



PAKISTAN POST

پاکستان پوسٹ

Statement of Corporate Intent (SCI) FY 2025-26

(Section 8 (4) and Schedule-III of the State-Owned Enterprises Act, 2023)

Preface

As per Clause 8(4) of the State-Owned Enterprises (Governance And Operations) Act, 2023, the board of every state-owned enterprise shall, at the start of each financial year, adopt and cause to have published, a statement of corporate intent for the state-owned enterprise or the group comprising the state-owned enterprise and its subsidiaries (if any), in respect of that year and the following two financial years in the manner and form set out in Schedule-III. In view of the above, the Postal Services Board has approved Pakistan Post's Statement of Corporate Intent along with the Business Plan for the period of FYs 2025-28. This comprehensive plan, developed through multipronged approach, aims to leverage the Pakistan Post's wide spread footprint and long history of service, while considering the rapidly growing competition from the private courier and logistic players and fast-moving customers' expectation. The Business Plan elaborates the means and actions to capture its due share in the courier market and supplicate its revenues by diversification of its product portfolio by undertaking financial services particularly in the Rural Areas. The plan objective is to convert Pakistan Post from a fatiguing loss-making department into a vibrant profit-making entity by attracting customers through modernizing its service delivery, bringing efficiency and undertaking aggressive marketing strategies, capture its due share in the market through diversification of its products and extend financial services to the far-flung areas. Although the plan is based on basic principles of business, it is also catering to the needs of the lower strata of population per its rich history of public service. The Plan has set out reasonable and achievable targets and details of instant interventions to achieve those targets with time lines and resource identification.

Statement of Corporate Intent of Pakistan Post Office Department (PPOD)

1. Name of State-Owned Enterprise:

Pakistan Post Office Department

2. Incorporated/ established on:

Established in/Adopted from British Royal mail in 1947 upon independence under Post Office Act 1898. However, declared as SOE on 30-1-2023 under SOE ACT 2023.

3. Subsidiaries included in this statement of corporate intent:

Nil

4. Main business: [*Under RULES OF BUSINESS, 1973 (As Amended up to 5th December, 2024)*]

- *Services provided on behalf of the Federal Government and Provincial Government.*
- *Agency functions on behalf of agency alliances and partnerships with corporate entities under regulatory regime of the Government such as the State Bank of Pakistan and the Securities and Exchange Commission of Pakistan, etc.*

Pakistan Post is committed to provide reliable and affordable domestic as well as international postal and allied services to the people of Pakistan on equitable basis. These services include mainly collection/booking, processing, transmission and delivery of mail/postal articles including Letters, Parcels, Urgent Mail Services, Express Mail Service (Foreign) Money Orders. Pakistan Post also performs the function of collection of Utility bills on behalf of various DISCOs through the Country.

5. Summary of the business goals of the state-owned enterprise: [*as per the approved business plan*]

- Capture its due share in courier Business by tapping the potential of Growing E-Commerce Market.
- Acquiring Digital Financial solution through PPP.
- To rationalize and relocate the available human resource for optimum utilization
- To Pursue new business opportunities to transform the department into financially viable entity
- To increase efficiency and achieve excellence in business operations by modernizing its processes and solutions through Public Private Partnership and G2G Collaborations.

6. Summary of the performance measures and benchmarks against the state-owned enterprises business goals and its primary objective:

Strategic Initiative	Activities	Performance Indicator	Measurement Index
1 Complete Digitization	Supply of hardware to departmental offices	100 % computerization of departmental offices	Number
	Rural ICT Solution. Supply of hardware to branch post offices, training, and network connectivity	Project SLA	Stage of Implementation
	Enterprise-wide Integrated scalable IT solution	100% rollout in all Post offices	Number
	Developing Digital e-Commerce Platform	Project SLA	Stage of Implementation
2 Modernization of Mail Processing	Optimization of Mail Network, Efficient use of rail and motorways	No of Sections reviewed	Number
	Automation of mail sorting and Processing New MPCs	No of sites Installed	Number
	Motorization/ Digitization of Last Mile Delivery	No of beats motorized as Identified	Number
	Transportation and Monitoring of mail motors	No of routes (both roads and air) and vehicles Identified	Number
3 Improved access to service	Expansion of franchise Post Offices	No of franchise POs opened	Number
	Opening of post offices in underserved areas	No of POs opened	Number
	Opening up new night post offices	No of NPOs opened	Number
	Relocation of post offices	No of POs relocated	No of NPOs opened
	Feel and Look	Number of Offices	Number
4 FATF Compliance	Setting up FATF Compliance Mechanism	FATF rules formulation and implementation process	Stage of implementation
5 Enhanced professionalism	Research and development Including training and analysis of postal business statistics, rules and regulations	No of deliverables defined	No of deliverables completed
	Setting up Technology/ IT Cadre	Project	Stage of implementation
6 Right sizing and Re-Engineering	Right Sizing (staff and offices) after complete business and Establishment Review	No of offices reviewed	Stage of implementation
	Re-Engineering, postal units, Regions and Circles	No of Postal offices re-structured	Stage of implementation
	Establishing country-wide MST circle	Project SLA	Stage of implementation
7 Marketing and Sales	Development and Implementation of corporate branding Plan	No of offices undergoing branding	number
	Social media advertising strategy	Project SLAs	Stage of implementation

7. Summary of the strategies of the state-owned enterprise for achieving its business goals and primary objective:

- Complete Digitization
 - Supply of hardware to departmental offices, branch post offices imparting trainings to the staff and to ensure network connectivity.
 - Deploying Enterprise-wide Integrated scalable IT solution.
 - Developing Digital E-Commerce Platform through Agency Partner until EXIM Bank project is rolled out.
- Modernization of Mail Processing
 - Optimization of Mail Network by efficient use of rail and motorways.
 - Automation of mail sorting and processing and establishment of new Mail Processing Centers.
 - Digitization of Last Mile Delivery by providing smart hand-held devices.
 - Real time Monitoring of mail transportation and mail motors.
- Improved access to service
 - Expansion of franchise Post Offices without any extra expenditure.
 - Opening of post offices in underserved areas by relocating the existing human resources.
 - Opening up new night post office.
 - Relocation of post offices as per requirement of business.
 - Improved Feel and Look through existing resources and by through Sponsorship.
- FATF Compliance
 - Setting up FATF Compliance Mechanism
 - Ensuring Daily transactions monitoring.
 - Ensuring Proscribed persons sanctions and screening.
 - Ensuring data integrity and electronic record maintenance.
 - Penalty imposition for breaches of SOP at all departmental post offices.
 - Routine AML/CFT Compliance inspections by C.C. Officers and PMGs.
 - Establishment of an operational FATF Cell in DGPPPO, with appropriate human and technical resource,
- Enhanced professionalism
 - Establishment of Research and development Cell at Postal Staff College.
 - Conducting trainings.
 - Conducting analysis of postal business statistics, rules and regulations.
 - Setting up IT Cadre to cope with needs of changing technological environment.
- Right sizing and Re-Engineering
 - Right Sizing after complete business and Establishment Review.
 - Re-Engineering postal units, Regions and Circles and establishing MST circle.
- Sales and Marketing Strategy:
 - Potential Customers Profiling.
 - Brand Identity Development through paid advertisement.
 - Leveraging social media.
 - Marketing Teams at operational level under supervision of PMGs.

8. The current or anticipated borrowing of the state-owned enterprise, including borrowing by a subsidiary:

Loan of \$20.635 million from EXIM Bank of South Korea through E.D.C.F.

9. The accounting policies that the state-owned enterprise will apply for financial records and reporting:

PPOD presently following cash based International Public sector Accounting Standards as per manual of Accounting Principles issued by the Auditor General Pakistan and CGA.

10. Summary indicative balance sheet and profit and loss statement for the state-owned enterprise:

The Balance sheet is prepared by the Chief Accountant General and is usually finalized in the First week of September every year. However projected P&L as per Business plan is as under;

F.Y.	Expenditures	TSG*	Revenue	Loss	PSOCost**	Actual Loss
2024-25	23.42	6.00	9.887	13.533	7.51	6.023
2025-26	25.43	10.00	15.48	9.95	8.26	1.69
2026-27	27.97	-	19.23	8.74	8.26	0.48
2027-28	30.76	-	23.88	6.88	8.26	+1.38

11. Consolidated summary indicative balance sheet and profit and loss statement for the state-owned enterprise and its subsidiaries as group:

N/A.

12. The proposed dividend declaration and distribution policy of the state-owned enterprise:

N/A.

13. Description of any public service obligations and their impact on the forecasted financial outcomes of the state-owned enterprise:

Under correspondence with CMU and Finance Division. Costing of PSO has been done through a costing firm upon directions from Finance Division and the report has been sent through MOC.

14. Any other matter directed to be included in this statement by the Federal Government;

Nil
