

**ADDRESS BY THIRU BANWARILAL PUROHIT, HON'BLE GOVERNOR OF
TAMIL NADU AT THE DAK SEWA AWARDS 2018 ORGANISED BY
DEPARTMENT OF POSTS AT BHARATIYA VIDYA BHAVAN (MAIN HALL),
MYLAPORE, CHENNAI ON 10.10.2018 AT 12.00 NOON**

Anaivarukkum Vanakkam

**Thiru. M. Sampath
Chief Postmaster General, Tamil Nadu Circle**

**Thiru. Ambesh Upmanyu,
Postmaster General, Central Region**

**Thiru. R. Anand,
Postmaster General, Chennai City Region**

**Thiru. J.T.Venkateswarlu,
Postmaster General Mails & Business Development**

Distinguished Invitees

Ladies & Gentlemen

I am happy to be here today on the occasion of celebration of the National Postal Week from 9th to 15th October 2018. I congratulate all the employees of the Department who have contributed for efficient DakSewa in the country. I am happy to learn that two employees from Tamil Nadu have been selected this year for the Meghdoot award at the National level and congratulate them on their success. It is, indeed matter of pride for the Tamil Nadu postal circle, that out of a total of eight Meghdoot awards given at the national level, two awardees are from the State. I convey my best wishes to them and call upon the other employees to derive inspiration from their stupendous achievement.

The World Posted Day, is observed on 9th October every year from 1969 onwards to mark the anniversary of creation of the Universal Postal Union (UPU) way back in 1874.

The purpose of conferring such awards as Meghdoot and DakSewa is to create awareness about the importance of rendering excellent public service. Such occasions of recognition of employees of their service to the customers and the Department, also help us recall and remember the great words of the Mahatma on how important a customer is, and I quote:

“A customer is the most important visitor on our premises. He is not dependent on us. We are dependent on him. He is not an interruption in our work. He is the purpose of it. He is not an outsider in our business. He is part of it. We are not doing him a favour by serving him. He is doing us a favour by giving us an opportunity to do so.”

Every Ministry/ Department, including the Department of Posts, has brought out a Citizen’s Charter which is essentially a declaration of service commitment to excel in service to its customers. Needless to say, the customer of any Government Department is not any one particular individual or a small segment of population. The customer is every single Citizen of this vast nation. This calls for great sensitivity on the part of the Government employees to meet the needs of the citizens, especially of those who do not have easy access to the services.

The Department of Posts has enormous advantage in reaching out to the rural areas with 139,067 post offices being in the rural areas out of its total network strength of 154,965 post offices accounting for almost 90% being in rural areas. Adding to this network strength of availability of post offices, is the postmen and the 2.50 lakh Gramin Dak Sewaks (GDS employees) who, between themselves, cover every single household across the nation, for delivery of letters. All of you, as employees, should realise this enormous potential of the Department and be forthcoming and happy to make all Government services more accessible to the citizens. There is no better or rather, no other single pan-India option available for better last mile delivery of Goods and Services. It is keeping this strength in mind that various new services are also now being offered at the post offices or through the postmen at the doorsteps of the customers.

More than a lakh passport application (about 110,000) of citizens has been accepted and processed in the 12 Post Office Passport SewaKendras functioning in Tamil Nadu circle, even though 10 of these 12 Kendras were started only during January-March 2018. This shows the potential of post offices in making submission and processing of passport applications accessible to citizens. Every day around 500-600 people are getting benefitted with their passports being accepted and processed at a post office in the Tamil Nadu circle. The number of beneficiaries is going to increase with another tenpost offices in the process of being identified and added to serve as Post Office Passport Sewa Kendras.

Aadhaar enrolment and updation services made available across 1435 post offices in TN circle during March-April 2018 has benefitted about 22,000 people for enrolment and 1.36 lakh people for updation in about 5-6 months. At an all India level, Aadhaar services has been made available in about 13,352 post offices through which 2.72 lakh people have availed enrolment services and 15.9 lakh people have availed updation services. Of course, potential is more and many more people will get benefitted out of the availability of these services closer to their villages and homes, especially at their friendly neighbourhood post office.

Financial inclusion is another area where post office has potential. Financial Inclusion of the unbanked and underbanked population is essential as part of Direct Benefits Transfer. Under the Prime Minister's Jan DhanYojana, there are 32.80 crore beneficiaries with about ₹ 85,054 crore as balance in their accounts. The post office also plays a key role in financial inclusion with the Post Office Savings Bank (POSB) having more than 35.67 crore accounts and a deposit base of about 6.8 lakh crore rupees across the nation. Tamil Nadu circle alone has 2.74 crore of these accounts. The launch of India Post Payments Bank on 1st September 2018 is one further step in the direction of financial inclusion and digital banking with doorstep delivery of banking services through the postmen with the aid of mobile devices. This digital banking through the post offices will reduce the gap between the digital haves and the have-nots. I have been informed that during the period April-December 2017, the Department of Posts has disbursed an amount of Rs.1463 crore to more than two (2.05) crore beneficiaries of Mahatma Gandhi National Rural Employment Generation Scheme and other Social Security Pension Schemes through National Automated Clearing House Platform.

Cumulative total of Direct Benefit Transfer payments so far has been to the tune of Rs.4,65,276 crore with this financial year (2018-19) so far accounting for more than 102 crore transactions involving an amount of more than Rs.91,000 crore. Opening Post Office Savings Bank (POSB) account or India Post Payments Bank (IPPB) account or enrolment and updation of Aadhaar at the post offices has to be seen in this context of enabling Direct Benefit Transfer and making services accessible. You, as employees of the Department of Posts, will be contributing to arresting leakages in reaching the benefits of various schemes of the Government directly to the citizens. This will benefit the citizens, especially the poor and the

needy, be it delivery of Scholarships to poor students or LPG Gas subsidy to women, or social security pension to the elderly and destitute.

Once you realise and appreciate this big picture and the importance and context of these new products and services being introduced and offered in the post offices, you will become more sensitive to the needs of the customers, especially of those who did not have access to such services till recently. The postman is always known to be helpful. He delivers letters to all recipients but when he delivers it to a person who is illiterate, the postman does not merely deliver that letters. He also reads out the letters to the illiterate persons. It is essential that this helpful attitude is extended to all needy customers by all of you, when they approach the post office or postmen for opening of savings account or for delivery of any service. Offering that small extra help to the needy and deserving, keeping their interests uppermost in mind, which generally no Department rule prescribes or mandates, will give you a sense of satisfaction and fulfilment which no words can describe or no awards can give. Everyone of you who delivers that extra service to bring a smile on the face of the poor and the needy will experience the happiness of having got many DakSewa and Meghdoot awards. This also will help infuse and boost the confidence of the citizens in the Government servants and in the Government Departments. This will lead to overall Good Governance and will enable our nation to progress further.

NandriVanakkam

Jai Hind!!