

# SIXTY-FOURTH REPORT

## PUBLIC ACCOUNTS COMMITTEE (1993-94)

(TENTH LOK SABHA)

**POSTAL SERVICES IN RURAL AREAS**

MINISTRY OF TELECOMMUNICATIONS  
(DEPARTMENT OF POSTS)

[Action Taken on 48th Report of  
Public Accounts Committee (10th Lok Sabha)]



*Presented to Lok Sabha on 8.3.1994.  
Laid in Rajya Sabha on 8.3.1994.*

LOK SABHA SECRETARIAT  
NEW DELHI

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CORRIGENDA TO THE 64TH REPORT OF THE PUBLIC  
ACCOUNTS COMMITTEE (10 TH LOK SABHA)

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PUBLIC ACCOUNTS COMMITTEE  
(1993-94)

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## INTRODUCTION

1. I, the Chairman of the Public Accounts Committee, as authorised by the Committee, do present on their behalf this Sixty-fourth Report on action taken by Government on the recommendations of the Public Accounts Committee contained in their 48th Report (Tenth Lok Sabha) on Postal Services in rural areas.

2. In their earlier Report, the Committee had noted with concern that the Department of Posts had miserably failed to achieve both financial and physical targets fixed in the 7th Five Year Plan (1985—90) for expansion of postal services in rural areas. In this Report, after considering the replies furnished by the Ministry of Communications in this regard, the Committee have expressed their firm opinion that those arguments do not in any manner justify the dismal performance of the department in providing service to a large segment of the country's population concentrated in the rural areas. While taking note of the improvements since made in terms of the annual targets envisaged in the Eighth Five Year Plan, the Committee have desired that the progress in the matter should be closely monitored and reviewed periodically at senior levels in the Ministry and necessary steps taken with a view to ensuring that the expansion of postal services in the rural areas takes place at a satisfactory pace.

3. In this Report, the Committee have also adversely commented upon the delay on the part of Government in drawing a comprehensive plan for providing post offices in those areas which had been deprived of the facility. They have recommended that the Ministry should evolve a concrete plan in consultation with Planning Commission and other concerned authorities with a view to ensuring that post offices are opened in all the eligible villages in a time bound manner.

4. The Report was considered and adopted by the Public Accounts Committee at their sitting held on 16 February, 1994. Minutes of the sitting form Part II of the Report.

5. For facility of references and convenience, the recommendations of the Committee have been printed in thick type in the body of the Report and have also been reproduced in a consolidated form in the Appendix\* to the Report.

6. The Committee place on record their appreciation of the assistance rendered to them in the matter by the Office of the Comptroller and Auditor General of India.

NEW DELHI;  
February 21, 1994

BHAGWAN SHANKAR RAWAT,  
*Chairman,*  
*Public Accounts Committee.*

Phalgun 2, 1915 (Saka)

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\*Not appended.

## CHAPTER I

### REPORT

This Report of the Committee deals with the action taken by Government on the recommendations/observations of the Committee contained in their 48th Report (10th Lok Sabha) on paragraph 9 of the report of the Comptroller and Auditor General of India for the year ended 31 March, 1990 (No. 7 of 1991) Union Government (Posts and Telecommunications) relating to 'Postal Services in Rural Areas'.

2. The 48th Report which was presented to Lok Sabha on 28 April, 1993 contained 14 recommendations/observations. Action taken notes on all these recommendations/observations have been received from the Ministry of Communications (Deptt. Of Posts). The action taken notes have been broadly categorised as follows:

- (i) Recommendations and observations which have been accepted by Government: 1—4, 6,7 9—14
- (ii) Recommendations and observations which the Committee do not desire to pursue in the light of the replies received from Government: Sl. No. 5
- (iii) Recommendations and observations replies to which have not been accepted by the Committee and which require reiteration: Sl. No. 8
- (iv) Recommendations and observations in respect of which Government have furnished interim replies :

-NIL-

3. The Committee will now deal with the action taken by Government on some of their recommendations and observations.

#### *Failure to achieve Plan Targets for expansion of Postal Services in Rural Areas*

4. In their 48th Report (10th Lok Sabha), the Committee had noted with concern that the Department of Posts had miserably failed to achieve both the financial and physical targets fixed in the Seventh Five Year Plan (1985—90) for expansion of postal services in rural areas. Against the budget allocation of Rs. 8.25 crores during the five year period, actual expenditure incurred by the Department for the scheme was only to the extent of Rs. 2.21 crores. As against the target of opening 12,000 new post offices which was subsequently brought down to 6,000, only 4003 post offices were opened. As regards the installation of additional letter boxes,

against the proposed target of 25,000, only 9,732 such boxes were installed. Not even a single extra departmental delivery agent was appointed against the target of appointing 1200 such agents. Similarly, not even a single plan monitoring inspector was appointed against the provision of 33 such inspectors. The Committee had pointed out that non-appointment of extra-departmental delivery agents and inspectors will have to be seen particularly in the context of generation of rural employment having been an additional feature of the scheme in the Seventh Plan. In the opinion of the Committee, all this abundantly proved the lack of perspective planning and zeal for concerted approach on the part of the Department in meeting the essential needs of the rural population of the country. Deprecating the failure of the Department in this regard, the Committee had recommended that all remedial steps should be taken so that the targets fixed in the Eighth Plan for expansion of postal services in the rural areas are fully achieved.

5. The Ministry of Communications (Department of Posts) in their action taken notes furnished in October 1993 attributed the failure to meet the targets to ban on creation of new posts, withdrawal of powers for creation of posts from DG (Posts) and his subordinate officers, time involved in referring every case of opening of a post office to the Finance Ministry and approval therefrom and also the inherent time lag between sanctioning and opening of new post offices which sometimes spilled over to the next financial year.

6. As regards the remedial and corrective action taken for achieving the targets, the Department have stated that the norms for opening of extra departmental branch post offices in rural areas have now been liberalised and suitable instructions issued to all concerned, and that the powers to sanction extra departmental branch post offices and sub post offices have now been redelegated back to the Department and for the financial year 1993-94 onwards such cases are not required to be referred to the Ministry of Finance. According to the Department of Posts, in the year 1992-93, targets for opening of post offices as well as planting of letter boxes had been fulfilled. 635 extra departmental branch post offices and 116 departmental sub-post offices had been sanctioned against the target of 600 and 100 respectively. The Department has also claimed that for the current year 1993-94. In the first five months more than 50% of the target had been achieved in opening branch offices. Similarly, in respect of planting of letter boxes also targets had been achieved. During 1992-93 alone, a total supply of 54489 letter boxes had been made as against the supply of 9732 letter boxes during the entire Seventh Five Year Plan. The Department stated that in the year 1993-94, 72321 villages which were having population of 5000 and above will be provided with letter boxes.

7. Regarding appointment of additional extra departmental delivery agents and plan monitoring inspectors, the Department stated that after the introduction of the ban on creation of posts, priority was accorded



to the opening of post offices rather than obtaining sanction for any additional posts. They also added that during the Eighth Five Year Plan (1992—97), no such special provision had been made for appointments of additional extra departmental delivery agents and plan monitoring inspectors.

8. The Committee are not convinced with the arguments adduced by the Ministry of Communications (Department of Posts) for their failure to achieve both the financial and physical targets fixed in the Seventh Five Year Plan for expansion of Postal services in rural areas. These arguments are in no way different from what they had pleaded earlier and in the firm opinion of the Committee do not in any manner justify the dismal performance of the department in providing service to a large segment of the country's population concentrated in the rural areas. The Committee, however, note that the Department have since made some improvements in terms of the annual targets envisaged in the Eighth Five Year Plan during the years subsequent to the period covered in the Committee's earlier report. The Committee desire that the progress in the matter should be closely monitored and reviewed periodically at senior levels in the Ministry and necessary steps taken with a view to ensuring that the expansion of postal services in the rural areas takes place at a satisfactory pace.

*Need for a comprehensive plan for providing post offices in eligible villages*

*(Sl. No. 8 — Paragraph 101)*

9. In their 48th Report, the Committee had observed that the guidelines for opening rural post offices had been modified from time to time since independence. The latest norms recommended by the National Institute of Rural Development (NIRD) regarding opening of branch post offices had been accepted by the Department of Posts with effect from 1.4.1991. As per NIRD's recommendation, the population norms for opening post offices in rural areas in 3,000 in a group of villages (1,000 in case of hilly and tribal areas), minimum distance from the nearest post office should be three kilometres and anticipated income should be 33½ per cent of the cost (15 per cent in case of hilly and tribal areas).

10. Emphasising the need for providing adequate postal facilities in the rural areas, the Committee in paragraph 101 of the Report had recommended:—

“The Committee have been given to understand that Department of Posts would assess the demand for new rural post offices after examining the recommendations in respect of departmental sub offices to be opened in rural areas contained in the second report of the National Institute of Rural Development. A firm projection for opening of new rural post offices is likely to be made available only after finalisation of norms for opening of departmental sub offices in rural areas as also after getting complete information about the number of villages where opening of post offices may be justified as

per norms but no post office exists at present. The Department has informed that a sample study of information received from 13 circles has revealed that there are approximately 8976 villages which do not have a post office in the radius of 3 kms. at present but where opening of a post office may be justified as per norms. Further, there are 1,11,259 panchayat villages which did not have a post office as on 31.3.91 and were being served through the visits of extra departmental delivery agents, Branch post masters/postmen. Out of these 1,11,250 panchayat villages there are 18,472 gram panchayat headquarters and 11,195 gram panchayats without post offices, though they fulfil the norms of having post offices. The Committee view with serious concern the fact that even village panchayats which fulfil the prescribed norms but yet to be provided with a post office are so numerous. What has caused more concern to the Committee is the fact that post offices are not likely to be opened in these panchayat villages in the near future as only a meagre target of opening 3,500 new post offices (500 DSOs and 3000 EDBOs) has been fixed for the Eighth Plan. The Committee strongly urge the Department of Posts to examine the entire question of opening of new post offices *de novo* so as to ensure that post offices are opened in all the eligible villages without any further loss of time. The Committee also desire that a time bound comprehensive perspective plan be drawn up by the Department and the Committee apprised of the steps proposed to be taken by the Department towards this end."

11. In their action taken note, the Ministry of Communications (Department of Posts) stated as follows:—

"In the original reply given to the Committee, information about the number of Gram Panchayat Headquarters and Gram Panchayats without the facility of post offices as per the Census of 1981 and the previous norms for opening of post offices was furnished. As the 1991 Census is available now and also as the norms have been revised on the recommendations of NIRD, it has been decided to carry out a fresh exercise to have an estimate of the number of Gram Panchayats and Panchayat Headquarters which would justify a post office as per all the three norms, namely, distance, population and income conditions.

Even though the allocation is only 3000 extra departmental branch post offices for the entire Five Year Plan, the Department would approach the Planning Commission to increase the targets during the remaining years of the Five Year Plan.

The Department is also exploring the possibility of introducing a scheme to appoint Licensed Postal Agency in rural areas so that basic postal facilities can be extended to maximum number of villages."

12. In their earlier report, the Committee had expressed their serious

concern over the absence of post offices in a sizeable number of villages in the country which had already fulfilled the prescribed norms of Government for enjoying that basic facility. They had observed that there were more than 11,000 such eligible gram panchayats without post offices. Pointing out that post offices were not likely to be opened in those panchayat villages in the near future as only a meagre target of opening 3,500 new post offices had been fixed for the Eighth Plan, the Committee had recommended that the Department of Posts should examine the entire question of opening of new post offices de novo so as to ensure that post offices were opened in all eligible villages without any further loss of time. In their action taken note, the Ministry of Communications (Department of Posts) have inter alia stated that it has now been decided to carry out a fresh exercise to have an estimate of the number of Gram Panchayats and Panchayat Headquarters which would justify a post office as per all the three norms, namely, distance, population and income conditions in the light of the 1991 census as per the revised norms. The Committee regret to note that even after the lapse of about a year since the presentation of their report, the Government are still to draw a comprehensive plan to extend the facility to those areas which had been deprived of this so far. This is indicative of the lack of seriousness on the part of the Ministry to the whole issue which is a matter of concern to the Committee. The Committee desire that the Ministry should evolve a concrete plan in consultation with Planning Commission and other concerned authorities with a view to ensuring that post offices are opened in all the eligible villages in a time bound manner. The Committee would like to be informed of the precise action taken in the matter.

## CHAPTER II

### RECOMMENDATIONS/OBSERVATIONS WHICH HAVE BEEN ACCEPTED BY GOVERNMENT

#### Recommendation

Postal Services constitute an essential infrastructure for the development of a country. In the rural areas, the postal system not only provides an unfailing link for communicating with the Government and the people in other parts of the country and abroad but it also serves the needs of the public in their educational, cultural and economic sphere. With this end in view as against the Seventh Plan outlay of Rs. 10.10 crores for expansion of postal services in the rural areas, the budget allotment during the five years was Rs. 8.25 crores. As against the budget allotment of Rs. 8.25 crores, the total expenditure incurred during the entire plan period amounted to only Rs. 2.21 crores. The Committee are deeply distressed to note that nearly 75 per cent of the funds made available during the Seventh Five Year Plan for expansion of postal services in the rural areas had not been utilised, resulting in non achievement of the physical targets fixed for the purpose, as discussed in the succeeding paragraphs.

[Sl. No 1 of Appendix III, Para 94 of 48th Report of PAC (10th Lok Sabha)]

#### Action Taken

The reasons for non-utilisation of funds for opening of post offices in rural areas have been given in detail to the Public Accounts Committee while giving evidence before it. They are briefly reiterated as below:—

1. Ban on creation of new posts.
2. Withdrawal of powers for creation of posts from DG (Posts) and his subordinate officers.
3. The time involved in referring every case of opening of a post office to the Finance Ministry, and obtaining approval therefrom.
4. Inherent time lag between sanctioning and opening of new post offices which sometimes spills over into the next financial year.

The following remedial and corrective actions have been taken regarding achieving the target of opening of post offices:—

1. The norms for opening of extra departmental branch post offices in rural areas have been liberalised with effect from 1.4.1991 and suitable instructions have been issued to all concerned.

2. Department of Posts was pursuing with Finance Ministry the question for delegating of powers for sanctioning extra departmental branch post offices to the Heads of Circles as it was prior to imposition of the ban on creation of new posts in 1984. The Finance Ministry had first agreed for this delegation for the year 1992-93 and this was further extended to 30.9.93. After the matter has been taken up at the level of MOS (C) with the MOS (Revenue & Expenditure), it has now been agreed by Ministry of Finance that Heads of Circles may continue to sanction extra departmental branch post offices till 31.3.94.
3. Departmental post offices are sanctioned under the Plan scheme only when they are self-supporting. In view of this, Finance Ministry was requested to allow Department of Posts to exercise the powers for sanctioning of departmental sub post offices. The matter has been discussed with Secretary (Expenditure) by Secretary (Posts) and Department of Expenditure, Ministry of Finance has now agreed that the cases for sanctioning of departmental sub post offices under Plan scheme need not be referred to Ministry of Finance for the year 1993-94. All these will help the Department of Posts to achieve target of Plan norms early.

[Ministry of Communications (Department of Posts) No. 38/3/91-P1g-II/Audit/PAC, dated 23-11-93]

#### **Recommendation**

The Committee note that during the Sixth Plan as against an anticipated outlay of Rs. 12.90 crores the actual expenditure had been of the order of Rs. 16.5 crores in total contrast to the reduced budget allocation of Rs. 8.25 crores to the Seventh Plan against which the utilisation had been as low as Rs. 2.21 crores. In terms of physical target the position was equally dismal with only 66% of the targetted post offices having been opened during the Seventh Plan period as against an achievement of 85% in the Sixth Plan. With regard to installation of letter boxes the achievement during the Seventh Plan had been 39% while in the Sixth Plan the target were exceeded with an achievement of 128%. It is further distressing to note that no additional extra departmental delivery agent against a target of 1200 and no counter-facility at village post office against a target of 4000 were provided during the entire Seventh Plan period though the achievements made against the targets set had been 80% and 96% respectively during the Sixth Plan. Also no plan Monitoring Inspector was recruited though a target of 33 had been fixed for the Seventh Plan. The reasons for shortfall of physical and financial targets for opening of post offices during Seventh Plan have been attributed to the ban on the creation of posts since 1984, the time-consuming and cumbersome procedure of referring every case of opening of a post

office to the Ministry of Finance and withdrawal of the power for creation of posts from D.G. (Posts). The Committee are not satisfied with the reasons cited above for non achievement of physical and financial targets in the wake of the role the network of postal services provide as a means of communication to the large segment of population concentrated in the rural areas.

[Sl. No. 2 of Appendixe III, Para 95 of 48th Report of PAC (10th Lok Sabha)]

### Action Taken

#### 1. *Opening of Post Offices*

The details of remedial Action taken to achieve the physical target of opening branch post offices and utilisation of funds during Eighth Five Year Plan have been discussed in reply to the recommendations contained in para 94.

#### 2. *Installation of letter boxes*

Suitable steps have been taken in first year and second year of the 8th Five Year Plan (1992-97), to undertake a plan of installation of letter boxes in rural and urban areas.

During 1992-93 alone, a total supply of 54489 letter boxes have been made as against the supply of 9732 letter boxes during the entire Seventh Five Year Plan. An amount of Rs. 2 crores has been allocated during the year 1993-94 for supply of letter boxes. Adequate provision of funds is being made for 1994-95 also (to the extent of Rs. 1.08 crores) for procurement of letter boxes. By the end of 1992-93, the target of installation of letter boxes in villages having a population of 1000 or more has been nearly achieved and now the Department aims at providing letter boxes in villages having a population of 500 or more. In the year 1993-94, 72321 villages which are having population of 500 and above will be provided with letter boxes.

#### 3. *Appointment of Additional Extra Departmental Delivery Agents*

Against the provision for appointment of 1200 Additional Extra Departmental Delivery Agents, no appointment was made during the Seventh Five Year Plan. In the original reply of the Department, it was indicated that this was not considered necessary as it was possible to manage the work with the existing establishment of branch post offices. It may be added here that after the introduction of the ban on creation of posts, priority was accorded to the opening of post offices

to the extent possible rather than obtaining sanction for the posts of Additional Extra Departmental Delivery Agents and this was the reason why even though a provision was made for sanctioning the additional posts of Extra Departmental Delivery Agents with the aim of strengthening the delivery of mail in the rural areas, no such sanction was actually issued.

During the Eighth Five Year Plan, no such special provision has been made for appointment of Additional Extra Departmental Delivery Agents.

#### *4. Appointment of Plan Monitoring Inspectors*

During the Seventh Five Year Plan, there was a target to recruit 33 Plan Monitoring Inspectors against which no Plan Monitoring Inspector was recruited. In the original reply of the Department, it was stated that the existing number of Plan Monitoring Inspectors was considered adequate. As already stated above, after the introduction of the ban on creation of posts, priority was accorded to the opening of post offices rather than obtaining sanction for any additional posts.

During the Eighth Five Year Plan, no such special provision has been made for appointment of Additional Plan Monitoring Inspectors.

#### *5. Counter facility at village post office*

During the Seventh Five Year Plan, no counter facility at village post office was provided against a target of 4000. As per the original scheme, the Extra Department Branch Postmaster was to provide counter service in two or three villages which do not qualify for opening of a post office as per norms in the vicinity of 2 kms. by visiting them for 1/2 hour a day. The Extra Departmental Branch Postmaster was to provide counter service in a village at a cost of between Rs. 30-to Rs. 40/- per month. This scheme was dispensed with from February 1987, as the Extra Departmental Branch Postmaster was unable to provide any worthwhile service. No such provision has been made under the 8th Plan.

[Ministry of Communications (Department of Posts) No. 38-3/91-Plg. II/Audit/PAC, dated 23-11-93]

#### **Recommendation**

As per the existing norms and the survey based on population and distance criteria carried out by the circles about 30,000 villages qualified for opening of post offices during Seventh Plan. Taking financial aspect into consideration which the survey had not done the number eligible came down to 15,000. The Seventh Plan target for opening new post offices thereafter though proposed to be fixed at 12,000 was subsequently reduced to 6,000 on account of financial constraints. The Committee are concerned to note that the Department failed to achieve even the modest target of opening of 6000 new post offices. Only 4003 post offices were opened

during the entire plan period. It is really disturbing to find that only 21 post offices were opened during the first two years of the Seventh Plan. Subsequently during the years 1987-88, 1988-89 and 1989-90, 933, 1809 and 1240 post offices were opened respectively. According to the Department of Posts, this poor achievement was on account of ban on creation of posts imposed by the Ministry of Finance on 3.1.1984. This ban is stated to have been extended from time to time in a piecemeal manner. Further, according to the Department thereafter, any fresh proposal had to be considered and got vetted by the Internal Finance of the Department before the submission to the Ministry of Finance for Approval. The Committee are constrained to observe that the Deptt. of Posts failed to approach the Ministry of Finance for relaxation in the ban on creation of posts for expanding the postal network facilities and meet the target proposed. Secretary, Deptt. of Posts conceded during evidence "I do not think we approached the Finance Ministry for any relaxation at this stage.....I am totally in agreement that we should have gone to the Finance Ministry at that particular time." The Committee consider that the entire scheme of opening post offices in rural areas during the Seventh Plan has been dealt with by the Department in a lackadaisical manner and the priority that it deserved was completely overlooked. Further though the ban on creation of posts was relaxed from August, 1986, no concrete efforts have been made by the Deptt. to achieve the proposed target of opening of new post offices. What is even more deplorable in the fact that against the target of opening 3000 post offices during the year 1988-89, the actual achievement was only 216.

[Sl. No. 3, of Appendix III, Para 96 of 48th Report of PAC (10th Lok Sabha)]

#### **Action Taken**

In the original reply, the reasons for opening only 21 post offices during the first two years of the 7th Five Year Plan were explained in detail. It may be reiterated that during the first two years of the 7th Five Year Plan, no target was allotted. For the last three years of the 7th Five Year Plan, the target was fixed at 5350 and inspite of the ban on creation of new posts, 4305 post offices were sanctioned after getting necessary approval from the Ministry of Finance.

For the 8th Five Year Plan, a target of 3000 extra departmental branch post offices and 500 departmental sub post offices has been fixed. The Department had approached Ministry of Finance at the level of MOS (Communications) and got their concurrence for redelegation of powers to Heads of Circles for sanctioning of extra departmental branch post offices for the years 1992-93 and 1993-94. The Department of Expenditure has also agreed, after discussions were held at the level of Secretary (Posts) and Secretary, Department of Expenditure, to allow Department of Posts to sanction sub post offices during the year 1993-94 without referring the



matter to Ministry of Finance. It may be stated that during the first year of the 8th Plan against a target of 600 extra departmental post offices, 635 branch offices were sanctioned and against 100 departmental sub post offices, 116 departmental sub post offices could be sanctioned. During the second year of the 8th Five Year Plan, i.e., current year, 358 branch post offices have been sanctioned up to 31.8.93 as against the target of 600. Thus, the Department has achieved more than 50% of the target in respect of opening of extra departmental branch post offices in the first five months of the current year. This has been possible mainly because powers of sanctioning of post offices have been redelegated to Heads of Circles.

[Ministry of Communications (Department of Posts) No. 38-3/91-Ply. II/Audit/PAC dated 23-11-93]

#### **Recommendation**

The Committee find that broad time frame has not been prescribed in respect of the various levels for submission of new postal proposals to the Directorate and their processing in the Directorate. The result of the random sample survey, however, reveals that the time taken after receipt of proposals from the circles to the stage of reference to Ministry of Finance varied widely from 34 days (96 proposals) in case of Maharashtra to 90 days (128 proposals) in case of Orissa. Similarly the time taken in getting approval from Finance after reference to them varied from 13 days in case of Himachal Pradesh to 110 days in case of Orissa. According to the Department with effect from 23rd April, 1992 the time gap has been considerably reduced with the powers for opening of new extra departmental post office being delegated to the Circles. The Committee, however, feel that the time taken in the Department after receipt of proposals from circles has not only been unduly long, but also widely varied from State to State which needs to be looked into. The Committee stress that in the interest of expediting the processing of the new proposals, broad guidelines therefor may be prescribed.

(Sl. No. 4 of Appendix III Para 97 of 48th Report of PAC (10th Lok Sabha)

#### **Action Taken**

In the original reply, it was stated that after the delegation of powers to the Heads of Postal Circles with effect from 23.4.92, there is no time gap at all as the Heads of Circles were empowered to sanction Extra Departmental Branch Post Offices during 1992-93. These powers have now been extended till 31.3.94. Regarding the time taken in getting the approval of Ministry of Finance for opening of Departmental Sub Post Offices, it may be mentioned that, the Finance Ministry (Department of Expenditure) has now agreed that the proposals may be sanctioned by Department of Posts after observing the usual formalities and there is no need to refer the Cases to Department of Expenditure during the current year (1993-94). Thus, the time taken to sanction Departmental Sub Offices

also will be reduced during current year. Broad guidelines to Chief Postmasters General for processing of new proposals expeditiously have been issued.

[Ministry of Communications (Department of Posts) No. 38-3/91-Plg.-II/  
Audit/PAC dated 23-11-93]

### **Recommendation**

The Committee also note with dismay that not a single Plan Monitoring Inspector was appointed during the 7th Plan against the proposed target of 33 for this purpose. The Department of Posts have advanced contradictory arguments explaining the non-appointment of Plan Monitoring Inspectors. According to them these Inspectors could not be appointed because of the ban on the creation of posts and when the ban was relaxed the existing number of plan monitoring inspectors was considered adequate. It is pertinent to note in this regard that Plan Monitoring Inspector's posts were created in June, 1979 for strengthening the supervision of branch offices by making Surprise visits in addition to what is being done by the regular sub-divisional heads. The role of plan monitoring inspector gains more significance in the context of abolition of several posts of mail overseers who were expected to supervise 25 branch offices each every month. The Committee are constrained to observe that this is yet another instance which proves the perfunctory manner in the functioning of the Department of Posts in scrupulously implementing the provisions made in the Seventh Plan for augmenting the postal services in the rural areas.

[Sl. No. 6 of Appendix III Para 99 of 48th Report of PAC (10th Lok Sabha)]

### **Action Taken**

The reasons for not appointing a Single Plan Monitoring Inspector during the 7th Plan against the proposed target of 33 for this purpose have already been discussed in response to the recommendations contained in para 95. In the 8th Five Year Plan, no such provision has been made.

### **Recommendation**

The guidelines for opening rural post offices have been modified from time to time and there have been at least 7 reviews since independence perhaps reflecting inherent difficulties in evolving the requisite necessary norms. The latest norms recommended by the National Institute of Rural Development (NIRD), in their first report regarding opening of branch post offices have been accepted by the Department of Posts with effect from 1.4.1991. As per NIRD'S recommendation the population norms for opening post offices in rural areas is 3,000 in a group of villages (1,000 in case of hilly and tribal areas), minimum distance from the nearest post office should be 3 km. and anticipated income should be 33½ per cent of the cost (15 per cent in case of hilly and tribal areas). These norms are stated to have been devised by the Institute with a thrust on rural

orientation and after close interaction with the Planning Commission. The Committee emphasize that these norms should be scrupulously followed with the underlying intention of rapidly extending the postal facilities to the Villages, which have remained deprived of this facility so far. The Committee recommend that these norms should not be so frequently revised as such frequent revisions are bound to affect the long term plans for providing these basic facilities.

[Sl. No. of Appendix III Para 100 of 48th Report of PAC  
(10th Lok Sabha)]

#### **Action Taken**

As mentioned in the Action Taken in respect of recommendation at Sl. No. 96, the Department is making earnest efforts to open post offices as per justification and without large escalation from the annual physical targets allotted by Planning Commission. During the first year of the 8th Five Year Plan, the target has been achieved both in respect of extra departmental branch post offices and departmental sub post offices. More than 50% of the annual target in respect of extra departmental branch post offices for the year 1993-94 could be achieved within the first five months.

[Ministry of Communications (Department of Posts) No. 38-3/91-Plg.  
II/Audit/PAC, dt. 23-11-93]

#### **Recommendation**

According to the Department, the Branch offices are running at a loss since the revenue of the post offices increases in arithmetic progression whereas their cost is increasing in Geometric progression. The Committee are of the firm view that while all efforts are to be made to increase the revenue generated by the post offices, this should not impede the process of opening the new post offices in all the eligible villages in the rural areas, a social obligation to be discharged by the Deptt. The Committee desire that the Govt. should continue to make all sincere efforts to augment the earnings of the post offices by extending additional public facilities from these Branches to compensate for the increasing cost of establishment and operation.

[Sl.No. 9 of Appendix III, Para 102 of 48th Report of PAC  
(10th Lok Sabha)]

#### **Action Taken**

The Committee's recommendation that the Government should continue to make all sincere efforts to augment the earnings of the post offices by extending additional public facilities from these branch post offices have

been kept in mind while agreeing to implement a new savings scheme, namely, Mahila Samridhi Yojana, a small savings scheme which will benefit the rural women.

[Ministry of Communications (Department of Posts) No. 38-3/91-Plg.  
II/Audit/PAC dated 23-11-93]

#### **Recommendation**

A proposal is stated to be under active consideration of the Department for opening of Post Offices in the rural areas on a contract basis by payment of commissions to the agency undertaking this contract. This scheme can be tried on an experimental basis provided the agency undertakes all the functions of rural post offices and the Commission paid is less than the average loss incurred by the Deptt. in running rural post offices. The scheme if found successful can be extended in a phased manner.

[Sl.No. 10 of Appendix III Para 103 of 48th Report of PAC  
(10th Lok Sabha)]

#### **Action Taken**

As already replied in response to the recommendation at S.No, 101, a proposal to introduce a scheme of Rural Licensed Postal Agency is under examination by the Department. This scheme is designed to provide all basic postal amenities in the villages where no post office exists. The recommendation of the Committee regarding its financial viability as well as planned introduction will be kept in view while implementing the scheme, if finally found acceptable.

[Ministry of Communications (Department of Posts) No. 38-3/91-Plg.  
II/Audit/PAC dated 23-11-93]

#### **Recommendation**

In a statement made by the Minister of Communications in both the Houses of Parliament on 24.2.1988 Government expressed its desire to undertake a massive programme of providing postal facilities in all the then remaining 70,000 Panchayat villages in the next two years. In pursuance of this statement, the scheme of appointing Panchayat Dak Sewaks was introduced in April, 1988 in selected districts. The Dak Sewaks were nominated by the Panchayats, but selected and appointed by Divisional Superintendents. The scheme was operational in 2902 Gram Panchayats spread over 26 districts in 16 States on an experimental basis. The functions assigned to Gram Panchayat Sewaks were sale of stamps and stationery; booking of registered articles; and collection of unregistered articles from the villagers and clearance of articles posted in letter boxes in the villages. The scheme which was introduced with much fanfare was eventually discontinued with effect from 1.7.91 based on the feedback received from the circles. It is surprising to note that instead of rectifying the loopholes noticed in the scheme the Department chose to wind up the

scheme. The Committee are of the view that in the wake of past experience particularly the failure of the Panchayat Dak Sewak Scheme, sufficient planning will have to go into the new alternative that is pending consideration to enable the Deptt. to take a conscious decision and gear up its efforts to ensure that the new scheme meets the programmed postal requirements of the rural population.

[Sl.No. 11 of Appendix III Para 104 of 48th Report of PAC  
(10th Lok Sabha)]

#### **Action Taken**

As already assured while intimating the Action Taken to the recommendation at S.No., 103, the proposed scheme of Licensed Postal Agents in rural areas would be adopted and implemented only after an indepth study and analysis of the pros and cons of the scheme.

[Ministry of Communications (Department of Posts) No. 38-3/91-Plg.  
II/Audit/PAC dated 23-11-93]

#### **Recommendation**

Yet another aspect proving the lack of serious attention is the poor achievement in the matter of installation of letter boxes. As against Seventh Plan target of 25,000 the No. of letter boxes installed stood at 9732. The plea of the Deptt. in non-achieving the target being traced to the DGS&D not being able to provide the required number of letter boxes over the last 3-4 years is hardly convincing. This undoubtedly proves the lack of planning by the Department in meeting their urgent requirements. It is in fact a matter of deep concern that inspite of the recommendations made by the Estimates Committee of Parliament in April, 1988 that the Deptt. should initiate action on priority basis and install letter boxes to cover all the villages with a population of 500 and more within the Seventh Plan the Department failed to take any timely and effective steps to meet their requirements of the letter boxes. For instance, the indents for procurement and supply of letter boxes for the years 1988-89 and 1989-90 were placed by Directorate on the DGS&D only during June, 1988 and November, 1989 while purchase orders were placed on private firms by the latter only between May, 1989 and August, 1990 *i.e.* nearly 10 months later. What has surprised the Committee is the fact that Department did not resort to procurement of letter boxes from local suppliers in a big way for the years 1988-89 onwards if the DGS&D were facing some kind of problem. The Committee have now been informed that un-covered quantity of 1988-89/1989-90 alongwith requirements against indents for the years 1991-92 to 1992-93 have been placed at the headquarters office viz. DGS&D, New Delhi. Quarterly review meetings to discuss the progress in the supply position of pending postal indents are being held with DGS&D as have been informed to the Committee. The Committee hope that this monitoring will continue on a regular basis and enable the Deptt. to take

timely advance action in placement of orders with DGS&D and in the event of shortages approach local suppliers if necessary.

[Sl.No. 12 of Appendix III Para 105 of 48th Report of PAC  
(10th Lok Sabha)]

#### **Action Taken**

As stated in reply to para 95 against 9732 letter boxes installed during the whole of 7th Five Year Plan, during 1992-93 alone, *i.e.*, the first year of the 8th Five Year Plan, we have installed a total of 54489 letter boxes. During 1993-94, it is planned to achieve a slightly better performance as compared to the previous year. It is proposed to install 72321 letter boxes in villages having population of 500 and above.

The Department is also planning to procure about 25000 letter boxes of different sizes to meet the requirements of the future. At present periodical review meetings to discuss the progress in manufacture, procurement and installation of letter boxes are being held at the Directorate level. Sufficient funds also are provided for each financial year for procurement of letter boxes.

[Ministry of Communications (Department of Posts) No. 38-3/91-Plg.  
II/Audit/PAC dated 23-11-93]

#### **Recommendation**

The Committee are unhappy to note lack of unrealistic approach on the part of the Department in fixing the targets for installation of letter boxes. It is regrettable that while fixing the circle-wise targets for providing letter boxes even the basic factor like number of eligible villages remaining to be provided with letter boxes was not taken into account. For instance, in Goa, Himachal Pradesh and Punjab circles, targets fixed for providing letter boxes were in excess of the number of villages remaining to be provided with letter boxes. On the other hand in other States such as Bihar, Orissa and Uttar Pradesh targets fixed did not have any relation with the number of villages which remained to be provided with the facility. The Committee urge the Department to adopt a realistic approach in this regard in future.

[Sl.No. 13 of Appendix III Para 106 of 48th Report of PAC  
(10th Lok Sabha)]

#### **Action Taken**

In the 7th Five Year Plan, the targets for providing letter boxes were fixed as recommended by each Head of Circle. During the current Five Year Plan, we have fixed a target for providing letter boxes to all villages having a population of 500 and above and which do not have letter boxes. The letter boxes will be supplied to Circles as per the requirement based on the criterion mentioned above. The Committee's observation regarding fixing of unrealistic targets for Circles like Maharashtra, Himachal Pradesh

and Punjab over and above has been taken note of and it would be ensured that there is no mismatch between "need" and "availability".

[Ministry of Communications (Department of Posts) No. 38-3/91-Plg.  
II/Audit/PAC dated 23-11-93]

### **Recommendation**

The Committee are deeply concerned to note that the Department of Posts miserably failed to achieve both the financial and physical targets fixed in the Seventh Five-Year Plan for expansion of Postal services in rural areas. Against the budget allocation of Rs. 8.25 crores for this scheme actual expenditure incurred by the Department was only to the extent of Rs. 2.21 crores. Achievements in respect of physical targets have been no better. As against the target of opening 6000 new post offices only 403 post offices were opened. As regards the installation of additional letter boxes against the proposed target of 25000 only 9732 such boxes could be installed. Not even a single extra departmental delivery agent was appointed against the target of appointing 1200 such agents. Similarly, not even a single Plan Monitoring Inspector was appointed against the provision for 33 such inspectors. Non appointment of extra departmental Delivery Agents and Inspectors will have to be seen particularly in the context of generation of rural employment having been an additional feature of the scheme in the Seventh Plan. All this abundantly prove the lack of perspective planning and zeal for concerted approach on the part of the Department in meeting the essential needs of the rural population of the country. The Committee cannot but deprecate such a casual approach of the Department. The Committee strongly recommend that the Department should thoroughly examine the reasons for their utter failure in achieving the targets fixed during the Seventh Plan and take all remedial steps so that the targets fixed in the Eighth Plan for expansion of postal services in the rural areas are strictly achieved. The Committee would like to be apprised of the concrete steps taken in this regard.

[Sl. No. 14 of Appendix III Para 107 of 48th Report of PAC  
(10th Lok Sabha)]

### **Action Taken**

As suggested by the Committee, steps have already been taken in these areas and to monitor the progress monthly meeting at the level of DDG and quarterly meeting at the level of Member (Postal Services Board) are held. It is worthwhile to mention that in the year 1992-93 in respect of opening of Post Offices as well as planting of letter boxes we have fulfilled the target. 635 EDBOs and 116 DSOs have been sanctioned against the target of 600 BOs and DSOs. Similarly, in respect of planting of letter boxes also targets have been achieved as mentioned in reply to earlier recommendations. For the current year 1993-94, in the first five months more than 50% of the target has been achieved in opening of Branch Offices. In respect of sub-offices, the norms for calculation of income/cost

structure has been revised recently and communicated to all Circles. The target will be achieved before the end of March, 1994. In respect of planting of letter boxes also an outlay of Rs. 2 crore has been provided for the supply of letter boxes for the year 1993-94. 34,153 letter boxes are due from DGS&D. Directorate has also placed direct orders for the supply of 44,921 letter boxes. It is expected that with these supplies the target will be achieved for the year 1993-94.

[Ministry of Communications (Department of Posts) No. 38-3/91-Plg.  
II/Audit/PAC dated 23-11-93]



## CHAPTER III

### RECOMMENDATIONS/OBSERVATIONS WHICH THE COMMITTEE DO NOT DESIRE TO PURSUE IN THE LIGHT OF THE REPLIES RECEIVED FROM GOVERNMENT

#### Recommendation

The Committee find that generation of rural employment was an additional feature of the scheme for expansion of postal services in the rural areas during the Seventh Plan. The Secretary, Department of Posts informed the Committee that with this end in view the provision for 1200 Extra Departmental Delivery Agents. (Add. EDDA) was made for the first time in this particular plan. The Committee are distressed to find that not even a single Add. EDDA was appointed during the entire plan period. EDDA was not considered necessary as it was found possible to manage the work with the existing establishment of branch post offices. This is, however, not borne out by the annual plan and performance budgets where separate targets have been fixed for the purpose annually from 1986-87 onwards. Further, plea of the department is untenable as the specific plan provision for appointment of Additional EDDAs was made with the avowed purpose of strengthening the rural delivery mail conveyance system and such a provision was to be over the above the normal EDDAs sanctioned for rural post offices. The Committee are constrained to observe that due to Department's failure to appoint any extra EDDA during the Seventh Plan both the objectives of generating rural employment as well as strengthening the rural delivery and mail conveyance systems remained unfulfilled. The Committee stress that if any such provision has been made in the Eighth Plan, it should be scrupulously implemented.

[Sl. No. 5 of Appendix III Para 98 of 48th Report of PAC  
(10th Lok Sabha)]

#### Action Taken

The reasons for not appointing Additional Extra Departmental Delivery Agents have already been discussed in response to the recommendations contained in para 95. In the 8th Five Year Plan no such provision has been made.

[Ministry of Communications (Department of Posts) No. 38-3/91-Plg.  
II/Audit/PAC dated 23-11-93]

## CHAPTER IV

### RECOMMENDATIONS/OBSERVATIONS REPLIES TO WHICH HAVE NOT BEEN ACCEPTED BY THE COMMITTEE AND WHICH REQUIRE REITERATION

#### Recommendation

The Committee have been given to understand that Department of Posts would assess the demand for new rural post offices after examining the recommendations in respect of departmental sub offices to be opened in rural areas contained in the second report of the National Institute of Rural Development. A firm projection for opening of new rural post offices is likely to be made available only after finalisation of norms for opening of departmental sub offices in rural areas as also after getting complete information about the number of villages where opening of post offices may be justified as per norms but no post office exists at present. The Department has informed that a sample study of information received from 13 circles has revealed that there are approximately 8976 villages which do not have a post office in the radius of 3 kms. at present but where opening of a post office may be justified as per norms. Further, there are 1,11,259 panchayat villages which did not have a post office as on 31.3.91 and were being served through the visits of extra departmental delivery agents, Branch postmasters/postman. Out of these 1,11,259 panchayat villages there are 18,472 Gram panchayat headquarters and 11,195 Gram panchayats without post offices, though they fulfil the norms of having post offices. The Committee view with serious concern the fact that even village panchayats which fulfil the prescribed norms but yet to be provided with a post office are so numerous. What has caused more concern to the Committee is the fact that post offices are not likely to be opened in these panchayat villages in the near future as only a meagre target of opening 3,500 new post offices (500 DSOs and 300 EDBOs) has been fixed for the Eighth Plan. The Committee strongly urge the Department of Posts to examine the entire question of opening of new post offices *de novo* so as to ensure that post offices are opened in all the eligible villages without any further loss of time. The Committee also desire that a time bound comprehensive perspective plan be drawn up by the Department and the Committee apprised of the steps proposed to be taken by the Department towards this end.

[Sl. No. 8 of Appendix III, Para 101 of 48th Report of PAC  
(10th Lok Sabha)]

### **Action Taken**

In the original reply given to the Committee, information about the number of Gram Panchayat Headquarters and Gram Panchayats without the facility of post offices as per the Census of 1981 and the previous norms for opening of post offices was furnished. As the 1991 Census is available now and also as the norms have been revised on the recommendations of NIRD, it has been decided to carry out a fresh exercise to have an estimate of the number of Gram Panchayats and Panchayat Headquarters which would justify a post office as per all the three norms, namely, distance, population and income conditions.

Even though the allocation is only 3000 extra departmental branch post offices for the entire Five Year Plan, the Department would approach the Planning Commission to increase the targets during the remaining years of the Five Year Plan.

The Department is also exploring the possibility of introducing a scheme to appoint Licensed Postal Agency in rural areas so that basic postal facilities can be extended to maximum number of villages.

[Ministry of Communications (Department of Posts) No. 38-3/91-Plg.  
II/Audit/PAC dated 23-11-93]

**CHAPTER V**

**RECOMMENDATIONS AND OBSERVATIONS IN RESPECT OF  
WHICH GOVERNMENT HAVE FURNISHED INTERIM REPLIES**

**-NIL-**

**NEW DELHI;**  
***February 21, 1994***

**Phalguna 2, 1915 (Saka)**

**BHAGWAN SHANKAR RAWAT,**  
***Chairman,***  
***Public Accounts Committee.***

## PART II

MINUTES OF THE 19TH SITTING OF THE PUBLIC ACCOUNTS  
COMMITTEE HELD ON 16 FEBRUARY, 1994

The Committee sat from 1500 hrs. to 1600 hrs. on 16 February, 1994 in Committee Room 'B', Parliament House Annexe.

## PRESENT

## CHAIRMAN

Shri Bhagwan Shankar Rawat

## MEMBERS

2. Shri Nirmal Kanti Chatterjee
3. Dr. K.V.R. Chowdary
4. Shri Sharad Dighe
5. Shri Srikanta Jena
6. Shri Rama Krishna Konathala
7. Shri D.K. Naikar
8. Shri Mrutyunjaya Nayak
9. Shri Somappa R. Bommai
10. Shri Anant Ram Jaiswal
11. Miss Saroj Khaparde
12. Shri Murasoli Maran

## SECRETARIAT

1. Shri S.C. Gupta — *Joint Secretary*
2. Shri R.K. Chatterjee — *Deputy Secretary*
3. Shri P. Sreedharan — *Under Secretary*

## REPRESENTATIVES OF AUDIT

1. Shri S.H. Manghani — Addl. Dy. C&AG
2. Shri P.K. Bandopadhyay — Dir. General of Audit (P&T)
3. Shri Vikram Chandra — Pr. Director, Reports (Central)
4. Shri B.C. Mahe — Pr. Director, E&SM
5. Shri P.K. Brahma — Pr. Director of Receipt Audit (INDT)

6. Smt. Ruchira Pant — Director (Custom)
7. Shri R.S. Dewan — Dy. Director of Audit (Defence Services)
8. Shri T.S. Pathania — Dy. Director of Audit, Central Revenue
9. Shri K.C. Gupta — Dy. Director, P&T Audit

2. The Committee considered the following Draft Reports and adopted the same subject to certain modifications and amendments as shown in Annexure I\*— II\* III\* & IV\* respectively:—

- |           |     |     |
|-----------|-----|-----|
| (i) ×××   | ××× | ××× |
| (ii) ×××  | ××× | ××× |
| (iii) ××× | ××× | ××× |
| (iv) ×××  | ××× | ××× |

The Committee also adopted Draft Report on Postal Services in Rural Areas [(Action Taken on 48th Report, 10th LS)] without any amendment.

3. The Committee authorised the Chairman to finalise these draft reports in the light of other verbal and consequential changes suggested by some Members and also those arising out of factual verification by Audit and present the same to Parliament.

*The Committee then adjourned.*

## APPENDIX

## STATEMENT OF RECOMMENDATIONS/OBSERVATIONS

Sl. No.	Para No.	Ministry/ Deptt.	Recommendations / Observations
1.	8	Communi- cation	The Committee are not convinced with the arguments adduced by the Ministry of Communications (Department of Posts) for their failure to achieve both the financial and physical targets fixed in the Seventh Five Year Plan for expansion of postal services in rural areas. These arguments are in no way diferent from what they had pleaded earlier and in the firm opinion of the Committee do not in any manner justify the dismal performance of the department in providing service to a large segment of the country's population concentrated in the rural areas. The Committee, however, note that the Department have since made some improvements in terms of the annual targets envisaged in the Eighth Five Year Plan during the years subsequent to the period covered in the Committee's earlier report. The Committee desire that the progress in the matter should be closely monitored and reviewed periodically at senior levels in the Ministry and necessary steps taken with a view to ensuring that the expansion of postal services in the rural areas takes place at a satisfactory pace.
2.	12	-do-	In their earlier report, the Committee had expressed their serious concern over the absence of post offices in a sizeable number of villages in the country which had already fulfilled the prescribed norms of Government for enjoying that basic facility. They had observed that there were more than 11,000 such eligible gram pachayats without post offices. Pointing out that post offices were not likely to be opened in those panchayat

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Sl. Para Ministry /  
No. No. Deptt.

Recommendations / Observations

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villages in the near future as only a meagre target of opening 3,500 new post offices had been fixed for the Eighth Plan, the Committee had recommended that the Department of Posts should examine the entire question of opening of new post offices *de novo* so as to ensure that post offices were opened in all eligible villages without any further loss of time. In their action taken note, the Ministry of Communications (Department of Posts) have *inter alia* stated that it has now been decided to carry out a fresh exercise to have an estimate of the number of Gram Panchayats and Panchayat Headquarters which would justify a post office as per all the three norms, namely, distance, population and income conditions in the light of the 1991 census as per the revised norms. The Committee regret to note that evenafter the lapse of about a year since the presentation of their report, the Government are still to draw a comprehensive plan to extend the facility to those areas which had been deprived of this so far. This is indicative of the lack of seriousness on the part of the Ministry to the whole issue which is a matter of concern to the Committee. The Committee desire that the Ministry should evolve a concrete plan in consultation with Planning Commission and other concerned authorities with a view to ensuring that post offices are opened in all the eligible villages in a time bound manner. The Committee would like to be informed of the precise action taken in the matter.

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**LIST OF AUTHORISED AGENTS FOR THE SALE OF LOK SABHA  
SECRETARIAT PUBLICATIONS**

Sl. No.	Name of Agent	Sl. No.	Name of Agent
<b>ANDHRA PRADESH</b>		<b>WEST BENGAL</b>	
1.	M/s. Vijay Book Agency, 11-1-477, Mvlargadda, Secunderabad-500306.	13.	M/s. Madimala, Buys & Sells, 123, Bow Bazar Street, Calcutta-1.
<b>BIHAR</b>		<b>DELHI</b>	
2.	M/s. Crown Book Depot. Upper Bazar, Ranchi (Bihar).	14.	M/s. Jain Book Agency, C-9, Connaught Place, New Delhi. (T. No. 351663 & 350806).
<b>GUJARAT</b>		15.	M/s. J. M. Jaina & Brothers, P. Box 1020, Mori Gate, Delhi- 110006. (T. No. 2915064 & 230936).
3.	The New Order Book Company, Ellis Bridge, Ahmedabad-380006. (T. No. 79065).	16.	M/s. Oxford Book & Stationery Co., Scindia House, Connaught Place, New Delhi-110001. (T. No. 3315308 & 45896).
<b>MADHYA PRADESH</b>		17.	M/s. Bookwell, 2/72, Sant Nirankari Colony, Kingsway Camp, Delhi-110009. (T. No. 7112309).
4.	Modern Book House, Shiv Vilas Palace, Indore City. (T. No. 35289).	18.	M/s. Rajendra Book Agency IV-DR59, Lajpat Nagar, Old Double Storey, New Delhi- 110024. (T. No. 6412362 & 6412131).
<b>MAHARASHTRA</b>		19.	M/s. Ashok Book Agency, BH-82, Poorvi Shalimar Bagh, Delhi-110033.
5.	M/s. Sunderdas Gian Chand, 601, Girgaum Road, Near Princes Street, Bombay-400002.	20.	M/s. Venus Enterprises, B-2/85, Phase-II, Ashok Vihar, Delhi.
6.	The International Book Service, Deccen Gymkhana, Poona-4.	21.	M/s. Central News Agency Pvt. Ltd., 23/90, Connaught Circus, New Delhi-110001. (T. No. 344448, 322705, 344478 & 344508).
7.	The Current Book House, Maruti Lane, Raghunath Dadaji Street, Bombay-400001.	22.	M/s. Amrit Book Co. N-21, Connaught Circus, New Delhi.
8.	M/s. Usha Book Depot, 'Law Book Seller and Publishers' Agents Govt. Publications 585, Chira Bazar Khan House, Bombay-400002.	23.	M/s. Books India Corporation Publishers, Importers & Exporters, L-27, Shastri Nagar, Delhi-110052. (T. No. 269631 & 714465).
9.	M&J Services, Publishers, Repre- sentative Accounts & Law Book Sellers, Mohan Kunj, Ground Floor 68, Jyotiba Fuele Road, Nalgaum-Dadar, Bombay-400014.	24.	M/s. Sangam Book Depot, 4378/4B, Murari Lal Street, Ansari Road, Darya Ganj, New Delhi-110002.
10.	Subscribers Subscription Services India, 21, Raghunath Dadaji Street, 2nd Floor, Bombay-400001.		
<b>TAMIL NADU</b>			
11.	M/s. M. M. Subscription Agencies, 14th Murali Street, (1st floor) Mahalingapuram, Nungambakkam, Madras-600034. (T. No. 476558).		
<b>UTTAR PRADESH</b>			
12.	Law Publishers, Sardar Patel Marg, P. B. No. 77, Allahabad, U.P.		