

FOREWORD

It is with immense pride and commitment that Pakistan Post presents its Annual Report for the year 2024–25. This report encapsulates our continuous journey towards modernization, operational excellence, and a customer-centric approach to service delivery. It outlines the key milestones achieved, challenges faced, and strategic initiatives undertaken to strengthen our postal network and enhance the quality of services across Pakistan.

Building on the transformation efforts initiated in 2023–24, Pakistan Post has maintained its focus on digitizing operations, motorizing delivery networks, and improving overall service efficiency. Key achievements this year include the successful implementation of paperless mail transmission, the upgrade of the International Postal System (IPS), and the deployment of Android-based applications for delivery tracking. These innovations have already started yielding significant improvements in transparency, timeliness, and cost-effectiveness, particularly in last-mile delivery and operational accountability.

In addition to these advancements, Pakistan Post has also made strides in expanding its financial inclusion and logistics services to meet the evolving needs of both the public and business sectors. Leveraging its extensive network and adopting customer-friendly digital platforms, Pakistan Post remains committed to providing affordable, reliable, and accessible postal, logistics, and financial services to every corner of the country.

As a proud member of the Universal Postal Union (UPU), Pakistan Post has continued to contribute to global postal interoperability, align with international standards, and play an integral role in the global supply chain. Our focus on improving service quality, enhancing Electronic Data Interchange (EDI) systems, ensuring customs compliance, and strengthening security protocols has reinforced our commitment to UPU treaties, regulations, and global best practices. Moreover, as a national public-sector postal operator, we remain unwavering in fulfilling our Universal Service Obligation (USO) to ensure postal services are affordable, reliable, and accessible to all citizens, regardless of location or socioeconomic status.

The year also presented significant challenges, including rising operational costs, increased market competition, and shifting customer expectations. However, each challenge also unlocked new opportunities. Notably, Pakistan's rapidly growing e-commerce sector offers tremendous potential, and Pakistan Post is responding by enhancing parcel handling, elevating delivery standards, and establishing new partnerships with online marketplaces. Our digital solutions are now tailored to support entrepreneurs, SMEs, and home-based sellers, making it easier for them to reach customers across the country.

Beyond our commercial services, Pakistan Post proudly fulfilled its social mandate. Millions of households benefited from the timely delivery of Benazir Income Support Programme (BISP) letters, an essential link for vulnerable families. Additionally, Pakistan Post took on the compassionate responsibility of delivering life-saving medicines to cancer and cardiac patients in Punjab, ensuring critical medical support reached citizens at their doorsteps when it mattered most.

These achievements would not have been possible without the dedication, professionalism, and resilience of our employees, as well as the trust and cooperation of our valued customers, business partners, and stakeholders. Together, we have overcome challenges and celebrated significant milestones.

As we look ahead, Pakistan Post remains steadfast in its vision of becoming a modern, technology-driven, and self-sustaining national service organization. Our goal is to connect people, businesses, and communities with reliability and efficiency, reinforcing our commitment to service excellence.

I extend my heartfelt gratitude to our employees, bulk users, and walk-in customers. Your trust and support have been integral to our success. Together, we will continue to move forward, always striving to serve you better.

Thank you for being a part of our journey. Your feedback and insights are invaluable as we continue to evolve and improve.

Director General

Mission Statement

Pakistan Post is committed to provide reliable and affordable domestic as well as international postal and allied services to the people of Pakistan on an equitable basis.

Vision

To transform Pakistan Post into a vibrant, modern, customer friendly and self-sustainable service organization

ANNUAL REPORT 2024-2025

CONTENTS

Chapter 1	Introduction	5
1.1	Achievements	6
1.2	Pakistan Post- History and Background	8
1.3	Organogram of Pakistan Post	10
1.4	Structure and Organization	11
1.5	Assigned role and functions	12
1.6	Sustainable Development Goals	13
1.7	Jurisdiction of Postal Network	14
1.8	Assets of the Pakistan Post	18
1.9	Postal Mail Lines Network	20
1.10	Human Resource of Pakistan Post for door step delivery of mail	21
1.11	List of Services and Products Being Offered by Pakistan Post	22
Chapter 2	Postal Services	24
2.1	Traditional Postal Services	25
2.2	Remittance Services	33
2.3	International Postal Services	37
2.4	Philatelic Services	40
Chapter 3	Agency Functions	43
3.1	Introduction of Agency Functions	44
3.2	Utility Bills Collection	45
3.3	Arms Licenses Entered/Renewed	45
3.4	Driving Licenses Entered/Renewed	45
3.5	Provincial Tax Collection	46
3.6	Commission realized on Collection of Provincial Taxes	46
3.7	Sale of Pakistan Highway Code Books and Agricultural Loan Pass Books	46

Chapter 4	Trainings & Customer Care	47
4.1	Training Activities	48
4.2	Courses conducted at PTCs	48
4.3	Courses conducted at PSC, Islamabad	49
4.4	Customer Care	51
4.5	Express Mail Track and Trace System	51
4.6	IPS Updating Delivery System	51
4.7	Complaint Management System	52
4.8	Public Complaints	53
Chapter 5	Staff Welfare	54
5.1	Dispensaries and Medical Facilities	55
5.2	Post Office Welfare Fund/Grants	55
5.3	“Q” Loans and Advances	55
5.4	Educational School	56
Chapter 6	Revenue and Expenditure	57
6.1	Revenue Receipts & Operational Expenses	58
6.2	Head Wise Revenue Receipts	58
6.3	Detail of Agency Receipts	59
6.4	Detail of Post Office Other Receipts	62
6.5	Circle Wise Detail of Revenue Receipts	63
6.6	Head Wise Detail of Expenditure	64
6.7	Budget	65
6.8	Circle/Region Wise Detail of Expenditure	66
6.9	Comparison of Revenue and Expenditure in Previous Years	67
6.10	Rates of Interest Charges	68
❖	Salient Statistics of Pakistan Post for the Year 2024-25	69

Chapter 1

INTRODUCTION

1.1 ACHIEVEMENTS

In view of the above, Pakistan Post has accomplished the following milestones during the 2024-25:

- a) Pakistan Post with the assistance of Korean Exim Bank has started “Automation of Post Offices Project” to provide ICT infrastructure in all post offices. This project bridges the digital divide, delivering enhanced public service accessibility and long-term societal benefits. The Project scope consists of Supply of Terminals, Upgradation of ICT Infrastructure, Center System Development, Training and O&M Support in the next two years.
- b) Pakistan Post launched a project to digitize mail transmission processes, eliminating paper-based operations to improve operational efficiency, reduce costs, and minimize the carbon footprint. The transition to paperless transmission enabled seamless communication among DMOs, IMO, and computerized Delivery Post Offices while at the same time cutting operational costs.
- c) To bridge the gap in delivery updation, Pakistan Post equipped its field offices with 1,060 Android Mobile phones and launched a mobile delivery application designed specifically for delivery update operation and remote updation through automated hubs.
- d) Pakistan Post has motorized the delivery beats of its postmen by distributing 1,000 Honda CD 70 motorcycles among the field staff.
- e) Pakistan Post has also successfully upgraded its International Postal System (IPS) software to the latest version making it competitive and capable of meeting international standards.

Revenue Receipts:

Descriptions	Revenue Receipts (In Millions)
Financial Year 2023-2024	9,255.736
Financial Year 2024-2025	10,145.680
% Increase /Decrease	9.61%

Pakistan Post Office Department (PPOD) maintains a comprehensive outreach to fulfill its universal service obligations. On 30th June, 2025, PPOD reported a notable revenue increase of 9.61% compared to the base year of 2023-24.

Outcome Evaluation:

Universal Postal Union (UPU) issues yearly postal sector ranking 2IPD (Integrated Index for Postal Development) report determining the level of postal administrations of 192 member countries. The criteria of determination of level of postal services in any country is checked for four indicators i.e. RELIABILITY, REACH, RELEVANCE and RESILIENCE.

All the countries are then categorized against 10 levels of their service quality. Where level 1 is the worst and the level 10 is the best. Pakistan Post was ranked in level 5 of 2IPD ranking of UPU in 2023 but in **2IPD report of 2024, Pakistan Post has achieved level 6** which is a milestone achievement owing to its operational efficiency.

This accomplishment reflects PPOD's dedication to excellence and its ability to adapt to changing market dynamics. Through strategic initiatives digital transformation, remote updation, paperless operations, and improved delivery, Pakistan Post has improved its service delivery, contributing to Pakistan's improved global postal ranking.

1.2 PAKISTAN POST– HISTORY AND BACKGROUND

Pakistan Post is one of the oldest Federal Government Departments with a long history of Mail and money transmission services. After independence in 1947, Pakistan Post started its operations under a modified Post Office Act No.VI of 1898 as a combined Posts and Telegraphs Department to provide domestic as well as international postal and allied services at an affordable cost on equitable basis and at standards capable of meeting needs and requirements of the postal clientele.

Although Pakistan appeared on the map of the world on August, 14, 1947 but the history of Pakistan postage stamps starts with the first postage stamp of Indo-Pak known as “Scinde Dawk Stamp”. Scinde Dawk Stamp was the first Asian Stamp issued by the province of Sindh now forming a part of Pakistan. The stamps were used in the province until October, 1854.

At the time of independence, Pakistan Post had no proper arrangements for printing postage stamps, so British Indian stamps both ordinary and service were introduced after overprinting the words “PAKISTAN”, on 1st October, 1947. Pakistan Post brought out a set of first four Pakistan Postage stamps with the words ‘PAKISTAN ZINDABAD’, on July 9, 1948.

Pakistan joined the Universal Postal Union (UPU) as its 89th member on 10th November, 1947. The total membership of the UPU at present stands at 192 countries. The UPU is a Specialized Agency of the United Nations.

Due to administrative reasons the Posts and Telegraphs Department was bifurcated into two separate and independent Departments on 1st July, 1962 known as Pakistan Post Office Department and Telephone and Telegraph Department under the control of the Ministry of Communications, Government of Pakistan.

Sindh – Balochistan Postal Circle was established on 13th September, 1950. NWFP Postal Circle (now Khyber Pakhtunkhwa) was established on 1st July, 1968, while Northern Punjab Circle with its Headquarters at Rawalpindi was established on 16th December, 1975. In 1979, the headquarters of the Pakistan Post Office Directorate General was shifted from Karachi to Islamabad. Balochistan Circle started working independently in July, 1979. In 1985, Postal Life Insurance Circle West Pakistan, Karachi was bifurcated into Northern and Southern Zones. Northern Sindh Postal Circle with its headquarters at Hyderabad was established in the same year. Postal Staff College, Islamabad was inaugurated in 1987 with a view to meet the training needs of the officers of the Pakistan Post Office Department and fellows participating from the Postal Administrations of the developing countries of the world.

In the year 1992-93 Pakistan Post Office Department was transformed into a statutory Corporation known as “Pakistan Postal Services Corporation”. However, in 1996, the status of Pakistan Postal Services Corporation was withdrawn and the Corporation reverted into Pakistan Post Office Department as an attached Department of the Ministry of Communications. In November, 2008, the Pakistan Post Office Department (PPOD) was detached from the Ministry of Communications and was placed under the administrative control of the newly created Ministry of Postal Services. In June, 2013 the Ministry of Postal Services was abolished and the PPOD was again placed under the administrative control of Ministry of Communications as an attached Department of the Federal Government. Again

upon creation of Ministry of Postal Services w.e.f 01-07-2017 PPOD was placed under Ministry of Postal Services as an attached department of Federal Govt. However, in 2019, M/o Postal Services was merged in the M/o Communications and PPOD again came under the administrative control of M/o Communications.

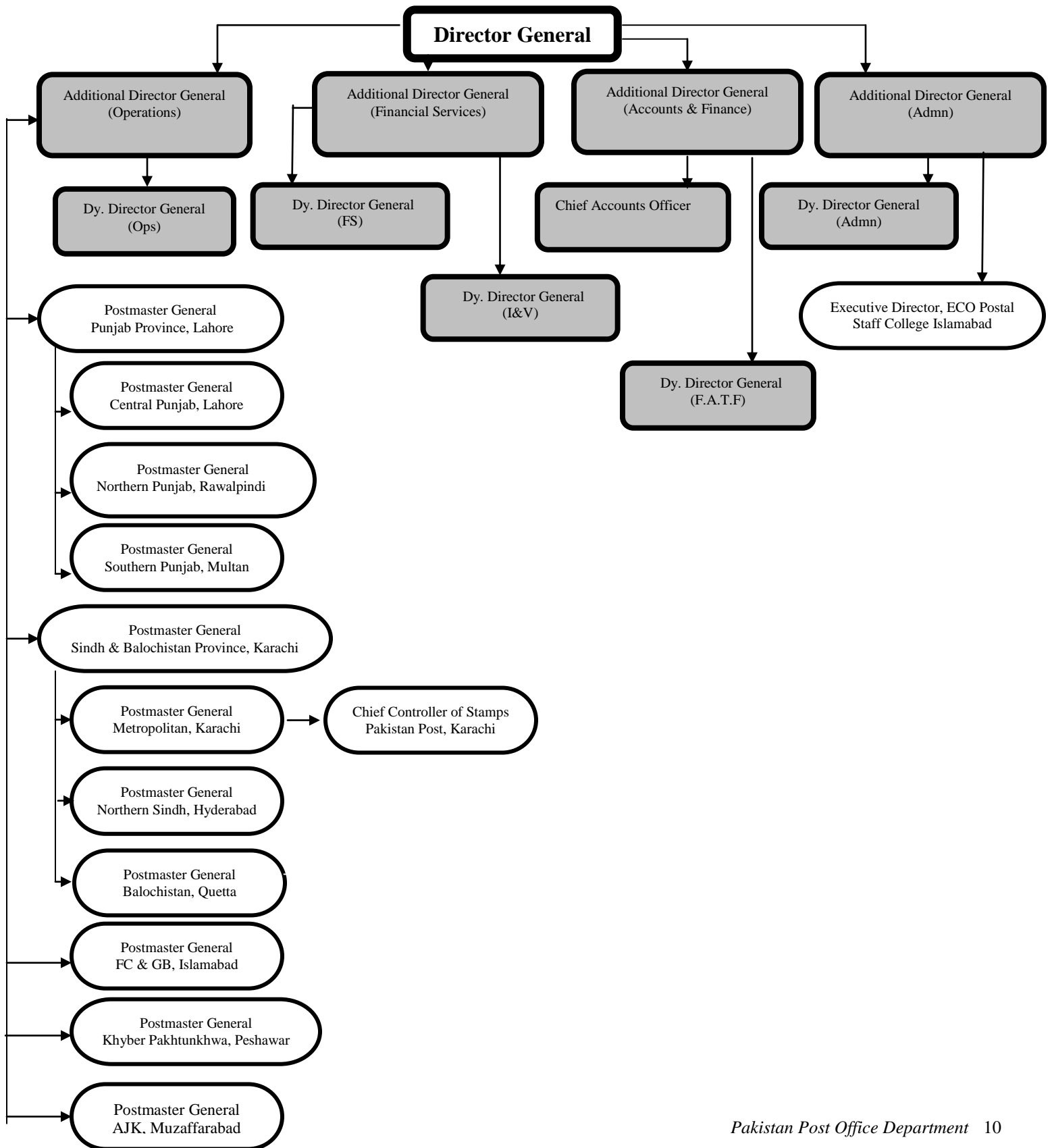
Lack of Administrative and Financial autonomy coupled with increasing competition, new customer expectations and technological advances have created enormous challenges for the Pakistan Post. Keeping all these factors in view, Pakistan Postal Services Management Board was established for the management of Pakistan Post Office Department through Pakistan Postal Services Management Board Ordinance, 2002 promulgated on 15th November 2002. The Board is a body corporate having perpetual succession and a common seal with power, subject to the provision of the said Ordinance, to acquire, hold and dispose of its property both movable and immovable and shall by its name sue and be sued.

On introduction of State-Owned Enterprises (Governance and Operations) Act, 2023, Pakistan Post Office Department has been included in the list of State-Owned Enterprises. Keeping in view of the provisions of State-Owned Enterprises Act, 2023, the Pakistan Postal Services Management Board Ordinance, 2002 has also been revised on 20th June, 2024. Accordingly, the Board comprises of one Chairman and eleven members as given below: -

S.No	Membership	Status
(a)	a suitable person to be appointed by the Federal Government from among the independent members	Chairman
(b)	Director General or Chief Executive Officer of Pakistan Post Office Department	Member <i>ex-officio</i>
(c)	a Joint Secretary or equivalent of the division to which business of finance of the Federal Government stands allocated	Member <i>ex-officio</i>
(d)	a Joint Secretary or equivalent of the division to which business of the Pakistan Post Office Department stands allocated	Member <i>ex-officio</i>
(e)	two senior technical officers of Postal Group not below the BPS-21 or equivalent	Member <i>ex-officio</i>
(f)	six suitable persons of eminence and known integrity to be appointed by the Federal Government	Members (independent)]

On completion of the tenure of the private members of the Pakistan Postal Services Management Board in June, 2023, the Board was remained unfunctional during 2024-25.

1.3 ORGANOGRAM OF PAKISTAN POST OFFICE DEPARTMENT



1.4 STRUCTURE AND ORGANIZATION

The administrative control of Pakistan Post Office Department at the policy planning level is vested in a high-powered Management Board headed by a Chairperson who is also the Director General of the Department and exercises all the operational powers assigned to him under the Post Office Act, 1898 as amended from time to time.

The Director General's chief function is to arrange the establishment of postal and allied services in the country, to lay down norms of services, to prescribe the work procedures to be followed, to establish and maintain postal communications with foreign countries, to arrange for the printing of postal, non-postal stamps and postal forms, to manage the post office budget and to frame all policy directions with regard to postal and allied services, with the approval of the Government, where necessary.

Executive management of postal and allied services below the Directorate General is done at two levels - the Circles Level and Units Level.

The Postmaster General is the Chief Executive Officer of a Circle and is directly responsible for the management of postal and allied services within his / her specified Postal territorial jurisdiction. One of his most important functions is to devise and maintain a quick and efficient mail communication system, where necessary, in consultation with other Heads of Circles by utilizing the available air, rail and road transport services. He also keeps the post offices and their supporting offices, properly staffed and supplied with the needed stamps, forms, stationery, bags and other equipment, controls the organization's works in these offices according to the norms of service laid down by the Director General and ensures security of mails, cash and other valuables handled in post offices and sorting offices.

The Divisional Superintendents and Chief/Senior Postmasters are the head of their respective Divisions/Units. They are primarily responsible for operational work of Post Offices/GPOs under their administrative control in the field. They are immediately subordinate to the Head of Circle.

1.5 ASSIGNED ROLE AND FUNCTIONS

The post office in Pakistan has a broad and varied role. It provides an important communication link to individuals, communities and businesses for:-

- Exchange of official, commercial and private letters and communications.
- Transmission of printed matter on subsidized rate to disseminate knowledge. Dissemination of knowledge.
- Transmission of samples of merchandise at lower rates for facilitating trade and industry.
- Money Remittances through postal order, postal draft and money order services that include Urgent Money Order, Fax Money Order and Electronic Money Order.

The Post in Pakistan serves as an indispensable communication link with the country's vast population and rural areas. The postal network stretches to touch virtually every town, hamlet and person in the country. Pakistan Post Office Department is providing postal services in every nook and corner of the country through a network of more than 10,000 post offices. Contrary to the aim of its competitors whose main thrust is to cream off the business from key urban areas commercially without any social obligation, Pakistan Post Office Department is providing collection and delivery services to about 20 million households and businesses as Community Service Obligation without any cost consideration in order to play a seminal role in the socio-economic development of the country.

Pakistan Post has the biggest infrastructure and rich experience in the business of moving letters, packets, documents, merchandise, parcels etc. locally as well as globally. In spite of manifold development in other fields of communication, the post is still widely used as a means of communication and happens to be the best affordable choice for the masses.

In a rapidly evolving and increasingly competitive environment and in order to meet the challenges of escalating customers sophistication, Pakistan Post has also taken giant strides to provide to the clientele faster, cost effective and time certain delivery system by introducing Express Post Services like Urgent Mail Service, Express Mail Service, Urgent Money Order Service, Fax Money Order Service and Electronic Money Orders Service.

In addition to its traditional role, Pakistan Post also performs Agency Functions on behalf of Federal and Provincial Governments, which include, collection of taxes, collection of Electricity, Water, Gas

and Telephone bills on behalf of WAPDA, WASA, SSGPL, SNGPL and PTCL respectively, disbursement of pension to retired non commissioned ranks of Armed Forces.

1.6 SUSTAINABLE DEVELOPMENT GOALS (SDGs)

The **importance of Sustainable Development Goals (SDGs)** in the **Pakistan Post Office Department** lies in how these goals help transform the traditional postal service into a modern, socially responsible, and economically inclusive institution. Here are the key areas of importance: -

1. **SDG 1: No Poverty**
 - **Digital Franchise Post Offices scheme** has become popular and have generated self employment opportunities for the middle and lower middle class people.
 - **Money transfer services** (e.g., money orders) reach remote and rural populations, offering basic financial inclusion.
 - **Social Welfare Stipends** payments are distributed through Pakistan Post under social welfare scheme such as the Education Department of Khyber Pakhtunkhwa Province to support girls education.
2. **SDG 3: Good Health and Well-being**
 - **Healthcare Access:** Pakistan Post has established 19 Allopathic Postal Dispensaries, 3 Postal Medical Centers having facility of 10 beds with diagnosis center and 2 Homeopathic facilities at big cities
 - Facilitates the distribution of medicines and healthcare supplies, especially in remote areas, improving access to essential health services.
3. **SDG 4: Quality Education**
 - Collaborations with educational institutions for **distance learning support** via parcel delivery (study material delivered at home).
 - Special postal rates for educational materials.
4. **SDG 5: Gender Equality**
 - Employment opportunities for **women** in rural areas.
5. **SDG 8: Decent Work and Economic Growth**
 - **Employment generation** in postal services, especially in underserved areas.
 - Support for **e-commerce logistics**, enabling small businesses to grow.
6. **SDG 9: Industry, Innovation, and Infrastructure**
 - Expansion of **digital financial services** and modernization of postal infrastructure.
 - Use of **track-and-trace systems** and online services to improve customer experience.
7. **SDG 10: Reduced Inequalities**
 - Postal access in remote and underdeveloped regions reduces urban-rural inequality.
 - Services available in areas underserved by commercial banks or couriers.
8. **SDG 13: Climate Action**
 - Steps toward **greener operations** (e.g., digitization, energy-efficient transport).
 - Pilot programs for **eco-friendly packaging** and reduced carbon footprint in logistics.
9. **SDG 17: Partnerships for the Goals**
 - **Collaborations:** Working with various national and international organizations to enhance service delivery and support development projects.
 - **Global Networks:** Being part of the Universal Postal Union (UPU) to exchange best practices and collaborate on global postal services improvements.

1.7 JURISDICTION OF POSTAL NETWORK

Pakistan Post consists of nine Postal Circles. The names of Postal Circles with their territorial jurisdiction are as under:-

S. No.	NAME OF THE CIRCLE	JURISDICTION
1	Balochistan Circle, Quetta.	Whole of Balochistan Province.
2	Central Punjab Circle, Lahore.	Lahore Division, Faisalabad Division and Gujranwala Division.
3	Northern Punjab Circle, Rawalpindi	Rawalpindi Division, Mianwali, Bhakkar Sargodha, Khushab, Gujrat and Mandi Bahauddin Districts.
4	Southern Punjab Circle, Multan	Multan Division, Bahawalpur Division, Dera Ghazi Khan Division and Sahiwal Division.
5	Federal Capital & Gilgit Baltistan, Islamabad.	Islamabad Capital Territory (ICT) and Province of Gilgit Baltistan.
6	Khyber Pakhtunkhwa Circle, Peshawar.	Whole of Khyber Pakhtunkhwa Province.
7	Metropolitan Circle, Karachi.	Whole of Karachi Metropolitan Area.
8	Northern Sindh, Hyderabad	Whole of Sindh Province except Karachi
9	Azad Jammu & Kashmir Circle, Muzaffarabad.	Whole State of Azad Jammu & Kashmir (AJ& K).

Circle wise detail of post offices and detail of personnel is given in the succeeding tables:-

NUMBER OF POST OFFICES (Circle wise break up)

(As on 30.06.2025)

NAME OF CIRCLE	GPOs	HPOs	HSG/LSG Sub Office	TSO	NPOs	EP Centers	Total No. of Deptl POs	FPOs	EDSOs	EDBOs	DFPOs	Total No. of EDPOs	Total No. of Post Offices (Deptl)
FC & GB Circle, Islamabad	3	0	8	86	10	0	107	4	10	122	122	258	365
Northern Punjab Circle, Rawalpindi	15	2	43	587	41	2	690	8	56	1,509	141	1,714	2,404
Metropolitan circle, Karachi	7	17	21	67	52	0	164	11	0	0	50	61	225
Northern Sindh Circle, Hyderabad	11	4	13	244	58	4	334	1	16	732	28	777	1,111
Balochistan Circle Quetta	5	0	9	221	23	0	258	1	9	86	20	116	374
K.P.K Circle, Peshawar	16	0	14	509	36	4	579	3	51	960	125	1139	1,718
Central Punjab Circle, Lahore	11	9	38	393	105	4	560	16	11	1,588	73	1,688	2,248
Southern Punjab Circle, Multan	10	5	22	218	43	0	298	8	10	744	77	839	1,137
AJK Circle, Muzaffarabad	7	0	10	110	6	0	133	4	14	213	0	231	364
TOTAL	85	37	178	2435	374	14	3,123	56	177	5,954	636	6,823	9,946

ABBREVIATIONS USED

GPO	=	General Post Office
HPO	=	Head Post Office
SO(HSG)	=	Sub Office Higher Selection Grade
SO(LSG)	=	Sub Office, Lower Selection Grade
TSO	=	Time Scale Sub Office
NPO	=	Night Post Office
EDSO	=	Extra Departmental Sub Office
EDBO	=	Extra Departmental Branch Office
FPO	=	Franchise Post Office
DFPO	=	Digital Franchise Post Office

PERSONNEL AND ESTABLISHMENT

Pakistan Post is a labour intensive organization. The sanctioned, regular posts are **24,509** and extra departmental posts are **11,246**. Scale-wise and Circle-wise detail of the sanctioned posts as on 30-06-2025 is given below:-

BPS	DIRECTORATE GENERAL	PMG ISLAMABAD	PMG AJK MUZAFFARABA	PMG KARACHI	PMG HYDERABAD	PMG QUETTA	PMG LAHORE	PMG RAWALPINDI	PMG MULTAN	PMG PESHAWAR	CCS KARACHI	PSC ISLAMABAD	TOTAL
BPS-22	1	0	0	0	0	0	0	0	0	0	0	0	1
BPS-21	4	0	0	1	0	0	1	0	0	0	0	0	6
BPS-20	6	1	0	1	1	1	1	1	1	1	0	1	15
BPS-19	12	1	1	2	1	2	4	2	1	2	1	1	30
BPS-18	22	5	1	8	4	4	13	7	4	8	1	3	80
BPS-17	27	9	6	18	12	8	28	20	12	15	1	2	158
BPS-16	70	24	11	76	43	28	100	46	42	54	2	4	500
TOTAL (A)	142	40	19	106	61	43	147	76	60	80	5	11	790
BPS-15	46	2	0	1	0	1	0	0	0	0	3	0	53
BPS-14	151	67	31	125	76	48	199	165	93	105	11	6	1077
BPS-13	230	27	8	36	23	25	101	39	37	42	8	5	581
BPS-11	128	22	12	174	56	31	110	71	46	58	6	4	718
BPS-9	6	352	200	1224	829	527	2600	1160	919	1223	0	0	9040
BPS-8	1	22	25	45	63	11	104	106	58	64	0	0	499
BPS-7	4	164	172	728	472	363	1280	669	475	598	0	0	4925
BPS-6	10	2	1	4	1	0	13	4	5	0	0	1	41
BPS-5	0	0	0	0	0	0	3	0	0	0	0	0	3
BPS-4	47	14	5	31	48	17	134	119	123	155	1	3	697
BPS-3	9	10	3	28	23	9	91	19	20	17	13	1	243
BPS-2	49	304	99	598	504	295	1170	568	504	655	4	1	4751
BPS-1	144	45	20	102	79	100	270	97	84	116	7	27	1091
TOTAL (B)	825	1031	576	3096	2174	1427	6075	3017	2364	3033	53	48	23719
Total (A+B)	967	1071	595	3202	2235	1470	6222	3093	2424	3113	58	59	24509
E.D Staff (C)	-	218	501	-	1419	295	2234	2731	1255	2593	-	-	11246
G. Total (A+B+C)	967	1289	1096	3202	3654	1765	8456	5824	3679	5706	58	59	35755

CATEGORY WISE NUMBER OF SANCTIONED POSTS OF EXTRA DEPARTMENTAL EMPLOYEES ON 30-6-2025

CIRCLE	EDSPM	EDBPM	EDDA	EDMR /MC/MA	ED STAMP VENDER/ OTHERS	TOTAL
KPK, Peshawar	64	1283	249	968	29	2593
AJK, Muzaffarabad	15	263	24	196	3	501
Metropolitan, Karachi	0	0	0	0	0	0
FC & GB, Islamabad	11	126	20	61	0	218
Northern Sindh, Hyderabad	15	731	33	640	0	1419
Balochistan Quetta	20	133	24	118	0	295
Southern Punjab, Multan	12	740	45	451	7	1255
Northern Punjab, Rawalpindi	60	1530	205	891	45	2731
Central Punjab, Lahore	11	1610	92	501	20	2234
TOTAL	208	6416	692	3826	104	11246

ABBREVIATIONS USED

E.D.S.P.M.	=	Extra Departmental Sub Postmaster
E.D.B.P.M.	=	Extra Departmental Branch Postmaster
E.D.D.A.	=	Extra Departmental Delivery Agent
E.D.M.C.	=	Extra Departmental Mail Carrier
E.D. Stamp Vendor	=	Extra Departmental Stamp Vendor

1.8 ASSETS OF THE DEPARTMENT

i) Office And Residential Buildings

S.N O	NAME OF CIRCLE/OFFICE	OPERATIONAL/ OFFICE BUILDINGS	RESIDENTI AL BUILDINGS	VACANT PLOTS	TOTAL
1.	Dte. General PPO, Islamabad	02	326	1	329
2.	Postal Staff College, Islamabad.	01	01	0	02
3.	FC & GB, Islamabad.	39	68	17	124
4.	AJK, Muzaffarabad	15	25	02	42
5.	Central Punjab, Lahore	166	709	27	902
6.	Northern Punjab, Rawalpindi	129	369	28	526
7.	Southern Punjab, Multan	71	230	19	320
8.	Metropolitan, Karachi	58	477	3	538
9.	Northern Sindh, Hyderabad	122	240	9	371
10.	Khyber Pakhtunkhwa, Peshawar	127	387	8	522
11.	Balochistan, Quetta	85	322	6	413
12.	Chief Controller of Stamp, Karachi	01	0	0	01
13.	General manager, PLICL, Karachi	04	65	0	69
14.	General Manager, PLICL, Lahore	18	76	0	94
15.	Dte. Accounts, PPOD, Lahore	0	22	0	22
	Total	838	3317	120	4275

TOTAL OFFICE BUILDINGS	TOTAL RESIDENTIAL BUILDINGS	VACANT PLOTS	GRAND TOTAL
838	3,317	120	4,275

ii) Transport Fleet Of The Department

For quick and speedy movement of mail, especially in urban areas and for administrative, inspection and other operational duties, Pakistan Post office Department maintains a fleet of vehicles. The Circle Office wise details of departmental vehicles being used for operational and administrative duties are shown below: -

(Corrected up to 30.06.2025)

S.No.	Name of Office	Vehicles available for			Total
		Protocol duties	General duties	Operational duties	
1	Dte. General PPO, Islamabad	2	7	22	31
2	Postal Staff college, Islamabad	0	2	04	6
3	Central Punjab Circle, Lahore	4	6	66	76
4	Northern Punjab Circle, Rawalpindi	1	0	37	38
5	Southern Punjab Circle, Multan	1	0	23	24
6	FC & GB Circle, Islamabad	1	3	22	26
7	AJK Circle, Muzaffarabad	0	1	10	11
8	Metropolitan Circle, Karachi	5	3	43	51
9	Northern Sindh Circle, Hyderabad	1	1	30	32
10	KPK Circle, Peshawar	3	1	39	43
11	Balochistan Circle, Quetta	1	1	28	30
12	PLI Southern Pakistan, Karachi	0	2	19	21
13	PLI Northern Pakistan, Lahore	0	2	34	36
14	CCS, Karachi	0	0	06	06
	Total	19	29	383	431

1.9 POSTAL MAIL LINES NETWORK

As on 30th June, 2025, there were **3,087** mail lines in the country stretching over a distance of **103,202 kilometers** over which mails are conveyed from station to station by rail/ road routes and through pedestrian mail runners. The Circle-Wise Break-up of the mail lines is given below: -

(Distance in Kilometers)

NAME OF CIRCLE	State Mail Express Contractual		State Mail Express Departmental		Mail Motor Contract (Mail Cum Passenger)		RAILWAYS SECTIONS		TRAVELLING MAIL PEON (T.M.P.)		DEPTT. RUNNERS		OTHERS	
	No	Distance	No	Distance	No.	Distance	No.	Distance	No	Distance	No	Distance	No.	Distance
Central Punjab, Lahore	22	5756	0	0	0	0	3	1946	124	5579	130	7830	203	1918
Northern Punjab, Rawalpindi	13	3522	10	1209	0	0	1	360	92	4374	283	7143	755	5170
Southern Punjab, Multan	7	2152	0	0	0	0	1	798	54	3866	87	1981	5	271
Metropolitan Circle, Karachi	13	1841	0	0	0	0	0	0	0	0	0	0	0	0
Northern Sindh, Hyderabad	12	3432	2	66	0	0	2	1860	38	548	52	1047	0	0
FC & GB, Islamabad	6	2435	3	208	5	412	0	0	25	1790	58	959	35	304
Khyber Pakhtunkhwa, Peshawar	5	1899	0	0	40	4686	1	174	43	1506	213	3235	468	3654
Balochistan Circle, Quetta	1	1540	0	0	28	9519	2	560	19	745	3	160	0	0
AJK Circle, Muzaffarabad	6	1713	0	0	3	564	0	0	34	1698	50	1256	130	1516
Total 2024-25	85	24290	15	1483	76	15181	10	5698	429	20106	876	23611	1596	12833

GRAND TOTAL 2024-25	
Total Number of Mail Lines	Total Length of Mail Lines (in K.M)
3,087	103,202

1.10 HUMAN RESOURCE OF PAKISTAN POST FOR DOOR STEP DELIVERY OF MAIL.

Circle wise detail of human resource deployed for delivery of mail at door step is as under:-

Sr. No	Name of Circles	Total No. of Sanctioned Posts		Total No. of Delivery Beats	No. of Motorized Beats	No. of Non Motorized Beats
		Postmen	Delivery Agent			
01	Islamabad	159	6	145	112	33
02	Peshawar	814	12	780	165	615
03	Rawalpindi	1076	33	985	275	710
04	Lahore	1367	19	1251	653	598
05	Multan	562	8	609	200	409
06	Hyderabad	395	8	343	78	265
07	Karachi	928	04	512	357	155
08	Quetta	348	9	294	160	134
09	Muzaffarabad (A.K)	207	2	209	33	176
Total		5856	101	5128	2033	3095

1.11 LIST OF SERVICES AND PRODUCTS BEING OFFERED BY PAKISTAN POST

Postal Services

i) Traditional Postal Services

- Envelopes, Aerogramme.
- Post cards
- Printed papers / Text books
- Small packets
- Parcels
- Registration of Postal Articles
- Insurance of Postal Articles
- Literature for blind
- Value payable letters / parcels
- Philatelic Service

ii) Express Mail Services

- Urgent Mail Service (UMS)
- UMS Cash on Delivery (COD)
- Express Mail Service (EMS)

iii) Money Transfer Services

- Ordinary Money Order Service
- Fax Money Order Service
- Urgent Money Order Service
- Electronic Money Order Service
- Postal Orders
- Western Union Money Transfer

Agency Services being offered by Pakistan Post

i) Pension Disbursement

- Army, Navy, PAF & FC.

ii) Utility Bills Collection

- PTCL
- K-Electric
- WAPDA
- SNGPL
- SSGPL
- S.C.O
- WASA

iii) Collection of Provincial Taxes

- Renewal of Arms Licenses.
- Renewal of Driving Licenses.
- Motor Vehicle Tax

iv) Collection of Federal Taxes

- Excise Duty.
- Withholding Tax.
- Income Tax on Private Motor Cars.
- Customs Duty.

v) Printing and Sale of Stamps and Stationery etc.

- Definitive Stamps
- Commemorative Special Stamps
- Philatelic Products i.e. First Day Cover (FDC), Leaflets, Albums etc.
- Agriculture Loan Pass Book
- Highway / Motorway Code Book.
- Revenue Stamps.
- Route Permit Fee Stamps.
- Motor Vehicle Fitness Stamps.
- Adhesive Court Fee Stamps.
- Special Adhesive Stamps.
- Non-Judicial Stamps.
- Impressed Court Fee Stamps.
- Insurance Stamps.
- Share Transfer Stamps.
- Notarial Stamps.

Chapter 2

POSTAL SERVICES

2.1 TRADITIONAL POSTAL SERVICES

Domestic traditional services are generally divided into two categories i.e. un-registered and registered mail. Each category includes various kinds of postal articles of both Inland and International mail. The term “Inland Post” means the post maintained by Government of Pakistan through Pakistan Post Office Department, either by land or by sea or by air.

2.1.1 Un-Registered Postal Services

The following classes of traditional postal services of letter mail (unregistered) are offered, for each of which a distinctive rate of postage is prescribed: -

- Letters
- Post cards
- Aerogrammes
- Printed papers (Text Books and other than text books)
- Small packets
- Newspapers
- Literature for the blinds (Cecogrammes)

2.1.2 Registered Postal Services

Registration makes the transmission of an article more secure, as it passes through the hands of postal officers, under special precautions. The following classes of registered traditional postal services of letter/parcel mail are offered: -

- Registered letter
- Registered parcel
- Value Payable letter/parcel
- Insured letter/parcel

The Circle wise volume of un-registered and registered mail during 2024-25 is given in the succeeding tables:-

UN-REGISTERED POSTAL TRAFFIC 2024-25

(Figures in Millions)

Category		Northern Punjab	Central Punjab	Southern Punjab	FC& GB Circle	Metropolitan, Karachi	Northern Sindh	KPK, Peshawar	Balochistan	AJK Circle	Total
Letter (Large)	Inland	0.086	0.948	0.715	0.756	0.448	1.029	0.465	0.115	0.017	4.579
	Foreign	0.004	0.025	0.005	0.056	0.015	0.001	0	0.001	0.001	0.108
Letter (Small)	Inland	0.889	2.01	1.478	3.855	3.526	0.703	0.293	0.391	0.22	13.365
	Foreign	0.016	0.068	0.025	0.118	0.017	0	0	0.001	0.001	0.246
Aerogrammes	Inland	0	0	0	0	0	0	0	0	0	0
	Foreign	0	0	0	0	0	0	0	0	0	0
Postcards	Inland	0.009	0.083	0.012	0.073	0.006	0.094	0.016	0	0	0.293
	Foreign	0.004	0.03	0.001	0.001	0.008	0	0	0	0	0.044
Printed Papers	Inland	0.012	0.438	0.029	1.416	0.437	0.009	0.767	0.028	0	3.136
	Foreign	0.001	0.02	0	0.005	0.001	0	0	0	0	0.027
Newspapers	Inland	0.008	0.024	0.025	3.85	0.058	0.035	0.203	0.022	0	4.225
	Foreign	0.001	0.003	0	0	0.001	0	0	0	0	0.005
Small Packet	Inland	0.001	0.041	0.011	0.023	0.005	0.002	0.015	0.017	0	0.115
	Foreign	0.001	0.005	0	0.001	0	0	0	0	0	0.007
Total Inland		1.005	3.544	2.27	9.973	4.48	1.872	1.759	0.573	0.237	25.713
Total Foreign		0.027	0.151	0.031	0.181	0.042	0.001	0	0.002	0.002	0.437
Grand Total 2024-25		1.032	3.695	2.301	10.154	4.522	1.873	1.759	0.575	0.239	26.150

REGISTERED POSTAL TRAFFIC 2024-25**(Figures in Millions)**

S. NO.	DESCRIPTION	C/Punjab	N/Punjab	S/Punjab	Metropolitan	N/Sindh	FC& GB	K.P.K	Balochistan	AJK	Total
1	Registered Letters	6.294	3.918	4.774	1.54	0.709	1.717	1.168	0.098	0.627	21.554
2	Registered Parcels	0.599	0.365	0.446	0.31	0.111	0.102	0.679	0.051	0.072	2.846
3	V.P Letters	0.996	0.121	0.442	0.246	0.016	0.015	0.125	0	0.001	1.978
4	V.P Parcels	0.92	0.243	0.242	0.121	0.025	0.04	2.496	0	0.001	4.113
5	Insured Letters	0.01	0.105	0.047	0.002	0.004	0.001	0.005	0	0.001	0.179
6	Insured Parcels	0.029	0.04	0.027	0.013	0.021	0.024	0.005	0.035	0	0.215
Total 2024-25		8.848	4.792	5.978	2.232	0.886	1.899	4.478	0.184	0.702	30.885

2.1.3 Express Post Services

To regain lost business of Pakistan Post, many strides were taken by introducing Express Mail Services from 1986 onward. Following Express Post Services are being offered: -

i) Urgent Mail Service

Urgent Mail Service is a fast and economical overnight / 2nd day mail delivery service with maximum weight up to 30 Kilograms. The service covers 226 cities/towns/localities of the country. UMS articles are items of first-class letter mail. The service is meant for dispatch of letters, documents, packets, parcel etc. Exclusive arrangements are in place for UMS at 12 major cities of the country.

ii) Urgent Mail Service – CASH ON DELIVERY (UMS-COD)

The Cash on Delivery (COD) service is one of the most promising services which are provided by an electronic media as well as websites involved in online buying and selling.

iii) Express Mail Service

For prompt transmission and speedy delivery of international postal articles Express Mail Service (EMS) is being offered over one hundred locations of the country for 92 countries of the world. Documents, packets and parcels can be sent through EMS. The maximum weight of EMS item is 30 kilograms. The service is established by executing bilateral agreement with other postal administrations.

iv) Fax Mail Service

To meet the modern requirements of rapid communication over short and long distances, Fax Mail Service was introduced for transmission of messages and documents electronically by fax.

The service-wise detail of Express Mail traffic and revenue generated during 2024-25 is as under: -

(Figures in Million)

NAME OF EXPRESS POST SERVICES	2024-25	
	NO. OF ARTICLES	REVENUE
Urgent Mail Service (UMS)	18.179	761.176
UMS - COD	0.113	21.136
Express Mail Service (EMS)	0.052	241.445
Same Day Delivery Service	0.006	0.841
Total	18.350	1024.617

2.1.4 Newspapers

Under the provision of Section 9 of Post Office Act, 1898, newspapers and periodicals consisting wholly or in great part of political or other news or of articles relating thereto, or to other current topics with or without advertisement published in numbers at intervals of not more than thirty one days being deemed a newspaper are registered with post office and posted for transmission by the inland post as “Registered Newspapers” thereby availing concessional rates. The existing concessional postage rate is Rs.2/- for every 100 grams.

Publications/periodicals falling under the definition of Newspaper, registered with post office are required to pay a registration fee of Rs.2,000/- at the time of registration of newspaper/periodical which will remain in force till the 31st December of the calendar year following that in which it was affected. The registration may be renewed for a further period of one year on payment of a fee of Rs.2, 000/- in respect of each renewal.

As on 30th June 2025, a total of 2690 publications and periodicals stood registered with the respective Postmasters General under Section 9 of Post Office Act 1898. Circle-wise break-up of the number of registered newspapers is as under:-

Name of Circle	Dailies	Weeklies	Fortnightlies	Monthlies	Quarterly	Others	Total
Central Punjab, Lahore	15	16	04	107	-	-	142
Northern Punjab, Rawalpindi	07	01	-	25	01	-	34
Southern Punjab, Multan	12	04	-	16	-	-	32
Metropolitan, Karachi	15	10	10	100	-	-	135
Northern Sindh, Hyderabad	03	-	-	03	-	-	06
FC & GB, Islamabad	12	20	06	07	12	-	57
Balochistan, Quetta	-	-	-	2	6	-	08
Khyber Pakhtunkhwa, Peshawar	-	02	03	07	-	-	12
AJK, Muzaffarabad	-	02	-	01	-	-	03
Total 2024-25	64	55	23	268	19	-	429

2.1.5 Business Reply Envelopes and Cards

For the convenience of customers Pakistan Post provides the facility of transmission of business reply envelopes and cards without pre-payment of postage. The postage thereon is collected in cash from the permit holders at the time of delivery. Business Reply Permits are issued on payment of prescribed fee in favour of the desirous individuals/ firms/companies provided the prescribed conditions as laid down under Clause 66 of Post Office Guide for envelopes/post cards are fulfilled, and are made-up for delivery to its addresses on payment of postage due in cash and account maintained.

Business Reply Permit is issued for a period of one year starting from the date of issue. The fee for registration and issue of permit is Rs.2,000/- which on expiry of one year may be renewed for further period of one year on payment of a fee of one thousand rupees in respect of each renewal.

A Circle wise break up of business reply permits/cards issued by the Postmasters General during 2024-25 is as under:-

NAME OF CIRCLES	NUMBER OF PERMITS ISSUED FOR		NO.OF POST OFFICES PERMITTED TO DELIVER THE BUSINESS REPLY ENVELOPES/ CARDS
	BUSINESS REPLY ENVELOPES	BUSINESS REPLY CARDS	
Central Punjab, Lahore	-	01	01
Northern Punjab, Rawalpindi	-	02	01
Southern Punjab, Multan	-	-	-
Metropolitan, Karachi	06	-	06
Northern Sindh, Hyderabad	-	-	-
FC & GB, Islamabad	-	-	-
Balochistan, Quetta	-	-	-
Khyber Pakhtunkhwa, Peshawar	-	-	-
AJK, Muzaffarabad	-	-	-
Total 2024-25	06	03	08
Total 2023-24	08	01	08

2.1.6 Post Boxes

Facility of post boxes at major cities is very unique service being provided by Pakistan Post to the public, individuals/ institutions/ firms at affordable cost. Following two sizes of post boxes have been installed in the Post Offices. The fee to be charged thereon is also noted below against each category: -

Annual fee for	
Small size (7"x6"x13")	Large Size (8"x10"x13")
Rs.500	Rs.1,000

For the facility of delivery of mail to the bulk users of the post **31,857** Post Boxes were available at major Post offices in the country for renting out during the year 2024-25. Out of which, **3,737** had been rented out to the individuals and firms.

The Circle-wise breakup of the total number of Post Boxes is given below:-

S. No.	NAME OF CIRCLE	NO. OF POST BOXES AVAILABLE	NO. OF POST BOXES RENTED OUT
1	Central Punjab, Lahore	9,192	944
2	Northern Punjab, Rawalpindi	3,203	336
3	Southern Punjab, Multan	2,194	100
4	Metropolitan, Karachi	11,448	1,063
5	Northern Sindh, Hyderabad	1,209	103
6	FC& GB, Islamabad	1,407	661
7	Balochistan, Quetta	234	70
8	Khyber Pakhtunkhwa, Peshawar	2600	310
9	AJK, Muzaffarabad	370	150
TOTAL 2024-25		31,857	3737

2.1.7 Letter Boxes

For the facility of posting of articles of letter mail by the users of the post, **7,947** letter boxes were available to the public in the country as on 30th June 2025. The circle wise breakup of the total number of letter boxes is given below:-

S. No.	NAME OF CIRCLE	URBAN	RURAL	TOTAL
1	Central Punjab, Lahore	629	359	988
2	Northern Punjab, Rawalpindi	874	1,796	2,670
3	Southern Punjab, Multan	591	615	1,206
4	Metropolitan, Karachi	155	-	155
5	Northern Sindh, Hyderabad	162	258	420
6	FC & GB, Islamabad	122	210	332
7	Balochistan, Quetta	125	43	168
8	Khyber Pakhtunkhwa, Peshawar	503	1,046	1,549
9	AJK, Muzaffarabad	92	367	459
	TOTAL	3253	4694	7947

2.1.8 Returned Letter Offices

The Returned Letter Offices (RLOs) Karachi and Lahore handled **375,408** articles during 2024-25 received as unclaimed, refused and without addresses or bearing indecipherable or incomplete addresses. The table below shows the number of articles received disposed off:-

NAME OF ITEMS	RLO KARACHI	RLO LAHORE	TOTAL 2024-25
Articles received from H.Os	65,757	273,164	338,921
Articles received from other RLOs	17,504	18,983	36,487
Total Received for Disposal	83,261	292,147	375,408
Articles redirected to addressees	24,545	137,632	162,177
Articles returned to senders	29,499	104,081	133,580
Articles transferred to other RLOs	20,641	17,502	38,143
Total Disposed Off	74,685	259,215	333,900
Articles treated as dead	8576	32,932	41,508

2.2 REMITTANCE SERVICES

Pakistan Post has embarked on a journey of progressive changes and better service, racing with the time and inspiring the traditions of growth and achievements. Speed, service, reliability and customer's confidence are constituents of today's postal work philosophy. Determination coupled with dedication is the new spirit for serving the growing needs of postal clientele.

Pakistan Post Office provides fast facilities for remittances of money to cater for the present day's requirements of postal clientele. In order to tone up standard of efficiency of postal services and for the customer's convenience, the following remittance services have been provided: -

- i. Ordinary Money Order
- ii. Pakistan Postal Orders
- iii. Urgent Money Order
- iv. Fax Money Order
- v. Electronic Money Order
- vi. Postal Draft
- vii. Pakistan Post E-remittance Service through Western Union

The position of inland money orders, postal orders, urgent and fax money orders issued and Electronic Money Transfer through Union during 2024-25 is given in the succeeding tables:-

2.2.1 Inland Money Orders Issued

(Figures in Million)

S. No.	NAME OF CIRCLE	2024-25		
		NO OF MONEY ORDERS ISSUED	VALUE	COMMISSION
			Rs.	Rs.
1	Central Punjab, Lahore	0.703	2,389.157	54.034
2	Northern Punjab, Rawalpindi	0.536	2,079.486	41.693
3	Southern Punjab, Multan	0.442	1,446.530	33.822
4	Metropolitan, Karachi	0.160	1,074.076	12.629
5	Northern Sindh, Hyderabad	0.196	790.596	15.432
6	KPK, Peshawar	0.385	1,555.375	29.319
7	Balochistan, Quetta	0.086	386.231	6.726
8	FC & GB, Islamabad	0.097	486.291	7.735
9	AJK, Muzaffarabad	0.123	527.060	9.560
TOTAL		2.731	10,734.804	210.954

2.2.2 Inland Money Orders Paid

(Figures in Million)

S. No.	NAME OF CIRCLE	2024-25	
		NO. OF MONEY ORDERS PAID	VALUE RS.
1	Central Punjab, Lahore.	1.400	4351.969
2	Northern Punjab, Rawalpindi	0.316	1830.187
3	Southern Punjab, Multan	0.431	1513.456
4	Metropolitan, Karachi.	0.168	983.045
5	Northern Sindh, Hyderabad	0.038	425.172
6	Khyber Pakhtunkhwa, Peshawar	0.210	1214.950
7	Balochistan, Quetta.	0.002	15.828
8	FC & GB , Islamabad	0.047	212.645
9	AJK, Muzaffarabad	0.012	119.488
TOTAL		2.624	10666.740

2.2.3 Pakistan Postal Orders Sold

(Rupees in Million)

S. No.	NAME OF CIRCLE	2024-25		
		NO.	VALUE RS.	COMMISSION RS.
1	Central Punjab, Lahore.	350,642	12.144	6.181
2	Northern Punjab, Rawalpindi	44,179	5.555	0.901
3	Southern Punjab, Multan	157,946	7.553	3.158
4	Metropolitan, Karachi.	7,489	1.427	0.149
5	Northern Sindh, Hyderabad	31,222	2.921	0.626
6	KPK, Peshawar.	31,817	2.539	0.525
7	Balochistan, Quetta.	5,446	0.673	0.083
8	FC, & GB, Islamabad.	3,892	0.542	0.079
9	AJK Circle, Muzaffarabad	5,821	0.396	0.087
TOTAL		638,454	33.750	11.789

2.2.4 Pakistan Postal Orders Paid

(Rupees in Million)

S.No.	NAME OF CIRCLE	2024-25	
		NO.	VALUE (RS).
1	Central Punjab, Lahore.	96,602	12.580
2	Northern Punjab, Rawalpindi	28,398	4.111
3	Southern Punjab, Multan	6,344	0.308
4	Metropolitan, Karachi.	1,764	0.119
5	Northern Sindh, Hyderabad	226	0.043
6	KPK, Peshawar.	20,459	1.655
7	Balochistan, Quetta	2,569	0.294
8	FC & GB, Islamabad.	8,223	1.454
9	AJK Circle, Muzaffarabad	4,543	0.419
TOTAL		169,168	20.983

2.2.5 Urgent Money Orders Issued

(Figures in Million)

YEAR	NO. OF URGENT MONEY ORDERS ISSUED	VALUE Rs.	COMMISSION Rs.
2024-25	0.095	387.780	16.268

2.2.6 Fax Money Order Issued

(Figures in Million)

YEAR	NO. OF FAX MONEY ORDERS ISSUED	VALUE Rs.	COMMISSION Rs.
2024-25	0.002	83.188	1.149

2.2.7 Electronic Money Orders Issued

(Figures in Million)

YEAR	NO. OF MONEY ORDERS ISSUED	VALUE Rs.	COMMISSION Rs.
2024-25	0.001	3.796	0.089

2.2.8 Electronic Money Transfer (Western Union)

In addition to traditional remittance services, a fully computerized system for transfer of money from 196 countries to Pakistan was started from September 2002 by making an agreement with Western Union. This system has received tremendous response from the public. Valuable Foreign exchange is being received through this legal channel of money remittance to Pakistan.

The below given table indicates the number of transactions and foreign exchange received through this legal channel of money remittance and amount of commission earned by Pakistan from 2003-04 to 2024-25: -

Year	No. of Transactions	Principal Amount Paid (Rs. in million)	Commission (Rs. in million)
2003-2004	76,740	2697.579	34.688
2004-2005	109,385	3,614.333	42.825
2005-2006	154,966	4,995.093	73.595
2006-2007	261,868	8,168.060	72.338
2007-2008	374,998	12,018.740	102.610
2008-2009	649,926	23,680.616	170.356
2009-2010	727,381	25,228.657	244.630
2010-2011	524,616	18,398.591	180.015
2011-2012	330,472	11,816.033	115.335
2012-2013	248,637	9,656.118	74.252
2013-2014	233,668	9,707.666	66.349
2014-2015	205,409	8,129.213	58.822
2015-2016	205,939	7,787.041	59.759
2016-2017	195,095	7,341.279	58.206
2017-2018	191,051	7,559.502	75.050
2018-2019	176,991	4,686.245	115.392
2019-2020	17,577	1,237.148	0.421
2020-2021	235,322	13,662.818	109.963
2021-2022	157,773	9,694.837	82.279
2022-2023	48,720	3,683.485	42.250
2023-2024	61,570	5,071.619	14.420
2024-2025	55,719	3,523.453	17.968

2.3 INTERNATIONAL POSTAL SERVICES

The Universal Postal Union (UPU) has 192 member countries. Pakistan is also a member of the UPU which is a specialized agency of United Nations in the Postal Sector. The mail between the member countries is exchanged with guaranteed freedom of transit. To ensure full adherence to this principle the UPU enjoins upon member countries to discontinue the postal services with a country not properly, honoring this principle subject to advance information to this effect to the UPU. Pakistan's International mail network is detailed below:-

Letter Mail Services	a). All the countries of world except Israel b). Direct dispatches for 71 Overseas destinations
Parcel Services	a). With all Foreign countries except Israel b). Direct dispatches to 71 Overseas destinations
Surface Air Lifted (SAL) Mail	26 Overseas destinations
Surface Mail	Afghanistan, People's Republic of China, India and Iran only
Express Mail Service (EMS)	104 Overseas destinations with 117 domestic locations

The International mail is posted/collected through network of Post Offices spread all over the country and the mail so collected is transmitted to the offices of exchange located at Islamabad/Lahore/Sialkot and Karachi for onward dispatch to foreign destinations. The frequency of dispatches ranges between 4-6 days a week, depending upon the availability of flight and mail volume justified for a dispatch.

2.3.1 International Mail Traffic

The weights of Airmail exchanged with foreign countries during the year 2024-25 are as given below:-

Airmail (Inward)

Category of Mail	Weight in kg. 2024-25	No. of Articles 2024-25
Letter Mail (LC/AO)	47,818	20,040
Registered Letters (R)	36,286	99,841
Parcels (P)	114,770	16,689
EMS (E)	654,915	69,109
Total	853,789	205,679

Airmail (Outward)

Category of Mail	Weight in kg. 2024-25	No. of Articles 2024-25
Letter Mail(LC/AO)	12,888	16,061
Registered Letters (R)	18,038	183,182
Parcels (P)	189,426	29,442
EMS (E)	143,918	16,433
Total	346,270	245,118

Surface Mail (Inward)

Category	Weight in Kg. 2024-25	No. of Articles 2024-25
Letter mail (LC/AO)	292	-
Parcels (P)	35,546	1,655
Total	35,838	1,655

Surface Mail (Outward)

Category	Weight in Kg. 2024-25	No. of Articles 2024-25
Letter mail (LC/AO)	0	0

Surface Air Lifted (Inward)

Category	Weight in Kg. 2024-25	No. of Articles 2024-25
Letter Mail (LC/AO)	3,051	508
Parcels (P)	5,876	1,027
Total	8,927	1,535

Surface Air Lifted (Outward)

Category	Weight in Kg. 2024-25	No. of Articles 2024-25
Letter Mail (LC/AO)	0	0
Parcels (P)	0	0
Total	0	0

TRANSIT MAIL

Category	2024-25	
	Weight in Kg	No. of Articles
Letter Mail (LC/AO)	277	67
EMS	1,826	190
Total	2103	257

COMPLAINTS

Customer Service System	2024-25	
	Received	Resolved
GCSS	1,130	1,118
I-CARE	2,218	2,218

Receipt And Payments (In Million) From / To Foreign Postal Administrations.
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(Rupees in Million)

Category	2024-25	
	Receipt	Payment
Airmail Accounts	346	03
Parcel Post Accounts	115	12
Letter Mail and Terminal Dues Accounts	459	09
ISP Imbalance Accounts	02	-
Total	922	24

2.4 PHILATELIC SERVICES

Postage stamps play an important role and have an educational, recreational and investment value. They are educative because philately enriches one's knowledge, education, literature, history, culture, religion, politics, science, sports and geography and so on. The study of postage stamps is also a relaxing and amusing hobby. The postage stamp is also an ambassador capable of strengthening the bonds of friendship between peoples, and contributes to economic, social and political prosperity. It publicizes the image and name of its country of origin. Viewed from the collectors (or philatelists) point of view, speculation is sometimes a powerful inducement to them in building their collections, since old stamps acquire a value for exceeding their face value. Last but not least, philately brings in substantial revenue to postal administrations and this provides the incentive for postal administrations to promote philately.

2.4.1 Philately in Pakistan

Issuance of commemorative stamps on various important National and International events is another significant but a regular feature of Pakistan Post. During the last 77 years, Pakistan Post has brought out a galaxy of special stamps on wide-variety of themes. They depict the flag and map of Pakistan, our national heroes and pioneers of freedom movement, our architecture and landscape, our great poets, saints, educational institutions and so on and so forth.

Pakistan Post issues four types of stamps for the prepayment of postage.

i) Definitive Stamps:

These stamps are issued for normal postage and put on sale for unlimited period of time.

ii) Service Stamps:

These stamps are issued for the use of Government official mail only.

iii) Special Stamps:

These stamps are brought out on certain particular themes and are of a particular interest for thematic collectors. They are also called as thematic stamps.

iv) Commemorative Stamps:

These stamps are issued to commemorate National and International events and are placed on sale for only a limited period of time.

During the year 2024-25, Pakistan Post has issued following Commemorative Postage Stamps:-

S.No	Occasion of Issue	Date of issue	Denomination (in Rs.)
1	Issuance of Commemorative Postage Stamp on Golden Jubilee celebration of Allama Iqbal Open University	23-07-2024	Rs. 30/-
2	Issuance of Commemorative Postage Stamp on Happy Independence Day	14-08-2024	Rs. 100/-
3	Issuance of Commemorative Postage Stamp on Pakistan-Egypt Diplomatic Relations 1948-2023	21-08-2024	Rs. 75/-
4	Issuance of Commemorative Postage Stamp on 75 years of excellence of Pakistan Stock Exchange	30-08-2024	Rs. 30/-
5	Issuance of Commemorative Postage Stamp on Tarbela Golden Jubilee 1974-2024	01-10-2024	Rs. 50/-
6	Issuance of Commemorative Postage Stamp on 150 th anniversary of UPU	09-10-2024	Rs. 150/-
7	Issuance of Commemorative Postage Stamp on 100 th Birth anniversary of Dr. Javid Iqbal 1924-2015	09-11-2024	Rs. 100/-
8	Issuance of Commemorative Postage Stamp on Child Art Competition National Stamp Exhibition "Kurrachee-2024"	13-12-2024	Rs. 30/-
9	Issuance of Commemorative Postage Stamp on Birth Anniversary of Quaid-e-Azam Muhammad Ali Jinnah	25-12-2024	Rs. 100/-
10	Issuance of Commemorative Postage Stamp on 50 years of excellence of Council of Islamic Ideology	30-12-2024	Rs. 30/-
11	Issuance of Commemorative Postage Stamp on 50 th Anniversary of SOS Children's Village Pakistan	01-01-2025	Rs. 50/-
12	Issuance of Commemorative Postage Stamp on 70 years of Excellence on Pakistan International Air Lines (PIA)	10-01-2025	Rs. 30/-
13	Issuance of Commemorative Postage Stamp on 50 th Death Anniversary of Abdur Rahman Chughtai (1894-1975)	17-01-2025	Rs. 30/-
14	Issuance of Commemorative Postage Stamp To mark Inauguration of New Gwadar International Air Port (NGIA)	20-01-2025	Rs. 30/-
15	Issuance of Commemorative Postage Stamp on the Women Chamber of Commerce & Industry Sialkot	27-01-2025	Rs. 50/-
16	Issuance of Commemorative Postage Stamp on Kashmir Solidarity Day	05-02-2025	Rs. 30/-

S.No	Occasion of Issue	Date of issue	Denomination (in Rs.)
17	Issuance of Commemorative postage stamp to celebrate 60 Years of flying Between Pakistan and China	20-02-2025	Rs. 30/-
18	Issuance of Commemorative Postage Stamp on 100 years of Excellence Military College Jhelum	03-03-2025	Rs. 100/-
19	Issuance of Commemorative Postage Stamp to celebrate International Women's Day-2025	08-03-2025	Rs. 30/-
20	Issuance of Commemorative Postage Stamp on Celebrating 25 years of NADRA.	10-03-2025	Rs. 25/-
21	Issuance of Commemorative Postage Stamp on celebrating 130 years since the Discovery of X-Rays	23-03-2025	Rs. 30/-
22	Issuance of Commemorative Postage Stamp on Celebrating 50 years of Faisalabad Chamber of Commerce and Industry	04-04-2025	Rs. 30/-
23	Issuance of Commemorative Postage Stamp on International Year of Glacier's Preservation-2025.	09-05-2025	Rs. 30/-
24	Issuance of Commemorative Postage Stamp on celebrating 40 years of completion of Islamabad Chamber of Commerce &	15-05-2025	Rs. 40/-
25	Issuance of Commemorative Postage Stamp on Ustad Aslam Roda Hockey Legend	16-05-2025	Rs. 50/-

Chapter 3

AGENCY FUNCTIONS

3.1 INTRODUCTION OF AGENCY FUNCTIONS

Pakistan Post Office Department, with wide network throughout the country, serves as the principal agency for a variety of Agency Services on behalf of Federal, Provincial Governments and autonomous/corporate entities as detailed below on agreed rates of commission/service charges: -

i. On Behalf Of The Federal Government

- Payment of pension to the retired personnel of Defence Forces.
- Printing and sale of Agricultural Loan Passbooks
- Printing and supply of various non-postal stamps
- Collection of custom duty and sales taxes on inward foreign postal articles
- Collection of fixed income tax on behalf of Federal Board of Revenue
- Distribution of small sums of money to Mustahqeen on behalf of Pakistan Baitual Mal.

ii. On Behalf Of Provincial Governments

- Sale of Revenue Stamps, Arms and Driving Licenses Fee Stamps, Fine Coupons, Motor Vehicles Fitness Stamps etc
- Collection of Motor Vehicle Tax from owners of private vehicles (except in Sindh Province)
- Renewal of Motor Driving Licenses and Arms Licenses
- Printing and supply of various judicial and non-judicial court fee stamps to district treasuries of the provincial governments

iii. On Behalf Of Autonomous / Corporate Entities

- Collection of Electricity, Sui Gas and Telephone Bills respectively on behalf of WAPDA, Sui Southern Gas Pipelines and Pakistan Telecommunication Company Limited

3.2 UTILITY BILLS COLLECTION

Pakistan Post provides services to the public for collection of utility bills on behalf of PTCL, SSGPL, SNGPL, WAPDA, KESC and WASA and earned Rs. 464.529 million in the shape of commission. Utility bill wise detail is as under: -

Particulars	Number of Utility Bills Collected	Amount of Utility Bills Collected (Rs)	(Rupees in Million)
			Commission earned per bill (Rs)
PTCL	247,876	813.732	(2.215)*
Sui Gas	12,713,998	53,941.213	101.712
Electricity	43,633,957	278,636.954	349.072
WASA	1,995,039	5,171.980	15.960
Total 2024-25	58,590,870	338,563.879	464.529

* The actual amount of commission on PTCL Bills collection during the financial year 2024-25 is Rs. 2.230M. Due to the effect of transfer entries of previous years. The amount of commission has become (2.215)M.

3.3 ARMS LICENCES ENTERED / RENEWED

S. No.	Name of Circle	Number of Arms licenses		
		Entered	Renewed	Total 2024-25
1	Central Punjab, Lahore	-	8,572	8,572
2	Northern Punjab, Rawalpindi	-	11,901	11,901
3	Southern Punjab, Multan	-	4,402	4,402
4	Balochistan, Quetta	91	1,412	1,503
Total		91	26,287	26,378

3.4 DRIVING LICENCES ENTERED / RENEWED

S. No.	Name Of Circle	Driving License		
		Entered	Renewed	Total 2024-25
1	Central Punjab, Lahore	-	-	-
2	Northern Punjab, Rawalpindi	04	1,321	1,325
3	Southern Punjab, Multan	-	52	52
4	FC & GB, Islamabad	-	12,248	12,248
5	Balochistan, Quetta	-	160	160
Total		04	13,781	13,785

3.5 PROVINCIAL TAXES COLLECTION (CATEGORY WISE)

Particulars	Punjab	Sindh	KPK	Balochistan	Islamabad	2024-25
Arms Licence	0	0	0	0	0	
Driving Licence	542,101,790	0	0	0	1,410,000	543,511,790
Motor V.F.C	0	0	0		1,500,000	1,500,000
Route Permit Fee	0	0	0	0	0	
M.V.T	0	0	0	0	0	
Total	542,101,790	0	0	0	2,910,000	545,011,790

3.6 COMMISSION REALIZED ON COLLECTION OF PROVINCIAL TAXES (Figures in Million)

Particulars	Punjab	Islamabad	2024-25
Arms License	0.000	0.000	0.000
Driving License	14.095	0.039	14.134
Motor V.F.C	0.000	0.026	0.026
Route Permit Fee	0.000	0.000	0.000
M.V.T	0.000	0.000	0.000
Total	14.095	0.065	14.160

3.7 SALE OF PAKISTAN HIGHWAY CODE BOOKS AND AGRICULTURAL LOAN PASS BOOKS

Pakistan Highway Code Books (HWCB) and Agricultural Loan Pass Books (ALPB) are printed by Pakistan Post office Department and sold through all Post Office counters since 1973 and 1978 respectively. Both English and Urdu versions are being sold to public. **41,737** Agricultural Loan Pass Books were sold during the year 2024-25. Similarly, **10,092** Highway / Motorway Code Books were sold during the year 2024-25. The Circle-wise Break-up is as under: -

S. No.	Name of Circle	ALPBs SOLD	HWCBs Sold	
			English	Urdu
1	Central Punjab, Lahore	12,118	02	20
2	Metropolitan, Karachi	170	3,596	2,922
3	Northern Sindh, Hyderabad	11,642	02	2,265
4	Northern Punjab, Rawalpindi	5,788	14	53
5	Southern Punjab, Multan	8,720	02	1,013
6	FC & GB, Islamabad	152	-	152
7	Khyber Pakhtunkhwa, Peshawar	2,944	03	44
8	Balochistan, Quetta	196	-	-
9	AJK, Muzaffarabad	07	-	04
Total 2024-25		41,737	3,619	6,473

Chapter 4

TRAININGS & CUSTOMER CARE

4.1 TRAINING ACTIVITIES

In order to train the postal staff with latest customer care techniques to provide best services to the customers, Pakistan Post arranges the different types of courses throughout the country. The Training Institutions include Postal Staff College and Postal Training Centers (PTCs) at Islamabad, Lahore and Karachi. **2095** officials of different categories in the various disciplines of Postal Services received training at PTCs during 2024-25. Training courses for the departmental officers are conducted at ECO Postal Staff College, Islamabad. **332** departmental officers were trained in the ECO Postal Staff College, Islamabad during 2024-25. The detail of training activities is given below:-

4.2 TRAINING COURSES CONDUCTED AT PTCS

S. No.	Postal Training Centre	No. of courses	No. of officials attended course
1	Islamabad	56	518
2	Karachi	52	466
3	Lahore	81	990
4	Peshawar	8	121
Total		197	2095

4.3 COURSES CONDUCTED AT ECO POSTAL STAFF COLLEGE, ISLAMABAD DURING THE YEAR 2024-25

S. NO.	NAME OF WORKSHOP, COURSE/SEMINAR	NO. OF TRAINEES
1.	Refresher Course For Postal Managers (BPS-16-18) At Lahore	06
2.	40 th Mid Career Management Course (Domain Specific)	04
3.	Workshop On Stamps And Philately In Pakistan Post	17
4.	Workshop On Postal Business Development & Marketing	17
5.	Workshop On SAP System – FI & HR In Pakistan Post	58
6.	Course On Sustainable Development In Postal Sector	10
7.	Advance Course On Postal Accounts & Legislation 34 th STP	15
8.	Advance Course On Civil & Criminal Law 34 th STP	15
9.	41 st MCMC (Domain Specific Component)	03
10.	Postal Management Course For Probationary Officers Of 34 th STP	15
11.	Workshop On Noting And Drafting	16
12.	Workshop On Protection Against Harassment Of Women At Workplace Act 2010	28
13.	42nd Mid Career Management Course (Domain Specific)	04
14.	Workshop On Designing Agreements And Contracts	11
15.	Workshop On Departmental Court Cases (Issues & Challenges)	01
16.	Workshop On Public Procurement Rules (PPRA) 2004	09
17.	Workshop On Pakistan Post And EXIM Bank Project	24
18.	Refresher Course For Postal Managers (Bps-16-18) At Karachi	26
19.	Postal Management Course For Departmental Promoted Officers	09
20.	Workshop On EXIM Bank Project	09
21.	Workshop On Express Mail Service	09
22.	Workshop On E-Pads And Procurement	09
23.	Course (Domain Specific 43rd Mid Career Management	09

24.	Workshop On Postal Business Development Of Marketing	02
25.	Workshop On EXIM Bank Project (Clubbed With MCMC)	02
26.	Workshop On Departmental Court Cases (Clubbed With MCMC)	02
27.	Workshop On State Owned Enterprises Act, 2023	02
Total		332

4.4 CUSTOMER CARE

Effective Customer Care is like a backbone of the organization. It plays quite an active role in improving the services and enhancing the revenue of Pakistan Post. There is common saying that customer is the king and the king is to be satisfied. For the purpose of customers' satisfaction, a Customer Care Cell has been established at the Headquarters as well as at each Circle level. Customer Care Cell deals with Postal Complaints receiving from Inland and foreign countries, either received through E-mail, fax or telephonically which are accordingly disposed off without any loss of time.

4.5 EXPRESS POST TRACK AND TRACE SYSTEM (EMTTS)

Pakistan Post has implemented an Express Mail Track & Trace System, Inquiry & Reporting System (EMTTS), in 85 GPOs, (03) Post malls and (53) District Mail Offices. A link has been established between Express Mail Track and Trace System (EMTTS) and International Postal System (IPS) to facilitate the Track and Trace of Inbound and Outbound International Express Mail Service (EMS) articles. The main objectives of EMTTS are: -

- To improve the quality of service to customers by providing them online tracking facility. Articles can be tracked at www.ep.gov.pk
- To provide an efficient automated platform to support a major increase in the volumes of Express Mail and Express Money Order traffic
- To improve overall operations and increase productivity.
- To provide Pakistan Post's management with information relating to the quality of service for Express Mail being provided by Pakistan Post to its customers.
- To provide facility of online submission of complaint to Customers.

4.6 IPS UPDATING DELIVERY SYSTEM

To meet the UPU's requirement, Pakistan Post has launched a project for updating delivery information from the point of delivery using Enterprise Digital Assistant (EDA) and Mobile Phones. The motive of the project is to achieve better quality of service to the PPO customers through the use of this tracking system. This tracking system will allow Pakistan Post to generate and exchange EDI tracking messages with partner postal operators and airlines for both incoming and outgoing Registered Letters, Parcels and EMS. It will also improve security of mail operations by automating all international postal processing areas and

obtaining a reliable database for international postal accounts and postal statistics data capturing and storage will also be ensured. The Postal customers will be able to get faster access to the information regarding their postal items. This project ensures end to end tracking of incoming international Registered Letters and other bar coded products (Parcels and EMS) by integrating domestic tracking with IPS by automating domestic sorting centers and by providing updating delivery information facility at the point of delivery through Mobile Phones and EDAs.

The Quality of Service Fund of UPU has provided 1961 Mobile Phones and 350 EDA (Enterprise Digital Assistant) to update delivery information from delivery offices. With the expansion of this project, each Delivery Office will be provided one Mobile Phone or EDA to update delivery information of incoming International Registered Letters, Parcels and EMS on daily basis.

4.7 COMPLAINT MANAGEMENT SYSTEM (CMS)

For the facility of the users of postal services, a web based ` Management System has been established for complaints and their resolution. The scope of the system is within the organization. A call centre has also been established for the management of customers' complaints. The mechanism of the call centre and responsibilities of the call centre are:-

- To take the complaints from the Pakistan Post customers on phone/ fax/ email/ sms.
- To intimate the respective locations, officer or officials of Pakistan Post for settlement of the complaint.
- To acknowledge the receipt of complaints to the complainants through phone/ fax/ email/ cell phone/ sms etc.
- To intimate the settlement of complaints to the complainants through phone/ fax/ email/ cell phone/ sms etc.
- In case of delay in settlement of complaints, to intimate the complainants about the delay with apology and give complainants a new time line for ultimate solution of their complaint.

4.8 PUBLIC COMPLAINTS

The public Complaints from the users of the Postal Services are an index to the quality of service. In the absence of modern electronic system of feed-back which is an indispensable part of Management Information System (MIS), the Pakistan Post Office Department has to depend a lot on complaints. It is a barometer of public opinion which forms the basis of the evaluation and appraisal of the quality and standard of the Postal Services offered to them. The table showing the number of complaints pertaining to postal articles i.e. International Post, Domestic Post, Express Post and Money Orders received & disposed off during the year 2024-25 is given below: -

S. No.	NAME OF CIRCLE	OPENING BALANCE	RECEIVED	TOTAL	DISPOSED OFF	BALANCE
1.	Metropolitan Circle, Karachi	09	13786	13795	13700	95
2.	Central Punjab, Lahore	182	30613	30795	30272	523
3.	Southern Punjab, Multan	77	10586	10663	10561	102
4.	Khyber Pakhtunkhwa, Peshawar	49	1276	1325	1276	49
5.	F.C & GB, Islamabad	333	3893	4226	3844	382
6.	Northern Punjab, Rawalpindi	-	19267	19267	19185	82
7.	Northern Sindh, Hyderabad	12	5000	5012	4992	20
8.	Balochistan Circle, Quetta	422	3671	4093	3911	182
9.	AJK Circle, Muzaffarabad	-	1255	1255	1255	-
Total: 2024-25		1084	89347	90431	88996	1435

S. No.	NAME OF CIRCLE	NO OF ARTICLES	NO. OF COMPLAINTS	NO. OF COMPLAINTS DISPOSED OFF	PERCENTAGE (%)
1	Inland complaints	74,498,000	90,431	88,996	98.41%
2	GCSS (Registered Mail/ Letter/Parcel)	311,093	3,064	3,013	98.33%
3	I-Care (International Complaints- EMS & EMS Plus etc.)	78,512	2,223	2,223	100%

Chapter 5

STAFF WELFARE

5.1 DISPENSARIES AND MEDICAL FACILITIES

In order to provide better medical facilities to its employees, Pakistan Post has established 19 Allopathic Postal Dispensaries, 03 Postal Medical Centers having facility of 10 beds with diagnosis center and 02 Homeopathic facilities all over the country at big cities where outdoor medical facilities are provided to the ailing postal employees and their dependant family members. During the financial year 2024-25, expenditure of **Rs. 2.278 million** was incurred on purchase of medicines for the Postal Dispensaries. An amount of **Rs. 92.731 million** was reimbursed as medical charges during the year 2024-25. These facilities are apart from the Government Hospitals where postal employees are also provided indoor as well as outdoor medical treatment all-over the country.

5.2 POST OFFICE WELFARE FUND, FINANCIAL GRANTS AND RELIEFS

Pakistan Post provides different types of grants to the employees of the department for their welfare. Post Office Welfare Fund is fully utilized as assistance in the shape of education grant to the deserving children of the Postal employees, Financial Aid in case of prolonged illness and to meet funeral expenses, scholarships to the children of Postal employees in BPS.1-16 who secure 60% or above marks in the Annual Examination of SSC and above and cash awards to children of Postal employees.

5.3 “Q” LOANS AND ADVANCES

The employees and officers of Pakistan Post Office Department are granted loans and advances for the purchase of plots /construction of houses and purchase of conveyance.

i) House Building Advance:

The Postal employees were granted House Building Advances amounting to **Rs 790.076 million** for the purchase of plots /construction of houses during financial year 2024-25.

ii) Conveyance Advance:

The Postal employees were granted Conveyance Advances amounting to **Rs 108.832 million** to purchase their personal Motor Car, Motor Cycle and Cycle during financial year 2024-25.

5.4 EDUCATIONAL SCHOOL

The Posts and Telegraphs Model School which was set up at Lahore in 1961 is providing educational facilities up to High School level to the children of postal employees.

Chapter 6

Revenue & Expenditure

6.1 REVENUE RECEIPTS AND WORKING EXPENSES

Pakistan Post Office Department earned revenue of Rs. **10,145.680** million during the year 2024-25 as against Rs **9,255.757** million earned during the previous year. Working expenses during the year 2024-25 stood at Rs. **29,437.030** million. The year 2024-25 closed with a deficit of Rs. **19,291.350** million against deficit of Rs. **13,501.233** million of previous year.

6.2 REVENUE RECEIPTS (Head-wise Comparison)

(Rupees in Million)

PARTICULARS	2024-25	%age
(A) Post Office Mail Operation (Postage Revenue)		
Sale of Ordinary Stamps	1,467.822	14.5%
Sale of Service Stamps	523.643	5.2%
Postage Realized in Cash	4,268.854	42.1%
Total Postage (A):-	6,260.319	61.7%
(B) Other Receipts		
P.O. Other Receipts	249.282	2.5%
Commission on Money Transfer	240.646	4.0%
Net receipts from Other Postal Administrations	922.829	9.1%
Total other receipts (B):-	1,412.757	13.9%
(C) P.O. Agency Receipts	2,472.605	24.4%
Gross receipts (A+B+C):	10,145.680	100%

6.3 DETAIL OF AGENCY RECEIPTS

(Rupees in Million)

Detail Of Post Office Agency Receipts		
Head of Accounts		Audit Actuals
1		2024-2025
3		3
C03588 Agency Receipts		(Figures in Million Rs.)
Service Charges on Savings Bank:(C0358801 to C0358810)		
C03588-01	Savings Accounts	0.000
C03588-02	Savings Certificates (except RIC)	0.000
C03588-03	Regular Income Certificates	0.000
Service Charges on Western Union Business: (C03588-10)		
C03588-10	Western Union Service/ Commission Charges	14.252
Management cost of Stamps Organization: (C0358814 to C0358817)		
C03588-14	Share Cost of Establishment Charges of Stamps Organization	90.835
C03588-15	Recoveries on Account of Non Postal Stamps supplied to other Departments of Provincial/ Federal Government.	574.957
Service Charges on Pension Disbursement: (C0358818 to C0358825)		
C03588-18	Defense Forces Pension	3.130
C03588-19	PTCL Pension	0.000
C03588-20	CDA Pension	0.000
Service Charges on Utility Bills Collection: (C0358826 to C0358835)		
C03588-26	Telephone Bills (Excluding SCO)	-0.002
C03588-27	SCO Telephone Bills	1.072
C03588-28	WASA /KW & SB Bills	15.960
C03588-29	Electricity Bills	349.072
C03588-30	Gas Bills	101.712
Service Charges on Tax Collection:(C0358846 to C0358865)		
C0358847	Sale of Federal Attestation Stamps	0.842
C0358848	Collection of Custom duty	11.353
C0358849	Collection of Sales Tax	23.013
C0358850	Renewal of Arms Licenses	2.427
C0358851	Renewal of Driving Licenses	5.258
C0358852	Sale of Route Permit Fee Stamps.	0.000
C0358853	Sale of Motor Vehicle Fitness Certificate Stamps.	0.000
C0358854	Collection of Motor Vehicle Tax	0.001
C0358856	Collection of Income Tax on Private Motor Cars.	0.000
C0358859	Collection of Professional Tax on vehicles (Punjab).	0.000
Miscellaneous Service Charges: (C0358866 to C0358899)		
C03588-68	Disbursement of First Micro Finance Bank (FMFB) Loans.	0.000
C0358869	FMFB Loan Recovery Collection in Cash.	0.000
C0358871	Service Charges on KMBL loan Disbursement	0.000

C0358872	Service Charges on KMBL loan Recovery Collection	0.000
C0358878	Child Support Programme.	0.000
C0358879	Sale Proceed of prospectus of Sarhad University.	0.000
C0358882	Sale Proceed of Youth Parliament Prospectus (YPP).	0.000
C0358883	Commission / Service Charges on NADRA CNIC Fee	3.027
C0358884	Sale Proceed of Bolwala Game Show Scratch Cards	0.000
C0358885	Sale proceed of Mail Corrugated Carton Boxes	0.206
C0358886	Sale Charges on EMS Plus Services	1,217.488
C0358887	Service Charges on Sale of Prospectus/Forms of QUEST Nawabshah	0.000
C0358888	Receipts of PLICL Premium	10.950
C0358891		15.259
C0358899	Commission / Service Charges on Other Items	34.083
C03588	Gross Agency Receipts	2,472.647
C0358800	Deduct refund of Agency Receipts.	0.042
C03588	Net Agency Receipts.	2,472.605

DETAIL OF POST OFFICE COMMISSION ON MONEY TRANSFER		
Head of Accounts		Audit Actuals
		2024-2025
1		2
C 03586- Post Office Commission on Money Transfer:		(Figures in Million Rs.)
C03586-01	Commission/Fee on Ordinary Money Orders	210.954
C03586-02	Commission/Fee on Urgent Money Orders	16.268
C03586-03	Commission/Fee on Fax Money Orders	1.148
C03586-04	Commission/Fee on Postal Drafts	0.000
C03586-05	Commission/Fee on Pakistan Postal Orders	11.645
C03586-07		0.157
C03586-10	Commission/Service Charges on Payment of Electronic Money Transfer on behalf of Western Union	0.000
C03586-12	Food Stamps Scheme Money Orders (Punjab)	0.000
C03586-13	Commission on BISP Money Order	0.000
C03586-14	Commission on ERP to the IDPS of FATA & Baluchistan Money Order	0.000
C03586-15	Commission on KPK Stipend Money Orders	0.376
C03586-19	Electronic Money Orders Service (EMO)	0.090
C03586-20	Commission on NBP International Remittance Payment	0.007
C03586-99	Other Items	0.000
C 03586	Gross Post Office Commission on Money Transfer	240.646
C03586-00	Deduct/Refund of Commission	0.000
C 03586	Net Post Office Commission on Money Transfer	240.646

Detail Of Post Office Mail Operations		
Head of Accounts		Audit Actual
		2024-2025
1		2
C 03581- Post Office Mail Operations:		(Figures in Million Rs.)
C 03581-01	Sale of Ordinary Postage Stamps	1,467.822
C 03581-02	Sale of Service Postage Stamps	523.643
C 03581-03	Letter Postage Realized in Cash	13.936
C 03581-05	International Speed Post Charges	0.000
C 03581-06	Franking Machine	282.416
C 03581-07	Delivery Charges of PTCL bills/mail	54.157
C 03581-08	Delivery Charges of bulk mail of Banks	778.389
C 03581-09	Fee for Window Delivery Tickets, Post Boxes and Bags	2.966
C 03581-10	Express Mail Service (EMS) Charges	238.011
C 03581-11	Fax Mail Service (FMS) Charges	0.000
C 03581-12	Inland Parcel Postage realized in cash	1,242.481
C 03581-13	Foreign Parcel Postage realized in cash	589.344
C 03581-14	Inland Parcel Postage realized in cash	275.706
C 03581-15		0.340
C 03581-16	Registered Article Postage realized in cash (FPO)	31.617
C 03581-17	EMS Postage realized in cash (FPO)	42.486
C 03581-18	UMS Postage realized in cash (FPO)	4.316
C 03581-19	Inland Parcel Postage realized in cash (FPO)	4.548
C 03581-20	Other Postage Realized in Cash	716.529
C 03581-22		0.020
C 03581-99	Others	0.033
C 03581	Gross Post Office Mail Operations	6,268.759
C 03581-00	Deduct/Refund Post Office Mail Operations	8.440
C 03581	Net Post Office Mail Operations	6,260.319

6.4 DETAIL OF POST OFFICE OTHER RECEIPTS 2024-25

(Rupees in Million)

DETAIL OF POST OFFICE OTHER RECEIPTS		
Head of Accounts		Audit Actuals
1		2024-2025
		2
C 03582- Others (Post Office Other Receipts):		(Figures in Million Rs.)
C 03582-01	Recoveries on account of Mail Robberies	-0.000
C 03582-02	Recoveries on account of Loss/Damaged Insured Articles	0.342
C 03582-03	Special Recoveries	3.223
C 03582-04	Advertisement Receipts	0.000
C 03582-05	Contribution for leave and pension	0.000
C 03582-06	Examination Fee	1.052
C 03582-07	Non Refundable Contribution received from Government / Public (NRC)	1.298
C 03582-08	Recovery of tuition fee and other income from Model School	1.411
C 03582-09	Forfeited Money Orders.	0.000
C 03582-10	Forfeited Pakistan Postal Orders	0.000
C 03582-11	Forfeited Postal Drafts	0.000
C 03582-12	Postal Pension Recovery	0.000
C 03582-21	Rent of Buildings from Postal Employees	47.926
C 03582-22	Rental Income of Post Office Buildings Rented to others	150.372
		0.001
		0.000
C 03582-31	Books, Forms & Maps	1.090
C 03582-32	Cost of SB withdrawal slip Books	0.000
C 03582-33	Sale proceed of Highway Code Book	0.513
C 03582-34	Sale proceed of Agricultural Loan Pass Book	11.565
C 03582-35	Sale proceed of Money Order Forms	3.721
		0.090
		0.010
C 03582-99	Other Items	31.208
C 03582	Gross Post Office Other Receipts	253.821
C 03582-00	Deduct Refund of Post Office Other Receipts	4.539
C 03582	Net Post Office Other Receipts	249.282

6.5 CIRCLE/REGION WISE BREAK UP OF REVENUE RECEIPTS OF THE PPOD FOR THE YEAR 2024-25 (Figures in Millions)										
Particulars of Revenue Receipts	FC & GB	AJ&K	Punjab			Sindh		Khyber Pakhtunkhwa	Balochistan	Total
	FC & GB Circle Islamabad	AJK Circle Muzaffarabad	Northern Punjab Circle Rawalpindi	Southern Punjab Circle Multan	Central Punjab Circle Lahore	Metropolitan Circle Karachi	Northern Sindh Circle Hyderabad	K.Pk. Circle Peshawar	Balochistan Circle Quetta	
1	2	3	4	5	6	7	8	9	10	11
(a) Post Office Mail Operations (Postage Revenue):										
Sale of Ordinary Stamps	69.240	49.123	316.094	231.751	498.182	63.752	60.894	153.988	24.797	1,467.822
Sale of Service Stamps	30.846	0.000	73.730	61.614	124.332	34.270	96.215	92.348	10.287	523.643
Postage Realized in cash	366.278	31.037	745.570	342.809	1,564.303	621.161	71.869	390.997	134.830	4,268.854
Total Mail Operation	466.363	80.161	1,135.395	636.174	2,186.817	719.184	228.978	637.333	169.914	6,260.319
(b) Post office Miscellaneous Receipts:										
Post Office Other Receipts	43.370	3.243	65.468	20.801	30.622	50.277	6.774	24.740	3.987	249.282
Commission on Money Transfer.	7.992	9.683	45.096	38.861	66.195	13.513	16.345	35.858	7.103	240.646
Net Receipt from Other Postal Administrations.	0.000	0.000	0.000	0.000	0.000	922.829	0.000	0.000	0.000	922.829
Total Miscellaneous Receipts	51.362	12.925	110.564	59.662	96.817	986.619	23.120	60.598	11.090	1,412.757
Grand Total P.O Receipts (a+b)	517.725	93.086	1,245.959	695.836	2,283.634	1,705.802	252.098	697.930	181.004	7,673.075
(c) Post Office Agency Receipts.	1,262.482	22.967	119.113	87.476	111.464	723.086	64.632	70.598	10.785	2,472.605
Grand Total (a+b+c)	1,780.208	116.053	1,365.072	783.313	2,395.098	2,428.889	316.730	768.528	191.789	10,145.680
Circle Wise Total	1,896.261		4,543.483			2,745.619		768.528	191.789	10,145.680
% of the Total Revenue Receipts of the PPOD.	18.69%		44.78%			27.06%		7.57%	1.89%	100.00%

6.6 HEAD WISE DETAIL OF EXPENDITURE FOR THE YEAR 2024-25**(Rupees in Millions)**

CODE	DESCRIPTION OF OBJECT	2024-25
A01	Employees Related Expenses.	18,053.125
A03	Operating Expenses	4,266.164
A04	Employees Retirement Benefits	369.776
A05	Grants, Subsidies and Write Off of Loans/Advances/Others	6,383.218
A06	Transfer Payments	01
A07	Interest Payment	05
A09	Expenditure on acquiring of Physical Assets	144.754
A10	Principal Repayment of Loans	10
A12	Civil Works	0.275
A13	Repair & Maintenance	203.717
TOTAL		29,437.030

6.7 BUDGET

(Rupees in Millions)

DETAIL OF EXPENDITURE	2024-25
Total (Establishment and Pensionery Charges)	18,422.902
Basic Salaries Officers	544.858
Basic Salaries other Staff	8,066.403
Regular Allowances	9,272.975
Other Allowances (excluding Traveling Allowances)	168.890
Pensionery Charges	369.776
Total Operating Expenses	4,266.164
Sub Total (Operating Expenses)	1,841.437
Traveling Allowances	198.791
Operating Expenses	1,642.646
Expenditure on FGN Trainees in Pakistan	-
Sub Total Conveyance of mails	1,874.786
Payment to Air Carriers	519.997
Payment to Shipping Companies	-
Payment to Railways	-
Conveyance Charges	40.017
Others [(A03820) Extra Mail dispatch]	51.680
Payments to other for services rendered	1,263.092
Payment to Road Transport	-
Sub Total Printing Charges	549.941
Postage Stamps and Stationery	
Non-Postal Stamps	549.941
Total Purchase/Repair & Maintenance of Durable Goods/ Building Structure	348.746
Purchase of Durable Goods	144.754
Purchase of Plots /Building and Construction of works	0.275
Repair and Maintenance of Durable Goods	143.236
Repair and Maintenance of Buildings	60.481
Sub Total	6,399.218
Write off of Loans/Advances/Public Money	5.007
Subscription to Funds	1.000
Re-payment of Loans & Advances	10.000
Miscellaneous Expenditure	6,000.000
Interest Charges	5.000
Family Package	378.211
Incentive to the Employees	
Grand Total	29,437.030
Opening balance	695.669
Contribution to the fund	0.500
Interest on R.R Fund	-
Total Funds	696.169
Appropriation from the fund	-
Closing balance	696.169
Opening balance	38.751

Contribution to the fund	0.500
Total Funds	39.251
Appropriation from the fund	-
Closing balance	39.251
Opening balance	-
Contribution to the Fund.	-
Total Fund	-
Expenditure during the year	-
Closing balance	-

6.8 CIRCLE WISE BREAK-UP OF EXPENDITURE FOR THE FINANCIAL YEAR 2024-25

(Rupees in Million)

SL.No	Name of Office	Station	A01 Employees Related Expenses	A03 Operating Expenses	A04 Employees Retirement Benefits	A05 Grant, Subsidies & Write off, of Loans & Advances	A06 Transfer	A07 Interest Payment	A09 Expenditure on acquiring of Physical Assets	A10 Principal Repayment of Loans	A12 Civil Works	A13 Repair & Maintenance	Grand Total
1	Sindh Balochistan Province, Karachi	Karachi	1.108	4.105	.000	.000	.000	.000	.000	.000	.000	.422	255.506
2	Metropolitan, Karachi	Karachi	8.101	1085.629	60.074	52.432	.000	.000	.000	.000	.000	8.774	4.220
3	Northern Sindh, Hyderabad	Hyderabad	5.095	269.612	48.295	41.089	.000	.000	.000	.000	.000	11.614	1010.862
4	Balochistan, Quetta	Quetta	4.056	198.294	9.114	33.000	.000	.000	.000	.000	.000	11.042	374.200
5	Punjab Province, Lahore	Lahore	.000	3.661	.000	.000	.000	.000	.000	.000	.000	.559	529.155
6	Central Punjab, Lahore	Lahore	11.997	753.536	70.150	152.738	.000	.000	.000	.000	.000	22.442	369.903
7	Southern Punjab, Multan	Multan	2.829	288.684	36.579	36.207	.000	.000	.000	.000	.000	9.901	294.541
8	Northern Punjab, Rawalpindi	Rawalpindi	10.160	407.654	51.874	42.123	.000	.000	.000	.000	.000	17.343	118.780
9	Khyber Pakhtunkhwa, Peshawar	Peshawar	5.814	301.665	36.133	13.228	.000	.000	.000	.000	.275	12.787	447.258
10	FC & GB Islamabad	Islamabad	2.195	263.112	17.489	3.448	.000	.000	.000	.000	.000	8.298	410.210
11	AJK, Muzaffarabad.	Muzaffarabad	2.720	86.240	20.751	3.352	.000	.000	.000	.000	.000	5.717	40.319
12	Directorate General	Islamabad	9.085	171.750	14.455	3.600	1.000	5.000	144.754	10.000	.000	87.615	17985.726
13	CCS, Karachi	Karachi	.957	405.221	1.262	.000	.000	.000	.000	.000	.000	2.769	255.506
14	Postal Staff College	Islamabad	3.282	27.002	3.601	2.000	.000	.000	.000	.000	.000	4.433	4.220
15	Employees Related Expenses (LO9093)	Islamabad	17985.726	.000	.000	.000	.000	.000	.000	.000	.000	.000	1010.862
16	Directorate General (Clearance of Pending Liabilities)	Islamabad	.000	.000	.000	6000.000	.000	.000	.000	.000	.000	.000	6000.000
Grand Total 2024-25			18053.125	4266.164	369.776	6383.218	1.000	5.000	144.754	10.000	.275	203.717	29437.030

6.9 COMPARISON OF REVENUE AND EXPENDITURE FROM 1999-00 TO 2024-25

(Rupees in Million)

YEAR	REVENUE RECEIPTS	EXPENDITURE	FINANCIAL DEFICIT/ SURPLUS
1999-00	2,856.017	2,635.229	(+) 220.788
2000-01	3,281.931	3,011.875	(+) 270.056
2001-02	3,892.674	3,652.027	(+) 240.647
2002-03	3,941.663	3,935.029	(+) 6.634
2003-04	4,407.500	4,274.920	(+) 132.580
2004-05	4,445.442	4,332.893	(+) 112.549
2005-06	4,948.790	4,815.259	(+) 133.531
2006-07	5,642.845	5,489.041	(+) 153.804
2007-08	6,239.464	6,042.362	(+) 197.102
2008-09	7,725.408	7,321.209	(+) 404.199
2009-10	8,385.227	8,531.116	(-) 145.889
2010-11	8,331.576	10,224.680	(-) 1,893.104
2011-12	8,249.885	12,508.424	(-) 4,258.539
2012-13	8,337.446	14,180.581	(-) 5,843.135
2013-14	9,126.597	15,715.137	(-) 6,588.540
2014-15	9,673.512	16,004.578	(-) 6,331.066
2015-16	10,231.383	17,720.308	(-) 7,488.925
2016-17	11,226.489	20,533.037	(-) 9,306.548
2017-18	11,741.174	22,241.520	(-) 10,500.346
2018-19	14,767.525	23,902.641	(-) 9,135.116
2019-20	15,976.821	26,350.605	(-)10,373.78
2020-21	15,517.899	27,741.237	(-)12,223.338
2021-22	14,433.025	17,098.171	(-)2,665.146
2022-23	7,106.389	18,697.639	(-)11,591.25
2023-24	9,255.757	22,756.990	(-)13,501.233
2024-25	10,145.680	29,437.030	(-)19,291.350

6.10 RATES OF INTEREST

Rates of interest charged by the Federal Government from time to time on loans granted to Pakistan Post for Capital work are given below:-

YEAR	RATES OF INTEREST (Final)	YEAR	RATES OF INTEREST (Final)
1947-1953	3.00 %	1996-1997	16.31 %
1953-1958	3.25%	1997-1998	18.03 %
1958-1959	3.50 %	1998-1999	17.71 %
1959-1960	4.00 %	1999-2000	11.21 %
1960-1961	4.25 %	2000-2001	11.70 %
1961-1964	4.50%	2001-2002	10.72 %
1964-1965	4.75 %	2002-2003	7.42 %
1965-1966	5.25 %	2003-2004	7.20 %
1966-1968	6.00 %	2004-2005	6.86 %
1968-1971	6.25 %	2006-2007	11.78 %
1971-1972	7.00 %	2007-2008	10.14 %
1972-1973	8.25 %	2008-2009	13.80 %
1973-1974	9.25 %	2009-2010	12.59 %
1974-1975	10.25 %	2010-2011	13.61%
1975-1976	10.50%	2011-2012	12.64%
1976-1977	11.00 %	2012-2013	10.65%
1977-1978	11.75 %	2013-2014	11.79%
1978-1979	12.50 %	2014-2015	10.53%
1979-1980	12.00 %	2015-2016	7.37%
1980-1983	13.00 %	2016-2017	6.54%
1983-1986	15.00 %	2017-2018	6.62 %
1986-1987	14.66 %	2018-2019	11.53 %
1987-1988	15.28 %	2019-2020	12.20%
1988-1989	14.84 %	2020-2021	10.30%
1989-1991	15.93 %	2021-2022	11.20%
1991-1992	14.51 %	2022-2023	15.58%
1-7-92 to 31-7-92	14.51 %	2023-2024	17.84%
1992-1996	7.00 %	2024-2025	17.74%
* (PPSC PERIOD 01-08-1992 TO 30-06-1996			

PAKISTAN POST SALIENT STATISTICS 2024-25

Number of Post Offices	9,946
Number of Employees	35,755
Full Time	24,509
Part Time	11,246
Mail Volume Handled for dispatch (in million):	
Express Mail (in million)	18.350
Un-registered Mail (in million)	26.150
Registered mail (in million)	30.885
International Mail Handled:	
Inward Mail (weight in kg)	898,554
Inward Mail (No. of articles)	208,869
Outward Mail (weight in kg)	346,270
Outward Mail (No. of articles)	245,118
Money Orders Issued Including UMO, FMO and EMO:	
Number (in million)	2.829
Value (Rs. in million)	11,209.568
Pakistan Postal Orders (Sold):	
Number (in million)	0.638
Value (Rs. in million)	33.750
Utility Bills Collected	
Number (In million)	58.591
Amount Collected (In million)	338,563.879
Gross Receipts (Rs. In million) 2024-25	10,145.680
Total Expenditure (Rs. in million) 2024-25	29,437.030
Deficit (Rs. In million) 2024-25	(-) 19,291.350