E   ENT OF INDIA

MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY

ONE YEAR OF ACTIVITIES & ACHIEVEMENTS

**Ministry of Communications and Information Technology
Government of India**

Department of Electronics and Information Technology

Electronics Niketan, 6, CGO Complex, Lodhi Road, New Delhi 110003

http://www.deity.gov.in/

Department of Telecommunications

Sanchar Bhawan, 20 Ashoka Road, New Delhi 110001

http://www.dot.gov.in/

Department of Posts

Dak Bhawan, Sansad Marg, New Delhi 110001

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Contact: ceo@negp.gov.in

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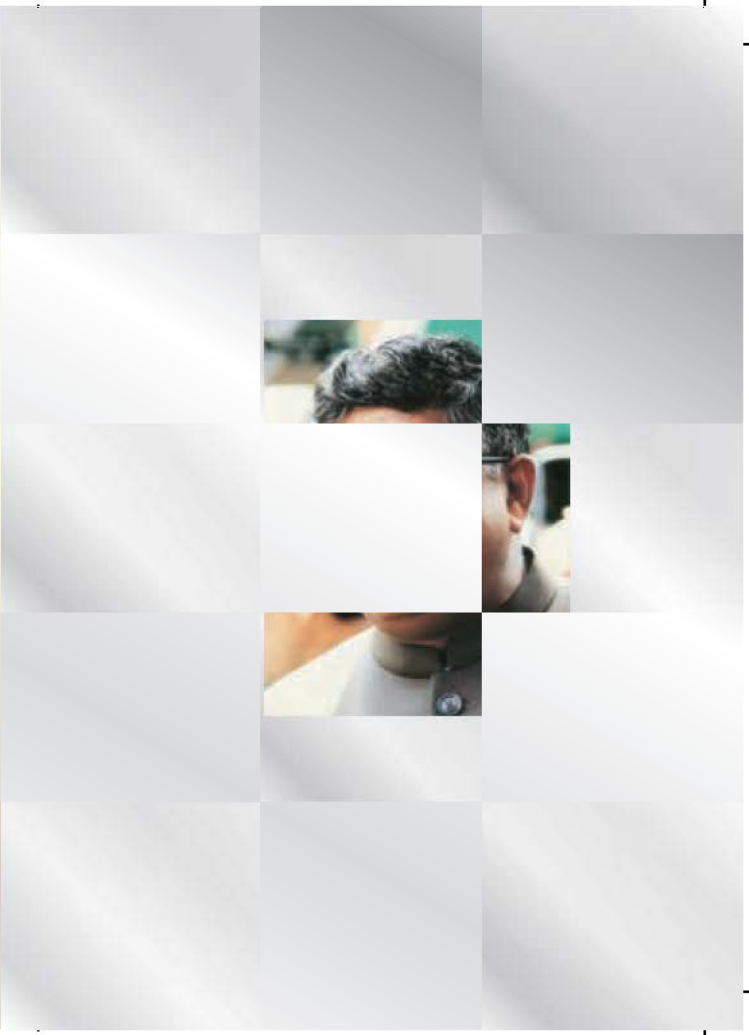**DIGITAL INDIA**

**Department of Electronics & Information Technology
Department of Telecommunications
Department of Posts**

Scale and speed at which we have to take India's development journey requires maximum and smart utilisation of latest technology.

- Shri Narendra Modi

Hon'ble Prime Minister of India

❝ Digital India is more for the poor and underprivileged. It aims to bridge the gap between the digital haves and have-nots by using technology for citizen empowerment. ❞
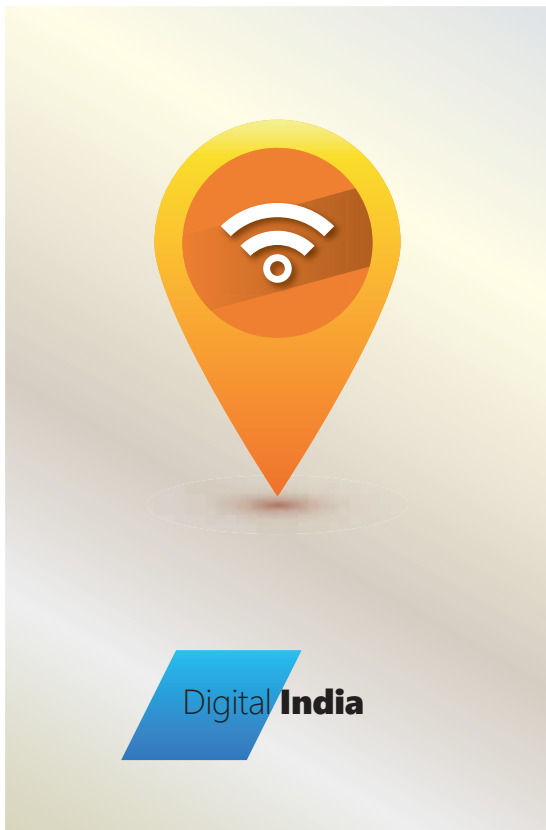
- Shri Ravi Shankar Prasad

Hon'ble Minister of Communications & IT
Government of India

Department of Electronics and Information Technology

ities & **Achievements**

Digital **India**

Digital India aims to build holistic capabilities across infrastructure, manufacturing, skills & delivery platforms for a self-reliant knowledge economy

- Digital Infrastructure as a Utility to Every Citizen.
- Governance and Services on Demand.
- Digital Empowerment of Citizens.
- Designed to build holistic capabilities across infrastructure, manufacturing, skills and delivery platforms which in turn will lead to creation of a self-reliant knowledge economy.

Pro-People IT Initiatives

PLATFORMS AND APPLICATIONS

MyGov.in

- MyGov.in has been implemented as a platform for citizen engagement in governance.

- The citizens participate in policy and execution through a "Discuss", "Do" and" Disseminate" approach.

- 33 groups, 182 discussion themes, 166 tasks have been published.

Digital Locker System

- A 'Digital Locker System' to serve as a platform to enable citizens to securely store and share their documents with service providers who can directly access them electronically.

- Beta version launched in February, 2015.

- Over 1 lakh Digital Lockers have already been opened.

Hon'ble Prime Minister launching 'Jeevan Pramaan' (Aadhaar based Life Certificate)

National Scholarship Portal

- A National Scholarship Portal where students can apply to centrally funded schemes covering all activities from registration to disbursement of scholarships is developed.

eSampark Database

- eSampark database carries 60 lakh email addresses and 88 lakh mobile numbers. 87 mailer campaigns carried out so far.

- 10 crore mailers have been sent on various occasions till date.

Jeevan Pramaan

- Jeevan Pramaan is an Aadhaar-based Digital Life Certificate for pensioners.

- Over 1.75 lakh pensioners have enrolled their life certificates on the portal within 6 months.

- This facility has been extended to pensioners of Defence, EPFO and several state governments also.

Aadhaar-Enabled Biometric Attendance System

- Biometric Attendance System (BAS) rolled out in 579 Central Government offices in Delhi with 1.22 lakh employees.

- BAS rolled out in 1,365 Central Government organizations outside Delhi involving nearly 95,000 employees.

e-Hospital- OPD Registration Framework (ORF)

- It is an initiative to facilitate the patients to take online OPD appointments with Government hospitals.

- Recently soft launched by AIIMS Hospital.

e-Greetings Portal

- Over 8 lakh e-Greetings sent since its launch on 14th August, 2014.

e-Basta

- An initiative called "e-Basta" to make school books accessible in digital form as e-books to be read on tablets and laptops is developed.

POLICIES

Policy on Adoption of Open Source Software

- The policy encourages the formal adoption and use of Open Source Software in Government Organizations.

> # eSign Framework allows citizens to digitally sign a document online using Aadhaar authentication

- It also encourages comparison of Open Source Software and Closed Source Software on various grounds while implementing e-Governance.

   Policy on Collaborative Application Development

- Policy on Collaborative Application Development by Opening the Source Code of Government Applications has been approved.

   eSign Framework

- It allows citizens to digitally sign a document online using Aadhaar authentication.

   E-mail Policy

- E-mail Policy has been notified with the objective of ensuring secure access to and usage of Govt. of India e-mail services by its users.

- 10 lakh employees have been already covered in Phase 1.

Policy on Use of IT Resources

• The policy ensures proper access and usage of IT resources.

The 'e-Governance Competency Framework (e-GCF)'

• The e-GCF toolkit contains a set of end-user knowledge areas required for government employees.

• The framework strengthens the capacity building scheme to identify and define competencies required for different job roles under e-Governance.

SCHEMES

e-Kranti

• Aims to utilize emerging technologies such as cloud and mobile platform.

• Focuses on common applications, integration of services, standards and interoperability.

Capacity Building Scheme II (CB Scheme II)

• The objective of the CB Scheme Phase II is to provide professional resources and training to political and policy level decision makers for all States/UTs/ Central Line Ministries to build the in-house capacity for implementation of various e-Governance initiatives.

Good Governance and Best Practices

• The scheme has been initiated to promote ICT-enabled good governance in the country.

• Under this scheme, DeitY has finalized a scheme to promote e-Governance in the country.

Hon'ble Minister, Communications & IT, lighting the lamp at the
First Women VLEs Conference

OTHER INITIATIVES

* **National Information Infrastructure (NII)** proposes to integrate various ICT infrastructure created across all the states namely SDCs, SWAN, NKN, NICNET, SSDG including NOFN (presently under implementation by DoT).

* Proposal to set up **Wi Fi connectivity in Allahabad University** has been approved as Proof-of-Concept and further action is being taken for execution of this project.

* The **First Women Village Level Entrepreneur Conference** held on 10th March, 2015, around the idea of ensuring women are at the forefront of "Digital India". Women VLEs would play the role of "Change Agents".

* **Internet Governance:** DeitY received Golden Membership of Internet Society to create greater awareness of Internet Governance.

Promotion of **Domestic Electronic Manufacturing**

Laying the foundation stone of Electronics Manufacturing Cluster & IT Park at Jabalpur, Madhya Pradesh

- **Electronic Development Fund Policy** has been notified to support R&D, Innovation and IP Generation in Electronics, IT and Nano Electronics.

- **Two electronic manufacturing clusters (EMCs)** developed in Jabalpur & Bhopal, Madhya Pradesh at a cost of ₹84.17 crore. Foundation stone laid by Shri Ravi Shankar Prasad, Hon'ble Minister, Communications & IT, on 6th October, 2014.

- **Three Incubators** for electronics start-ups approved at Delhi University, IIT Patna and Kochi which will incubate minimum 135 start-up companies.

- **National Centre for Flexible Electronics (NCFlex)** at IIT Kanpur is being approved at an estimated cost of ₹132.99 crore.

- **Inverted duty** structure rationalized for various electronic products including laptops, mobile phones, medical electronics devices etc.

- **Modified Special Incentive Package Scheme (M-SIPS)** provides financial incentives attracting investments.

  - 63 proposals, worth ₹20,825 crores received.

  - 40 proposals worth ₹9,565 crores approved.

- **Safety Standards:** To curb import of sub-standard and unsafe electronics goods, mandatory compliance to safety standards has been notified for identified electronic products.

Digital Inclusion:
BPO Schemes
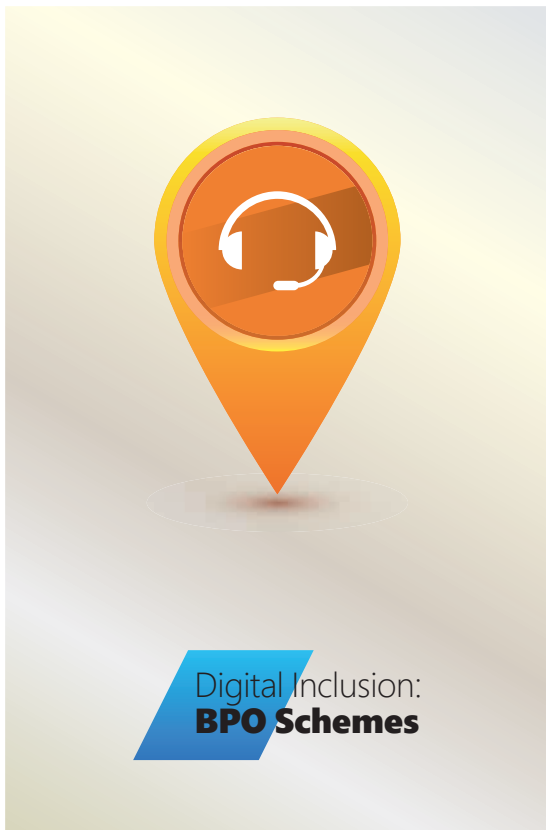
'Policy approved for BPOs in small, mufassil towns' and 'Scheme approved to incentivize BPO operations in the North East'

North East BPO Promotion Scheme (NEBPS)

- The scheme has been approved to incentivize BPO Operations in the North East Region (NER) for creation of employment opportunities for the youth and growth of IT-ITeS Industry.

Rural BPO Scheme

- To promote digital inclusion over the entire country a new policy of opening BPO call centres in small, mufassil towns of the country has been approved.

- This will generate employment in far flung areas of the country, as well as develop an ecosystem, computer training, digital literacy and over all digital empowerment.

Promotion of
Indian Languages
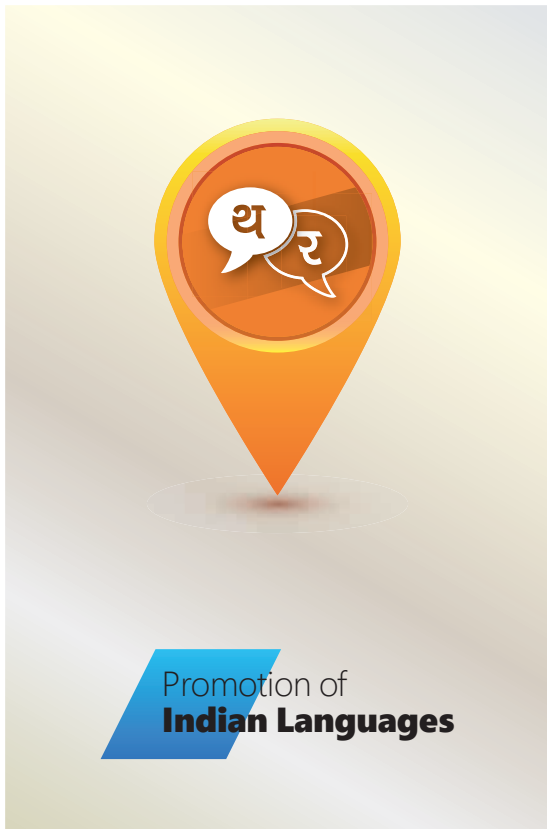
So far, there have been over 12 lakh shipments and 1.25 crore downloads of the Updated Indian Language Toolkit

Updated Indian Language Toolkit CD for Windows 8.1 and Ubuntu 11.04

- Software toolkit containing fonts and tools for information processing in 22 scheduled Indian languages on computers.

- So far, there have been over 12 lakh shipments and 1.25 crore downloads.

Best Practices for Localization of Mobile web applications in Indian Languages

- A set of guidelines were formulated as best practices to help developers to localize their software products / services on mobiles in Indian languages.

- The details are available at http://egovstandards.gov.in/

Indic Layout Draft

- To address the issues of correct display of Indian languages in various web browsers and prepare a draft web standard for the same.

Cyber **Security**

- Hon'ble Prime Minister stressed the need to focus on Cyber Security in NASSCOM conference.

- DeitY's Cyber Security programme is aimed at building a secure and resilient cyberspace for citizens, businesses and Government, by way of actions to protect information and information infrastructure in cyberspace.

- The initiatives are focused on issues such as cyber security threat perceptions, threats to critical information infrastructure and national security etc.
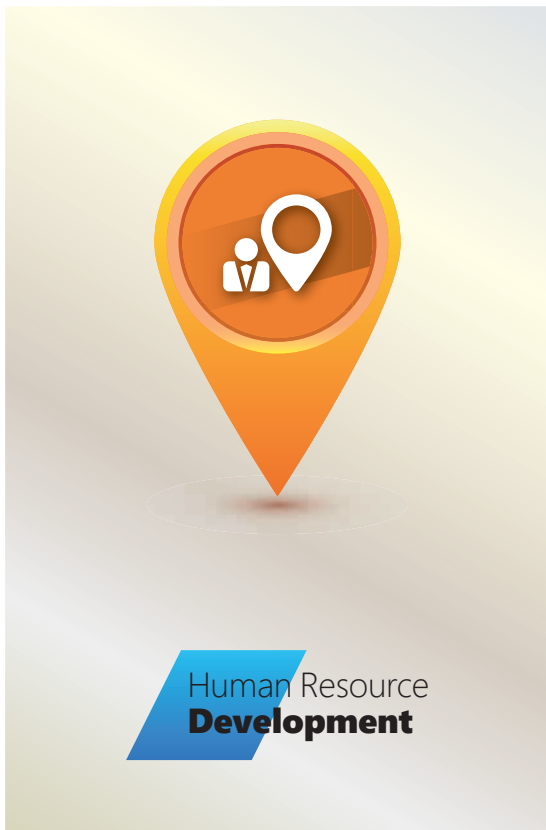
Human Resource
Development

Digital Literacy (DISHA) for 42.5 lakh persons at an estimated cost of ₹380 crore has been approved

- A Skill Development Scheme for the electronics sector for training 3.28 lakh persons has been approved.

- A Visvesvaraya Ph.D Scheme for increasing the number of Ph.Ds in Electronics & IT was started in 2014-15 to support full time and part-time Ph.D students across universities in India.

- A scheme for setting up of 7 new regional Electronics and IT Academies across the country to improve quality of graduate education has been approved.

- A scheme to provide Digital Literacy (DISHA) for 42.5 lakh persons at an estimated cost of ₹380 crore has also been approved. This scheme targets ASHA and Aanganwadi workers and Authorized Ration Shop dealers.

- In the area of IT education, new Centres of NIELIT at Ranchi and Kokrajhar have been made operational and centres at Muzaffarpur and Buxor in Bihar are in pipeline.

IT Promotion &
E-Infrastructure
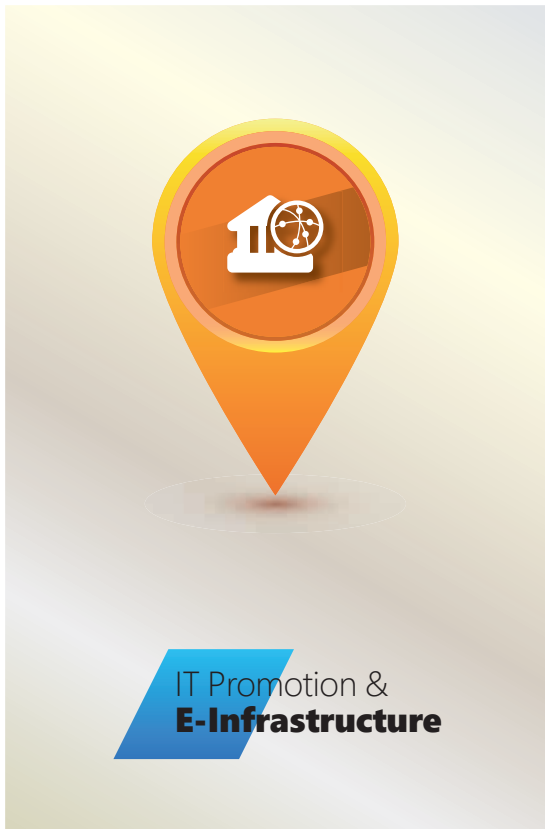
- Foundation stone for STPI's new Incubation Facility at Ranchi and Patna has been laid.

- The Government has taken an initiative to frame draft Internet of Things policy for India which is envisioned to develop connected and smart IoT based systems.

Research and Development
(R&D)

National Supercomputing Mission (NSM) with an outlay of ₹4,500 crore over a period of seven years to be jointly implemented by DeitY and DST

R&D in IT

- The Cabinet approved the 'National Supercomputing Mission (NSM)' with an outlay of ₹4,500 crore over a period of seven years to be jointly implemented by DeitY and DST. This will enable India to leapfrog into the league of world class high performance computing power nations.

- Two new centres of SAMEER are being set up, one on electromagnetic interference at Vishakhapatnam and another on high power microwave components at Guwahati to meet the requirements of both strategic and civilian applications.

R&D in Electronics

- Technological support to farmers

- Web enabled agricultural information access in 7 local languages

- Digital Image Processing applications in Tasar Sericulture

- Sensing system for taste characterization of food and agro produce

- GIS based decision support system for tea gardens

- Electronic Nose for monitoring of industrial obnoxious odorous constituents from pulp and paper industries

- Pilot demonstration of E-waste Recycling Facility for recovery of precious metals from PCB initiated

   e-Learning

- Development of Online Labs (OLabs) is an e-Learning initiative jointly developed by C-DAC and Amrita University

- 'e-Saadhya' is an education framework for children with autism and mild mental retardation

Department of
Telecommunications

ties & **Achievements**

Digital India is the flagship program of the Government of India, which is to be implemented in the mission mode. The vision of Digital India is centred on three key areas, viz., (i) Infrastructure as a Utility to Every Citizen (ii) Governance and Services on Demand and (iii) Digital Empowerment of Citizens. Department of Telecommunications (DoT) is mandated to play an active role in these areas through the following interventions:

I.   Universal Access to Mobile Connectivity

II. Broadband Highways

III. Public Internet Access Programme

Phone user base touches new high

- Total phone users reached 998.6 million in April, 2015 as compared to 933 million in March, 2014, out of which 976 million are mobile phones.

- Overall tele-density increases to 79.3% in March, 2015 as compared to 75.2% in March, 2014.

- Overall growth of telephones during April, 2014 to March, 2015 has been 6.76% which is higher than 3.9% during April, 2013 to March, 2014.

- Total telephones added during May, 2014 to March, 2015 is 60.32 million (6 Crore) which is double than what was added last year.

- The number of internet connections grew at a fast pace and reached 300 million (30 crore) in March, 2015.

FDI In Telecom Sector touches new high

- FDI inflow in telecom sector during April, 2014 to January, 2015 is $2832 million which is more than what was received during 2012-13 and 2013-14 put together.

- The share of FDI in telecom sector has taken a quantum jump during April, 2014 - January, 2015 and is 11.09% of total FDI in India. This is the highest in the last seven years.

Universal Access to
Mobile Connectivity

2015 spectrum auction fetched the highest record amount of ₹1,09,874 crore in a completely transparent and fair bidding process

Realisation of potential value of Spectrum – scarce natural resource through Auction

One of the challenges for the new Government was to restore the confidence, bring in transparency and ensure good governance. The historic success of the 2015 spectrum auction, concluded recently with the raising of the highest ever auction proceeds of ₹1,09,874 crore in a completely transparent and fair bidding process, restoring the confidence of all stakeholders in the sector.

- The complex issue of defence band identification and harmonization of spectrum with defence, pending for more than seven years has been resolved quickly. Not only did the cabinet

approved the identification of defence band but a good quantity of 2100 MHz spectrum released by the Defence Ministry was put in to the recent auction.

- Spectrum in 4 various bands - 800 MHz, 900 MHz, 1800 MHz and 2100 MHz were put into simultaneous and multiple rounds of auction for the first time, so that the operators could take informed decisions.

- Rules for Spectrum Usage Charges, liberalisation of Spectrum, and earnest money deposits were made in a fair, objective manner and disclosed well in time to the industry, to avoid any ambiguity.

- Transparent and clear rules for allocation of spectrum were notified for the first time.

- The entire process of decision making on reserve price determination was expedited.

- Once these decisions were taken, a clear message went out that the intentions of the government are clear, transparent and coupled with the favorable growth scenario of the country. The highest ever auction amount was received in India.

- India with more than 97 crore mobile phones users, more than 30 crore internet connections and the great future that awaits Digital India has created further confidence in the Industry leading to this historic success. This will go a long way in implementing the Digital India Mission of the Hon'ble Prime Minister As against the approved

reserve price of ₹80,277 crore, the auction fetched a record realisation of ₹1,09,874 crore.

Empowering Consumers: Mobile Number Portability

- Government envisaging One Nation - Full Mobile Number Portability (MNP) in the country has taken a decision to allow full MNP and the decision was notified in September, 2014, with necessary amendments to Mobile Number Portability license conditions and other instructions issued on 03th November, 2014.

- The operators have been given a time till July, 2015 to implement the mobile number portability.

- This will enable the subscribers to change their licence service area and still retain their mobile number. This will also help the Government in developing mobile number as an identity of individuals for providing various government services and more towards JAM (Jan Dhan-Aadhaar-Mobile) Trinity.

Reaching North-East

- Government has approved a proposal on 10th September, 2014 to implement a Comprehensive Telecom Development Plan for the North-Eastern Region at the estimated cost of ₹5,336.18 crore. The project is likely to be commissioned by September, 2017.

- The Project envisages extension of mobile coverage to 8,621 identified uncovered villages, installation of 321 mobile tower sites along National Highways and strengthening of transmission network, by linking the state capitals and districts in the States of Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim and Tripura.

Connecting Left Wing Extremism (LWE) affected states

- On 20th August, 2014, the Government approved a project to provide Mobile Services in 2,199 locations in Andhra Pradesh, Bihar, Chhattisgarh, Jharkhand, Maharashtra, Madhya Pradesh, Odisha,

Telangana, Uttar Pradesh and West Bengal, which are affected by Left Wing Extremism (LWE). The project is likely to be commissioned by September, 2015.

- The estimated project implementation cost including operational costs for 5 years is ₹3,567.58 crore which is to be funded from Universal Service Obligation Fund (USOF).

- Affordable mobile communication services will be available to the public in the identified areas.

- Till now i.e. May, 2015, 546 towers have been commissioned under this project.

Building connectivity bridge with Islands

- Government has approved a Comprehensive Telecom

Development Plan for Andaman and Nicobar Islands (ANI) and Lakshadweep Islands with the total estimated investment of ₹221.05 crore for augmentation of satellite bandwidth and OFC network for telecommunication services in ANI and Lakshadweep, 2G services in all towns/villages with population of 10 or more in ANI and extending mobile coverage to entire National Highways in ANI.

- The Scheme envisages establishment of a direct communication link through a dedicated submarine of Optic Fibre cables from the mainland viz. Chennai Cable Landing Station (CLS)] to Andaman & Nicobar Islands [Port Blair CLS]. The total length of cable being laid is 2,100 kms covering a population of about 3.8 Lakh people in the islands.

- This will ensure reliable and redundant telecom connectivity between Mainland India and Andaman & Nicobar Islands and Lakshadweep Islands.

Seamless connectivity across India

- Mobile coverage to balance 55,669 uncovered villages that presently do not have mobile connectivity is to be provided in a phased manner over five years.

- Himalayan States (Jammu & Kashmir, Himachal Pradesh and Uttarakhand) and Western Border States (Rajasthan, Gujarat, Haryana and Punjab) are targeted to be taken up in the 1st phase commencing 2015.

- Besides, the shadow portion of national highways in these states will also be provided with connectivity so as to ensure seamless connectivity while travelling along the national highways.

- In India, Mobile phone use is a large driver of income growth. This initiative will help the rural Indian mobile phone users in accessing the most sought after services such as agricultural information (40%), entertainment services (16%) such as music and financial services (8%) such as mobile remittance and money.

Connecting Rural India through
High Speed Broadband

The largest rural connectivity project of its kind in the world. Aims to link 2.5 lakh Gram Panchayats and give Broadband connectivity to over 600 million rural citizens

- Government, under the umbrella of its flagship programme- Digital India, has taken up Bharat Net in mission mode to connect all 2,50,000 Gram Panchayats (over 600 million rural citizens) in the country with 100 mbps broadband to bridge the rural coverage gap both for broadband penetration and voice.

- Bharat Net is being funded by the Universal Service Obligation Fund (USOF).

- In the first phase, Bharat Net is being extended to cover 1,00,000 GPs, with the balance 1,50,000 GPs expected to be covered in a phased manner.

- The project is being implemented by Bharat Broadband Network Limited, [BBNL] the Special Purpose Vehicle (SPV) created by Govt. of India for this purpose, with the actual execution being done by its partners viz. BSNL, PGCIL and Railtel for phase-1.

- Bharat Net will support e-governance services, tele-medicine, tele-education, financial services, e-commerce and e-entertainment and hence will benefit all people in remote areas.

- This would open up new avenues for access service providers like mobile operators, cable TV Operators etc. to launch next generation services, and spur creation of local employment opportunities encompassing e-commerce, IT outsourcing etc. as well as services such as e-banking, e-health and e-education for inclusive growth.

- This will also enable delivery of various services such as local planning, management, monitoring and payments under Government schemes at panchayat level.

- The work of laying optical fiber network has been speeded up (by 30 times) in the last 10 months.

- India's First High Speed Rural Broadband Network has been commissioned on 12th January, 2015 in Idukki district of Kerala. With the commissioning of the Bharat Net, the Idukki district of Kerala has become the first in India to be connected with the high speed broadband for all the areas of the district.

Public **Internet Access Programme**

Wi-Fi at Tourist Places
• Revival of BSNL and
MTNL • 'Make in India' in
Telecom Sector • Defence
OFC Network • GyanSetu
• National Telecom M2M
Roadmap

Wi-Fi at Tourist Places

- To give a boost to tourism, the Government decided to provide WiFi connectivity at prominent tourist places in the country like Taj Mahal, Fatehpur Sikri, Sarnath, Konark Temple, Red Fort, Shore Temple Mahabalipuram, Hampi, Khajuraho and Thanjavur-Brihadeshwar temple etc. in a phased manner. BSNL is going to provide Wi-Fi services in many other locations of the country including 30 locations in Bihar.

- BSNL, MTNL, RailTel, and Archeological Survey of India (ASI) have been taken on board in achieving this objective. More than 70 sites/locations/monuments have been identified for providing Wi-Fi connectivity to the tourists.

- The first WiFi facility by BSNL at Varanasi's famous Dashashwamedh Ghat was inaugurated by the Hon'ble Minister of Communications & IT on 8th February, 2015. Similarly, 30 such hotspots around Husain Sagar Lake, Hyderabad, have been inaugurated by Hon'ble Minister on 16th April, 2015.

Revival of BSNL and MTNL

- BSNL has added 47 lakh new customers in last one year and its revenue has increased by 2.1%.

- BSNL is setting up 25,645 new BTSs in Phase-VII of its expansion plan at a cost of ₹4,805 corers. Out of these 15,000 BTSs have been commissioned in the last one year.

- BSNL plans to replace the network of wireline local exchanges by IP (Internet Protocol) enabled Next Generation Network. 136 Exchanges have been migrated to NGN in last one year.

- After having seen a negative growth in subscriber base for last two years, MTNL has first time seen a positive growth in its subscriber base. In the last one year it added 2 lakh new subscribers.

- MTNL is setting up/upgrading 1080 3G sites in Delhi and Mumbai each and 850 2G sites in Delhi and 616 2G sites in Mumbai.

'Make in India' in Telecom Sector

- India has become a council member of International Telecommunications Union (ITU), which is the United Nations specialized agency for information and communication technologies – ICTs, in October, 2014 for a period of four years.

- To provide a desired boost to 'Make in India' in Telecom Sector,

Government has taken following measures:

(i)   Imposition of basic Customs Duty of 10% on certain imported telecom products in the Union Budget 2014-15 to provide a level playing field for the domestic manufacturers, who suffer severe disability due to poor infrastructure and to give fillip to domestic telecom electronic manufacturing.

(ii)   Inverted duty structure has been corrected.

(iii) In budget 2015-16, basic custom duty on HDPE (High Density Polyethylene) for use in the manufacture of telecommunication grade optical fiber cables has been reduced from 7.5% to NIL to provide a boost to the manufacturing of Optical fiber in the country.

• Telecommunications Standards Development Society, India (TSDSI) which is an industry led body set up with an objective to develop, promote and maintain standardised solutions for India-specific requirements, has achieved global recognition by being inducted as member of the Global Standards Collaboration (GSC), a senior-level

gathering of the world's leading information and communication technologies (ICT) standards organizations in July, 2014. It has now become an Organizational Partner (OP) of the 3rd Generation Partnership Project (3GPP) and a Partner Type 1 (PT1) of one M2M. Membership of TSDSI in these bodies will facilitate India centric development of standards for Machine-2- Machine Communication, which is critical for realising the vision of smart cities.

Building robust and secured communication network for defence services-

Defence OFC Network

• Network for Spectrum (NFS) has been planned as an Exclusive Optical Fiber based 'Nationwide Communication Network' for Defence Services.

• This will be a Countrywide Secure, Multi service and Multi protocol Converged Next Generation Network based on Exclusive and Dedicated Tri-services Optical Transport Backbone.

• The estimated cost of the project is ₹13,334 crore. The project is being implemented by BSNL. The scheduled time for the implementation of the project is 36 months.

• This project will enhance the operational communication of the Army. The project will have an impact on the Network Centric Warfare capabilities of the Indian Army in terms of enhanced voice, data and real time video services.

GyanSetu

- GyanSetu, launched by the Minister of Communications & IT on 25th December, 2014, is an internet based real-time ICT system designed by C-DOT primarily to provide various e-services to the under privileged rural population of India.

- Gyansetu, in each Gram panchayat of the country, would extend the benefits of internet technology to rural India and narrow down the digital divide between literate, high-end societies and rural community by taking knowledge and information to the doorsteps of our rural folks.

- Gyansetu overcomes the limiting factors of rural masses including low / no literacy level and requires exposure only to local language, for getting connected to the internet. It interacts with the user with its own Graphic User Interface (GUI).

National Telecom M2M Roadmap:

- 'National Telecom M2M Roadmap' has been launched by the Hon'ble Minister of Communications and IT on 12th May, 2015.

- Roadmap document endeavours to assimilate various M2M standards, outline policy and regulatory approaches and measures for increased M2M proliferation. It includes International M2M scenario, prevailing communication technologies, standardization activities and adapting them to suit Indian conditions in different sectors.
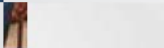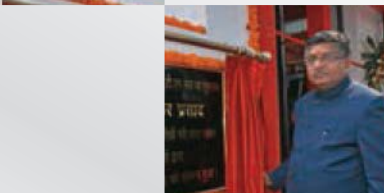
Department of
Posts

...ties & **Achievements**

e-Infrastructure &
e-Governance

An IT Modernization Project is being implemented as a pan India project covering 1,55,000 post offices, including around 1,30,000 post offices in rural India

- With a view to transform Department of Posts into a modern, technology enabled market leader, an IT Modernization Project is being implemented as a pan India project covering 1,55,000 post offices, including around 1,30,000 post offices in rural India. This project will create an IT infrastructure than can be used by both public as well as private sector especially in the rural areas.

- Contract signed with the vendor for supply of biometric, solar charged mobile hand held devices with wireless connectivity to about 1,30,000 rural post offices. IT Application for these Mobile

devices is also under development and shall facilitate Postal and other Government (Common Service Centre) services to the rural customers.

- A total number of 27,215 Post Offices, Mail offices, Accounts offices, Administrative offices and Store depots have been networked in a country-wide WAN. This makes it the largest single organization WAN in the country.

- 2,590 Post Offices across the country having 14.55 crore accounts and savings certificates and a deposit of ₹2,28,505 crore have been migrated to Core Banking Solution (CBS). Circle Processing Centres (CPCs) have also been established at each Postal Circle Head Quarter as part of CBS implementation. 115 ATMs have also been installed.

- Core Insurance Solution for providing the facility to deposit policy premium at any Post Office, and online, automated claims management and online renewal notices, faster claim settlement and improved after sales service has been rolled out in 12,102 Post Offices.

- A mobile app has been launched for providing track and trace for mails and parcels, pin code and post office search, Saving schemes information and calculation of maturity value etc.

Financial Inclusion through
New Schemes

Aimed at ensuring financial security to girl child for meeting their future educational and marriage expenses. So far 43 lakh accounts have been opened with a total deposit of ₹562 crore.

- Sukanya Samriddhi Yojana is a special deposit scheme aimed at ensuring financial security to girl child for meeting their future educational and marriage expenses. It was launched by the Hon'ble Prime Minister on 22nd January 2015. Within a short span of time, 43 lakh accounts have been opened in Post offices. The total amount deposited in the accounts is approximately ₹562 crore.

- Kisan Vikas Patra (KVP) is a simple saving instrument having high assured return and aimed at promoting small savings among the common persons. It was re-launched on 18th November 2014. Within a span of six months 28 lakh KVP certificates have been sold through Post Offices with a total investment of ₹2,549 Crore.

Social Sector
Disbursement

Total amount of ₹7682.65 crore disbursed to 6.82 crore MGNREGA account holders across the country in the last one year.

- Total amount of ₹7,682.65 crore has been disbursed to 6.82 crore MGNREGA account holders across the country through Post Offices in the last one year.

- Disbursement of Social Security Pensions under three schemes viz. Indira Gandhi National Old Age Pension Scheme (IGNOAPS), Indira Gandhi National Widow Pension Scheme (IGNWPS), and Indira Gandhi National Disability Pension Scheme (IGNDPS) and benefits under Indira Gandhi Matritva Sahyog Yojana (IGMSY) have also been made through Post Offices.

Post Bank of **India**

Post Bank of India shall be a technology driven corporate entity fully owned by the Department of Posts

- In order to leverage the Post Office network for promoting financial inclusion through the Pradhan Mantri Jan Dhan Yojana, it was announced during the Budget speech on 28th February, 2015, that a Payments bank shall be set up by the Department of Posts. The Department has applied for a Payments Bank license to RBI and a Detailed Project Report has also been prepared in this regard.

- Post Bank of India shall be a technology driven corporate entity fully owned by the Department of Posts. It shall be professionally managed and shall utilize the vast Post office network for operating full-fledged bank branches and subsidiary branches. 1.3 lakh rural Gramin Dak Sewaks shall serve as business correspondents of the Bank.

Setting up of **Task Forces**

> **The aim is to use the Post Office Network for more citizen centric services, keeping in focus the role of the vast postal network in changing times**

Setting up of Inter-Ministerial Task Force on Leveraging Post Office Network and two internal Task Forces for Scaling up Life Insurance business and Capturing e-Commerce Market

- As per the directions of the Hon'ble Prime Minister of India, an inter-Ministerial Task Force on leveraging the Post Office Network was set-up in August, 2014. The objective is to use the Post Office Network for more citizen centric services by introducing new services and participation of multiple players for connecting rural India with the market place.

- The report of the Task Force has since been received and a roadmap for implementation of the recommendations with a view to empowering rural India at the grassroots level is being drawn, keeping in focus the role of the vast postal network in changing times. Separate verticals have been set up in the Department for handling Postal Life Insurance and e-commerce businesses.

- The limit of maximum sum assured in 'Postal Life Insurance' (PLI) policies has been enhanced from ₹20 lakh to ₹50 lakh in December, 2014 to give benefit of greater insurance coverage to the customers. The maximum sum assured limit for Rural Postal Life Insurance (RPLI) is also being enhanced from ₹5 lakh to ₹10 lakh.

- Total PLI/RPLI premium income in the last one year was about ₹8,217 crore, showing a growth of 12.39% over premium collection in the previous year.

Submission of the Task Force report to the Hon'ble Minister, Communications & IT

- The Department has started augmenting the parcel booking and transmission capacities all over the country in order to tap the growing e-Commerce business. 28 Parcel booking centres have been established. A growth of 36% in Parcel revenues in the last one year, has taken place.

- Tie-ups have been made with various e-Commerce players viz. Naaptol, Amazon.in, Flipkart.com, Myntra.com, Snapdeal.com, StarCJ etc to provide distribution and Cash on Delivery services (COD). From 7000 parcels in January, 2014, Amazon traffic has risen to more than 1.8 Lakhs per month. M/s Naaptol is offering a business of approx. ₹25 Crore per annum.

- Department has been able to handle COD worth around ₹500 crore in the last financial year. The total COD collection for 2013-14 was ₹100 crore.

- A pilot started with M/s Snapdeal.com (Jasper Infotech Pvt. Ltd.) in Varanasi w.e.f. 25th December, 2014 to provide a platform for online sale of merchandise of Varanasi weavers so as to extend the benefit of e-Commerce to the small weavers etc.

- Notices/Summons of Hon'ble High Court of Delhi are being booked through Speed Post with Proof of Delivery facility. The Proof of Delivery in its return transmission is also booked under Speed Post. Department of Posts is also providing

Inauguration of e-Commerce Centres at New Delhi and Bangalore
by the Hon'ble Minister, Communications & IT

specially designed envelopes for this purpose. The service of delivery of Notices/Summons through Speed Post has now been extended to Odisha High Court and Punjab and Haryana High Court.

• Department has introduced an automated Short Messaging Service (SMS) on the addressee's and sender's mobile (captured at the time of booking) intimating the arrival of articles in delivery Post Offices and delivery status respectively.

Post Office infrastructure
improvement

492
Post
Offices
modernized

- During 2014-15, infrastructure and customer facilities in 492 Post Offices were modernized.

Philately **Promotion**

> **On 29th August 2014, online sale of philatelic products was started through an agreement signed between the Department of Posts and Snap Deal**

- Online sale of Philatelic products through e-post office and e-commerce website. In this context, an agreement was signed with Snapdeal and online sale was started on 29th August, 2014.

- A Postal fair organized at Delhi Haat on 11th -12th October, 2014.

- National Philatelic tours cum workshops were organized from 9th-15th October, 2014 and in December, 2014, to promote philately amongst the youth. More than 18 schools in Delhi

Release of commemorative postage stamp on Swachh Bharat

participated in the workshops. Students also participated in workshops and short films, quizzes organized all over the country. Painting Competitions on the theme of Philately were the main attraction for the school children.

- Significant Commemorative Postage Stamps issued on various themes viz.   (a) 100 Years of Mahatma Gandhi's Return (b) Beti Bachao Beti Padhao, (c) Swachh Bharat, (d) FIFA World Cup, 2014, (e) Musicians of India, (f) Sri Lankan Buddhist Spiritual Leader Anagarika Dharmapala etc. The stamps on "Swachh Bharat" were based on designs submitted by children across the country.

- A notification for stamp-design competition on the theme "Women Empowerment" has been issued and crowdsourcing for selection of a design has been initiated.

- The National Philatelic Museum located at Sansad Marg, New Delhi has been included in the itinerary of HOHO (Hop on Hop off) buses operated by Delhi Tourism Corporation for tourists visiting Delhi, since September, 2014.

Franchise **Schemes**

The sale of stamps and postal stationery through private outlets for easy availability

- The franchise scheme of the Department for the sale of stamps and postal stationery through private outlets has been revamped to enable easy availability of stamps, postcards and letters through private outlets. Both individuals and institutions/organizations can now become Post Office franchisee.
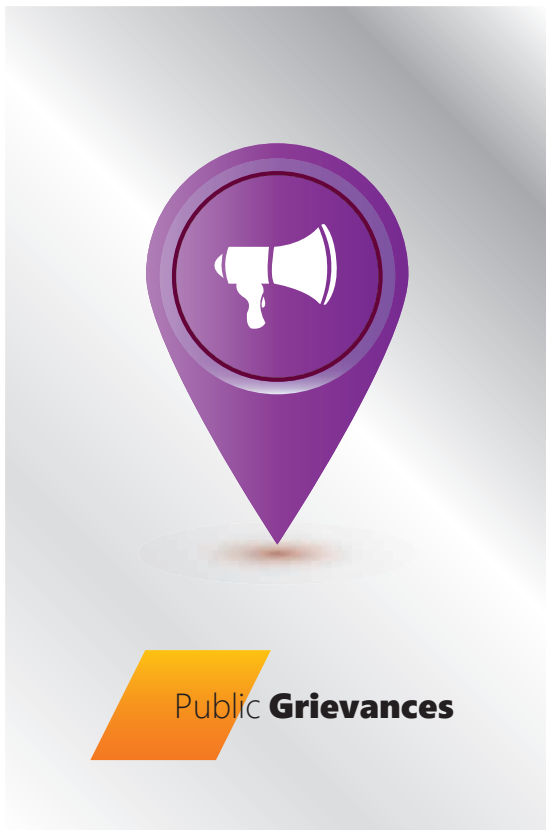
Public **Grievances**

About 15,674 Computerized Customer Care Centres (CCCCs) are functioning across the country. In 2014-15, 88.25% of the total 9,29,535 cases were settled

- The Department has upgraded its web-based grievance handling system to interconnect the Customer Care Centres with the objective of systematic handling and quick redressal of public grievances. Presently, about 15,674 Computerized Customer Care Centres (CCCCs) are functioning in the Post Offices, Speed Post Centres and Divisional/Regional/Circle Headquarters across the country.

- During the year 2014-15 (01st April, 2014 to 31st December, 2014), total 9,29,535 cases of public grievances were handled. A total

of 8,20,366 cases were settled during the period of report, which constitutes 88.25% of the total grievances handled.

- The Citizen's Charter of the Department of Posts has been reviewed after extensive consultation with stakeholders so as to make available a transparent, open and efficient service delivery system to the customers. The revised Citizen Charter has been approved by the Hon'ble MOC&IT on 09th February, 2015.

- On-Line web portal was developed by the Department of Personnel & Training (DOP&T) for disposal of online RTI applications / appeals. Department of Posts has been the first public authority to extend the facility of on-line RTI to the field units covering 1200 CPIOs and 153 first Appellate Authorities. This initiative of the Department has been appreciated by DOPT which is the nodal authority for RTI.

Swachh **Bharat Mission**

The National Postal Week was dedicated to Swachh Bharat Mission in 2014. 90 toilets have been built in Post offices/ administrative offices under the Swachh Bharat Mission.

- Swachh Bharat Mission has been started in the Department of Posts with full zeal. The five year action plan for Swachh Bharat Mission in Department of Posts has been formulated and the progress is being monitored on regular basis.

- A special social media campaign has also been started by the Department to spread awareness among the people. Apart from this, the National Postal Week (observed every year from 09th October to 15th October) was dedicated to Swachh Bharat Mission in 2014, to create awareness amongst employees and

public about cleanliness. Under Swachh Bharat Mission, 90 toilets have been built in Post offices/administrative offices.

• In order to institutionalize this initiative, the Rafi Ahmed Kidwai National Postal Academy, Ghaziabad has brought out a work book on National Cleanliness Drive and made it a mandatory course material for all training programmes undertaken in the Department.

Visit of Hon'ble Minister, Communications & IT to Gol Dak Khana in New Delhi to check cleanliness under Swachh Bharat Mission

Good Governance and
Social Media Initiatives

Joint Secretary level officer has been nominated as Nodal Officer to liaise with the New Media Wing of Ministry of Information and Broadcasting for Social Media related activities.

- Two e-Books viz. "New Initiatives-Touching lives...in many ways" and " Wings- A Bulletin on Best Practices" highlighting the services, major activities and best practices of the Department, and a Pocket Book on products and services of the Department have been released for benefit of the public. These are accessible   to the   public   through   India   Post   website   i.e. http://www.indiapost.gov.in/Index.aspx. So far four issues of the " Wings- A Bulletin on Best Practices" have been released by the Department.

- Social Media related services have been initiated in the Department and a Joint Secretary level officer has been nominated as Nodal Officer to liaise with the New Media Wing of Ministry of Information and Broadcasting for Social Media related activities.

Miscellaneous

6,000 additional Post Offices have been added to the network

- In order to make the Public Provident Fund accessible to almost the entire eligible population of the country, the facility has been extended to all double handed and bigger Post offices in the country with effect from 9th January, 2015, with the concurrence of the Ministry of Finance. An additional 6,000 post offices have been added to the network.

- A simplified combined Money Order form has been prescribed for the public for all the three money order remittance services of the

Department, viz. eMoney Order, Instant Money Order and Mobile to Mobile Money Transfer Services, for which separate booking forms were being used earlier.

- Income Tax Department in Delhi has been allowed to use their Post Box Number as the sender's address instead of office address for their Speed Post articles of NFMS (Non Filter Monitoring System) Project as a special case in view of Public Interest.

- Nanyatha software facilitates monitoring of clearance of letter boxes (LB) planted at various locations and also provides information on the volume of letters posted in a letter box. Members of public can also check time of next clearance of any particular letter box online.