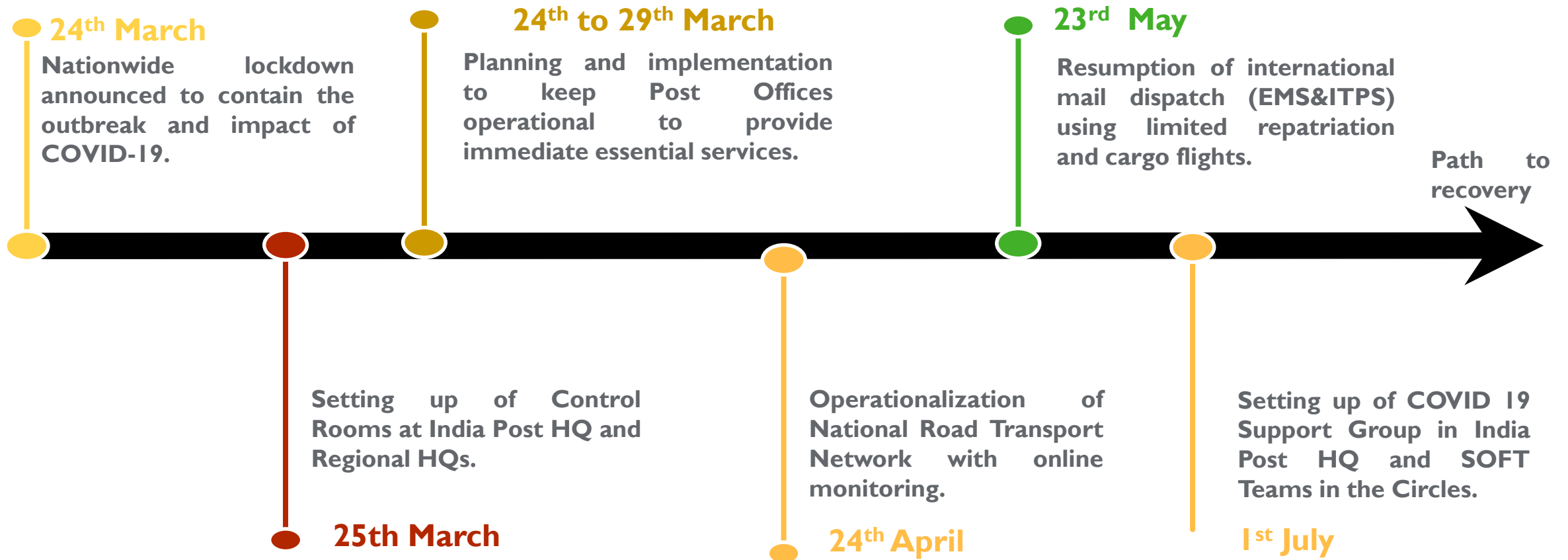




INDIA POST: COVID-19 RESPONSE AND STRATEGY

APPU EC MEETING- 22/07/2020

COVID 19:TIMELINES



KEY CHALLENGES



Absence of a designated response team for quick decisions and effective solutions



Dried liquidity due to lockdown and need of cash at doorstep specially in Crop season



Required dynamic scheduling and need to utilize all modes of transport available



Transportation of time sensitive high volume cargo like PPE, masks, gloves, Testing Kits, etc.



Staff mobilization in lockdown situation and local coordination

INDIA POST- BRIEF



- World's largest postal network: around 156,000 Post Offices and 420,000 man power.
- First access point for wide range of citizen centric services. 5800 Million mail items handled last year
- Post Office Savings Bank: 365 Million accounts having total deposit of 123 Billion USD.
- India Post Payments Bank: 32 Million accounts and 308 Million USD transaction value (less than 2 years):.
- Life insurance: 10 Million active policies with a sum assured of 18.2 Billion USD





INDIA POST- RESPONSE TO COVID-19 CRISIS

25TH MARCH

10TH JULY 2020

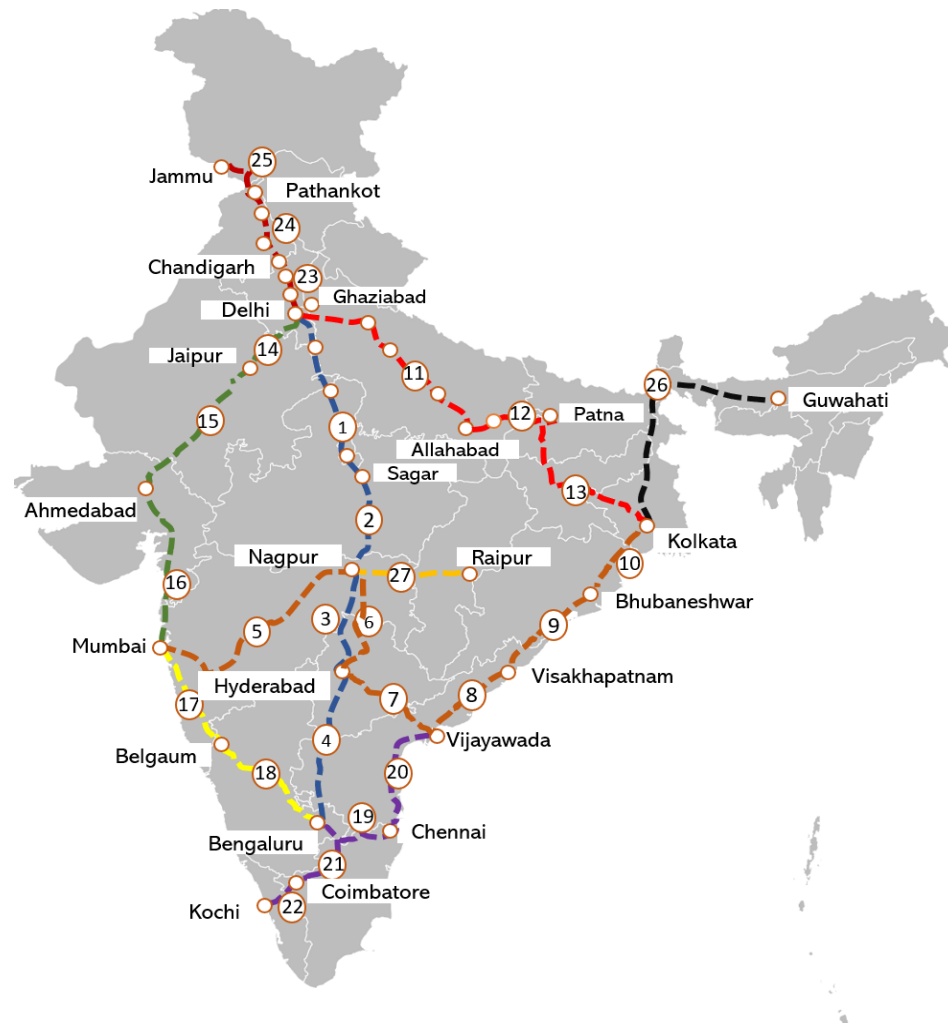
RESPONSE: MAIL AND LOGISTICS SERVICES



- Most of the Post offices were functional except in containment zones etc.
- Focused on managing essential distribution services using limited multi-modal transport.
- Started National “Road Transport Network” with 56 National routes and 266 regional routes.
- Tie-ups made with Health Services and online pharmaceutical companies for delivery of medicines.
- Covid Testing Kits delivered in special cold-storage vans in short turnaround times.
- Delivered ~10,000 tonnes of essential items, medical equipment etc. during the lockdown period.



ROAD TRANSPORT NETWORK



- Operational from April 2020
- 56 routes, connecting 75 cities.
- Daily run of over 25,000 Km.

RESPONSE: FINANCIAL INCLUSION



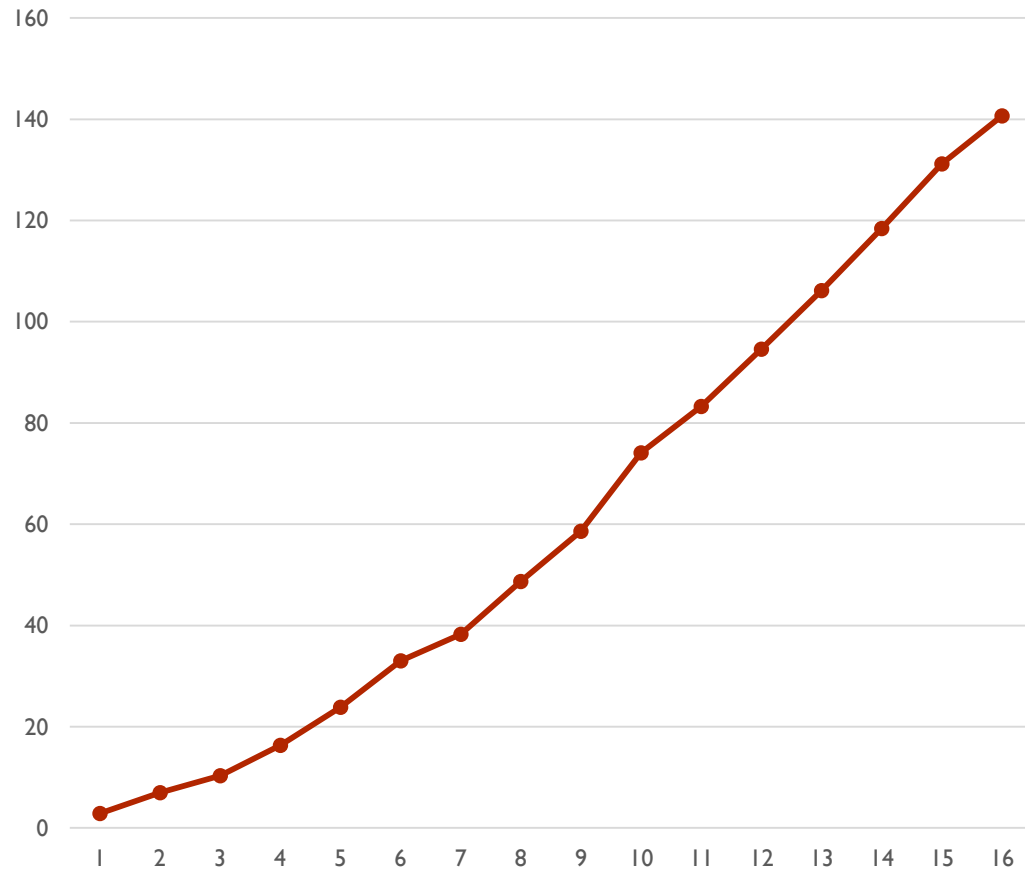
- Post Office Savings Bank: 150 Million+ transactions valuing US \$ 40 Billion.
- 3 Million+ ATM transactions, valuing US \$ 137 Million.
- 17 Million+ AePS (biometric data based payment system) payments at doorstep valuing US \$ 464 Million.
- Postal Life Insurance: 12 Million+ transactions worth US \$ 350 Million
- India Post Payment Bank: 57 Million+ transactions worth US \$ 1.9 Billion
- Money Orders of Social benefit Schemes of Government: Payment of \$105 Million to ~ 7.5 million beneficiaries.



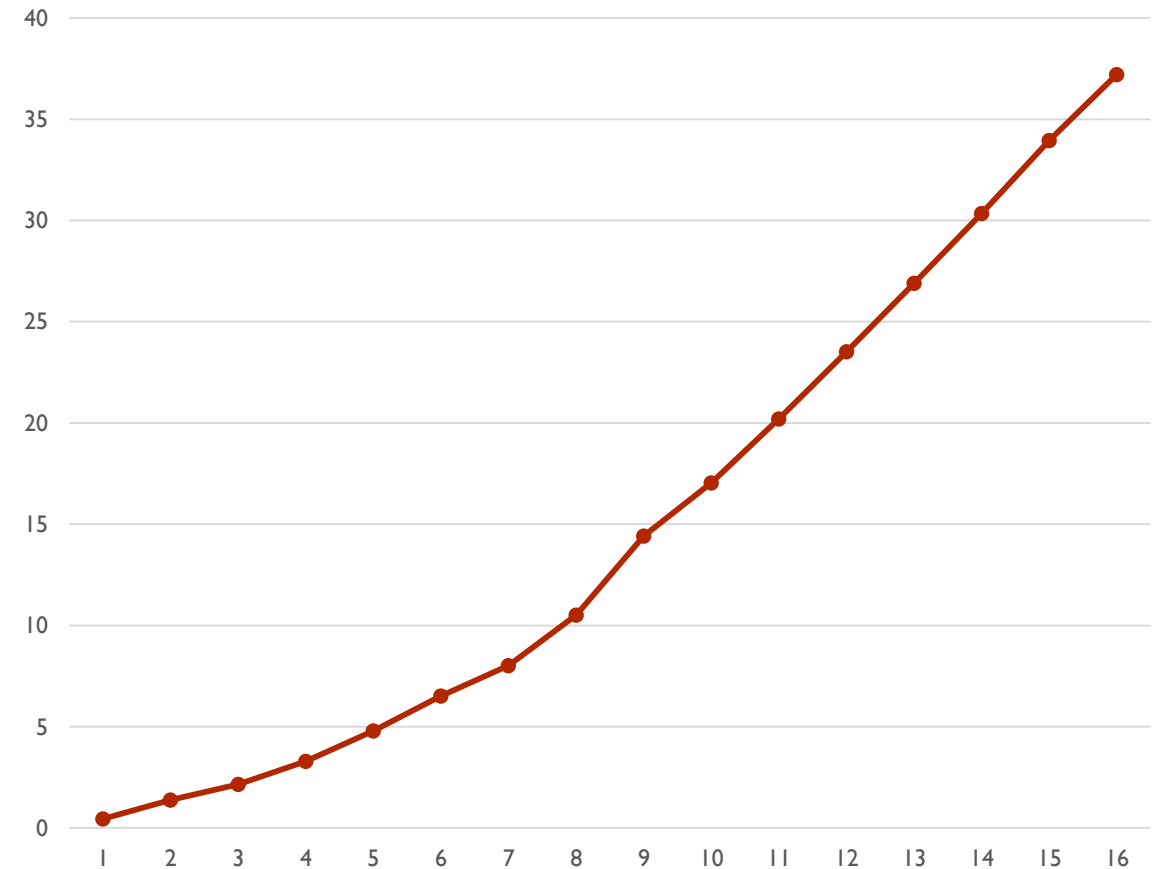
POST OFFICE SAVINGS BANK



No of POSB transactions (in Millions)



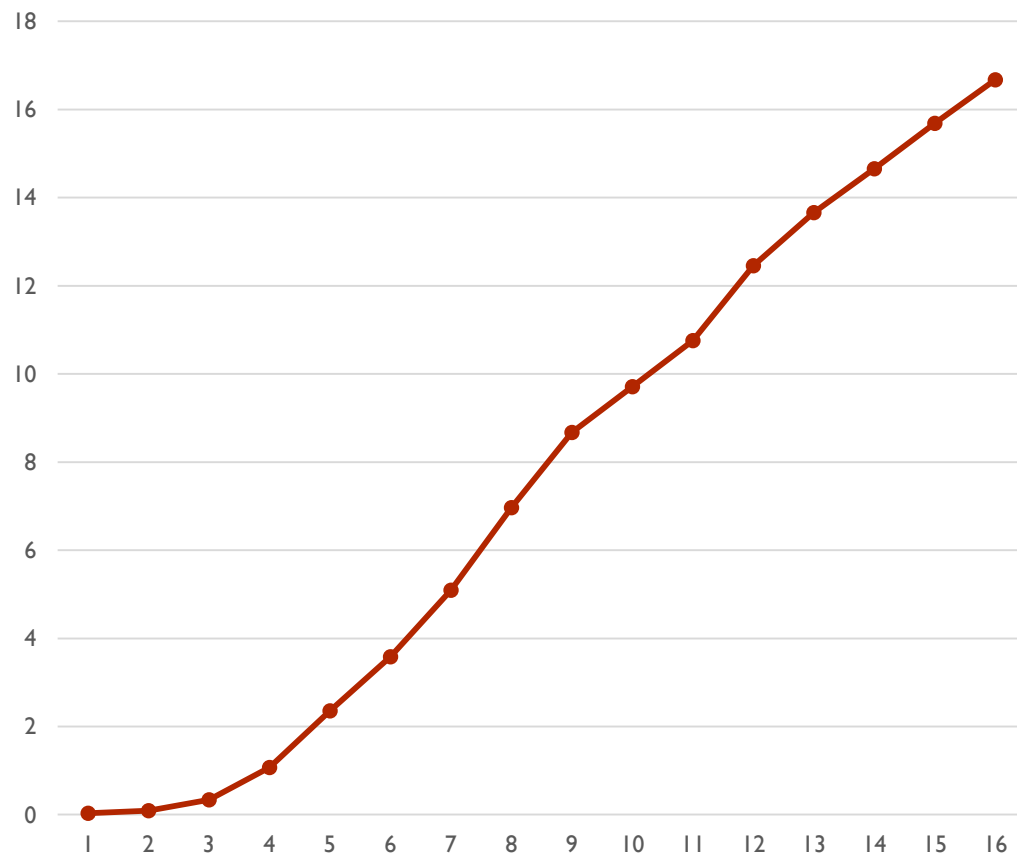
Value of transactions (in Billion \$)



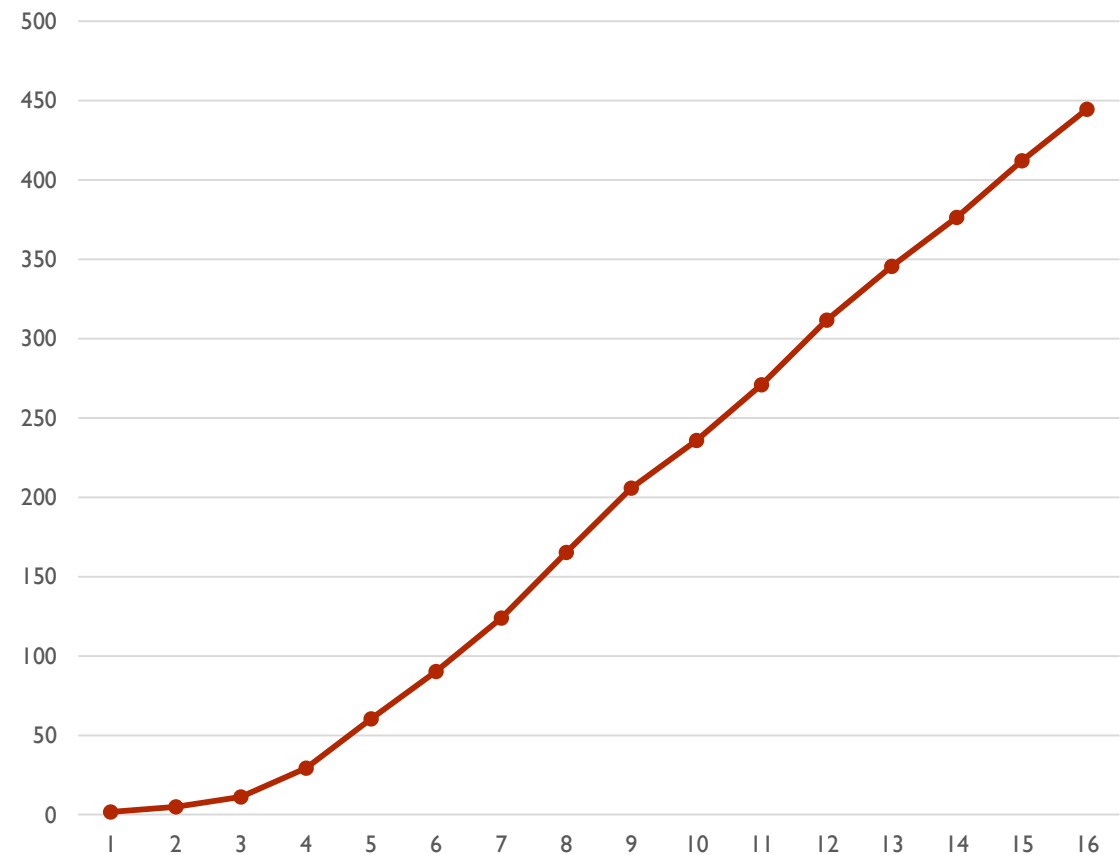
AADHAAR ENABLED PAYMENT SYSTEM



No of AePS Transactions (in Millions)



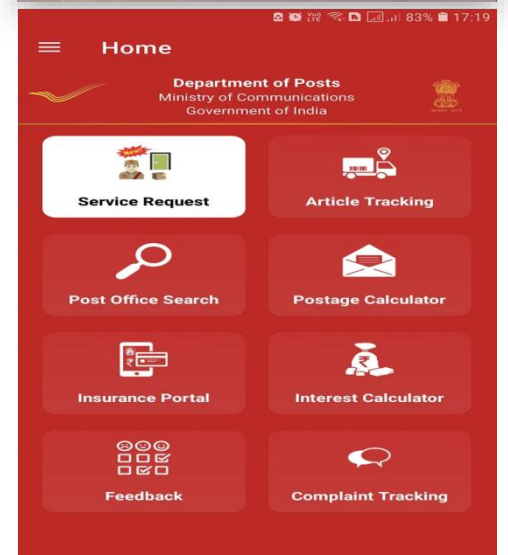
Value of Transactions (in Million \$)



RESPONSE: SPECIAL SERVICES



- Food / Masks distribution to support the poor / migrants.
- Mobile Post Offices to provide basic postal services across the country.
- Accepting service requests through Post Info App/ other Apps.
- Supported farmers by providing supply chain to connect farm produce to market.
- Postcards and Impressions having special messages to create awareness about social distancing and showing gratitude towards Corona Warriors.





INDIA POST- BUSINESS PLAN AND STRATEGY



ALL INDIA ROAD TRANSPORT NETWORK



- Objective more reliability and security in operations, reduce handling points and increase supply chain capacity.
- Plan to operationalise 68 new National Routes adding daily run of ~ 45,000 Kms per day.
- 332 State level routes plugged into the national routes to strengthen the reach to Tier- 2,Tier-3 cities and rural areas.
- To cover all sorting offices through RTN.
- Most of the routes will run on Public Private Partnership model.
- Plan to add around 200 trucks/ delivery vans to its fleet.

ALL INDIA ROAD TRANSPORT NETWORK



Schedule No.	Routes / Circuits	Origin	Destination	Route
1001	Delhi	Delhi	Nagpur	Agra - Sagar
1002	Bengaluru	Nagpur	Bengaluru	Hyderabad
1003	Mumbai	Mumbai	Nagpur	Pune - Aurangabad
1004	Kolkata	Nagpur	Kolkata	Raipur - Bhubneshwar
1005	Delhi - Kolkata/ Guwahati	Delhi	Guwahati	Lucknow - Muzaffarpur - Siliguri
1006		Delhi	Patna	Bareilly - Lucknow - Allahabad
1007		Patna	Kolkata	Gaya - Dhanbad
1008	Delhi - Mumbai	Delhi	Ahmedabad	Jaipur - Udaipur
1009		Ahmedabad	Mumbai	Vadodara - Surat
1010	Mumbai - Bengaluru	Mumbai	Bengaluru	Pune - Kolhapur - Hubballi
1011		Kolkata	Guwahati	Siliguri
1012		Guwahati	Tinsukia	Jorhat
1013		Guwahati	North Lakhimpur	Tejpur - Itanagar
1014		Guwahati	Silchar	Shillong
1015		Guwahati	Dimapur	Nagaon
1016		Silchar	Agartala	Dharamnagar
1017		Silchar	Aizwal	
1018		Dimapur	Imphal	Kohima
1019		Kolkata	Ranchi	Kharagpur - Jamshedpur
1020		Patna	Ranchi	
1030	North India Routes	Delhi	Jammu	Ambala - Ludhiana - Pathnakot
1031		Jammu	Srinagar	
1032		Delhi	Shimla	Ambala - Chandigarh
1033		Delhi	Dehradun	
1040	South India Routes	Bengaluru	Chennai	Vellore
1041		Chennai	Thiruvananthapuram	Trichy - Madurai
1042		Bengaluru	Kochi	Salem - Coimbatore
1043		Thiruvananthapuram	Mangalore	Kochi - Kozikhode
1044		Chennai	Vijayawada	Nellore - Ongole
1045		Bengaluru	Mangalore	
1050		Mumbai	Hyderabad	Pune - Solapur
1051	Inter-connecting routes	Hyderabad	Bhubneshwar	Vijayawada - Vishakhapatnam
1052		Ahmedabad	Sagar	Indore - Bhopal
1053		Sagar	Allahabad	Jabalpur - Satna

CROSS BORDER E-COMMERCE



- Proposed to set up around 800 Post Office Export Centers in all districts:
 - To promote commercial exports of local sellers / merchants / MSMEs across the world using Post Office channel.
 - Facilitation for handholding, packaging, digitization of documentation including customs forms, booking etc .
 - Automation of Postal Bill of Exports is in progress which will expedite Customs clearance of commercial exports.
- Expand “e-packets” service with major partners.

INDIA POST PAYMENTS BANK



- To promote digital financial inclusion across India conversion of IPPB into a full-fledged Universal Bank is proposed:
 - will enable it to provide access to credit to rural entrepreneurs and MSMEs
 - bring innovative financial products for rural masses.
- Enabling interoperability through IPPB platform.
- Engaging with community initiatives to be preferred banking partner ensuring financial inclusion in the country.



GOVERNANCE AND CITIZEN CENTRIC SERVICE



- Project initiated to expand digital services under National e-Governance Program.
- 6100 Post Offices will be equipped to provide various G2C (Government to Citizen) services through convergence of Common Service Centers (CSCs) and Post Offices.
- B2C (Business to Citizen) services will also be delivered from selected Post Office-Common Service Centres.



THANK YOU!

FOR ANY INFO EMAIL TO: DDGIR@INDIAPOST.GOV.IN