million)**	**2024-25 (In Million)**	**2025-26 (In Million)**
Urgent Mail Service (UMS)	11.785	19.476	14.919	18.179	17.120
UMS – COD	0.187	0.188	0.100	0.113	0.225
Express Mail Service (EMS)	0.452	0.035	0.019	0.052	0.014
Same Day Delivery Service	0.013	0.010	0.001	0.006	0.005
Total	**12.437**	**19.709**	**15.039**	**18.350**	**17.366**

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.5/- for every 100 grams and fraction thereof maximum weight 5kg.

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 2026, a total of 334 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	17	09	03	97	-	-	126
Northern Punjab, Rawalpindi	07	01	-	30	01	-	39
Southern Punjab, Multan	05	03	-	09	-	-	17
Metropolitan, Karachi	14	08	07	91	-	-	120
Northern Sindh, Hyderabad	03	01	-	02	-	-	06

FC & GB, Islamabad	-	-	-	-	-	-	00
Balochistan, Quetta	03	03	-	04	06	-	16
Khyber Pakhtunkhwa, Peshawar	-	-	-	07	-	-	07
AJK, Muzaffarabad	-	02	-	01	-	-	03
Total 2025-26	**49**	**27**	**10**	**241**	**07**	**-**	**334**

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 2025-26 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	-	02	02
Northern Punjab, Rawalpindi	-	02	01
Southern Punjab, Multan	-	-	-
Metropolitan, Karachi	04	-	04
Northern Sindh, Hyderabad	-	-	-
FC & GB, Islamabad	-	-	-
Balochistan, Quetta	-	-	-
Khyber Pakhtunkhwa, Peshawar	-	-	-
AJK, Muzaffarabad	-	-	-
Total 2025-26	**04**	**04**	**07**

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 **32,002** Post Boxes were available at major Post offices in the country for renting out during the year 2025-26. Out of which, **3,060** 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	9,227	759
2	Northern Punjab, Rawalpindi	3,053	319
3	Southern Punjab, Multan	2,220	77
4	Metropolitan, Karachi	11,598	964
5	Northern Sindh, Hyderabad	1260	98
6	FC& GB, Islamabad	819	242
7	Balochistan, Quetta	835	143
8	Khyber Pakhtunkhwa, Peshawar	2600	310
9	AJK, Muzaffarabad	390	148
Total 2025-26		**32,002**	**3,060**

COMPARISON POST BOXES			
Sl. No	**FY**	**NO. OF POST BOXES AVAILABLE**	**NO. OF POST BOXES RENTED OUT**
1	2021-22	31,830	4,263
2	2022-23	33,227	13,610
3	2023-24	32,507	3,996
4	2024-25	31,857	3,737
5	2025-26	32,002	3,060

2.1.7 Letter Boxes

For the facility of posting of articles of letter mail by the users of the post, **7,358** letter boxes were available to the public in the country as on 30th June 2026. 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	578	295	873
2	Northern Punjab, Rawalpindi	479	1650	2129
3	Southern Punjab, Multan	539	662	1201
4	Metropolitan, Karachi	148	0	148
5	Northern Sindh, Hyderabad	169	246	415
6	FC & GB, Islamabad	119	210	329
7	Balochistan, Quetta	172	83	255
8	Khyber Pakhtunkhwa, Peshawar	503	1046	1,549
9	AJK, Muzaffarabad	92	367	459
	TOTAL	**2799**	**4559**	**7358**

COMPARISON OF LETTER BOXES				
Sl. No	**FY**	**URBAN**	**RURAL**	**TOTAL**
1	2021-22	3,500	5,782	9,282
2	2022-23	3,566	5,675	9,241
3	2023-24	3390	4925	8315
	2024-25	3253	4694	7947
	2025-26	2799	4559	7358

2.1.8 Returned Letter Offices

The Returned Letter Offices (RLOs) Karachi and Lahore handled **318,944** articles during 2025-26 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 2025-26
Articles received from H.Os	84,187	193,304	277,491
Articles received from other RLOs	19,646	21,807	41,453
Total Received for Disposal	**103,833**	**215,111**	**318,944**
Articles redirected to addressees	29,190	89,847	119,037
Articles returned to senders	34,090	83,071	117,161
Articles transferred to other RLOs	22,049	19,942	41,991
Total Disposed Off	**85,329**	**192,860**	**278,189**
Articles treated as dead	18,504	22,251	40,755

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 2025-26 is given in the succeeding tables:-

2.2.1 Inland Money Orders Issued

S. No.	NAME OF CIRCLE	2025-26		
		NO OF MONEY ORDERS ISUED	VALUE (Rupees in Millions)	COMMISSION (Rupees in Millions)
1	Central Punjab, Lahore	549,944	2,740.84932	63.42474
2	Northern Punjab, Rawalpindi	497,546	2,362.12297	51.49670
3	Southern Punjab, Multan	497,809	1,750.92508	41.91368
4	Metropolitan, Karachi	133,495	804.22085	13.31169
5	Northern Sindh, Hyderabad	205,524	844.78567	18.52654
6	KPK, Peshawar	413,077	1,809.18062	39.67305
7	Balochistan, Quetta	84,214	394.48880	8.26123
8	FC & GB, Islamabad	94,635	495.86781	9.11069
9	AJK, Muzaffarabad	103,559	542.84000	10.71746
TOTAL		**2,579,803**	**11,745.28111**	**256.42575**

COMPARISON OF INLAND MONEY ORDERS ISSUED				
Sl. No	**FY**	**NO OF MONEY ORDERS ISUED (in million)**	**VALUE (in million)**	**COMMISSION (in million)**
1	2021-22	2.455	12,439.413	191.055
2	2022-23	2.223	9,590.639	167.132
3	2023-24	2.273	10,039.930	176.044
4	2024-25	2.731	10,734.804	210.954
5	2025-26	2.579	11,745.281	256.426

2.2.2 Inland Money Orders Paid

S. No.	NAME OF CIRCLE	2025-26	
		NO. OF MONEY ORDERS PAID	VALUE (Rupees in Millions)
1	Central Punjab, Lahore.	1,105,101	5136.03054
2	Northern Punjab, Rawalpindi	350,505	2126.86296
3	Southern Punjab, Multan	467,235	1765.75877
4	Metropolitan, Karachi.	102,574	806.04655
5	Northern Sindh, Hyderabad	33,132	364.60071
6	Khyber Pakhtunkhwa, Peshawar	426,635	1389.99443
7	Balochistan, Quetta.	773	7.57301
8	FC & GB , Islamabad	30,587	165.49228
9	AJK, Muzaffarabad	7.503	74.26034
TOTAL		**2,524,045**	**11,836.61960**

2.2.3 Pakistan Postal Orders Sold

S. No.	NAME OF CIRCLE	2025-26		
		NO.	VALUE (Rupees in Millions)	COMMISSION (Rupees in Millions)
1	Central Punjab, Lahore.	253,000	24.781	5.260
2	Northern Punjab, Rawalpindi	55,877	9.993	1.258
3	Southern Punjab, Multan	199,981	16.847	4.240
4	Metropolitan, Karachi.	15,042	4.164	0.401
5	Northern Sindh, Hyderabad	53,384	10.128	1.268
6	KPK, Peshawar.	47,825	5.356	1.097
7	Balochistan, Quetta.	7,546	1.883	0.171
8	FC, & GB, Islamabad.	4,582	0.711	0.098
9	AJK Circle, Muzaffarabad	4,077	0.407	0.086
TOTAL		**641,314**	**74.270**	**13.877**

2.2.4 Pakistan Postal Orders Paid

S.No.	NAME OF CIRCLE	2025-26	
		NO.	VALUE (Rupees in Millions)
1	Central Punjab, Lahore.	200,092	42.699
2	Northern Punjab, Rawalpindi	25,040	4.137
3	Southern Punjab, Multan	3,244	0.250
4	Metropolitan, Karachi.	1,826	0.286
5	Northern Sindh, Hyderabad	1,396	1.357
6	KPK, Peshawar.	13,134	1.260
7	Balochistan, Quetta	1,667	0.678
8	FC & GB, Islamabad.	840	0.063
9	AJK Circle, Muzaffarabad	390	0.040
TOTAL		**247,629**	**50.770**

2.2.5 Urgent Money Orders Issued

YEAR	NO. OF URGENT MONEY ORDERS ISSUED	VALUE (Rupees in Millions)	COMMISSION (Rupees in Millions)
2025-26	161,903	589.77446	27.41289

COMPARISON OF URGENT MONEY ORDERS ISSUED				
Sl. No	FY	NO OF URGENT MONEY ORDERS ISUED (in million)	VALUE (in million)	COMMISSION (in million)
1	2021-22	0.134	479.906	23.435
2	2022-23	0.101	390.867	18.277
3	2023-24	0.086	401.272	14.742
4	2024-25	0.095	387.780	16.268
5	2025-26	0.162	589.774	27.413

2.2.6 Fax Money Order Issued

YEAR	NO. OF FAX MONEY ORDERS ISSUED	VALUE (Rupees in Millions)	COMMISSION (Rupees in Millions)
2025-26	2,057	71.12964	0.64013

COMPARISON OF FAX MONEY ORDERS ISSUED				
Sl. No	**FY**	**NO OF FAX MONEY ORDERS ISUED (in million)**	**VALUE (in million)**	**COMMISSION (in million)**
1	2023-24	0.003	102.232	1.560
2	2024-25	0.002	83.188	1.149
3	2025-26	0.002	71.129	0.640

2.2.7 Electronic Money Orders Issued

YEAR	NO. OF MONEY ORDERS ISSUED	VALUE (Rupees in Millions)	COMMISSION (Rupees in Millions)
2025-26	0.000145	0.16200	0.01332

COMPARISON OF ELECTRONIC MONEY ORDERS ISSUED				
Sl. No	**FY**	**NO OF ELECTRONIC MONEY ORDERS ISUED (in million)**	**VALUE (in million)**	**COMMISSION (in million)**
1	2023-24	0.001	5.505	0.091
2	2024-25	0.0006	3.796	0.089
3	2025-26	0.0001	0.162	0.013

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 2025-26: -

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
2024-2025	55,719	3,523.453	17.968
2025-2026	**37,413**	**2,353.205**	**9.588**

COMPARISON OF WESTERN UNION				
Sl. No	**FY**	**NO OF TRANSACTIONS**	**PRINCIPAL AMOUNT PAID (in million)**	**COMMISSION (in million)**
1	2021-22	157,773	9694.837	82.279
2	2022-23	48,720	3,683.485	42.250
3	2023-24	61,570	5,071.619	14.420
4	2024-25	55,719	3,523.453	17.968
5	2025-26	37,413	2353.206	9.588

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:-

1. Letter Mail Services 2. Parcel Services	a. Services are available worldwide, except in Israel. b. Direct connectivity with 5 overseas destinations. c. Transit arrangements available for 189 overseas destinations. d. Postal services are unavailable for 12 overseas destinations.
3. Express Mail Service (EMS)	a. Services available in 37 countries. b. Direct connectivity with 4 overseas destinations. c. Transit arrangements available for 33 overseas destinations. dispatches to 71 Overseas destinations
4. Surface Air Lifted (SAL) Mail	No such service is currently offered by Pakistan Post.
5. Surface Mail	a. Designated countries include the Islamic Republic of Iran,

	Afghanistan, China and India. b. Surface mail service is currently unavailable.

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 weights of Airmail exchanged with foreign countries during the year 2025-26 are as given below:-

Airmail (Inward)

Category of Mail	Weight in kg. 2025-26	No. of Articles 2025-26
Letter Mail (LC/AO)	10953	24279
Registered Letters (R)	36735	43007
Parcels (C)	47942	17204
EMS (E)	633809	74695
Total	**729,439**	**159,185**

Airmail (Outward)

Category of Mail	Weight in kg. 2025-26	No. of Articles 2025-26
Letter Mail(LC/AO)	5672	5069
Registered Letters (R)	6341	92518
Parcels (C)	159112	24739
EMS (E)	91377	9469
Total	**262762**	**131,795**

COMPARISON OF AIRMAIL (INWARD)			
Sl. No	**FY**	**Weight in kg**	**No. of Articles**
1	2024-25	853,789	205,679
2	2025-26	729,439	159,185

COMPARISON OF AIRMAIL (OUTWARD)			
Sl. No	**FY**	**Weight in kg**	**No. of Articles**
1	2024-25	346,270	245,118
2	2025-26	262,762	131,795

Surface Mail (Inward)

Category	Weight in Kg. 2025-26	No. of Articles 2025-26
Letter mail (LC/AO)	-	-
Registered Letters (R)	-	-
Parcels (P)	-	-
EMS (E)	-	-
Total	**-**	**-**

Surface Mail (Outward)

Category	Weight in Kg. 2025-26	No. of Articles 2025-26
Letter mail (LC/AO)	20	-
Parcels (P)	16	02
Total	**36**	**02**

Surface Air Lifted (Inward)

Category	Weight in Kg. 2025-26	No. of Articles 2025-26
Letter Mail (LC/AO)	78673	321
Parcels (P)	48605	7107
Total	**127,278**	**7,437**

Surface Air Lifted (Outward)

Category	Weight in Kg. 2025-26	No. of Articles 2025-26
Letter Mail (LC/AO)	0	0
Parcels (P)	0	0
Total	**0**	**0**

Transit Mail

	2025-26	
Category	**Weight in Kg**	**No. of Articles**
Letter Mail (LC/AO)	09	10
Total	**09**	**10**

COMPLAINTS

Customer Service System	2025-26	
	Received	**Resolved**
GCSS	2879	2834
I-CARE	3258	3,258

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

(Rupees in Million)

	2025-26	
Category	**Receipt**	**Payment**
Airmail Accounts	104	37
Parcel Post Accounts	100	55
Letter Mail and Terminal Dues Accounts	211	18
ISP Imbalance Accounts	-	-
Total	**415**	**110**

COMPARISON OF RECEIPT AND PAYMENTS (IN MILLION) FROM / TO FOREIGN POSTAL ADMINISTRATIONS.				
Category	**RECEIPT 2024-25 (In Million)**	**PAYMENT 2024-25 (In Million)**	**RECEIPT 2025-26 (In Million)**	**PAYMENT 2025-26 (In Million)**
Airmail Accounts	346	03	104	37
Parcel Post Accounts	115	12	100	55
Letter Mail and Terminal Dues Accounts	459	09	211	18
ISP Imbalance Accounts	02	-	-	-
Total	**922**	**24**	**415**	**110**

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 and 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 **79 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 2025-26, 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 the occasion of Youm-e-Istehsal 5th August, 2025.	05-08-2025	Rs. 30/-
2	Issuance of Commemorative Postage Stamp Uraan Pakistan the homegrown transformational plan.	12-08-2025	Rs. 30/-
3	Issuance of Commemorative Postage Stamp on 75th anniversary of diplomatic relation between Pakistan and Indonesia.	14-08-2025	Rs. 30/-
4	Issuance of Commemorative Postage Stamp Independence Day & Marka-e-Haq Celebrations.	14-08-2025	Rs. 30/-
5	Issuance of Commemorative Postage Stamp on celebrating Pakistan's Space Achievements 2024-25 (Pakistan MMI satellite).	16-09-2025	Rs. 30/-
6	Issuance of Commemorative Postage Stamp on World Dyslexia Awareness Day 08 October, 2025.	08-10-2025	Rs. 30/-
7	Issuance of Commemorative Postage Stamp on National Pinktober Launch Ceremony.	14-10-2025	Rs. 30/
8	Issuance of Commemorative Postage Stamp on 78 years of Oppression Kashmir Black Day.	27-10-2025	Rs. 30/
9	Issuance of Commemorative Postage Stamp on Pakistan International Maritime Expo & conference-2025.	03-11-2025	Rs. 30/
10	Issuance of Commemorative Postage Stamp on World Children's Day.	20-11-2025	Rs. 30/
11	Issuance of Commemorative Postage Stamp on 80th Anniversary of United Nations.	24-11-2025	Rs. 30/
12	Issuance of Commemorative Postage Stamp on celebrating 75th years of Academic Excellence of University of Peshawar.	10-12-2025	Rs. 30/
13	Issuance of Commemorative Postage Stamp on celebrating 75th years of Pakistan-SriLanka Diplomatic Relations.	25-12-2025	Rs. 30/
14	Issuance of Commemorative Postage Stamp on 25th anniversary of PARCO MID-COUNTRY REFINERY.	28-01-2026	Rs. 30/
15	Issuance of Commemorative Postage Stamp on Kashmir Solidarity Day February 5th, 2026.	05-02-2026	Rs. 50/-
16	Issuance of Commemorative Postage Stamp Islamia University of Bahawalpur Celebrations.	04-03-2026	Rs. 30/-
17	Issuance of Commemorative Postage Stamp on Golden Jubilee of Pakistan Academy of Letters.	15-04-2026	Rs. 30/-
18	Issuance of Commemorative Postage Stamp on highness the Agha Khan-IV.	20-05-2026	Rs. 30/-

S.No	Occasion of Issue	Date of issue	Denomination (in Rs.)
19	Issuance of Commemorative Postage Stamp on 75th anniversary of diplomatic relations between China and Pakistan.	21-05-2026	Rs. 30/-
20	Issuance of Commemorative Postage Stamp on Heritage of Pakistan Blue Pottery Multan.	10-06-2026	Rs. 30/-
21	Issuance of Commemorative Postage Stamp on Golden Jubilee of Alpine Club of Pakistan.	15-06-2026	Rs. 30/-
22	Issuance of Commemorative Postage Stamp of Centenary Federation International De Philatelie.	18-06-2026	Rs. 30/-
23	Issuance of Commemorative Postage Stamp of SADEQUAIN.	30-06-2026	Rs. 60/-

Chapter 3

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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

- 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. **367.937** million in the shape of commission. Utility bill wise detail is as under: -

Particulars	Number of Utility Bills Collected	Amount of Utility Bills Collected (Rupees in million)	Commission earned per bill (Rupees in million)
PTCL	126,374	425.708	1.1374
Sui Gas	10,072,214	46,650.792	80.5777
Electricity	33,891,718	196,358.642	271.1337
WASA	1,864,116	4,717.509	14.9129
Public Health	19,326	20.851	0.174994
Total 2025-26	**45,973,748**	**248,173.502**	**367.937**

COMPARISON OF UTILITY BILLS COLLECTION				
Sl. No	**FY**	**Number of Utility Bills Collected**	**Amount of Utility Bills Collected (Rupees in million)**	**Commission earned per bill (Rupees in million)**
1	2021-22	55,228,665	21,3612.7	442.752
2	2022-23	59,398,629	300208.576	477.000
3	2023-24	66,971,897	383,183.965	536.004
4	2024-25	58,590,870	338,563.879	464.529
5	2025-26	45,973,748	248,173.502	367.937

3.3 ARMS LICENCES ENTERED / RENEWED

S. No.	Name of Circle	Number of Arms licenses		
		Entered	**Renewed**	**Total 2025-26**
1	Central Punjab, Lahore	05	6,595	6,600
2	Northern Punjab, Rawalpindi	275	9,354	9,629
3	Southern Punjab, Multan	0	3,610	3,610
4	Balochistan, Quetta	2,718	15,596	18,314
Total		**2,998**	**35,155**	**38,153**

3.4 DRIVING LICENCES ENTERED / RENEWED

S. No.	Name Of Circle	Driving License		
		Entered	**Renewed**	**Total 2025-26**
1	Northern Punjab, Rawalpindi	-	1039	1039
2	FC & GB, Islamabad	-	1465	1465
3	Balochistan, Quetta	90	2463	2553
Total		**90**	**4967**	**5057**

3.5 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. **105,187** Agricultural Loan Pass Books were sold during the year 2025-26. Similarly, **3,834** Highway / Motorway Code Books were sold during the year 2025-26. The Circle-wise Break-up is as under: -

S. No.	Name of Circle	ALPBs SOLD	HWCBs Sold	
			English	Urdu
1	Central Punjab, Lahore	11870	01	20
2	Metropolitan, Karachi	348	55	335
3	Northern Sindh, Hyderabad	6982	191	1216
4	Northern Punjab, Rawalpindi	10370	09	776
5	Southern Punjab, Multan	8720	1013	02
6	FC & GB, Islamabad	360	0	0
7	Khyber Pakhtunkhwa, Peshawar	64863	19	149
8	Balochistan, Quetta	1674	0	37
9	AJK, Muzaffarabad	0	02	09
Total 2025-26		**105,187**	**1,290**	**2,544**

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. **1498** officials of different categories in the various disciplines of Postal Services received training at PTCs during 2025-26. Training courses for the departmental officers are conducted at ECO Postal Staff College, Islamabad. **248** departmental officers were trained in the ECO Postal Staff College, Islamabad during 2025-26. 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**	72	628
2	**Karachi**	71	389
3	**Lahore**	39	481
4	**Peshawar**	03	0
Total		**185**	**1498**

4.3 COURSES CONDUCTED AT ECO POSTAL STAFF COLLEGE, ISLAMABAD DURING THE YEAR 2025-26

S. NO.	NAME OF WORKSHOP, COURSE / SEMINAR	NO. OF TRAINEES
1.	35th Specialized Training Programme Basic Orientation Course	06
2.	Course on Postal Business Plan For 2. Postal Managers.	106
3.	E-Commerce Solutions & Posta Supply Chain at Mirpur (AJK) GPO	107
4.	44th MID CAREER MANAGEMENT COURSE (DOMAIN SPECIFIC)	02
5.	Workshop On Designing Agreements & Contracts (CLUBBED WITH MCMC)	02
6.	Workshop On Designing Agreements & Contracts (CLUBBED WITH MCMC)	02
7.	Sorting & Transportation Of Pakistan Post With Private Courier Company And Any Other Foreign	05
8.	Advance Course On Civil & Criminal Law 35th STP	06
9.	Advance course on postal Accounts 35th STP	06
10.	Postal Management Course 35th STP	06
Total		**248**

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, (02) 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 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 2025-26 is given below: -

S. No.	NAME OF CIRCLE	OPENING BALANCE	RECEIVED	TOTAL	DISPOSED OFF	BALANCE
1.	Metropolitan Circle, Karachi	95	20152	20247	20167	80
2.	Central Punjab, Lahore	523	70253	70776	69862	905
3.	Southern Punjab, Multan	102	656	758	758	0
4.	Khyber Pakhtunkhwa, Peshawar	49	939	988	1094	28
5.	F.C & GB, Islamabad	1625	7124	8749	8662	87
6.	Northern Punjab, Rawalpindi	82	16826	16908	16714	112
7.	Northern Sindh, Hyderabad	20	7301	7321	7301	20
8.	Balochistan Circle, Quetta	182	6039	6221	5582	639
9.	AJK Circle, Muzaffarabad	0	2359	2359	2344	15
Total: 2025-26		**2,678**	**131,649**	**134,327**	**132,484**	**1,886**

S. No.	CATEGORY	NO OF ARTICLES	NO. OF COMPLAINTS	NO. OF COMPLAINTS DISPOSED OFF	PERCENTAGE (%)
1	Inland complaints	1,154,683	134,327	132,484	98.62%
2	GCSS (Registered Mail/ Letter/Parcel)	180323	2879	2834	98.44%
3	I-Care (International Complaints-EMS & EMS Plus etc.)	74538	3258	3258	100%

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 2025-26, expenditure of **Rs. 1.097 million** was incurred on purchase of medicines for the Postal Dispensaries an its supply to the entitled patients by the PPOD. An additional amount of **Rs. 77.94 million** was also reimbursed as medical charges under head of accounts A01274 to the postal employees during the year 2025-26. 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 of land /construction of houses and purchase of conveyance.

i) House Building Advance:

The Postal employees were granted House Building Advances amounting to **Rs 72.17 million** for the purchase of plots of land/construction of houses during financial year 2025-26.

ii) Conveyance Advance:

The Postal employees were granted Conveyance Advances amounting to **Rs. 15.72 million** to purchase their personal Motor Car, Motor Cycle and Cycle during financial year 2025-26.

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.**9,404.458** million during the year 2025-26 as against Rs.**10,145.680** million earned during the previous year. Working expenses during the year 2025-26 stood at Rs**. 24,218.089** million. The year 2025-26 closed with a deficit of Rs. **14,813.63** million against deficit of Rs. **19,291.350** million of previous year.

6.2 REVENUE RECEIPTS (Head-wise Comparison)

(Rupees in Million)

PARTICULARS	2025-26	%age
(A) Post Office Mail Operation (Postage Revenue)		
Sale of Ordinary Stamps	1,435.288	15.3%
Sale of Service Stamps	396.362	4.2%
Postage Realized in Cash	4,700.522	50.0%
Total Postage (A):-	**6,532.173**	**69.5%**
(B) Other Receipts		
Post Office Other Receipts	210.921	2.2%
Commission on Money Transfer	298.456	4.0%
Net receipts from Other Postal Administrations	415.316	4.4%
Total other receipts (B):-	**924.693**	**9.8%**
(C) P.O. Agency Receipts	**1,947.592**	**20.7%**
Gross receipts (A+B+C):	**9,404.458**	**100%**

COMPARISON OF REVENUE RECEIPT (IN MILLION)					
PARTICULARS	**2021-22**	**2022-23**	**2023-24**	**2024-25**	**2025-26**
Post Office Mail Operations	4,340.000	4,488.948	5,921.410	6,260.319	6,532.173
Post Office Other Receipts	297.823	244.324	204.219	249.282	210.921
Commission on Money Orders	349.038	244.506	217.814	240.646	298.456
Net Receipts from other Postal Administrations	767.914	582.426	313.922	922.829	415.316
PO Agency Receipt	8,678.251	1,546.185	2,598.392	2,472.605	1,947.592
Total	**14,433.026**	**7,106.389**	**9,255.76**	**10,145.68**	**9,404.46**

6.3 DETAIL OF POST OFFICE MAIL OPERATIONS 2025-26

Detail Of Post Office Mail Operations		
Head of Accounts		**Audit Actual 2025-2026**
1		2
C 03581- Post Office Mail Operations:		**(Figures in Million Rs.)**
C 03581-01	Sale of Ordinary Postage Stamps	1,435.288
C 03581-02	Sale of Service Postage Stamps	396.362
C 03581-03	Letter Postage Realized in Cash	8.203
C 03581-05	International Speed Post Charges	0.000
C 03581-06	Franking Machine	285.386
C 03581-07	Delivery Charges of PTCL bills/mail	43.865
C 03581-08	Delivery Charges of bulk mail of Banks	988.470
C 03581-09	Fee for Window Delivery Tickets, Post Boxes and Bags	2.092
C 03581-10	Express Mail Service (EMS) Charges	150.024
C 03581-11	Fax Mail Service (FMS) Charges	0.000
C 03581-12	Inland Parcel Postage realized in cash	1,429.483
C 03581-13	Foreign Parcel Postage realized in cash	420.686
C 03581-14	Foreign Registered letter	130.919
C 03581-15	Foreign Parcel Postage realized in cash (through IFPO)	0.008
C 03581-16	Registered Article Postage realized in cash (IFPO)	17.343
C 03581-17	EMS Postage realized in cash (IFPO)	28.322
C 03581-18	UMS Postage realized in cash (IFPO)	2.586
C 03581-19	Inland Parcel Postage realized in cash (IFPO)	0.000
C 03581-20	Other Postage Realized in Cash	1,201.537
C 03581-22	Misc Receipts	-0.000
C 03581-34	Misc Receipts	0.003
C 03581-99	Others	0.001
C 03581	**Gross Post Office Mail Operations**	**6,540.560**
C 03581-00	Deduct/Refund Post Office Mail Operations	8.387
C 03581	**Net Post Office Mail Operations**	**6,532.173**

6.4 DETAIL OF POST OFFICE OTHER RECEIPTS 2025-26

(Rupees in Million)

DETAIL OF POST OFFICE OTHER RECEIPTS		
Head of Accounts		**Audit Actuals 2025-2026**
1		2
C 03582- Others (Post Office Other Receipts):		**(Figures in Million Rs.)**
C 03582-01	Recoveries on account of Mail Robberies	0.000
C 03582-02	Recoveries on account of Loss/Damaged Insured Articles	0.255
C 03582-03	Special Recoveries	6.611
C 03582-04	Advertisement Receipts	0.000
C 03582-05	Contribution for leave and pension	0.000
C 03582-06	Examination Fee	0.427
C 03582-07	Non Refundable Contribution received from Government / Public (NRC)	1.093
C 03582-08	Recovery of tuition fee and other income from Model School	1.316
C 03582-09	Forfeited Money Orders.	0.000
C 03582-10	Forfeited Pakistan Postal Orders	0.000
C 03582-11	Forfeited Postal Drafts	0.000
C 03582-12	Postal Pension Recovery	0.000
C 03582-21	Rent of Buildings from Postal Employees	6.965
C 03582-22	Rental Income of Post Office Buildings Rented to others	163.145
C 03582-26	Misc Receipts	0.000
C 03582-29	Misc Receipts	0.000
C 03582-31	Books, Forms & Maps	1.046
C 03582-32	Cost of SB withdrawal slip Books	0.000
C 03582-33	Sale proceed of Highway Code Book	1.593
C 03582-34	Sale proceed of Agricultural Loan Pass Book	4.713
C 03582-35	Sale proceed of Money Order Forms	3.815
C 03582-61	Misc Receipts	0.000
C 03582-91	Misc Receipts	0.002
C 03582-99	Other Items	19.653
C 03582	**Gross Post Office Other Receipts**	**210.633**
C 03582-00	Deduct Refund of Post Office Other Receipts-	-0.000
C 03582	**Net Post Office Other Receipts**	**210.921**

6.5 DETAIL OF POST OFFICE COMMISSION ON MONEY TRANSFER 2025-26

DETAIL OF POST OFFICE COMMISSION ON MONEY TRANSFER		
Head of Accounts		**Audit Actuals 2025-2026**
1		2
C 03586- Post Office Commission on Money Transfer:		**(Figures in Million Rs.)**
C03586-01	Commission/Fee on Ordinary Money Orders	256.436
C03586-02	Commission/Fee on Urgent Money Orders	27.413
C03586-03	Commission/Fee on Fax Money Orders	0.640
C03586-04	Commission/Fee on Postal Drafts	0.000
C03586-05	Commission/Fee on Pakistan Postal Orders	13.877
C03586-07		0.000
C03586-10	Commission/Service Charges on Payment of Electronic Money Transfer on behalf of Western Union	0.000
C03586-12	Food Stamps Scheme Money Orders (Punjab)	0.000
C03586-13	Commission on BISP Money Order	0.000
C03586-14	Commission on ERP to the IDPS of FATA & Baluchistan Money Order	0.000
C03586-15	Commission on KPK Stipend Money Orders	0.000
C03586-19	Electronic Money Orders Service (EMO)	0.01332
C03586-20	Commission on NBP International Remittance Payment	0.000
C03586-99	Other Items	0.077
C 03586	**Gross Post Office Commission on Money Transfer**	**298.456**
C03586-00	Deduct/Refund of Commission	0.000
C 03586	**Net Post Office Commission on Money Transfer**	**298.456**

6.6 DETAIL OF AGENCY RECEIPTS 2025-26

(Rupees in Million)

Detail Of Post Office Agency Receipts		
Head of Accounts		**Audit Actuals 2025-2026**
1		**2**
C03588 Agency Receipts		**(Figures in Million Rs.)**
Service Charges on Savings Bank :(C0358801 to C0358810)		
C03588-01	Savings Accounts	0.000
C03588-02	Savings Certificates (except RIC)	0.000
C03588-03	Regular Income Certificates	0.000
Service Charges on Western Union Business: (C03588-10)		
C03588-10	Western Union Service/ Commission Charges	11.627
Management cost of Stamps Organization: (C0358814 to C0358817)		
C03588-14	Share Cost of Establishment Charges of Stamps Organization	96.450
C03588-15	Recoveries on Account of Non Postal Stamps supplied to other Departments of Provincial/ Federal Government.	535.492
Service Charges on Pension Disbursement: (C0358818 to C0358825)		
C03588-18	Defense Forces Pension	0.321
C03588-19	PTCL Pension	0.000
C03588-20	CDA Pension	0.000
Service Charges on Utility Bills Collection: (C0358826 to C0358833)		
C03588-26	Telephone Bills (Excluding SCO)	1.137
C03588-27	SCO Telephone Bills	0.950
C03588-28	WASA /KW & SB Bills	14.913
C03588-29	Electricity Bills	271.134
C03588-29E	Misc Bill	0.362
C03588-30	Gas Bills	80.578
C03588-30E	Misc Bill	0.193
C03588-31	Misc Bill	0.003
C03588-33	Misc Bill	0.175
Service Charges on Tax Collection:(C0358847 to C0358859)		
C0358847	Sale of Federal Attestation Stamps	0.710
C0358848	Collection of Custom duty	10.189
C0358849	Collection of Sales Tax	27.428
C0358850	Renewal of Arms Licenses	2.284
C0358851	Renewal of Driving Licenses	22.230
C0358852	Sale of Route Permit Fee Stamps.	0.000
C0358853	Sale of Motor Vehicle Fitness Certificate Stamps.	0.000
C0358854	Collection of Motor Vehicle Tax	0.002
C0358856	Collection of Income Tax on Private Motor Cars.	0.000
C0358859	Collection of Professional Tax on vehicles (Punjab).	0.000

Miscellaneous Service Charges: (C0358868 to C0358899)		
C03588-68	Disbursement of First Micro Finance Bank (FMFB) Loans.	0.000
C0358869	FMFB Loan Recovery Collection in Cash.	0.000
C0358871	Service Charges on KMBL loan Disbursement	0.000
C0358872	Service Charges on KMBL loan Recovery Collection	0.000
C0358878	Child Support Programme.	0.000
C0358879	Sale Proceed of prospectus of Sarhad University.	0.000
C0358882	Sale Proceed of Youth Parliament Prospectus (YPP).	0.000
C0358883	Commission / Service Charges on NADRA CNIC Fee	0.000
C0358884	Sale Proceed of Bolwala Game Show Scratch Cards	0.000
C0358885	Sale proceed of Mail Corrugated Carton Boxes	0.065
C0358886	Sale Charges on EMS Plus Services	839.161
C0358887	Service Charges on Sale of Prospectus/Forms of QUEST Nawabshah	0.000
C0358888	Receipts of PLICL Premium	10.447
C0358891	Misc Agency Receipts	15.659
C0358899	Commission / Service Charges on Other Items	6.082
C03588	**Gross Agency Receipts**	**1,947.592**
C0358800	Deduct refund of Agency Receipts.	0.000
C03588	**Net Agency Receipts.**	**1,947.592**

6.7	**CIRCLE/REGION WISE BREAK UP OF REVENUE RECEIPTS OF THE PPOD FOR THE YEAR 2025-26**									**(Figures in Millions)**
Particulars of Revenue Receipts	**FC & GB**	**AJ&K**	**Punjab**			**Sindh**		**Khyber Pakhtunkhwa**	**Balochistan**	**Total**
	FC & GB Circle Islamabad	AJK Circle Muzaffarabad	Northern Punjab Circle Rawalpindi	Southern Punjab Circle Multan	Central Punjab Circle Lahore	Metropolitan Circle Karachi	Northern Sindh Circle Hyderabad	K.Pk. Cirlce Peshawar	Balochistan Circle Quetta	
1	2	3	4	5	6	7	8	9	10	11
(a) Post Office Mail Operations (Postage Revenue):										
Sale of Ordinary Stamps	71.761	44.187	328.840	224.221	474.811	61.575	65.504	141.110	23.278	1,435.288
Sale of Service Stamps	23.657	0.000	47.790	49.993	99.628	30.313	35.345	98.308	11.328	396.362
Postage Realized in cash	419.284	31.232	790.623	374.940	1,847.663	621.881	86.482	389.192	139.226	4,700.522
Total Mail Operation	**514.702**	**75.419**	**1,167.254**	**649.154**	**2,422.102**	**713.770**	**187.331**	**628.610**	**173.832**	**6,532.173**
(b) Post office Miscellaneous Receipts:										
Post Office Other Receipts	86.338	2.844	57.005	8.442	26.722	6.477	2.830	19.441	0.822	210.921
Commission on Money Transfer.	9.288	10.830	59.980	50.411	75.986	14.434	20.751	47.462	9.314	298.456
Net Receipt from Other Postal Administrations.	0.000	0.000	0.000	0.000	0.000	415.316	0.000	0.000	0.000	415.316
Total Miscellaneous Receipts	**95.626**	**13.674**	**116.985**	**58.853**	**102.708**	**436.226**	**23.582**	**66.903**	**10.135**	**924.693**
Grand Total P.O Receipts (a+b)	**610.329**	**89.093**	**1,284.238**	**708.007**	**2,524.810**	**1,149.996**	**210.913**	**695.513**	**183.968**	**7,456.866**
(c)Post Office Agency Receipts.	837.745	22.219	81.611	74.347	114.627	683.822	60.611	64.383	8.178	1,947.592
Grand Total (a+b+c)	**1,448.074**	**111.312**	**1,365.850**	**782.354**	**2,639.436**	**1,833.818**	**271.573**	**759.896**	**192.145**	**9,404.458**
Circle Wise Total	**1,559.386**		**4,787.640**			**2,105.391**		**759.896**	**192.142**	**9,404.458**
% of the Total Revenue Receipts of the PPOD.	**16.58%**		**50.91%**			**22.39%**		**8.08%**	**2.04%**	**100.00%**

6.8 HEAD WISE DETAIL OF EXPENDITURE FOR THE YEAR 2025-26

(Rupees in Millions)

CODE	DESCRIPTION OF OBJECT	2025-26
A01	Employees Related Expenses.	19756.466
A03	Operating Expenses	3403.423
A04	Employees Retirement Benefits	440.959
A05	Grants, Subsidies and Write Off of Loans/Advances/Others	374.204
A06	Transfer Payments	0.000
A07	Interest Payment	4.650
A09	Expenditure on acquiring of Physical Assets	0.000
A10	Principal Repayment of Loans	0.000
A12	Civil Works	0.000
A13	Repair & Maintenance	238.387
TOTAL		**24,218.089**

COMPARISON OF EXPENDITURE (IN MILLION)					
PARTICULARS	**2021-22**	**2022-23**	**2023-24**	**2024-25**	**2025-26**
Employees Related Expenses.	1,2046.359	13,658.605	16,738.708	18,053.125	19756.466
Operating Expenses	3,860.642	4,349.110	4,685.710	4,266.164	3403.423
Employees Retirement Benefits	0.000	264.417	651.065	369.776	440.959
Grants, Subsidies and Write Off of Loans/Advances/Others	616.300	244.226	389.995	6,383.218	374.204
Transfer Payments	55.000	2.000	2.121	01	0.000
Interest Payment	20.000	10.000	10.000	05	4.650
Expenditure on acquiring of Physical Assets	178.432	2.459	25.490	144.754	0.000
Principal Repayment of Loans	75.000	10.000	20.000	10	0.000
Civil Works	5.059	10.500	4.945	0.275	0.000
Repair & Maintenance	241.380	146.322	228.955	203.717	238.387
Total	**17,098.172**	**18,697.639**	**22,756.990**	**29,437.030**	**24,218.089**

6.9 BUDGET

(Rupees in Millions)

DETAIL OF EXPENDITURE	2025-26
Total (Establishment and Pensionery Charges)	20,197.426
Basic Salaries Officers	834.572
Basic Salaries other Staff	7856.495
Regular Allowances	11160.819
Other Allowances (excluding Traveling Allowances)	204.881
Pensionery Charges	440.959
Total Operating Expenses	**3403.423**
Sub Total (Operating Expenses)	**1840.803**
Traveling Allowances	166.832
Operating Expenses	1673.971
Expenditure on FGN Trainees in Pakistan	-
Sub Total Conveyance of mails	**1189.232**
Payment to Air Carriers	278.066
Payment to Railways	-
Conveyance Charges	35.373
Others [(A03820) Extra Mail dispatch]	53.601
Payments to other for services rendered	**613.606**
Payment to Road Transport	**208.586**
Sub Total Printing Charges	373.388
Postage Stamps and Stationery	-
Non-Postal Stamps	373.388
Total Purchase/Repair & Maintenance of Durable Goods/ Building Structure	**238.387**
Purchase of Durable Goods	-
Purchase of Plots /Building and Construction of works	-
Repair and Maintenance of Durable Goods	168.300
Repair and Maintenance of Buildings	70.087
Sub Total	**378.853**
Write off of Loans/Advances/Public Money	8.854
Subscription to Funds	-
Re-payment of Loans & Advances	-
Miscellaneous Expenditure	-
Interest Charges	4.650
Family Package	365.349
Incentive to the Employees	-
Grand Total	**24218.089**
Opening balance	**696.169**
Contribution to the fund	-
Interest on R.R Fund	-
Total Funds	**696.169**
Appropriation from the fund	-
Closing balance	**696.169**
Opening balance	**39.251**
Contribution to the fund	-

Total Funds	**39.251**
Appropriation from the fund	-
Closing balance	**39.251**
Opening balance	**-**
Contribution to the Fund.	-
Total Fund	**-**
Expenditure during the year	-
Closing balance	**-**

6.10 CIRCLE WISE BREAK-UP OF EXPENDITURE FOR THE FINANCIAL YEAR 2025-26

(Rupees in Million)

SL.No	Name of Office	Station	A01 Employees Related Expenses	A03 Operating Expenses	A04 Employees Retirement aBa4enefits	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	2.055	3.057	2.525	0.000	0.000	0.000	0.000	0.000	0.000	.303	**7.940**
2	Metropolitan, Karachi	Karachi	4.162	890.354	98.983	110.860	0.000	0.000	0.000	0.000	0.000	9.853	**1114.212**
3	Northern Sindh, Hyderabad	Hyderabad	5.091	167.859	41.421	35.6671	0.000	0.000	0.000	0.000	0.000	10.633	**260.674**
4	Balochistan, Quetta	Quetta	6.142	181.905	14.180	22.475	0.000	0.000	0.000	0.000	0.000	11.689	**236.390**
5	Punjab Province, Lahore	Lahore	0.000	3.129	0.000	0.000	0.000	0.000	0.000	0.000	0.000	.725	**3.854**
6	Central Punjab, Lahore	Lahore	12.000	578.038	100.999	104.135	0.000	0.000	0.000	0.000	0.000	26.326	**821.498**
7	Southern Punjab, Multan	Multan	3.579	221.233	27.804	45.755	0.000	0.000	0.000	0.000	0.000	8.162	**306.532**
8	Northern Punjab, Rawalpindi	Rawalpindi	8.989	367.038	56.462	32.317	0.000	0.000	0.000	0.000	0.000	21.016	**485.8212**
9	Khyber Pakhtunkhwa, Peshawar	Peshawar	9.217	257.567	40.196	14.869	0.000	0.000	0.000	0.000	0.000	16.600	**338.450**
10	FC & GB Islamabad	Islamabad	2.551	182.589	21.108	5.309	0.000	0.000	0.000	0.000	0.000	7.884	**219.441**
11	AJK, Muzaffarabad.	Muzaffarabad	2.994	66.509	5.781	2.812	0.000	0.000	0.000	0.000	0.000	6.912	**85.008**
12	Directorate General	Islamabad	18.586	155.829	23.519	0.000	0.000	4.650	0.000	0.000	0.000	111.877	**314.461**
13	CCS, Karachi	Karachi	0.489	303.190	0.856	0.000	0.000	0.000	0.000	0.000	0.000	2.544	**360.080**
14	Postal Staff College	Islamabad	2.040	25.125	7.126	0.000	0.000	0.000	0.000	0.000	0.000	3.863	**38.156**
15	Employees Related Expenses (LO9093)	Islamabad	19678.569	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	**19678.569**
Grand Total 2025-26			**19756.466**	**3403.423**	**440.959**	**374.204**	**0.000**	**4.650**	**0.000**	**0.000**	**0.000**	**238.387**	**24218.089**

6.11 COMPARISON OF REVENUE AND EXPENDITURE FROM 1999-00 TO 2025-26

(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
2024-25	10,145.680	29,437.030	(-)19,291.350
2025-26	**9404.458**	**24,218.089**	(-)14,813.63

6.12 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 %	1997-1998	18.03 %
1953-1958	3.25%	1998-1999	17.71 %
1958-1959	3.50 %	1999-2000	11.21 %
1959-1960	4.00 %	2000-2001	11.70 %
1960-1961	4.25 %	2001-2002	10.72 %
1961-1964	4.50%	2002-2003	7.42 %
1964-1965	4.75 %	2003-2004	7.20 %
1965-1966	5.25 %	2004-2005	6.86 %
1966-1968	6.00 %	2006-2007	11.78 %
1968-1971	6.25 %	2007-2008	10.14 %
1971-1972	7.00 %	2008-2009	13.80 %
1972-1973	8.25 %	2009-2010	12.59 %
1973-1974	9.25 %	2010-2011	13.61%
1974-1975	10.25 %	2011-2012	12.64%
1975-1976	10.50%	2012-2013	10.65%
1976-1977	11.00 %	2013-2014	11.79%
1977-1978	11.75 %	2014-2015	10.53%
1978-1979	12.50 %	2015-2016	7.37%
1979-1980	12.00 %	2016-2017	6.54%
1980-1983	13.00 %	2017-2018	6.62 %
1983-1986	15.00 %	2018-2019	11.53 %
1986-1987	14.66 %	2019-2020	12.20%
1987-1988	15.28 %	2020-2021	10.30%
1988-1989	14.84 %	2021-2022	11.20%
1989-1991	15.93 %	2022-2023	15.58%
1991-1992	14.51 %	2023-2024	17.84%
1-7-92 to 31-7-92	14.51 %	2024-2025	17.74%
1992-1996	7.00 %	**2025-2026**	11.89%
1996-1997	16.31 %		
*** (PPSC PERIOD 01-08-1992 TO 30-06-1996**			

PAKISTAN POST SALIENT STATISTICS 2025-26

Number of Post Offices	9,295
Number of Employees (Sanctioned Posts)	35,586
Full Time	23,466
Part Time	12,120
Mail Volume Handled for dispatch (in million):	
Express Mail (in million)	17.365867
Un-registered Mail (in million)	35.16
Registered mail (in million)	62.942
International Mail Handled:	
Inward Mail (weight in kg)	856,717
Inward Mail (No. of articles)	166,622
Outward Mail (weight in kg)	265,999
Outward Mail (No. of articles)	96,669
Money Orders Issued Including UMO, FMO and EMO:	
Number (in million)	0.164105
Value (Rs. in million)	661.0661
Pakistan Postal Orders (Sold):	
Number (in million)	0.641
Value (Rs. in million)	74.270
Utility Bills Collected	
Number (In million)	45.973
Amount Collected (In million)	248,173.502
Gross Receipts (Rs. In million) 2025-26	**9,404.458**
Total Expenditure (Rs. in million) 2025-26	**24,218.089**
Deficit (Rs. In million) 2025-26	**(-) 14,813.63**

Labilities of Pakistan Post Office Department up to 30.06.2026

Pakistan Post Office Department has, for the last several years, been receiving budgetary allocations substantially below its actual operational requirements. The persistent shortfall has placed the Department under severe financial strain and has resulted in a continuous accumulation of budgetary liabilities, adversely affecting the smooth functioning and delivery of essential postal services across the country.

2. For the Financial Year 2025-26, Pakistan Post had projected & proposed a Non-ERE Budget requirement of Rs. 9,841.160 million, against which an allocation of only Rs. 4,840.022 million was approved by the Finance Division, representing approximately 49.18% of the actual demand. **Similarly, for FY 2026-27, against a Non-ERE Budget requirement of Rs. 11,154.531 million, an allocation of only Rs. 5,044.513 million has been made, which constitutes approximately 45.22% of the demanded budget. The persistent gap between the actual requirements and approved budget has severely constrained the Department's capacity to meet its essential budgetary obligations**.

3. As a consequence of these inadequate budgetary provision, outstanding budgetary liabilities have continued to accumulate and are now reaching a critical level. During FY 2025-26, the Ministry of Communications had been requested by this office, to take up the matter with the Finance Division for allocation of additional budget for clearance of budgetary liabilities amounting to Rs. 5.335 billion, outstanding as of March 2026. However, no additional funds could be made available by the close of the financial year. Upon subsequent reconciliation and careful assessment, these liabilities have now been increased to **Rs. 6.417 billion as of June 2026** and continue to grow by each passing day.

5. More importantly, if the accumulated liabilities are allowed to remain unaddressed and continue to grow, the resulting financial pressure may progressively impair the operational capacity of Pakistan Post and this could lead to disruptions in essential services and operational activities, further deterioration of the Department's financial position, and constraints on its ability to sustain the quality and continuity of postal services across the country. Finance Division has been requested time and again for provision of additional funds amounting to **Rs. 6.417 billion** for clearance of the outstanding budgetary liabilities of Pakistan Post as of June 2026. Timely intervention at this stage would provide much-needed financial relief to Pakistan Post, enable the Department to discharge its outstanding obligations, and help ensure uninterrupted postal services throughout the country.

DETAILS OF THE LIABILITIES

Head of Account	Pending Libilities as on 31.03.2026 (As already reported)	Accrued Liabilites after 31.03.2026	Liabilities cleared during the Period April-June,2026 (Othe than regular Bill)	Net Pending Liabilites as on 30.06.2026. (Col.2 + 3 - 4)
A03402-RENT FOR OFFICE BUIL	120,655,749	45,632,652	43,372,339	122,916,062
A03403-RENT FOR RESIDENTIAL BUILDING	442,772,785	196,078,577	46,689,294	592,162,068
A03820-OTHERS	206,869,981	16,137,757	66,293,656	156,714,082
A03826-TRANSPORTATION	317,997,253	352,762,559	96,736,929	574,022,883

OF GOODS				
A03902-PRINTING AND PUBLICATION	1,669,259,890	886,085,589	304,698,822	2,250,646,657
A0390E-PAYMENT TO OTHER (FOREIGN) POSTAL ADMI	333,248,335	1,036,353	33,927,674	300,357,014
A03915-PAYMENTS TO GOVT. DEPARTMENT FOR SERVI	1,448,201,152	218,827,000	25,347,378	1,641,680,774
A03919-PAYMENTS TO OTHER FOR SERVICES RENDERE	312,077,272	133,254,810	115,953,501	329,378,581
A03984-HIRING OF AIR TRANSPORT	484,771,554	56,734,074	92,580,325	448,925,303
TOTAL	**5,335,853,971**	**1,906,549,371**	**825,599,918**	**6,416,803,424**