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**STANDING COMMITTEE ON
COMMUNICATIONS AND INFORMATION TECHNOLOGY
(2022-23)**

SEVENTEENTH LOK SABHA

**MINISTRY OF COMMUNICATIONS
(DEPARTMENT OF POSTS)**

**[Action Taken by the Government on the Observations/Recommendations
of the Committee contained in their Thirty Third Report (Seventeenth Lok
Sabha) on 'Demands for Grants (2022-23)']**

FORTIETH REPORT



**LOK SABHA SECRETARIAT
NEW DELHI**

February, 2023/Magha, 1944 (Saka)

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Sabha) on 'Demands for Grants (2022-23)']**

Presented to Lok Sabha on 9-2-2023

Laid in Rajya Sabha on 9-2-2023



**LOK SABHA SECRETARIAT
NEW DELHI**
February, 2023/Magha, 1944 (Saka)

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**Composition of the Standing Committee on Communications and
Information Technology (2022-23)**

Shri Prataprao Jadhav - Chairperson

Lok Sabha

2. Smt. Sumalatha Ambareesh
3. Shri Karti P. Chidambaram
4. Dr. Nishikant Dubey
5. Smt. Sunita Duggal
6. Shri Jayadev Galla
7. Smt. Raksha Nikhil Khadse
8. Dr. Sukanta Majumdar
9. Smt. Mahua Moitra
10. Shri P. R. Natarajan
11. Shri Santosh Pandey
12. Col. Rajyavardhan Singh Rathore
13. Dr. Gaddam Ranjith Reddy
14. Shri Sanjay Seth
15. Shri Ganesh Singh
16. Shri Parvesh Sahib Singh
17. Shri Shatrughan Prasad Sinha
18. Shri L.S. Tejasvi Surya
19. Dr. T. Sumathy (A) Thamizhachi Thangapandian
20. Dr. M. K. Vishnu Prasad
21. Shri S. Jagathrakshakan

Rajya Sabha

22. Dr. Anil Agrawal
23. Dr. Laxmikant Bajpayee
24. Dr. John Brittas
25. Shri Syed Nasir Hussain
26. Shri Ilaiyaraaja
27. Shri Jaggesh
28. Shri Praful Patel
29. Shri Kartikeya Sharma
30. Shri Jawhar Sircar
31. Shri Lahar Singh Siroya

Secretariat

- | | | |
|------------------------|---|-------------------|
| 1. Shri Satpal Gulati | - | Joint Secretary |
| 2. Smt. A. Jyothirmayi | - | Director |
| 3. Smt. Rinku Awasthi | - | Executive Officer |

Committee constituted w.e.f. 13th September, 2022 *vide* Para No.5288 of Bulletin Part-II dated 4th October, 2022.

INTRODUCTION

I, the Chairperson, Standing Committee on Communications and Information Technology (2022-23), having been authorised by the Committee, present this Fortieth Report on Action Taken by the Government on the Observations/Recommendations of the Committee contained in their Thirty-third Report (Seventeenth Lok Sabha) on 'Demands for Grants (2022-23)' of the Ministry of Communications (Department of Posts).

2. The Thirty-third Report was presented to Lok Sabha and also laid on the Table of Rajya Sabha on 21st March, 2022. The Department of Posts furnished their Action Taken Notes on the Observations/Recommendations contained in the Thirty-third Report on 20th June, 2022.

3. The Report was considered and adopted by the Committee at their sitting held on 7 February, 2023.

4. For facility of reference and convenience, Observations/Recommendations of the Committee have been printed in bold in Chapter-I of the Report.

5. An analysis of Action Taken by the Government on the Observations/Recommendations contained in the Thirty-third Report of the Committee is given at Annexure-II.

New Delhi;

8 February, 2023
19 Magha, 1944 (Saka)

PRATAPRAO JADHAV,

Chairperson,

**Standing Committee on
Communications and Information Technology.**

CHAPTER I

REPORT

This Report of the Standing Committee on Communications and Information Technology deals with action taken by Government on the Observations/Recommendations of the Committee contained in their Thirty third Report (Seventeenth Lok Sabha) on Demands for Grants (2022-23) relating to the Ministry of Communications (Department of Posts).

2. The Thirty- third Report was presented to Lok Sabha on 21 March, 2022 and also laid in Rajya Sabha, the same day. It contained 14 Observations/ Recommendations. Replies of the Government in respect of all the Observations/Recommendations have been received from the Department of Posts and are categorized as under:-

(i) Recommendations/Observations which have been accepted by the Government:-

Para Nos. 1, 2, 4, 5, 8, 9, 12, 13, 14

Total : 09
Chapter II

(ii) Recommendations/Observations which the Committee do not desire to pursue in view of the Government's replies:-

Para Nos. NIL

Total : NIL
Chapter III

(iii) Recommendations/Observations in respect of which replies of the Government have not been accepted by the Committee and which require reiteration:-

Para No. 7, 10, 11

Total :03
Chapter IV

(iv) Recommendations/ Observations in respect of which replies are interim in nature

Para No. 3, 6

Total : 02
Chapter V

3. The Committee trust that utmost importance would be given to implementation of the Observations/Recommendations accepted by the Government. The Committee further desire that Action Taken Notes on the Observations/Recommendations contained in Chapter-I of this Report should be furnished to them at an early date.

4. The Committee will now deal with action taken by the Government on some of their Recommendations.

Recommendation (Para No.7)

Dormant and Unclaimed Accounts

5. The Committee, in their Original Report, had recommended as under:

“The Committee note that till 30.09.2020, 2.47 Crores accounts amounting to Rs. 16,136.37 Crores falling under the category of Senior Citizen Welfare Fund has been intimated to MoF by DoP. In order to restore the funds to the rightful owners, information on such accounts have been published on India Post website. Instructions are being issued by the Directorate to all Circles to settle unclaimed accounts so that the rightful owners or legal heirs/nominees may get the amount. The Committee note that outreach campaigns and special drives should be launched at Divisional/Regional/Circle level for settlement of such unclaimed accounts. Periodical monitoring through Video Conferencing is also being done at Directorate level. With the combined effort of all Circles 70,398 accounts with an amount of Rs. 123.69 Crores have been settled till December-2021. The number of unclaimed accounts /certificates settled has increased from 27149 in 2019-20 to 68723 in 2020-21 and 70398 in 2021-22. However, despite the increase, the Committee have been given to understand that a mere 0.29 % of the unclaimed accounts have been settled during the current FY. The Committee note that 27.30 crore accounts in POSB were without nomination which is unacceptably high in

number. Also, there are 24,57,42,825 CIFs out of which only 8,81,00,003 CIFs are Aadhaar seeded which apparently points to lack of effort by the Department to settle these accounts. The Committee are inclined to conclude that the results achieved are not commensurate with the efforts made. The Committee recommend that the Department should take renewed steps to publicise the information through print and electronic media and apprise the Committee of the progress made in this matter. The Committee wish that the work should be completed within a defined timeline and suggest that the Department should make pre-emptive efforts for seeding of Aadhaar numbers with savings accounts as a mandatory exercise and make KYC an annual exercise in order to forestall fire fighting at a later stage. The Committee feel that a considerable number of issues faced in settlement of dues can be avoided by renewing KYC and would like to be apprised of the progress made in this regard."

6. The Department of Posts , in the Action Taken Note, have stated as under:

"DoP has taken all out efforts including door to door campaign, launching special drives at Post Office level for the purpose of linking the existing accounts with mobile number of the depositors. Intimation/Notices are also being issued to the account holders by the concerning post offices at address available in the record. Department of Post has made Mobile Phone Number mandatory

while opening of new account in any of the Post Office Small Savings Schemes from 23.10.2017 vide DoP SB Order No. 17/2017. Till date 7.75 Crore accounts are linked with mobile number all across the country.

Aadhar Number and PAN card have been made as valid identity documents at the time of opening of account along with furnishing of the mobile number by the newly enrolled customers. Customers are also encouraged by the Post Office staff to update their KYC documents whenever they are visiting the post office.

But in the wake of Judgment of Supreme Court referred to as the Aadhaar Judgement on 26.09.2018 in W.P (Civil No. 494/2012), the UIDAI issued letter no. 13012/171/2018/Legal/UIDAI/114 dated 23.10.2018, wherein, it is clearly instructed that Financial Institutions can make mandatory furnishing of Aadhar Number from the account holders who are desirous of receiving benefits or subsidies of welfare scheme in his/her account directly. For clients who are not beneficiaries of the aforesaid welfare schemes or who do not give declaration Financial Institution cannot use Aadhar for e-KYC authentication for opening bank accounts. In view of above ruling position, it is not possible to make Aadhaar mandatory for identity proof. However, 8.53 Crore & 1.37 Crore POSB accounts have been linked with Aadhaar and PAN respectively.

Further as per Rule-06 of Government Savings Promotion General Rules-2018 the following identity documents containing proof of

identity for the purpose of opening of account has been mentioned which are as follows: -

1.The Aadhaar Number issued by the Unique Identification Authority of India, provided that where the Aadhaar Number has not been assigned to an individual, he shall furnish proof of application of enrolment for Aadhaar, and if the individual does not submit the proof of application of enrolment, he shall furnish a certified copy of an officially valid document containing details of his identity and address along with a recent photograph.

2.The Permanent Account Number or Form 60 as defined in the Income Tax Rules, 1962, provided that, if, an individual does not submit the Permanent Account Number at the time of opening an account, he/she shall submit the same to the Accounts Office within a period of six months from the date of the opening of the account and if a depositor who has already opened an account prior to the date of this notification and has not already submitted his Permanent Account Number to the Accounts Office, he shall do so within a period of six months from the date of this notification and in the event of the failure of the depositor to submit the Permanent Account Number within the specified period of six months, his account shall cease to be operational till the time he submits the Permanent Account Number to the Accounts Office;

3. Any other document as may be considered necessary by the Accounts Office including those related to the nature of business and financial status of the depositor. Further, as per Rule-06 of Government Savings Promotion General Rules-2018 the following documents may serve as proof of address for the purpose of opening of account has been mentioned which are as follows:

1. In case the Aadhaar Number or Permanent Account Number submitted by the depositor does not have the present address, the depositor shall submit a certified copy of an officially valid document containing his present address, Provided that if the officially valid document submitted by the depositor does not contain updated address, any of the following documents shall be deemed to be officially valid documents for the limited purpose of proof of address, namely: -

- i) Utility bill which is not more than two months old of any service provider (electricity, telephone post-paid mobile phone, piped gas, water bill);or Property or Municipal tax receipt; or
- ii) Pension or family pension payment orders issued to retired employees by Government Departments or Public Sector Undertakings if they contain the address; or
- iii) letter of allotment of accommodation from employer issued by the State Government or Central Government Departments, statutory or regulatory bodies, public sector

undertakings, scheduled commercial banks, financial institutions and listed companies and leave and licence agreements with such employers allotting official accommodation:

iv) Provided further that the depositor shall submit Aadhaar Number or Permanent Account number, or a certified copy of an officially valid document containing updated current address within a period of three months of submitting the above documents.

2. In case of a Joint Account, identity document of all the depositors opening the account jointly shall be obtained by the Accounts Office.

3. In case of an account opened on behalf of a minor or a person of unsound mind the identity documents of the guardian shall be furnished to the Accounts Office.

4. Where an account is opened through an authorized agent, the agent shall also affix his signatures and mention the particulars of his agency on the identity documents, along side those of the depositor.

5. In case of change of address, the depositor shall submit the relevant identity document with updated address within a period of three months.”

Comments of the Committee

7. Noting that the 2.47 crore accounts amounting to Rs. 16136.37 crores falling under the category of Senior citizen Welfare Fund has been intimated to MoF by DoP, the Committee had recommended that outreach campaigns and special drives should be launched at Divisional/Regional /Circle level for settlement of such unclaimed accounts. The Committee also noted that with the combined effort of all Circles, 70398 accounts with an amount of Rs. 123.69 crores have been settled till December, 2021 and noted that the number of unclaimed accounts/certificates settled has increased from 27149 in 2019-20 to 70398 in 2021-22. The Committee concluded that a mere 0.29 % of the unclaimed accounts have been settled during the current FY. The Committee noted that 27.30 crore accounts in Post Office Savings Bank were without nomination which was unacceptably high and only 8.8 crore CIFs (Customer Information File) out of 24.5 crore CIFs were seeded with Aadhaar which may lead to problems with settlement of these accounts in future. The Committee had recommended that the Department should take renewed steps to publicise the information through print and electronic media and make seeding of Aadhaar numbers as a mandatory exercise and apprise the Committee of the progress.

The Department, in their Action Taken Note have stated that they have made all out efforts including door to door campaigns and special drives with notices to the account holders. The Department have made Mobile Phone Number mandatory while opening of new account and

update their KYC (Know Your Customer) documents. They have quoted the Supreme Court judgement of 26 September, 2018, referred to as the Aadhaar Judgment, in which it is laid out that for clients who are NOT beneficiaries of subsidies of welfare schemes or who do not give a declaration, the financial institutions cannot use Aadhaar for e-KYC authentication for opening bank accounts. In view of the above ruling, Aadhaar cannot be made mandatory for identity proof. The Committee observe that the reply of the Department appears to be evasive. The progress made by the Department in the settlement of dormant accounts in the current Financial Year has not been mentioned. The Committee reiterate that the Department should make tangible efforts in order to achieve quantifiable progress in this matter. The number of dormant accounts settled in the current year may be intimated to this Committee in order to give a fair idea of the measure of the achievements made by the Department.

Recommendation No. 10

Estates Management- pending projects

8. The Committee, in their Original Report, had recommended as under:

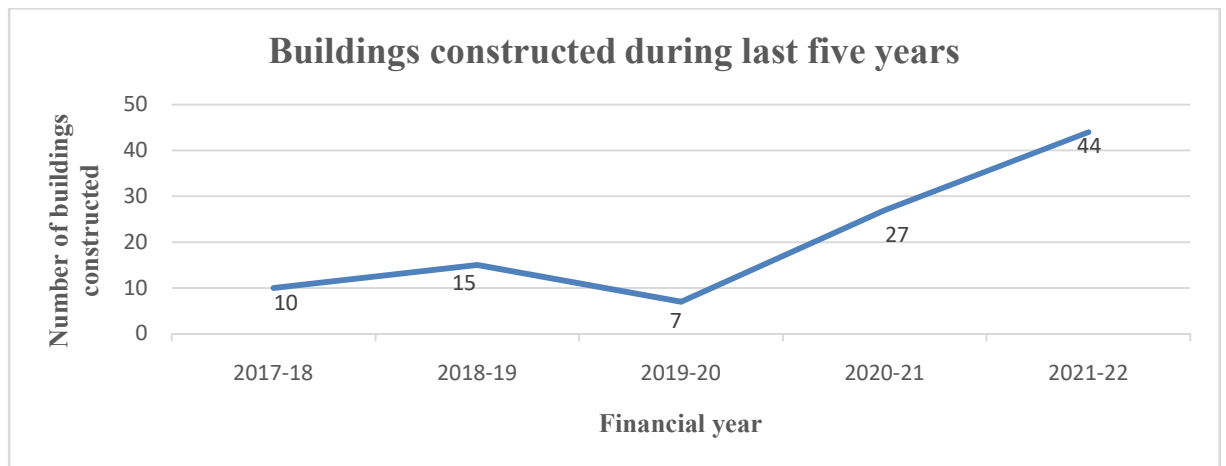
“The Committee note that the Department of Posts have an obligation to provide Universal Postal Service to public which *inter alia* includes access within reasonable distance. It runs 1,56,721 Post

offices in 23 Postal Circles spanning across the length and breadth of the country. Out of the total, majority of the Post Offices are located in Rural areas numbering about 1,41,018. Developing infrastructure through constructing new postal buildings, properly maintaining old buildings, renovating and restoring the heritage buildings and developing infrastructure for sustainable development is part of the Estates Management scheme. In addition, surplus lands belonging to post offices should be put to good use and a detailed proposal in this regard should be submitted to the Committee. In the twenty eighth Action Taken Report, the Committee had noted the pendency of the Estate Management projects at Poojappura, Sasthamangalam and Karamana in the state of Kerala and urged the Department to redouble their efforts to complete the pending projects by removing the procedural impediments. However, despite the passage of an year, the Committee note that two of the three projects namely Poojappura and Sasthamangalam are still at initial stages where the notice inviting tender has been issued. It is only in the third case of Karamana that the construction work has commenced. The Committee are unhappy at the painfully slow pace of work and expect the Department to put their nose to the grindstone and complete the work in a defined timeline. The general public pin their hope on the postal Department which functions under the Universal Service Obligation of reaching out to the remotest areas of the country which cannot be fulfilled without the timely construction of post offices. The Committee direct the Department to specify timelines for the

completion of work of the Poojappura and Sasthamangalam and fulfil the 2023 timeline for the Karamana project. “

9. The Department of Telecommunications, in the Action Taken Note, have stated as under:

“The Department has got some small and medium sized vacant lands which are being used for construction of postal buildings. The pace of utilization of vacant land has increased after introduction of construction of small post offices. The details of the construction of new buildings are as follows:



The status of the building projects at Poojappura, Sasthamanglam and Karmana in Kerala Circle is as under:

- (i) **Poojappura Post Office:** Tender has been reissued on 06.05.2022 with the date of opening on 01.06.2022. The work is likely to be awarded in October 2022 and completed by Oct 2024.
- (ii) **Sasthamanglam Post Office:** Tender has been accepted on 19.05.2022. The work order will be issued now and completed by June 2024.

- (iii) **Karmana Post Office:** Foundation work is in progress. The building will be completed by November, 2023. “

Comments of the Committee

10. The Committee have noted that the Department of Posts have an obligation to provide Universal Postal Service to public which inter alia includes access within reasonable distance. Developing infrastructure through constructing new postal buildings and maintaining old buildings is a part of the Estates Management Scheme. In the Report , the Committee have noted the pendency of Poojappura, Sasthamangalam and Karamana projects in the State of Kerala and directed the Department to specify timelines for the completion of work of the projects. The Department in their Action Taken Notes have replied that they have some small and medium sized vacant lands which are being used for construction of postal buildings. The pace of utilization of vacant land has increased after introduction of construction of small post offices.

For the Poojappura Post Office, tender has been reissued on 06.05.2022 with the date of opening on 01.06.2022. The work is likely to be awarded in October 2022 and completed by Oct 2024. For the Sasthamangalam post office, Tender has been accepted on 19.05.2022. The work order will be issued now and completed by June 2024. For the Karamana post office, foundation work is in progress and the building will be completed by November, 2023.

The Committee find it entirely unreasonable that the construction has not yet commenced for two of the projects and tenders have been

issued in 2022 only, despite the Committee pressing on the issue for a long time. The delays have deprived the population of Kerala of the postal services whose existence is fundamental to the financial inclusion agenda of the Department. The Committee reiterate their recommendation and expect the Department to expedite the matter with utmost dedication.

(Recommendation no. 11)

Initiatives to address the concerns of female workforce and the differently abled

11. The Committee, in their Original Report, had recommended as under:

“The Committee note that construction of separate toilets, crèches and retiring rooms constructed for ladies comes under the mandate of the Estate Management Scheme of the Department of Posts. While in the year 2019-20, 16 ladies toilets were constructed, during 2020-21 and 2021-22, the number of toilets constructed was, surprisingly, zero because no funds were allocated under the activity of Gender Concerns. Further, in consonance with the Rights of Persons with Disabilities Act, 2016, 416 ramps, 124 adaptive rest rooms, 416 railings, 3 Braille signages, 205 tactile floorings were constructed during the last three years. 400 post office buildings have been retrofitted during the last three years. The Committee also note that no auditory signals were installed. It is further noted that the postal circles have been instructed to conduct access audits of the PO buildings yet the Department have not provided specific

information on the issue. Lack of focus on crèches and feeding rooms in post offices, particularly the ladies post offices clearly indicates that the needs of female workforce are not being given adequate attention. The Committee desire the Department to give focused attention to above measures as these would go a long way in incorporating more mothers in the workforce. The Committee may also be apprised of the number of access audits conducted, Circle-wise in each of the last three years and stress that the Department may set up a monitoring committee to ensure that such audits are conducted on a bi-annual basis to promote ease of access. The Committee aim that the post offices in the country may be largely declared as barrier free in the next five years and therefore direct the Department to channelize the available resources towards the welfare of the differently abled and recommend that the postal Department should consider offering the service of 'hardship delivery' to such people at their doorsteps in which mail is delivered to their doorsteps instead of their mailboxes. "

12. The Department of Posts, in the Action Taken Note, have stated as under:

"Department of Posts is already providing doorstep delivery services of mail articles to all the addressees. Besides, accountable articles are only delivered to the addressee to the doorstep under proper receipt or their authorized recipient as per the instructions of the

addressee. However, unregistered or ordinary mail articles are delivered in the mail boxes (installed near main door of the house or near entrance of the building) where these have been specifically provided for the delivery purpose by the addressee.

The recommendation of the committee to focus on construction of crèches and feeding rooms is noted. The postal circles have been instructed to submit their requirements for crèches and feeding rooms. Construction of the same will be taken up within the budgetary provision of Gender concerns on priority basis subject to the availability of space in the buildings.

No access audits have been conducted at Circle level in the last three years. However, Circles have been instructed to conduct bi-annual access audits and to set up monitoring committees to ensure that such audits are conducted on a bi-annual basis to promote ease of access. Further, the Department is planning to conduct a nation wise access audit by a third party agency in FY 2022-23. The Standing Committee will be apprised of the outcome of the audit.

To make the post offices barrier-free and easily accessible to differently abled persons and senior citizens, the Department retrofits old post offices buildings with ramps & rails and all new buildings are being constructed with mandatory provision of ramps & rails. Further, Postal Civil Wing has been instructed to incorporate

the accessibility features in all the new buildings as per the latest guidelines published by Ministry of Social Justice and Empowerment in 'Access The Photo-Digest' in February 2021."

Comments of the Committee

13. The Committee had noted in the 33rd Report that the Department are lacking sincere initiatives to address the concerns of the female workforce and the differently abled. 16 ladies toilets were constructed in the year 2019-20 and none were constructed in 2020-21 and 2021-22. In consonance with the Rights of Persons with Disabilities Act, 2016, 416 ramps, 124 adaptive rest rooms, 416 railings, 3 Braille signages, 205 tactile floorings were constructed during the last three years. The Committee noted that out of 1.5 lakh post offices, only 400 post office buildings have been retrofitted during the last three years. No auditory signals had been installed and no access audits of the post offices buildings had been conducted in the last three years. It is apparent to the Committee that the focus of the Department is neither on the welfare of the female workforce nor on the needs of the differently abled. The imminent need to make the post offices as barrier free is not being paid heed to and is a cause of concern for the Committee. The Committee have steadily aimed that the post offices may be declared as barrier free and had therefore directed the Department to channelize the available resources towards the welfare of the differently abled and had recommended hardship delivery to such persons.

Access audits, being an elementary step to determine the eligibility of a building for retrofitting, have not been conducted for any post office buildings. The Committee are saddened at the lackadaisical approach of the Department. The Committee reiterate their recommendation and insist that the post offices need to have a monitoring mechanism for the implementation of the accessibility norms in accordance with the Rights of Persons With Disabilities Act, 2016. The Committee further impress upon the Department that they need to adapt all ongoing and future constructions in line with the specific needs of the population while reflecting the gender concerns by constructing crèches, restrooms and feeding rooms for ladies. The Department may apprise the Committee of the progress made in this regard.

CHAPTER II

OBSERVATIONS/RECOMMENDATIONS WHICH HAVE BEEN ACCEPTED BY THE GOVERNMENT

Gross Expenditure

(Recommendation Sl. No. 1)

The Department of Posts (DoP) have laid the Demands for Grants (2022-23) in Lok Sabha on 9 February, 2022 for a total amount of Rs. 36395.89 crore consisting of Rs. 35507.27 crore under Revenue and Rs. 8886.2 crore under Capital. An analysis of the budgetary allocation during 2021-22 indicates that under Gross Expenditure, an amount of Rs. 34263.18 crore had been set at BE which was reduced to Rs. 32247.88 crore at RE stage and the actual expenditure upto December 2021 has been Rs. 24276.64 crore. Under the Capital section, during the same period, an amount of Rs. 910.09 crore had been allocated at BE which was increased to Rs. 932.33 crore and the actual utilization upto December 2021 has been Rs. 522.57 crore only. The Committee note that the gross expenditure of the Department has been gradually increasing over the years. The revenue expenditure was Rs. 29139.74 crore in 2019-20, Rs. 29261.46 crore in 2020-21 and Rs. 24276.64 crore in 2021-22 (till December, 2021). The capital expenditure was Rs. 730.56 crore in 2019-20, Rs. 897.41 crore in 2020-21 and Rs. 522.47 crore in 2021-22 (till December, 2021). Since the figures are till December, 2021, Committee apprehend the expenditure is likely to go up further as the financial year comes to a close.

The Committee note that more than 90% of the gross expenditure is incurred on pension and salaries. Almost 90% of the Department's expenditure is on account of pensions, salaries, and wages, which are determined by the GoI regulations. The Department have been able to manage all operations in spite of the number of

vacancies in the last 5 years through introduction of IT in their working. Additionally, in order to reduce the operational expenses, the Department have moved mail transmission from rail to road transport network which is significantly cheaper than the other two modes of transmission. The Department are also following austerity measures circulated by Ministry of Finance from time to time. Expenditure on Office Expenses, expenses on stationery, Advertisement & Publicity, minor works, and for payment for professional Services etc. have been reduced during the year 2021-22. The Committee are given to understand that the Department are facing difficulties and challenges in controlling gross expenditure due to Universal Service Obligation to provide postal services in rural and remote areas where earnings do not cover the operational expenses and the huge burden of Pension and Salaries which are constantly rising. The Committee have been informed that unlike most of other Central Government Ministries/Departments, DoP bears the burden of pensions from its own budget. Under such circumstances, Department do not have any option but to achieve better operational efficiency as a service provider. The Committee are fully aware of the challenges being encountered by the Department to control gross expenditure. However, at the same time they are of the view that the Department may not be able to sustain the hard hitting expenditure in the long run unless adequate and timely measures are taken to boost their revenue. Instead of relying heavily on budgetary support to offset some of their expenditure, the Department need to focus on efficient utilization of available resources and identify new and upcoming areas where technology can curtail expenses, bring efficiency and profitability to their business. They also desire that all possible steps be taken to ensure optimum utilization of existing human resource and other resources. The Committee would like the Department to apprise them of the initiatives taken in the direction of cost cutting and financial rationalization.

Reply of the Government

A third party evaluation conducted by Indian institute of Public Administration(IIPA) in 2021, revealed that under DoP's IT modernization 2012 project, there has been a reduction in the working strength of DoP by 14.27% whereas, Revenue realized to DoP increased by 48.65% between the period of 2009-10 to 2019-20.

Furthermore, Cabinet Approval for IT Modernization Project 2.0, has been taken up as per the recommendation of PIB. New and upcoming areas where technology can curtail expenses , bring efficiency and profitability to their business are identified.

Moreover, to improve efficiency with regard to technology, areas where BSNL/MTNL is unable to provide stable connectivity by regular or alternate media, then other service providers shall be utilized to provide stable connectivity.

In the direction of rationalization, Department is taking steps such as:

- Optimum utilization of existing human resources. A Standard Operating Procedure has been worked out and a system of periodical establishment review is in place to review the manpower requirement in different offices for various operations. Based on the establishment review, the manpower is redeployed from one office to another.
- Use of technology to render services at doorsteps of customers. With the roll out of NEFT-RTGS, UPI, online banking etc, self-servicing by customers shall reduce cost of operations and physical interaction.
- The Department has also introduced All India Postal Road Transport Network for fast, safe and secure transmission of the parcels. At present, total 61 (31*2) national routes have been operationalized that are further linked with intra-state routes that connect all areas of country.
- A network of dedicated Parcel and Nodal Delivery Centers for mechanized delivery of parcels using 2-wheeler and 4-wheelers have been operationalized

to bring speed and efficiency in parcel handling that will also help in reduction of cost of operations.

- Rationalizations of Cash-on-Delivery and Insurance charges have been done to meet the competitiveness in Courier, Express and Parcel Market.

(Department of Posts, Ministry of Communications OM No. 28-5/2022/Bgt dated 20.06.2022)

Revenue Receipts

(Recommendation Sl. No.2)

The Committee note that the revenue receipts of the Department have decreased from Rs. 13558.20 crore in 2019-20, Rs. 10632.50 crore in 2020-21 and Rs. 8449.19 crore in 2021-22 (till Dec. 2021). The Committee note that the Department are earning revenue from various postal services/items like Speed Post, Business Post, Business Parcel, Bill Mail Service, e-Post, Postage through Franking Machines, Sale of Stamps, Philatelic Ancillaries, MO & IPO, Retail Post, Logistic Post, E. Bill Collection, Railway ticket booking, MGNREGA, Net Receipts from Ministry of Finance, Other Postal Administrations (Other Countries), Savings Bank & Cash Certificate Remuneration etc. Pertinently, the Ministry of Finance have now linked the POSB reimbursement to minimum account balance. Resultantly, the Department will not be able to get reimbursement from Ministry of Finance for POSB accounts that fail to maintain a minimum balance of Rs.500 due to which the POSB remuneration target for BE 2021-22 may therefore be difficult to achieve. The Committee have been informed that the revenue receipt targets for the Department of Posts were reduced from Rs 17710.04 Crore in BE 2021-22 to Rs 13398.34 Crore on account of disruption due to Covid lockdown in 2021-22 that has been the major obstacle for achieving the

revenue receipt targets. For the year 2022-23, a revenue target of Rs. 14725.87 Crore has been fixed.

Further, the Committee note that the focus areas of the Department are some of core operations like parcels, Financial Services (Post Office Savings Bank and India Post Payments Bank), Insurance and other agency services (Common Service Centre, Post Office Passport Seva Kendra, Aadhaar Enabled Services etc.) through which the Department aim to raise revenue. Speed Post continues to remain the flagship mail service of the Department and accounts for more for than Rs 1200 Crore annual revenue. The Department aims to increase its parcel logistics market share to 10% in next 5 years through a number of measures. A new network for parcels consisting of approximately 190 parcel hubs are being created to cater to the ever-increasing demand of E-commerce business. The Department have implemented Nodal mechanized delivery of parcels from identified delivery offices and hubs in Metros, State capitals and important cities with the use of 2-wheelers and 4-wheelers. Department have planned to implement All India Postal Road Transport Network to provide daily connectivity to all States. A new format of agreement of Many-to-Many model for e-commerce marketplace model has been developed to cater to evolving e-commerce business. Trans-shipment centres are being developed outside the major cities near the highways to ensure smooth movements, ensuring that trucks are not stuck in city traffic and ensuring faster shipment transit time.

One notable Budget announcement for Department of Posts is that RBI has accorded approval to DoP for participating in various payment gateways like National Electronic Fund Transfer, Real-Time Gross Settlement, Immediate Payment Service, Unified Payment Interface, Aadhaar enabled Payment Service, Payment Gateway, Debit Card for Post Office Savings Bank (POSB) etc. Once implemented, POSB customers will get banking services on par with customers of any other bank.

All post offices will come on core banking system enabling financial inclusion and access to accounts through netbanking, mobile banking, ATMs and online transfer of funds between post offices and bank accounts. These services will help the Department to achieve overall targets with objective of cashless economy and digital financial inclusion. Efforts are being made to increase the PLI and RPLI premium income achievement by way of (i) revamping of sales and marketing structure, (ii) skill development and training of sales force, (iii) ensuring timely payment of incentive and (iv) simplification of process and improving after sales services to enhance the operational efficiency. Moreover, efforts are being made to augment revenue through tie-up with Common Service Centre-Special Purpose Vehicle (CSC-SPV) and post offices for delivery of Citizen Centric Services through Post Office-CSCs. Jeevan Pramaan Centres are functioning in 837 Head Post Offices across the country. Additionally, Post Office Passport Sewa Kendras, Post Office Aadhaar Enrolment & Updation Centres have also been setup and are emerging as an important source of revenue for the Department.

The Committee are hopeful that these initiatives will hold the Department in good stead and help in increasing the profitability of the Department and will be a big potential revenue driver for them. The Committee appreciate the efforts made by the Department and recommend that they should aggressively explore additional opportunities in the market for growing business and continue with their efforts to augment revenue and reduce deficit. However, before that, India Post has to enhance the quality in speed and reliability. The Committee specifically welcome the decision of the Govt. in granting approval to DoP to participate in various payment gateways. This will certainly help the Department to make a foray into the digital payment ecosystem in financial services.

Reply of the Government

The Department has taken several steps in the digital arena so as to provide speedy, reliant and efficient services. Some of them are:-

1. Almost all of the post offices (25000 departmental post offices) are now working on Core Banking System platform and remaining 39 post offices will also be migrated by 31st July 2022. W.e.f. 31st May 2022, NEFT-RTGS services have been rolled out for POSB customers. Payment using UPI is also available at over 1.40 lakh Post Office counters for availing any service.

2. DoP is issuing ATM Cards to their POSB Account Holders which are interoperable. 1000 DoP ATMs are also functioning all across the country.

3. ECS (Electronic Clearance System) outward facility for credit of interest and maturity value in Bank accounts is also implemented.

4. Most of the Rural Branch Offices have been provided RICT (Rural Information and Communication Technology) Devices to transact digitally. These devices are also working on CBS platform.

5. NPS (All Citizen Model) online services are also deployed for the convenience of public.

6. DoP is issuing SMS alerts for every credit transaction above Rs. 1999 & Debit transaction above Rs. 999. This facilitate customer to keep a watch over transactions/balance of his/her account instantly. POSB Account holder can also avail e-banking & m-banking facilities. By using these, the POSB Account Holders can do below mentioned activities online:-

(i). can review his transactions in all linked accounts.

(ii). Closure of RD & TD accounts.

(iii). Deposit in RD, SB, PPF & SSA Accounts.

(iv). Request to stop Cheque may also be made.

7. E-Banking and Mobile Banking services are provided to POSB customers. Many services e.g. NEFT/RTGS fund transfer, online opening & closing of accounts can be availed using e-banking & mobile banking. ECS (Electronic Clearing Service) outward facility for credit of interest & maturity value is also provided.

8.IVR (Interactive Voice Response) facility has also been implemented for POSB Account Holders. Through the IVR facility, the customers can avail the following facilities for National Savings Schemes (Small Savings Schemes) by calling through the registered mobile number at India Post toll-free number 18002666868.The details of various facilities available for POSB customers through the “Interactive Voice Response (IVR)” system is as under: -

1. Account Balance Inquiry (for all schemes)
2. Blocking of ATM Card
3. For Inquiries or transactions on savings account (SB/PPF/SSA) & term deposit accounts (TD/RD/SCSS/MIS/KP/NSC)
4. ATM related requests

To increase PLI and RPLI premium income the following efforts have been made by Department:

- i) The marketing structure has been revamped and new promotional and incentive structure has been put in place. In 2021-22, Rs. 199.09 Crore has been paid as incentive to sales force of PLI and RPLI.
- ii) The sales force of PLI and RPLI are given training in field units including skill development. In 2021-22, 27,414 sales force were trained.
- iii) Apart from above measures, to simplify the process of acceptance of new proposals and facilitate timely settlement of claims, “approver limits” for acceptance of new proposals and settlement of claims have been revised and decentralized to

subordinate authorities in the field units. Process for settlement of Death Claim, Maturity Claim and handling of Loan requests in PLI/RPLI has been simplified by prescribing comprehensive Standard Operating Procedures. Also other measures have been taken by Department of Posts for the simplification of processes and improving after sales services such as introduction of e-PLI bond through Digilocker, facilitating payment of premiums of multiple policies by clubbing them together, downloading of premium paid certificate by the customers, generation of maturity notice and claim form in advance so that maturity benefits to customers received on time etc.

Resultantly, the premium income achievement in PLI and RPLI for FY 2021-22 has increased by 7.48 % as compared to the last financial year.

Furthermore, CSC Services are offered through 1,13,182 Post Offices, which include G2C and B2C Services. Railway ticket booking services are available through approx. 35000 PO-CSCs. Since May 2020, 12.19 lakh transactions worth Rs. 102.49 Crore have been delivered through 113182 PO-CSCs revenue earned Rs.46.32 lakh.

Several steps are also taken by the Department to increase Revenue from Speed Post:

(i) Department has undertaken delivery of PVC Aadhaar under the newly introduced service Order Aadhaar Cards by UIDAI, through Speed Post. Department has successfully delivered around 2.10 crore PVC Aadhaar through Speed post till end of March, 2022 and earned a revenue of more than Rs. 52 Crore.

(ii) Department of Posts in tie up with Election Commission of India has undertaken delivery of more than 10 Crore Elector Photo Identity Cards across all the States at a flat rate. Till the end of March, 2022, more than 1.34 crore EPICs have been booked in various States for delivery through Speed Post and earned of revenue of more than Rs. 33 Crore.

(iii) Delivery of 1.24 crore Unique Disability cards through Speed post in coordination with Department of Empowerment of Persons with Disabilities, Ministry of Social Justice an Empowerment is under process.

(iv) Around 1.45 lakh mobile phones are being used by delivery staff for real time updation of delivery status Speed post, Registered Post, Money Orders etc. through postman mobile app.

(v) Application Programme Interface (API) Integration facility has been introduced for seamless exchange of booking and delivery data with customers.

(vi) In order to improve delivery time and visibility, performance of Speed Post and other accountable articles is regularly monitored through a well-defined set of Key performance Indicators (KPIs) at HQ as well as Circle/Division level.

(vii) In order to provide enhanced after sale service, Single Point of Contacts have been designated for corporate customers having monthly business of Rs. 10 Lakh and above in all the Postal Circles.

(viii) Time Limit for payment of compensation on account of loss of Speed Post articles has been reduced from 150 days to 60 days.

(ix) Time limit of 7 days and 15 days has been prescribed for customer registration under Book Now Pay Later (BNPL) and National Account Facility.

(x) Corporate Customer Specific MIS has been introduced wherein customers can access booking and delivery MIS reports through login id and password.

(xi) 24x7 CRM for bulk customers has been put in place to upload complaints in bulk and monitor the status on CRM.

(Department of Posts, Ministry of Communications OM No. 28-5/2022/Bgt dated 20.06.2022)

Expanding the scope and reach of post offices through CSCs

(Recommendation Sl. No.4)

The Committee note that in order to increase revenue receipts the Department have introduced a new packet product called International Tracked Packet Service (ITPS) to meet the requirements of e-Commerce exporters. This is a competitive service with tracking facility. At present the service is available for 15 countries in the Asia-Pacific Region. The Department have also initiated discussions with other countries to expand the service. Department of Posts have set up Post Office “Common Service Centres” (PO-CSCs) in Post Offices across the country for providing various G2C (Government to Citizen) and B2C (Business to Citizens) services to citizens in rural and remote areas of the country to provide a one-stop solution for all e-Governance services on assisted model through its PO-CSCs. As on 31.12.2021, 9.21 Lac transactions worth Rs. 75.6 Crores were delivered through 106006 PO CSCs. With the introduction of several technological tools on a “Core System Platform” in the last few years, the main focus of the Department has been to improve the quality of service, so as to retain the customer base and get new businesses. In order to ensure reliability in mail delivery across all the regions in the country, the Department of Posts have taken a number of initiatives such as implementation of online working of all mail offices and post offices under the Core System Integration Project, SMS notifications of booking & delivery information to the customers, real time delivery updation through Postman Mobile App (PMA) etc. Besides, the Department have entered into agreements with various banks in the country for delivery of cheque books, debit & credit cards, with Unique Identification Development Authority of India for delivery of Aadhaar cards, with Election Commission of India for delivery of EPICs, with different High Courts for delivery of notices/summons, etc. Post info app has been introduced by Department which primarily caters to the needs of customers pertaining to essential postal services such as essential goods, medicines, money transfer, Aadhaar Enabled Payment System (AEPS) and other services like mail booking, banking services, insurance services etc. at their doorsteps by placing

an online request through the post info app. During the year 2021-22, the Department processed around 3.7 lakh service requests whereas approximately 2.0 lakh service requests were handled by the Department since April 2021 till 31st January, 2022.

The Committee while appreciating the above initiatives undertaken by the Department in expanding their horizon of operations through Common Service centres hope that initiatives such as above would definitely go a long way in widening the scope and reach of post office beyond the traditional business of mail delivery. The Committee recommend the Department to continue with these efforts with utmost zeal thereby contributing to the revenue stream.

Reply of the Government

CSC Services through Post Offices was launched on 04.05.2020 in 22 Pilot Post Offices selected from 11 Circles and now being offered through 1,13,182 Post Offices, which include G2C and B2C Services. Railway ticket booking services are available through approx. 35000 PO-CSCs. Since May 2020, 12.19 lakh transactions worth Rs. 102.49 Crore have been were delivered through 113182 PO-CSCs revenue earned Rs. 46.32 lakh.

In accordance with the recommendations, Department of Posts has further entered into agreement with United States Postal Service to introduce International Tracked Packed Service (ITPS) service between India and USA and pilot was started.

With the roll out of the next phase of technology in the Department, the Department shall be in a position to offer more and more new services at the door steps of customers. Today, the smart phone has enable the Postman and GraminDakSevak to service almost all the requests of customers viz. financial service, mail/parcel services, G2C & B2C services- at their doorsteps.

(Department of Posts, Ministry of Communications OM No. 28-5/2022/Bgt dated 20.06.2022)

Expanding the scope of the post office through e-Commerce

(Recommendation Sl. No.5)

The Committee note that emerging e-Commerce market is being perceived as a huge business opportunity by the Department of Posts. Accordingly, Department of Posts have identified MSME clusters which manufacture products for internal trade and exports and reaching out to them for collection of cost of goods at the time of delivery and its remittance to the seller, seamless electronic data integration facility with large customers, credit facility and regular monitoring of delivery and payments. Same day delivery is being provided at selected locations by mechanization of delivery activities to meet the requirements of e-commerce segment. Department of Posts have offered Speed Post Parcel as air-express service and Business Parcel as surface- parcel service for companies running on e-market place inventory model of e-commerce. The e-Commerce players, ranging from agri-products, consumables, textiles, medicines, handicrafts, electronics, gems and jewellery, educational institutions etc. have partnered with India Post for using their parcel services to deliver their products.

Furthermore, the Committee note that to serve the e-commerce industry as per the changing requirements, the Department have taken a number of steps like developing Management Information System for e-commerce customers, integration facility for seamless data exchange through API with e-commerce customers, automated delivery using Smart Parcel Delivery Systems. System enabled pickup service for bulk e-commerce, Return Management System, etc. are under

development. Parcel packaging policy has been devised and lease and licensing policy has been revised by the Department.

The Committee note that while private players have taken a number of steps to strengthen their E-commerce business in India, none have the requisite scale and distribution reach that India Post already possesses. India Post with its human resource network is in a very good position to provide the most reliable, efficient product delivery and cash collection infrastructure that remains unmatched by any player in the private sector. The Committee feel that the Department should cash in on this to make their presence felt in the e-commerce business. They should leverage their network and resources to bring more business to earn revenue. Considering the behemoth size of the Department and reach of the Department to the Tier-II and Tier-III cities, including the rural hinterland, the Committee expect that it would emerge as the lead player in the e-Commerce market in the near future thereby reducing the revenue deficit to a considerable extent.

Reply of the Government

In order to leverage the network and resources to bring more e-Commerce business and increase revenue and to meet the current e-Commerce Market expectations and standards, Department has made several infrastructural and technological changes and up-gradations. Parcels Hubs and Nodal Delivery Centers have been opened in Tier-II and Tier-III cities also. Further, following technological and policy changes have also been introduced:

- i. Introduction of Application Programming Interface (API) for seamless exchange of data with e-Commerce players.
- ii. Online track and trace.

- iii. Real time delivery update through Postman Mobile Application even in rural areas.
- iv. Management Information System for e-commerce customers is available.
- v. Facility of Digital payment through UPI provided across the counters.
- vi. System enabled pickup and return management solution for bulk e-commerce is under process.
- vii. Standard Parcel Packaging Policy for parcels has been implemented.
- viii. Revised Leasing and Licensing policy has been issued.

Steps taken to on-board e-commerce customers to increase the revenue are as under:

- A memorandum of Understanding has been signed with Government e-Marketplace (GeM) where Department will provide logistics support to sellers on GeM for delivery of their products across the country.
- Department is also planning to onboard the Open Network for Digital Commerce (ONDC) that will enable the Department to be a logistics partner of various sellers across the country.
- Continuous efforts are being made for tie-ups with various e-commerce companies, government organizations etc. for increasing the revenue of parcel service.

(Department of Posts, Ministry of Communications OM No. 28-5/2022/Bgt dated 20.06.2022)

**Settlement and surrender of Postal Life Insurance and Rural Postal Life Insurance
(Recommendation Sl. No.8)**

The Committee note that Postal Life Insurance (PLI), introduced on 1st February, 1884 is the oldest life insurance scheme in India. Rural Postal Life Insurance (RPLI) is intended to provide insurance cover to general villagers, weaker sections and women workers at villages. PLI/RPLI Schemes, while charging a lower premium and having higher returns as compared to schemes of other life insurers, provide a better financial security tool to its policyholders. The Committee note that both PLI and RPLI have an impressive Claim Settlement Ratio in the last three years. The Ratio for PLI is 0.98 for 2019-20, 0.94 for 2020-21 and 0.94 for 2021-22. The Ratio for RPLI is 0.97 for 2019-20, 0.93 for 2020-21 and 0.95 for 2021-22. However, the number of policies surrendered during the last three years is a cause of concern for the Committee. The number of PLI policies surrendered is 29217 during 2019-20, 23654 during 2020-21 and 26305 during 2021-22. The number of RPLI policies surrendered is 47362 during 2019-20, 40615 during 2020-21 and 37878 during 2021-22. The Committee are perturbed by the inexplicably large number of policies surrendered and are bothered by the fact that the reduction in premium income will translate into a drop in the revenue receipts. The Committee understand that measures to revive lapsed policies will go a long way in reducing the pace of surrender and recommend that the Department must take *suo moto* measures to stem the rate of surrender including offering incentives to PLI holders and reducing settlement time of policies.

Reply of the Government

Several measures are being taken by the Department of Posts from time to time for preventing surrender of PLI/RPLI policies, which are as follows :-

- i) Earlier, a PLI/RPLI policy could be revived only two times during the entire term of policy. Department of Posts has removed the said restrictions and now PLI/RPLI policies can be revived any number of times during the policy term.
- ii) A nation-wide drive was launched by Department of Posts to educate and sensitize the customers about the importance of paying regular premia and benefits of continuation of their PLI/RPLI policy instead of surrendering it.
- iii) Restriction of availing loan only 2 (two) times in the entire policy term has been removed. Also, the power to approve the loan to lower authorities in field units has been decentralized thereby facilitating customer to take loan to cater to their financial needs instead of surrendering the policy.
- iv) Formerly, traditional modes of payment of PLI/RPLI premia were available i.e. Cash/Cheque at PO counter only which was irksome. Now, the facility of premium payment has gone digital as various online modes such as Debit/Credit card, Net Banking, BHIM/UPI, Wallet/ATM and Rupay Card are available. Premia can also be paid through DoPm Banking (Mobile app), E-Banking (Internet banking through POSB), Standing Instructions (payment of premia through POSB Account).
- v) Besides, various measures have been taken by Department of Posts for the ease of customer transactions like introduction of e-PLI bond through Digilocker, introducing of additional mode of premium payment through DOP ATM. Further standard operating procedure for availing loan has been simplified, measures have been taken to generate maturity notice. Therefore, with the said measures, it is submitted that overall premium income achievement in PLI and RPLI has increased from Rs.11651.53 Crore in FY 2020-21 to Rs.12522.88 Crore in FY 2021-22, thereby registering an increase of 7.48 % as compared to achievement of last financial year.

(Department of Posts, Ministry of Communications OM No. 28-5/2022/Bgt dated 20.06.2022)

Role and significance of post office during the pandemic

(Recommendation Sl. No.9)

The Committee note that an emergency service request facility through Post Info App was operationalized in April 2020 during the lock down period for servicing request of citizens through the local Postman. About 2 lakh service requests were attended. Besides, an online booking service (Click N Book) for booking of accountable postal articles is also being launched by the Department. Consequent upon the suspension of trains & flights services across the country from 25/03/2020 due to the imposition of lock down, an all India Road Transport Network (RTN) comprising Inter-state and intra-state RTN routes, was put in place to provide for the transmission of mail across the country. Further, cargo flights operated by various air operators and special parcel trains were also used to connect metros and major cities. India Post Call Centre (IPCC) provided a single window interface for citizens that facilitated the process of providing information with regard to availability of postal services and also provided resolution of their grievances. IPCC serviced over 82.5 lakh calls during the ongoing pandemic. In addition to the above, Social Media platform of India Post had a mitigating effect by providing immediate relief to the citizens, redressing their concerns in booking & delivering medicines and arranging financial transactions in post offices. 4.46 lakh grievances were resolved during the period of pandemic. Mobile post offices were temporarily operated to fulfil the needs of Savings Bank customers. The Department utilized the special flights operated under 'Vande Bharat Mission' and 'bilateral arrangements' with other

countries to manage international mail operations. During the second wave of Covid-19, Department of Posts, in collaboration with Customs authorities, facilitated processing, clearance and delivery of COVID-19 related emergency shipments received from abroad through post such as Oxygen Concentrators etc. COVID-19 help desks were established at Foreign Post Offices to facilitate clearance and fast delivery of shipments.

The Committee recognize the problems faced by the Department in carrying out its activities due to Covid 19 pandemic and the herculean efforts made to overcome it including the special arrangements made to aid transmission of parcels in aspirational districts and delivery of medicines and essential commodities during the pandemic. The Committee appreciate the unprecedented initiatives taken by the Department in reaching the remote areas of the country at a precarious time when other modes of transmission were not accessible to the public. The Committee place on record the distinguished role played by the Department in serving the nation in testing times which is indeed laudable and hope that the same spirit is carried forward in the future.

Reply of the Government

The Department has shared the details of the Covid efforts made during the lockdowns in 2020 & 2021 with NDMA. The Post Office has the potential to play a bigger role during disasters for not only information dissemination but also for distribution of relief material in far flung areas.

(Department of Posts, Ministry of Communications OM No. 28-5/2022/Bgt dated 20.06.2022)

Rural Business and Access to Postal Network- Opening of post offices in LWE and aspirational districts

(Recommendation Sl. No.12)

The Committee note that the physical target for opening of BOs in high priority areas was 282 in 2021-22 at BE which exponentially increased to 3440 at RE stage. However, the Department were able to open only 1264 post offices as on 15 January, 2022. In the twenty second Report on Demands for Grants (2021-22), the Committee had noted that the Department were lagging behind in achieving physical targets for opening of post offices in LWE and aspirational districts as the proposal had not been cleared by the Ministry of Finance. The Committee had therefore exhorted the Department to remove impediments to this end by taking up the matter with the MoF. The Committee are happy to note that the DoP have got the approval for opening of 3114 post offices on 21st September, 2021 and have an ambitious target of achieving the same by March, 2022. As on 15 Jan, 2022, 1264 post offices have already been opened. The Committee are of the strong view that scarcity of post offices leads to a setback to the financial inclusion agenda of the Government and neglect of LWE areas and aspirational districts. The Committee find it encouraging that Post Office Passport Seva Kendras in 65 Aspirational Districts have been made operational and 1166 Aadhaar Centres are working in 116 Aspirational districts. The Committee further note that DoP have initiated the process of implementing NEFT/RTGS inter-banking functionality for POSB customers for achieving the goal of financial inclusion in net banking, mobile banking. Further, all remaining POs along with their linked Branch Post Offices which are presently working on non-CBS will be brought to the platform of Core Banking System within 2022 which would bring the geographically challenged areas under Anytime – Anywhere Post Office Savings scheme further enabling financial inclusion. The Committee while expressing their happiness that some of the physical targets have

been achieved recommend that the Department should try to achieve the initial targets. The Committee may be apprised of further progress in this regard.

Reply of the Government

During the year 2021-22, Department of Posts has opened 3114 Branch post offices in LWE districts in Andhra Pradesh, Bihar, Chhattisgarh, Jharkhand, Maharashtra, Madhya Pradesh, Orissa, Telangana & Uttar Pradesh Circles in Gram Panchayat HQ villages falling under 90 identified LWE affected districts by the end of March, 2022.

25000 departmental post offices are now working on Core Banking System platform and remaining 39 post offices will also be migrated by 31st July 2022.

Fund transfer services through NEFT (National Electronic Fund Transfer)/Real Time Gross Settlement (RTGS) at counter as well as e banking & M-banking portal are also available.

(Department of Posts, Ministry of Communications OM No. 28-5/2022/Bgt dated 20.06.2022)

Minimum Available Balance in Post Office Savings Bank Accounts

(Recommendation Sl. No.13)

The Committee note that there is a requirement of minimum balance of Rs. 500 in Post Office Savings Bank Accounts as prescribed by the Department of Economic Affairs, Ministry of Finance and a lower balance attracts an account maintenance fee of Rs. 50 and closure. The Committee also note that in the year 2019-20, POSB had 36 crore accounts but due to the closure of approx three crore accounts with less

than Rs 500 balance and approx four crore accounts that went dormant, the number went down to 29.3 crore in 2020-21. It is a clear manifestation that the policy of MAB is detrimental to the account holders, notably the Jan Dhan accounts. This has a cascading effect on the revenue stream as the remuneration of Rs. 219.23 per account is paid by the Ministry of Finance only for the live accounts. The Committee recommend the Department to follow up with the Ministry of Finance to reconsider the decision and dispense with the requirement of Minimum Available Balance in the larger interest of the deprived populace as this is against the agenda of financial inclusion. The Committee would like to be apprised of the progress made in this regard.

Reply of the Government

Based on continuous follow up by the Department, Zero Balance Basic Savings Accounts were restored by the Ministry of Finance in April 2021.

(Department of Posts, Ministry of Communications OM No. 28-5/2022/Bgt dated 20.06.2022)

Issues with internet connectivity in post offices

(Recommendation Sl. No.14)

The Committee note that the Post offices have connectivity through two service provides at all locations, primary and secondary (NSP1 and NSP2). The NSP 1 is BSNL/MTNL and NSP 2 is Sify. The Committee further observe that *vide* Department of Telecommunications OM No.19-1/2019-SU-I date 12.10.2020, it has been made mandatory for all Departments and Ministries of Government of India to utilize the

network of BSNL/MTNL for internet/broadband and leased line services. However, wherever BSNL/MTNL is unable to provide network connectivity, Department are providing network connectivity through alternate network options such as Fibre to the home (FTTH), National Optical Fibre Network (NOFN), Radio Frequency (RF) media and 4G dongles. For provisioning alternative network connectivity, Department are not constrained for choosing any feasible network service provider including state owned service providers provided

BSNL/MTNL is unable to provide feasible connectivity. Network Integrator (NI) contract is one of the Silos of IT modernisation Project 2012 and the rates of BSNL/MTNL were discovered through a transparent bidding process. The Department have provided for 4G routers at 15599 locations and RF based connectivity at 1606 locations to improve secondary network connectivity. The Department have informed that 64737 incidents of link failure have been reported during 2021-22 for NSP1 and 15134 for NSP 2 during 2021-22. The Committee find the numbers to be exceptionally high and recommend that secondary connectivity may be provided through other private NSPs through a transparent bidding process. The Committee need not emphasise that uninterrupted connectivity is a pre-requisite for the Core Banking system to reach the Technically Not Feasible locations. Considering the fact that BSNL/MTNL have not yet upgraded to 4G, the Committee recommend the Department of Posts to approach the Department of Telecommunications for a relaxation in the mandate in order to set them at liberty for the grant of NSP1 contract to service providers other than BSNL/MTNL. This will help the Department ensure round the clock seamless connectivity through the length and breadth of their postal network.

Reply of the Government

As per the Cabinet Approval for IT Modernization Project 2.0, the project has been taken up as per the recommendation of the PIB. The observation/recommendation made by the Standing Committee will be addressed under the project to identify new and upcoming areas where technology can curtail expenses, bring efficiency and profitability to their business. Further, in cases where BSNL/MTNL is unable to provide stable connectivity by regular or alternate media then other service providers may be contacted to restore connectivity. As and when BSNL/MTNL is able to provide stable connectivity Dept. would switch over to BSNL/MTNL Connectivity.

(Department of Posts, Ministry of Communications OM No. 28-5/2022/Bgt dated 20.06.2022)

CHAPTER- III

**OBSERVATIONS/RECOMMENDATIONS WHICH THE COMMITTEE DO NOT DESIRE TO PURSUE
IN VIEW OF THE REPLIES OF THE GOVERNMENT**

-NIL-

CHAPTER IV
**OBSERVATIONS/RECOMMENDATIONS IN RESPECT OF WHICH REPLIES OF THE GOVERNMENT
HAVE NOT BEEN ACCEPTED BY THE COMMITTEE AND REQUIRE REITERATION**

Revenue Receipts

Recommendation (Para No.7)

The Committee note that till 30.09.2020, 2.47 Crores accounts amounting to Rs. 16,136.37 Crores falling under the category of Senior Citizen Welfare Fund has been intimated to MoF by DoP. In order to restore the funds to the rightful owners, information on such accounts have been published on India Post website. Instructions are being issued by the Directorate to all Circles to settle unclaimed accounts so that the rightful owners or legal heirs/nominees may get the amount. The Committee note that outreach campaigns and special drives should be launched at Divisional/Regional/Circle level for settlement of such unclaimed accounts. Periodical monitoring through Video Conferencing is also being done at Directorate level. With the combined effort of all Circles 70,398 accounts with an amount of Rs. 123.69 Crores have been settled till December-2021. The number of unclaimed accounts /certificates settled has increased from 27149 in 2019-20 to 68723 in 2020-21 and 70398 in 2021-22. However, despite the increase, the Committee have been given to understand that a mere 0.29 % of the unclaimed accounts have been settled during the current FY. The Committee note that 27.30 crore accounts in POSB were without nomination which is unacceptably high in number. Also, there are 24,57,42,825 CIFs out of which only 8,81,00,003 CIFs are Aadhaar seeded which apparently points to lack of effort by the Department to settle these accounts. The Committee are inclined to conclude that the results achieved are not commensurate with the efforts

made. The Committee recommend that the Department should take renewed steps to publicise the information through print and electronic media and apprise the Committee of the progress made in this matter. The Committee wish that the work should be completed within a defined timeline and suggest that the Department should make pre-emptive efforts for seeding of Aadhaar numbers with savings accounts as a mandatory exercise and make KYC an annual exercise in order to forestall fire fighting at a later stage. The Committee feel that a considerable number of issues faced in settlement of dues can be avoided by renewing KYC and would like to be apprised of the progress made in this regard.“

Reply of the Government

DoP has taken all out efforts including door to door campaign, launching special drives at Post Office level for the purpose of linking the existing accounts with mobile number of the depositors. Intimation/Notices are also being issued to the account holders by the concerning post offices at address available in the record. Department of Post has made Mobile Phone Number mandatory while opening of new account in any of the Post Office Small Savings Schemes from 23.10.2017 vide DoP SB Order No. 17/2017. Till date 7.75 Crore accounts are linked with mobile number all across the country.

Aadhaar Number and PAN card have been made as valid identity documents at the time of opening of account along with furnishing of the mobile number by the newly enrolled customers. Customers are also encouraged by the Post Office staff to update their KYC documents whenever they are visiting the post office.

But in the wake of Judgment of Supreme Court referred to as the Aadhaar Judgement on 26.09.2018 in W.P (Civil No. 494/2012), the UIDAI issued letter no.

13012/171/2018/Legal/UIDAI/114 dated 23.10.2018, wherein, it is clearly instructed that Financial Institutions can make mandatory furnishing of Aadhaar Number from the account holders who are desirous of receiving benefits or subsidies of welfare scheme in his/her account directly. For clients who are not beneficiaries of the aforesaid welfare schemes or who do not give declaration Financial Institution cannot use Aadhaar for e-KYC authentication for opening bank accounts. In view of above ruling position, it is not possible to make Aadhaar mandatory for identity proof. However, 8.53 Crore & 1.37 Crore POSB accounts have been linked with Aadhaar and PAN respectively.

Further as per Rule-06 of Government Savings Promotion General Rules-2018 the following identity documents containing proof of identity for the purpose of opening of account has been mentioned which are as follows: -

1. The Aadhaar Number issued by the Unique Identification Authority of India, provided that where the Aadhaar Number has not been assigned to an individual, he shall furnish proof of application of enrolment for Aadhaar, and if the individual does not submit the proof of application of enrolment, he shall furnish a certified copy of an officially valid document containing details of his identity and address along with a recent photograph.

2. The Permanent Account Number or Form 60 as defined in the Income Tax Rules, 1962, provided that, if, an individual does not submit the Permanent Account Number at the time of opening an account, he/she shall submit the same to the Accounts Office within a period of six months from the date of the opening of the account and if a depositor who has already opened an account prior to the date of this notification and has not already submitted his Permanent Account Number to the Accounts Office, he shall do so within a period of six months from the date of this notification and in the event of the

failure of the depositor to submit the Permanent Account Number within the specified period of six months, his account shall cease to be operational till the time he submits the Permanent Account Number to the Accounts Office;

3. Any other document as may be considered necessary by the Accounts Office including those related to the nature of business and financial status of the depositor. Further, as per Rule-06 of Government Savings Promotion General Rules-2018 the following documents may serve as proof of address for the purpose of opening of account has been mentioned which are as follows:

1. In case the Aadhaar Number or Permanent Account Number submitted by the depositor does not have the present address, the depositor shall submit a certified copy of an officially valid document containing his present address, Provided that if the officially valid document submitted by the depositor does not contain updated address, any of the following documents shall be deemed to be officially valid documents for the limited purpose of proof of address, namely: -

- v) Utility bill which is not more than two months old of any service provider (electricity, telephone post-paid mobile phone, piped gas, water bill);or Property or Municipal tax receipt; or
- vi) Pension or family pension payment orders issued to retired employees by Government Departments or Public Sector Undertakings if they contain the address; or
- vii) letter of allotment of accommodation from employer issued by the State Government or Central Government Departments, statutory or regulatory bodies, public sector undertakings, scheduled commercial

banks, financial institutions and listed companies and leave and licence agreements with such employers allotting official accommodation:

- viii)** Provided further that the depositor shall submit Aadhaar Number or Permanent Account number, or a certified copy of an officially valid document containing updated current address within a period of three months of submitting the above documents.
2. In case of a Joint Account, identity document of all the depositors opening the account jointly shall be obtained by the Accounts Office.
 3. In case of an account opened on behalf of a minor or a person of unsound mind the identity documents of the guardian shall be furnished to the Accounts Office.
 4. Where an account is opened through an authorized agent, the agent shall also affix his signatures and mention the particulars of his agency on the identity documents, along side those of the depositor.
 5. In case of change of address, the depositor shall submit the relevant identity document with updated address within a period of three months.

**Comments of the Committee
(Please see Para No. 7 of Chapter I)**

Estates Management- pending projects

Recommendation No. 10

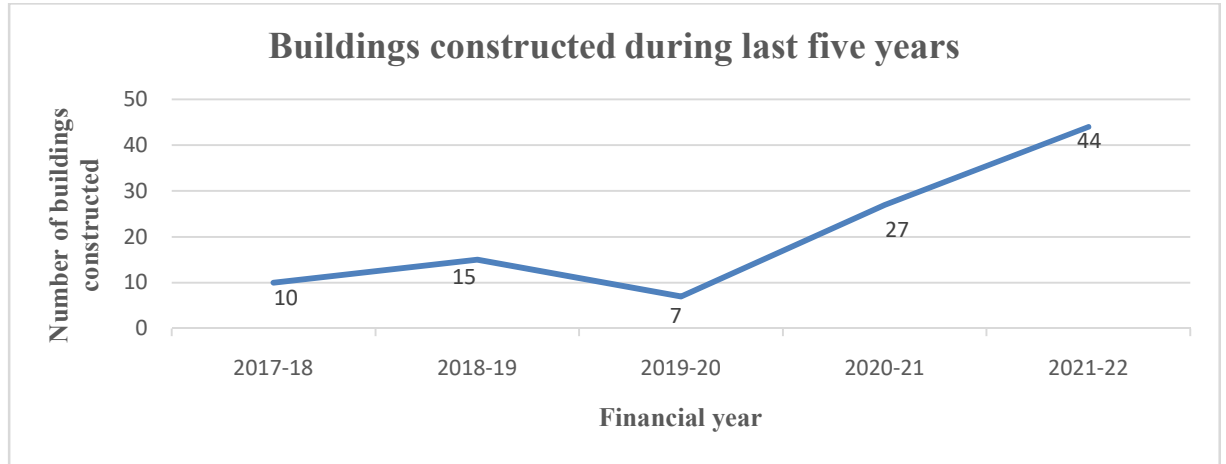
The Committee note that the Department of Posts have an obligation to provide Universal Postal Service to public which *inter alia* includes access within reasonable

distance. It runs 1,56,721 Post offices in 23 Postal Circles spanning across the length and breadth of the country. Out of the total, majority of the Post Offices are located in Rural areas numbering about 1,41,018. Developing infrastructure through constructing new postal buildings, properly maintaining old buildings, renovating and restoring the heritage buildings and developing infrastructure for sustainable development is part of the Estates Management scheme. In addition, surplus lands belonging to post offices should be put to good use and a detailed proposal in this regard should be submitted to the Committee. In the twenty eighth Action Taken Report, the Committee had noted the pendency of the Estate Management projects at Poojappura, Sasthamangalam and Karamana in the state of Kerala and urged the Department to redouble their efforts to complete the pending projects by removing the procedural impediments. However, despite the passage of an year, the Committee note that two of the three projects namely Poojappura and Sasthamangalam are still at initial stages where the notice inviting tender has been issued. It is only in the third case of Karamana that the construction work has commenced. The Committee are unhappy at the painfully slow pace of work and expect the Department to put their nose to the grindstone and complete the work in a defined timeline. The general public pin their hope on the postal Department which functions under the Universal Service Obligation of reaching out to the remotest areas of the country which cannot be fulfilled without the timely construction of post offices. The Committee direct the Department to specify timelines for the completion of work of the Poojappura and Sasthamangalam and fulfil the 2023 timeline for the Karamana project.

Reply of the Government

The Department has got some small and medium sized vacant lands which are being

used for construction of postal buildings. The pace of utilization of vacant land has increased after introduction of construction of small post offices. The details of the construction of new buildings are as follows:



The status of the building projects at Poojappura, Sasthamanglam and Karmana in Kerala Circle is as under:

- (iv) Poojappura Post Office: Tender has been reissued on 06.05.2022 with the date of opening on 01.06.2022. The work is likely to be awarded in October 2022 and completed by Oct 2024.
- (v) Sasthamanglam Post Office: Tender has been accepted on 19.05.2022. The work order will be issued now and completed by June 2024.
- (vi) Karmana Post Office: Foundation work is in progress. The building will be completed by November, 2023. “

Comments of the Committee

(Please see Para No. 10 of Chapter I)

Initiatives to address the concerns of female workforce and the differently abled

(Recommendation no. 11)

The Committee note that construction of separate toilets, crèches and retiring rooms constructed for ladies comes under the mandate of the Estate Management Scheme of the Department of Posts. While in the year 2019-20, 16 ladies toilets were constructed, during 2020-21 and 2021-22, the number of toilets constructed was, surprisingly, zero because no funds were allocated under the activity of Gender Concerns. Further, in consonance with the Rights of Persons with Disabilities Act, 2016, 416 ramps, 124 adaptive rest rooms, 416 railings, 3 Braille signages, 205 tactile floorings were constructed during the last three years. 400 post office buildings have been retrofitted during the last three years. The Committee also note that no auditory signals were installed. It is further noted that the postal circles have been instructed to conduct access audits of the PO buildings yet the Department have not provided specific information on the issue. Lack of focus on crèches and feeding rooms in post offices, particularly the ladies post offices clearly indicates that the needs of female workforce are not being given adequate attention. The Committee desire the Department to give focused attention to above measures as these would go a long way in incorporating more mothers in the workforce. The Committee may also be apprised of the number of access audits conducted, Circle-wise in each of the last three years and stress that the Department may set up a monitoring committee to ensure that such audits are conducted on a bi-annual basis to promote ease of access. The Committee aim that the post offices in the country may be largely declared as barrier free in the next five years and therefore direct the Department to channelize the available resources towards the welfare of the differently abled and recommend that the postal Department should consider offering the service of 'hardship delivery' to such people at their doorsteps in

which mail is delivered to their doorsteps instead of their mailboxes. “

Reply of the Government

Department of Posts is already providing doorstep delivery services of mail articles to all the addressees. Besides, accountable articles are only delivered to the addressee to the doorstep under proper receipt or their authorized recipient as per the instructions of the addressee. However, unregistered or ordinary mail articles are delivered in the mail boxes (installed near main door of the house or near entrance of the building) where these have been specifically provided for the delivery purpose by the addressee.

The recommendation of the committee to focus on construction of crèches and feeding rooms is noted. The postal circles have been instructed to submit their requirements for crèches and feeding rooms. Construction of the same will be taken up within the budgetary provision of Gender concerns on priority basis subject to the availability of space in the buildings.

No access audits have been conducted at Circle level in the last three years. However, Circles have been instructed to conduct bi-annual access audits and to set up monitoring committees to ensure that such audits are conducted on a bi-annual basis to promote ease of access. Further, the Department is planning to conduct a nation wide access audit by a third party agency in FY 2022-23. The Standing Committee will be apprised of the outcome of the audit.

To make the post offices barrier-free and easily accessible to differently abled persons and senior citizens, the Department retrofits old post offices buildings with ramps & rails

and all new buildings are being constructed with mandatory provision of ramps & rails. Further, Postal Civil Wing has been instructed to incorporate the accessibility features in all the new buildings as per the latest guidelines published by Ministry of Social Justice and Empowerment in 'Access The Photo-Digest' in February 2021."

Comments of the Committee

(Please see Para No. 13 of Chapter I)

CHAPTER V
OBSERVATIONS/RECOMMENDATIONS IN RESPECT OF
WHICH REPLIES OF THE GOVERNMENT ARE INTERIM IN NATURE

Rate of remuneration of Small Savings Schemes

(Recommendation Sl. No.3)

The Committee note that the annual remuneration in respect of Post Office Savings Bank Schemes is Rs. 219.23 for savings bank accounts, Rs. 73.92 for savings certificates, Rs. 35.61 for silent accounts, Rs. 19.59 for Indira VikasPatra. The Committee also note that the yearly remuneration received from POSB Schemes has reduced steadily from Rs. 8660.77 crores in 2019-2020 to Rs. 7055.80 crores in 2020-21 and Rs. 5283.90 crores in 2021-22(till Dec. 2021). As per the Annual Costing Exercise 2018-19, the loss incurred per unit by the savings bank account is Rs. 31.19 and for Saving certificates including KVP is Rs. 128.79 per unit. The total loss incurred by the saving bank accounts is Rs. 3292.70 crores and Rs. 687.71 crores for Savings Certificates and Kisan Vikas Patras. The Committee find the amount to be unacceptably high and decipher that the low rates of remuneration for the POSB schemes are a major factor behind the revenue deficit. The Committee are in knowledge of the fact that the Department of Economic Affairs, Ministry of Finance had set up an Expert Group Committee to review the rates of agency charges payable to DoP for operation of Small Savings Schemes on 12.07.2021. The Committee desire that the outcome and action taken on the recommendations of the said Expert Group may be conveyed to them. The Committee also recommend that the Department should impress upon the Ministry of Finance for revision in the rates of agency charges payable to Department of Posts which would have a significant effect in increasing the revenue of the Department. The matter

necessitates interventions at the highest level and the Committee would like to know the action taken in this regard.

Reply of the Government

The Department is making efforts for revision of agency charges payable to DoP. The Department has provided full justification for enhancing the agency charges with facts and figures to the Expert Group Committee. However, the final outcome/implementation of the recommendations of the Expert Group Committee is still awaited and the same will be apprised to the Standing Committee as and when received by the Department. Meanwhile, through use of more and more technology, Department is also trying to reduce the cost of operations for POSB, while improving the customer experience and ease of doing business.

(Department of Posts, Ministry of Communications OM No. 28-5/2022/Bgt dated 20.06.2022)

Promotion of indigenous products and MSMEs through post office

(Recommendation no. 6)

The Committee note that in order to promote sale and purchase of indigenous products through postal channel, the Department have undertaken establishment and up gradation of export promotion facilities i.e. Foreign Post Offices, Sub Foreign Post Offices and International Business Centers for bulk processing of international shipments to facilitate exports. 28 Foreign Post Offices have been notified and are under implementation in a phased manner. Postal Bill of Exports has been introduced by Customs authorities to facilitate export through Foreign Post Offices. In addition, introduction of International Tracked Packet Service (ITPS) is also helping MSMEs to export their products. Department of Posts are making continuous efforts in targeting the Government as well as private sectors for tie-ups for their e-commerce and parcel related activities. With respect to MSMEs, Department of Posts are already under discussions with GeM, Ministry of Textiles, TRIFED etc to become their logistics provider. Department provides booking, transmission and delivery of all kinds of items including GI registered items. The Committee are also given to understand that in order to make Gangajal available to the common man at the nearest Post Office and even at the door step of customers in its natural form, Department of Posts have made arrangements for supply and distribution of 'Gangajal', sourced from Gangotri, through post offices since 10.07.2016. Department of Posts in association with various Shrine Boards have also started delivery of holy Prasadam under the service i.e Holy Blessing at the door step of devotees across the country.

The Committee appreciate the efforts made by the Department in promotion of GI tagged items and desire that they should continue the same with zeal hereby aiding the small cottage industries and artisans which will contribute to the Make in India initiatives. The Committee also welcome the initiatives taken for sale of Prasadam

and Gangajal thereby tapping a niche market which was hitherto unexplored. The Committee recommend the Department to showcase a wider variety of handlooms and handicrafts through their ecommerce website and enter into trade agreements with organizations such as KVIC and Tribes India in order to further their reach to the remote areas of the country.

Reply of the Government

The Department is in discussion with KVIC as well as TRIFED for using Post Offices for display of handicrafts as well as order fulfillment. The recently signed MoU between DoP and Gem SPV is for onboarding MSME suppliers so that they can avail Speed Post services for order fulfillment of orders received through GeM portal.

(Department of Posts, Ministry of Communications OM No. 28-5/2022/Bgt dated 20.06.2022)

**New Delhi;
8 February 2023
19 Magha, 1944 (Saka)**

**PRATAPRAO JADHAV,
Chairperson,
Standing Committee on
Communications and Information Technology.**

**STANDING COMMITTEE ON COMMUNICATIONS AND
INFORMATION TECHNOLOGY
(2022-23)
MINUTES OF THE SEVENTH SITTING OF THE COMMITTEE**

The Committee sat on Tuesday, the 07th February, 2023 from 1500 hours to 1520 hours in Main Committee Room, Parliament House Annexe, New Delhi.

PRESENT

Shri Prataprao Jadhav- Chairperson

MEMBERS

Lok Sabha

2. Smt. Sumalatha Ambareesh
3. Shri Karti P. Chidambaram
4. Smt. Sunita Duggal
5. Smt. Raksha Nikhil Khadse
6. Shri P. R. Natarajan
7. Shri Santosh Pandey
8. Shri Sanjay Seth
9. Shri Ganesh Singh
10. Dr. T. Sumathy (A) Thamizhachi Thangapandian
11. Dr. M.K. Vishnu Prasad

Rajya Sabha

12. Dr. Anil Aggarwal
13. Shri Kartikeya Sharma

SECRETARIAT

1. Shri Satpal Gulati - Joint Secretary
2. Smt. Jyothirmayi - Director
3. Shri Nishant Mehra - Deputy Secretary

2. At the outset, the Chairperson welcomed the Members to the sitting of the Committee convened to consider and adopt five Action Taken Reports which included four Draft Action Taken Reports on Demands for Grants (2022-23) relating to the Ministries/Departments under their jurisdiction and one Draft Action Taken Report on Twenty Seventh Report on the subject 'Ethical Standards in Media Coverage' of the Ministry of Information and Broadcasting.

3. The Committee, then, took up the following draft Reports for consideration and adoption.

- (i) Draft Action Taken Report on Twenty-Seventh Report on the subject 'Ethical Standards in Media Coverage' relating to the Ministry of Information and Broadcasting.
- (ii) Draft Action Taken Report on Thirty Second Report on 'Demands for Grants (2022-23)' relating to the Ministry of Communications (Department of Telecommunications).
- (iii) Draft Action Taken Report on Thirty Third Report on 'Demands for Grants (2022-23)' relating to the Ministry of Communications (Department of Posts).

- (iv) Draft Action Taken Report on Thirty Fourth Report on 'Demands for Grants (2022-23)' relating to the Ministry of Information and Broadcasting.
- (v) Draft Action Taken Report on Thirty Fifth Report on 'Demands for Grants (2022-23)' relating to the Ministry of Electronics and Information Technology.

4. After due deliberations, the Committee adopted the Reports without any modifications.

5. The Committee authorized the Chairperson to finalize the draft Action Taken Reports and present the same to the House during the current Session of Parliament.

The Committee, then, adjourned.

**ANALYSIS OF ACTION TAKEN BY THE GOVERNMENT ON THE OBSERVATIONS/
RECOMMENDATIONS CONTAINED IN THEIR THIRTY THIRD REPORT**

(SEVENTEENTH LOK SABHA)

[Vide Paragraph No. 5 of Introduction]

- (i) Observations/Recommendations which have been accepted by the Government

Rec. Sl. Nos.:- 1,2,4,5,8,9,12,13,14

Total 09

Percentage 64.29

- (ii) Observations/Recommendations which the Committee do not desire to pursue in view of the replies of the Government

Rec. Sl. No.: Nil

Total Nil

Percentage 0.00

- (iii) Observations/Recommendations in respect of which replies of the Government have not been accepted by the Committee and require reiteration

Rec. Sl. Nos.:- 7,10,11

Total 03

Percentage 21.43

- (iv) Observations/Recommendations in respect of which the replies of the Government are of interim in nature

Rec. Sl. Nos.:- 3,6

Total 02

Percentage 14.28