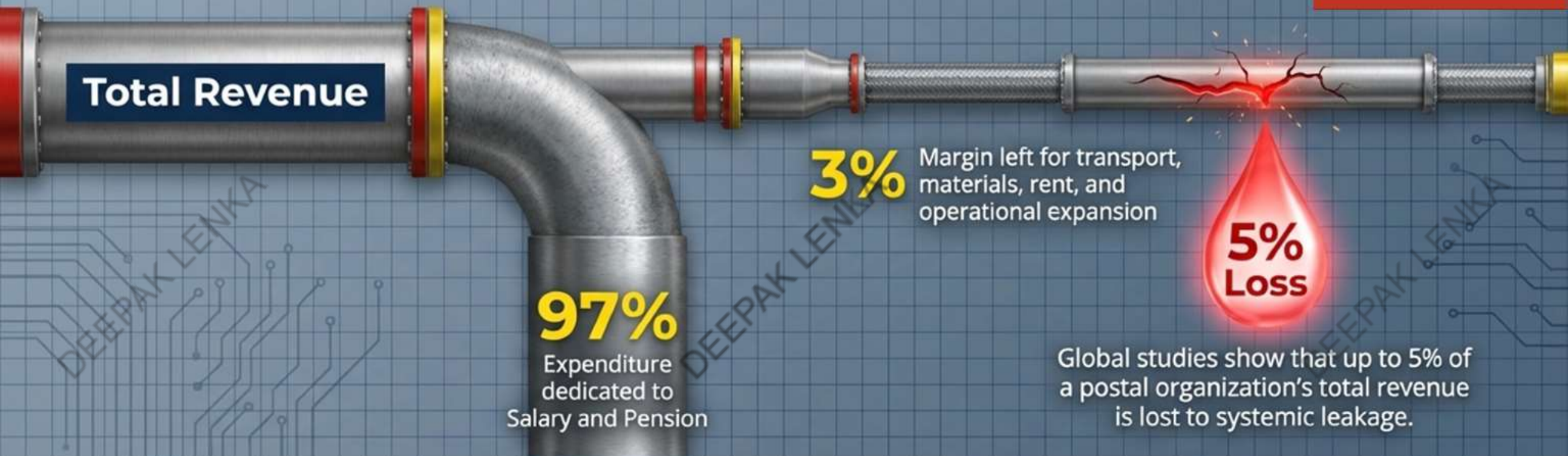




Revenue Protection in the Department of Posts

Safeguarding Our Financial Foundation:
Accuracy, Accountability, and Vigilance

The Backbone of Postal Operations



1. Maximize Revenue Realization

2. Eliminate Financial Deficits

3. Drive Organizational Self-Sufficiency

Identifying Our Vulnerabilities



X-Axis

Intentional (Fraud) <-----> Unintentional (Ignorance/Error)

Mail Fraud

Tampering with postage meters, reusing defaced stamps, dispatching un-defaced articles, counterfeit stamps.

Counter Errors

Under-franked mails, accepting bulk/RNP outside the counter, ignorance of correct tariff weights.

Fund Misappropriation

Non-credit of UCR, uncredited sales of old records, improper UCR management.

Systemic Mismatches

Pending classification entries in e-Lekha, misapportionment of PLI/RPLI premiums.

Y-Axis
Physical Operations

Financial/ACC <----->

Based on Slide C, this is updated with new content.



Case Study 1: The Incorrect Pincode Error

The Incident

50 articles booked from Dhenkanal H.O to Dhenkanal RS S.O.



The Investigation

Counter PA used pincode 759001 instead of 759013, as both offices are in the same town.



The Reality

Actual tariff should have been Rs. 55, but articles were charged Rs. 23.

The Impact:

A direct revenue leakage of ₹1600 on 50 articles.

The Cause:

Staff carelessness combined with a lack of effective spot-checking tools at the point of booking.

Case Study 2: The Cost of Ignorance



The Routine Check



The Incident: 1 speed post parcel of 2500 gm booked from Dhenkanal HO to Connaught Place SO from Dhenkanal HO to Connaught Place SO, Delhi having dimension Length 50 cm, width 40 cm and height 30 cm having amount ₹1180.

The Investigation: Counter PA wrongly measures as length 40 cm width 40 cm and height 30 cm as a result amount reduced to ₹992.

The Financial Consequence



The Impact: Revenue leakage of ₹188.

Corrective Measures Taken:

Supervision & Monitoring: Daily random checks by Supervisor (5–10 bookings); Exception reports for low-value, high-weight articles.

Staff Capacity Building: Refresher training on volumetric weight; Share case studies for error awareness.

Customer-Level Control: Transparent measurement at counter; Proper packaging advisory.

Recognizing the Tactics: How the System is Gamed



Common Modus Operandi



Category	The Tactic	The Prevention
General Mails	Insufficient postage, reusing used/fake stamps, sending private ILCs/Post Cards that don't meet size/thickness specs.	100% defacement of postage stamps before dispatch; stringent weight/size checks at induction.
Bulk & Business Development (BD)	Booking Speed Post with Regd. Acknowledgment instead of POD; booking NBMS at standard BMS tariffs; exceeding authorized RNP copy limits.	Mandatory counting of copies (no shortcut measurements); strict license expiry checks.
Foreign & Registered Parcels	Non-realization of customs duty or postal charges; ignoring redirection or home delivery fees for parcels.	Strict adherence to routing and fee realization protocols before final handover.

The Arsenal: Systems That Protect Our Revenue



The Core Rule: All revenue must be booked at the Office of Induction to reflect correctly in respective Circles.

Precise Apportionment

Utilizing the Transfer Entry Option in APT for NAF (National Account Facility) customers.

Automated routing of PLI/RPLI premiums from alternate channels (IPPB, POSB, NACH, Customer Portals).

APT 2.0 & e-Lekha

Taxation & Compliance

Maintaining exact e-broadsheets to avoid adverse balances in GST.

Filing IT TDS for POSB schemes accurately to prevent government penalties.

Daily Reconciliation

Mandatory daily rectification of Pending for Classification entries at the SO/HO/HRO levels.

Enforcing the Rules: Taxation & Recovery



Taxation Rules to Arrest Leakage

Unpaid Domestic Items
Charged DOUBLE the prepaid rate upon delivery.

Insufficiently Paid Items
Charged DOUBLE the deficiency upon delivery.



The Revenue Recovery Mechanism

- Upload generated Revenue Recovery Letters directly into the APT module and submit for tracking.
- System Maintenance: Promptly raise support desk tickets to settle APT invoices and reset credit limits for contractual customers, avoiding system-generated penalties and ensuring continuous tracking.

The Line of Defense: Roles & Responsibilities



Oversight (Divisional Office, Audit & Vigilance)

Internal Audit: Verify GST accounts and bulk licenses during inspections.

Vigilance (CVO): Investigate systemic irregularities; ensure strict Anti-Money Laundering (AML) and CFT compliance under PMLA 2002.

Supervision (Supervisors & Postmasters)

Conduct 5% spot-checks on MPCM counters to detect systematic underpayment.

Verify bulk mail counts physically; perform daily account verification.

Frontline (Counter PA)

Ensure 100% accurate booking and tariff application.

Verify franked articles (must be posted same day, presented at counter only, not letterboxes).

Best Practices for the Frontline



Step 1



EXAMINE

Carefully scrutinize all physical mails received for delivery, booked for dispatch, and sorted in hubs. Look for anomalies in weight vs. stamps.

Step 2



RESTRICT

Never accept Registered Newspapers (RNP), Franked articles, or bulk mails through letterboxes. Accept them at the counter only.

Step 3



VERIFY

Conduct surprise checks on stamp advances and constantly update rate/tariff lists at the counter. Double-check system entries against physical reality.

Step 4



REPORT

Never simply treat a suspicious or underpaid article as a harmless mis-sent item. Investigate the postage accounted and report leakage immediately to the Divisional Head.

The Revenue Protection Ecosystem



The Ultimate Reward:

- Massive retention of earned revenue to fund network expansion.
- Early detection and elimination of systemic fraud.
- Sustained funding to fulfill our core mission of public service.

“Every single rupee accurately accounted for is a direct service to the nation.”



Thank You

Let us secure our foundation, together.