

# **YEAR BOOK 2022-23**



**GOVERNMENT OF PAKISTAN  
MINISTRY OF COMMUNICATIONS  
ISLAMABAD**

## FOREWORD

Efficient means of transportation ensure quick dispatch of men and material gearing up tourism and trade, the bedrock of a country's economy. It is a significant tool in the fight against poverty. The more the transport and communication are affordable, the more national, regional, and international trade and commerce are ratcheted up. Ministry of Communication, responsible to oversee this sector at federal level, has five organizations working under its administrative control, to launch policies and implementation regime:

1. National Highway Authority (NHA): NHA's network provides all-weather logistics support on reduced costs and increased access to markets for local products. NHA's mission statement is to secure delivery of efficient, reliable, safe, and environment-friendly transport services.
2. National Highways and Motorway Police (NH&MP): NHMP is set to implement relevant rules and laws to ensure safety and security on national highways and motorways. Its commitment to work has made it star law enforcers of the country.
3. Construction Technology Training Institute (CTTI): CTTI strives for excellence in training, research, and technological service in line with the mission statement of the NHA.
4. Pakistan Post Office Department: Pakistan Post is providing postal services across the county through a network of around 13,000 post offices. It is rapidly making advances in its international mail deliveries, gaining the confidence of its clients.
5. National Transport Research Centre (NTRC): NTRC provides real-time data of different aspects of road transport for evidence-based decision.

Under the policy guidelines of incumbent government, Ministry of Communication will keep providing a safe, reliable, accessible, and increasingly modern road network to improve the socio-economic status of the country. The year book 2021-22 contains valuable data and achievements viz a viz its assigned tasks of the Ministry of Communications during the period under reference.

**Ali Sher Mahsud**  
**Secretary (Communications)**

## **TABLE OF CONTENTS**

<b>Chapter-I</b>	<b>Ministry of Communications</b>	<b>1</b>
<b>Chapter-II</b>	<b>National Highway Authority</b>	<b>12</b>
<b>Chapter-III</b>	<b>National Highway &amp; Motorway Police</b>	<b>43</b>
<b>Chapter-IV</b>	<b>National Transport Research Centre</b>	<b>79</b>
<b>Chapter-V</b>	<b>Construction Technology Training Institute</b>	<b>88</b>
<b>Chapter-VI</b>	<b>Pakistan Post Office Department</b>	<b>108</b>

# Chapter-I



## **1. INTRODUCTION**

Ministry of Communications was set up in 1947 and it functions as a central policy making and administrative authority on Communications and Transport Sector in the country. Sardar Abdul Rab Nishtar was appointed as the first Communications Minister. Ministry of Ports & Shipping, Ministry of Railways and Ministry of Postal Services have also remained part of the Ministry at different time in the past.

## **2. FUNCTIONS**

Functions of Ministry under Schedule-II of the Rules of Business, 1973 functions of the Ministry are reproduced below:

- i. National Planning research and international aspects of road and road transport.
- ii. National Highways and Strategic Roads; National Highways Council and Authority: Administration of Central Roads Fund and Fund for Road of National importance.
- iii. Enemy Property.
- iv. National Highways and Motorway Police.
- v. Pakistan Post Office.

## **3. OBJECTIVES**

The main objectives/functions of the Ministry of Communications are;

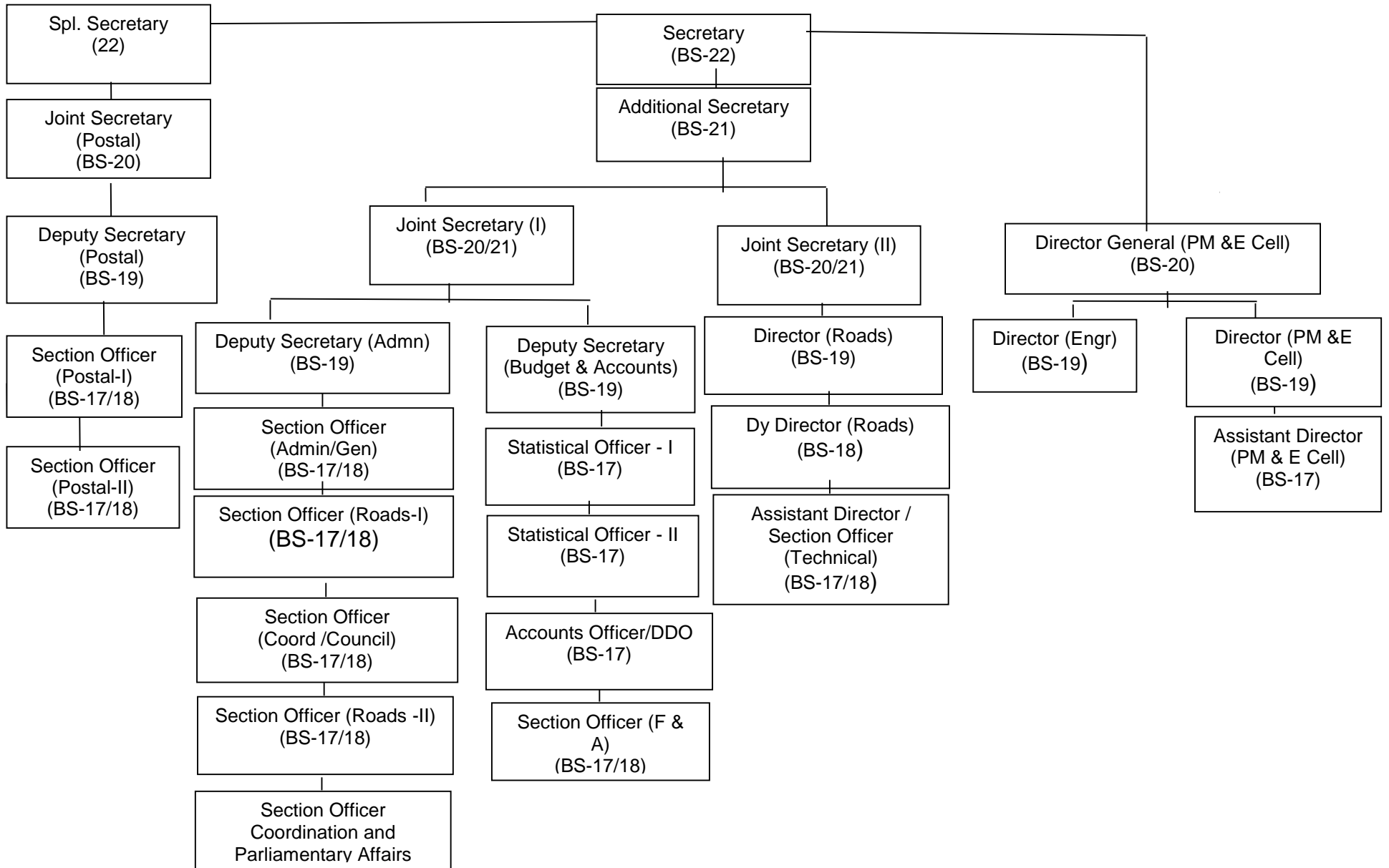
- i. To prioritize development projects and operational activities according to economic social and strategic needs of the country.
- ii. To provide effective support to the economy to meet vision 2025.
- iii. To integrate remote areas of the country into the economic mainstream.
- iv. To train and improve human resource.
- v. To strengthen the values and ethics to build responsive organizations.
- vi. To provide safe and smooth travelling facilities to the users through an efficient National Highways and Motorway Police force.
- vii. To carry out research on road engineering, road building and management.
- viii. To open up unexplored areas through expanding national roads network.

## **4. Organizations Working Under MoC**

- (i) National Highways & Motorway – (Attached Department)
- (ii) Pakistan Post Office Department – (Attached Department)
- (iii) National Highway Authority (NHA)

- (iv) National Transport Research Centre (NTRC)
- (v) Construction Technology Training Institute (CTTI)
- (vi) Office of the Custodian Enemy Property for Pakistan (EP Cell)

## ORGANOGRAM OF MINISTRY OF COMMUNICATIONS



**GOVERNMENT OF PAKISTAN  
MINISTRY OF COMMUNICATIONS  
(ROAD TRANSPORT SECTION)**

\*\*\*\*\*

Ministry is making all possible efforts to fulfill its international obligations and has entered into a number of international agreements / assignments on sectors entrusted to it. Details of these agreements / assignments are as under:

**(i) Quadrilateral Agreement between Pakistan, China, Kyrgyzstan and Kazakhstan**

Quadrilateral Agreement between Pakistan, China, Kyrgyzstan and Kazakhstan was signed in March, 1995. However, after sorting out various operational modalities, rules and regulations in consultation with the Member States, the Agreement was operationalized in 2004. Recognizing far reaching benefits of the agreement to all parties and Pakistan's ideal position of a gateway to Central Asia, Ministry of Communications went an extra mile to facilitate the resolution of all outstanding issues. The other three countries appreciated the pivotal role of Pakistan in reviving this dormant agreement which has been under implementation since November, 2004 and traffic in transit is in operation among the four countries, however, currently, transport operations have been halted due to COVID-19. Tajikistan has also been accepted as 5<sup>th</sup> Member State, in principle, however, legal formalities for its accession are underway. With Tajikistan's joining, trade coverage would be expanded to five countries covering the major economies of this region.

**(ii) Inter Governmental Agreement on Asian Highway Network:**

Pakistan alongwith 30 Asian countries is Contracting Party to the Inter-Governmental Agreement on Asian Highway Network (AHN). The Agreement was proposed / formulated by UN ESCAP in a Meeting held at Shanghai, People's Republic of China in April, 2004. The main objectives of the Agreement on AHN are:

- To promote and develop international road transport in Asia and with neighboring regions.
- To strengthen relations and promote trade and tourism among members of UN ESCAP.

The routes designated as Asian Highways passing through Pakistan are:

AH-1 : Torkham – Peshawar – Rawalpindi – Lahore – Wagah Border (India)



- AH-2 : Lahore – Sahiwal – Multan – Rohri – Sukkur – (Quetta) Sariab- Lakpass – Nokundi – Taftan (Iran)
- AH-4 : Karachi – Hyderabad – Rohri – Lahore – Rawalpindi – Hasanabdal – Abbottabad – Khunjrab (China)
- AH-7 : Karachi–Kalat–Quetta–Chaman(Afghanistan)
- AH-51 : Quetta – D.I. Khan – Peshawar

In view of the latest developments in Road Network in Pakistan, on the recommendation of National Highway Authority, Ministry of Communications initiated a proposal during the 9<sup>th</sup> Biennial Meeting of the Working Group on the Asian Highway Network, held in June, 2021 to add a new route in the existing network. The Member States agreed to the proposal of Pakistan and a new route to be numbered AH52 was added to the Annex I to the AHN Agreement. The new route is as described as given below:

- AH-52 : Lahore – Multan – Sukkur Motorway – (Sukkur – Hyderabad Motorway) – Hyderabad – Karachi

Most of the above mentioned segments of Asian Highway Network falling in the territory of Pakistan have already been improved as per the Asian Highway Standards and the work on the remaining stretches is in hand on priority basis through National Highway Authority. In order to further facilitate the international transport, Lahore-Abdul Hakeem and Multan-Sukkur Motorways as well as Hasanabdal-Havelian-Thakot have also been made operational for efficient transport connectivity from borders to Pakistan’s Deep Sea Ports at Karachi and Gwadar.

**(iii) Transit Transport Framework Agreement (TTFA)**

- Economic Cooperation Organization (ECO), is an intergovernmental regional organization established in 1985 by Iran, Pakistan and Turkiye for the purpose of promoting economic, technical and cultural cooperation among the Member States. Islamic State of Afghanistan, Azerbaijan Republic, Islamic Republic of Iran, Republic of Kazakhstan, Kyrgyz Republic, Islamic Republic of Pakistan, Republic of Tajikistan, Republic of Turkiye, Turkmenistan and Republic of Uzbekistan are Member States.
- Transit Transport Framework Agreement (TTFA) developed by ECO with the assistance of UNCTAD was signed by all ECO member countries in May 1998 except Uzbekistan. It has been ratified by 8 member states of ECO namely; Azerbaijan, Afghanistan, Iran, Kyrgyz Republic, Kazakhstan, Pakistan, Tajikistan and Turkiye. TTFA is a broad based agreement with 8 Protocols approved by 3<sup>rd</sup> ECO Ministerial meeting on Transport & Communications held in Islamabad in April 2000. The main objective of TTFA is to provide access to land-locked countries in the ECO region. It deals with the road, rail and inland water transportation, motor vehicles including 3<sup>rd</sup> party policy insurance, custom control and ToR for Transit Transport Co-ordination Council (TTCC).

- Transit Transport Coordination Council (TTCC) has been established by the ECO Secretariat under the TTFA with the objective to keep liaison / coordination and monitoring for implementation of transit traffic among the member states.
- Most of the hurdles for implementation of TTFA have been removed. Islamabad-Tehran-Istanbul (ITI) Road Transport Corridor has been operationalized since movement of commercial cargoes by a Pakistani Transport Company to/from Turkiye in July, 2021. Moreover, commercial cargo was also taken to Azerbaijan by road to explore the possibility of establishing another corridor between Pakistan and Azerbaijan.

**(iv) SCO Agreement on International Road Transport:**

The Agreement on Creating Favourable Road Conditions for International Road Transport among SCO Member Countries was initially signed by Russia, China, Kazakhstan, Tajikistan, Uzbekistan and the Kyrgyz Republic on 12 September 2014 in Dushanbe. Pakistan has joined this Agreement during SCO Summit in Kazakhstan in June 2017. This Agreement facilitates movement of goods and passengers within the territories of SCO States. In order to get this Agreement operationalized, modalities such as transport permits, visa mechanism, customs procedures, technical details of vehicles are under negotiation of the respective Member Governments under the aegis of SCO Secretariat.

**(v) Pak – Iran Bilateral Agreement:**

- Bilateral Agreement on Road Transportation of Goods between Pakistan and Iran to facilitate the transportation of goods was signed in 1987. However, this Agreement was amended in 1992 with the aim of facilitating further development of cooperation in road transportation of goods and passengers between the two countries.
- In order to discuss and resolve the issues arising during the implementation of this Agreement, there is a forum of Pak-Iran Joint Transportation Commission comprising the representatives of the concerned Ministries/Departments of both sides. The meeting of this Joint Transport Committee is held alternatively in Pakistan and Iran.
- In order to have access to other countries covering the aspects of transit through each other territories, another Agreement on International Transport of Passengers and Goods by Road between Pakistan and Iran was signed in 2008. This Pak-Iran International Road Transportation Agreement, has enabled traffic/trucks from Turkiye to ply through Iran into Pakistan while Iranian goods / passengers can have access to China via Pakistan thus

resulting in enhancing the trade activities considerably. Pakistan can have the benefit of access to other Central Asian Republics and Europe through Turkiye with operationalization of this Agreement.

**(vi) Pakistan – China Bilateral Agreement:**

Pakistan and China signed a bilateral agreement on International Road Transport in 1993. The implementation rules under this Agreement signed in April 2005 require international transport operations through transport permits. Both the services i.e. of Goods and Passengers had been operating regularly from both the sides prior to COVID-19. However, since December 2019, the services have been stalled owing to the pandemic.

**(vii) Bilateral Agreement on Road Transport between Pakistan and Turkiye:**

Bilateral Agreement on Road Transport between Pakistan and Turkiye signed between the two Governments facilitates movement of passengers and goods between the two countries. By virtue of this Agreement, traffic/trucks from Pakistan can ply through Iran into Turkiye and vice versa.

**(viii) Agreement on International Road Transport between Pakistan and Tajikistan:**

The Agreement between the Government of Islamic Republic of Pakistan and the Republic of Tajikistan on International Road Transport has been signed during the visit of President of Tajikistan to Pakistan on 02-03 June, 2021. The Agreement will facilitate our transit routes connecting the trans-Eurasian transport corridors giving improved access to the markets for mutual benefits of the economies of the respective countries in the region. Measures are being taken from both sides to operationalize this Agreement.

**(ix) Agreement between Russian Federation and Pakistan on International Road Transport:**

Russian Federation is an important country in the context of Pakistan's connectivity to Central Asian States due to its influence on these States. Moreover, Russia itself is resource rich and technologically advanced country. Therefore, a need was felt to have Road Transport Agreement with Russian Federation. Accordingly, the draft Agreement between the Government of the Russian Federation and the Government of the Islamic Republic of Pakistan on International Road Transport was negotiated at length and finalized during recent Pakistan-Russia Intergovernmental Commission held on 24-26 November, 2021 taking on board all concerned stakeholder Ministries / Organizations and completing the necessary codal formalities.

Upon receipt of concurrence by Russian side, the draft Agreement was forwarded to Ministry of Law & Justice for vetting. Accordingly, Ministry of Law & Justice has cleared the draft text of Agreement from its legal point of view. The Agreement has been shared with Russian side to complete their internal processes for its early signing. The Agreement is likely to be signed soon.

**(x) Agreements on Pak – Afghan Bus Service:**

The Agreements alongwith operational Protocols were signed in 2005 for the commencement of bus service between Pakistan and Afghanistan on the following routes:

- Peshawar – Jalalabad
- Quetta – Kandahar

Peshawar-Jalalabad Bus Service has been in operation since 27<sup>th</sup> May, 2006. However, the service on this route has been suspended due to security reasons since May 2016. The Quetta-Kandahar Bus Service is yet to be started. Procedural requirements for operationalization of Bus Services on Peshawar-Jalalabad and Quetta-Kandahar routes are underway with a new concept of luxury bus service which is intended to replace air travel. Hopefully bus services operations will start soon.

**(xi) Agreements on Lahore-Delhi, Lahore-Amritsar and Nankana Sahib-Amritsar Bus Services:**

Passengers bus service between Pakistan and India operates on Lahore-Delhi, Lahore-Amritsar and Nankana Sahib-Amritsar Routes. However, the service on these routes has been suspended due to security reasons since August 2019.

In addition to above, following major international activities have also been undertaken by this Ministry:

**i) Implementation of TIR Convention:**

- TIR is an international customs transit system which facilitates international movement of goods by road across the borders of the countries while offering a high level of security against pilferage/smuggling. To date, this Convention has been ratified by 74 countries all around the world. Pakistan acceded to the TIR Convention in 2015 based on a Summary moved by Ministry of Commerce.
- Pakistan started implementation of TIR system after completion of post accession formalities (designation of border posts, identification of customs handling stations, integration of software, designation of guaranteeing organization,

formulation of TIR rules, constitution of National Authorization Committee and designation of routes etc.). Ministry of Communications has played its role effectively for vehicle certification from road worthiness point of view. Transport companies are being authorized to carry out transport operations under TIR. Two Pakistani transport companies have successfully carried out transport operations (both outbound and inbound) under TIR Convention. Ministry of Communications has pivotal role for successful TIR operations which has been duly recognized by the transport companies.

**ii) Accession to CMR Convention:**

- CMR is a Convention on the Contract for the International Carriage of Goods by Road (CMR) concluded at Geneva on 19 May 1956 under the auspices of United Nations Economic Commission for Europe (UNECE). **At present, 56 countries including Pakistan are parties to this Convention.**
- It provides legal framework for road transport and applies to every contract for the carriage of goods by road when the place of taking over and delivery of goods are situated in two different countries, of which at least one is a contracting country.
- It lays down the responsibilities of the sender of the goods as well as the carrier and also defines the liability of the carrier in case of partial or total loss or damage to goods during the transportation.
- Its implementation mechanism consists of a standard Consignment Note (a sort of private agreement among the 3 parties i.e. consigner (sender), transporter & consignee (receiver) issued by an issuing authority.
- The Consignment Note consists of the following features:
  - Date and place of signing the Consignment Note
  - Names and addresses of the sender, carrier & receiver
  - Place & date of taking over and delivery of the goods
  - Description of goods, method of packing, number of packages with condition
  - Gross weight of the goods
  - Charges relating to the carriage, custom duties, toll charges etc.
  - 3 copies are signed (one each for the sender, transporter & receiver)
- For successful implementation of CMR Convention in Pakistan, Ministry of Communications has constituted a CMR Implementation Committee with representatives from both public and private sectors stakeholders. Work is also going on for formulation of domestic rules in line with the provisions of CMR Convention.

**iii) Formulation of National Freight & Logistics Policy (NFLP) of Pakistan:**

- In line with the Prime Minister’s vision and commitment to develop the Pakistan’s freight and logistics sector on a top priority; Ministry of Communication embarked on a drive to draft first ever freight and logistics policy of the country. This logistics sector has remained neglected in the country. ADB and UKAID provided technical assistance in developing this National Freight and Logistics Policy.
- The Policy was formulated by taking all stakeholders including Federal and Provincial Government Departments as well as Private Sector (Associations, FPCCI and Chambers of Commerce) on board. A continued consultative process has been adopted comprising two Roundtable Consultations at Lahore, Karachi & a National Conference at Islamabad and numerous Working Group Meetings and Steering Committee Meetings headed by Secretary Communications.
- The Federal Cabinet in its Meeting held on 10<sup>th</sup> March, 2021 has approved in principle, National Freight and Logistics Policy (NFLP) of Pakistan. Copy of the NFLP document is available at Ministry of Communications website: [www.communication.gov.pk](http://www.communication.gov.pk).
- As per instructions of ECC of the Cabinet, Ministry of Communications is carrying out process of implementation of the recommendations of NFLP falling in its domain through its attached Department namely; National Transport Research Centre (NTRC).

\*\*\*\*\*



# **NATIONAL HIGHWAY AUTHORITY**

**(2022-23)**



# Planning Wing

## Introduction:

1. Transport sector in general and road infrastructure in particular has profound and enduring effect on the economic growth of Pakistan. NHA is rendering vital contribution in accelerating socio-economic development for national integration through reliable and sustainable road infrastructure, regional and international connectivity through communication and related services.

NHA, through its dedicated efforts took a lead in the road infrastructure development of Pakistan. The present NHA network comprises of **48** National Highways, Motorways and Strategic Roads. Current length of this network is **14,480 kms**.

- NHA portfolio in **PSDP 2022-2023** consisted of a total of **138** projects with a total budget of **Rs. 120,155.35 million**.
- Out of these 138 projects, **64** were **on-going projects** with an allocation of **Rs. 89,796.97 million** in PSDP 2022-23 out of which **Rs. 21,500.00 million** was as **FEC** component and **Rs. 68,296.97 million** was as local component.
- **39 Civil Works new schemes** were also included in PSDP 2022-23 with an allocation of **Rs. 22,153.38 million**.
- **04 BOT Schemes** were also in PSDP 2022-23 with an allocation of **Rs. 6505.00 million**.
- **26 Feasibility Study & Detailed Design new schemes** were a part of PSDP 2022-23, out of 26 schemes only 3 schemes had an allocation of **Rs 1700.00 Million** and remaining **23 schemes had no allocation**.

## Key objectives of NHA:

2. The objectives set by NHA for development, off-budget financing, efficiency, investment, sustainability & revenues generation are as follow;

- Policy development for the expansion and improvement of road infrastructure.
- Development and management of safe and reliable national road network.
- Development/Improvement of Regional/International Road Connectivity for enhanced trade and tourism.
- Encouragement of Public Private Partnership.

## ACHIEVEMENTS

### List of PC-Is approved by ECNEC/CDWP/DDWP during Fiscal Year 2022-2023

3. A total of 23 No. of PC-Is were approved by ECNEC/CDWP/DDWP during Fiscal Year 2022-2023. The detail of these projects is given here as under:



S.No	Name of Projects	PC-I Length (Km)	Cost (Rs. Million)	Current Status
1	Construction of Authmuqam-Sharda-Khel - Taobat Section of Neelam Vally road (109.2 Km) Including Two Tunnels At Kahori/Kamser (3.7 km) and Challpani (0.6 km) Section of Neelum Valley Road ,AJK .(Updated PC-I/Amended Chilla Bandi (Revised)	3.7	9,018.050	Approved by ECNEC
2	2nd Revised PC-I for Construction of Lahore-Sialkot Motorway (LSM) Link Highway (4-Lane) connecting LSM to Narang Mandi and Narowal (73 km) New Name Umerkot	73	36,814.347	Approved By ECNEC
3	Revised PC-I for Construction of Kot Pindi Das interchange on Motorway M-2	_	802.493	Approved by DDWP
4	Revised PC-I Improvement & Widening of Chitral Booni-Mastuj-Shandoor road	153	17,783.193	Approved by ECNEC
5	Lowari Tunnel and Access Roads Project (3rd Revised)	321	27,960.478	Approved by ECNEC
6	Revised PC-I For Construction of Hyderabad Sukkur (306) km, 6 Lane Divided, Fenced Motorway on BOT Basis (2nd Revision)	306	308,194	Approved by ECNEC
7	Dualization & Rehabilitation of Karachi-Quetta-Chaman Road (N-25) SECTION Karachi-Kararo (232 km) & Wadh Khuzdar (41 km) (Total Length 273 km)	273	74,716.226	Approved by ECNEC
8	Dualization of National Highway (N-25) SECTION Kararo to Wadh (83 km) & Kuchlak Chaman (104 km) (Total Length 187 km) Karachi-Quetta-Chaman Road	187	67,671.92	Approved by ECNEC
9	Revised PC-I for construction of Bhong Interchange on Sukkur-Multan Motorway (M-5) at its intersection with Bhong-Sadiqabad road (KM 520+130)	(KM 520+130)	1,780.141	Approved by CDWP
10	Revised PC-I for Rehabilitation & Upgradation of D.I Khan Road Development Package of Pezu-Tank Road	38	4,778.21	Approved by CDWP
11	PC-I for Construction of Yarik - Tank Road (35 km) D.I Khan Road Development Package	35	4,401.090	Approved by CDWP
12	D.I Khan Road Development Package Construction of Two Lane D.I Khan Bypass (Length 14.9 km)	14.9	3,097.045	Approved by CDWP
13	PC-I for Construction of Paharpur - Sidra Morr (N-55) Road, D.I Khan Road Development Package	18	2,678.25	Principally Approved by CDWP
14	PC-I for Rehabilitation and Reconstruction of N-5 from Moro to Ranipur km 318 - 404 (NBC/SBC) and 32 x damaged bridges under ADB Flood Emergency Loan	318 - 404	3,621.59	Approved by ECNEC

15	PC-I for Construction of Interchange on Hazara Motorway to Connect Abbottabad and Sherwan Road right after first Tunnel (Shimla Hill Tunnel) Besides Sherwan Road	–	1,829.776	Approved by CDWP
16	PC-I for construction of Jamal Din Wali Interchange on Sukkur-Multan Motorway (M-5)	–	1,333.296	Approved by CDWP
17	PC-I for construction of an Interchange at (M-3) Abdul Hakim Motorway at Essan, Sharaqpur district Sheikhpura, 20 km from M-2	20	1,273.999	Approved by CDWP
18	PC-I for Construction of Interchange on Lahore - Karachi Motorway (M-3) at Bucheki - Nankana Road in the name of Rai Mansab Ali Khan Kharal	–	1,307.848	Principally Approved by CDWP
19	PC-I for Construction of Lundianwala Interchange on Motorway M-3	–	1,566.338	Principally Approved by CDWP
20	PC-I for Construction of an Interchang at Taray Garh on Lahore - Abdul Hakeem Motorway to facilitate people of Warburton, District Nankana Sahib	–	1,475.732	Principally Approved by CDWP
21	PC-I for Construction of an Interchang on Lahore - Sialkot Motorway (LSM) at Salloke	–	1,523.891	Principally Approved by CDWP
22	PC-I for Construction of Road More Khunda to Habo ky Bala District Nankana Sahib	60	5,680.358	Approved by CDWP
23	PC-I for Dualization of Road from Chistian to Chak No. 46/3R via Dahrnawala (41.154 km) including Two Lane Link Road from Dahrnawala to Chak 175M (4.859 km)	4.859	8,962.982	Approved by CDWP

**List of PC-Is processed by NHA for approval of ECNEC/CDWP/DDWP during Fiscal Year 2022-2023**

4. A total of 13 No. of PC-Is were processed by NHA for approval of ECNEC/DDWP during Fiscal Year 2022-2023. The detail is given here as under:

<b>Sr. No</b>	<b>Project Name</b>	<b>PC-I Cost in Million</b>	<b>IPAS Status</b>
1.	PC-I for Construction of road connecting Faisalabad–Sahianwala Expressway with Sangla Hill alongside canal bank (20 km. approx.)	Rs. 2272.799	Forwarded to MOC on 29-03-2023 on IPAS
2.	PC-1 for Construction of Road Link from Ramak (N-55) to Daraban (N-50) (Length: 66 Km)	Rs. 17,939.85	Authorization awaited
3.	PC-I (Civil Works) for Construction of Hub Bypass Length : 13.350 KM.	Rs. 9,874.837	Forwarded to MOC on 29-03-2023 on IPAS
4.	PC-I for Land Acquisition, Building Compensation and Relocation of Utilities for Construction of Hub Bypass Length: 13.350 KM.	Rs. 4,529.638	Forwarded to MOC on 29-03-2023 on IPAS
5.	Revised PC-I for Dualization of Rawalpindi – Kahuta Road (28.4 Km) Including 4-Lane Bridge Over Sihala Railway Pass, Sihala Bypass & Kahuta Bypass	Rs. 23,845.02	<ul style="list-style-type: none"> <li>• Package-I: Awarded, contractor to be mobilized</li> <li>• Package-II: 14%</li> </ul>
6.	PC-I for Rehabilitation & upgradation of Kundal Interchange to Chashma (D.I Khan Development Package).	Rs. 2,809.660	Forwarded to MOC on 29-03-2023 on IPAS
7.	PC-I for Construction of road from Essa Khel (Arsla Khan) to Bannu/Karak Link (D.I Khan Development Package).	Rs. 13,852.571	Authorization awaited
8.	PC-I for Rehabilitation & Upgradation of Kundal Interchange to Laki Marwat to Tajazai road (Length: 56 Km), D.I Khan Development Package.	Rs. 9,224.950	Authorization awaited
9.	PC-I for Dualization & Improvement of Qureshi More (N-55) to Sarai Mohajir on Mianwali – Muzaffargarh Road Length: 55 Km, D.I Khan Development Package.	Rs. 16,094.376	Forwarded to MOC on 29-03-2023 on IPAS
10	PC-I for Construction of Lakpass-Noushki section (130 Kms).	Rs. 18,737.222	Forwarded to MOC on <b>30-03-2023</b> on IPAS
11	PC-I for Addition of Third Lane and Improvement of Existing Carriageway from Rawalpindi to Hasanabdal (N-5), 38 Kms	Rs. 26,712.638	Forwarded to MOC on 29-03-2023 on IPAS
12	PC-I for Construction of Service Road in Jaranwala Area along with Motorway M-3 (36.26 Km).	Rs. 3,694.10	Forwarded to MOC on 30-03-2023 on IPAS
13	PC-I for Construction of Inter District Bridge at River Chenab along with Link Roads from Jalalpur Peerwala (M-5 Interchange) to Shehr Sultan District Muzaffargarh	Rs. 14,490.961	Forwarded to MOC on 30-03-2023 on IPAS

## **List of PC-IIs Processed/approved by DDWP during Fiscal Year 2022-2023**

5. 13 No.s of PC-IIs were approved by Departmental Development Working Party (DDWP) during Fiscal Year 2022-2023 given as under:

- i) PC-II for Feasibility Study & Detail Design for construction of Model Prison Interchange at 17th Avenue on Islamabad Link Road from N-5 to Motorway M-1/M-2 Interchange.
- ii) PC-II for Feasibility Study & Detail Design for construction of Tanawal Interchange on Hazara Motorway at Village Potha District Manehra
- iii) PC-II for Feasibility Study and Detailed Design for D.I Khan Development Package (542 km).
- iv) PC-II for Feasibility Study and Detailed Design for Construction of Expressway from Mansehra, Gujjar Gali, Butt Darian, Pao Dheri via Baareri Hill to Bakryal City Balakot (53 km approx)
- v) PC-II for Feasibility Study and Detailed Design for Construction of Lahore-Sahiwal-Bahawalnagar Motorway (295 Km Approx)
- vi) PC-II for Feasibility Study and Detailed Design for Extension of Margaila Highway from GT road (N-5) to Motorway (M-1). [Punjab limits] length: 2.8 Km approx.
- vii) PC-II for Feasibility Study and Detailed Design for Construction of 2-Lane road link from Neela Dulla Interchange (M2) to Rawal (M-14) Length:40 Km.
- viii) PC-II for Feasibility Study and Detailed Design for Construction of link roads (18 Km approx.) & Tunnel (0.805 Km) Joining Khaki with Oghi District Mansehra
- ix) PC-II for Feasibility Study and Detailed Design for Interchange at Nalha-Maira Sharif on CPEC Hakla D.I Khan Section along with link roads to Chab Village and Nalhad, Tehsil Pindigheb, District Attock.
- x) PC-II for Feasibility Study and Detailed Design for Construction of Road from M-3 to Rajana to Chistian via Chichawatni, Burewala and Sahu Ka Pattan, District Bahawalnagar (48 Km)
- xi) PC-II for Feasibility Study and Detailed Design for Construction of Motorway Link from Kot Momin to Jhang via Sargodha Sillanwali
- xii) PC-II for Feasibility Study and Detailed Design for Construction of New Interchange at Samundri Khidar-Wala to Gojra on Lahore Multan Motorway near Gojra Road
- xiii) PC-II for Feasibility Study & Detailed Design for Construction of Karachi Hyderabad Motorway 130 Km approx.

6. During Monsoon 2022, Pakistan received higher rainfall than the National 30-year average records which generated flash floods and subsequent inundation in several districts along Indus River. Beside immense human and material losses, the devastating flood have brought havoc to communication infrastructure majorly roads and bridges in Pakistan. Various sections of NHA network including 32x Nos. of bridges located all across the country in Baluchistan, Khyber Pakhtunkhwa and Sindh Province also got severely damaged due to Floods resulting in traffic disruption between various parts of the Country. However, NHA mobilized all necessary resources on operational emergency basis to restore the traffic within minimum possible time.

~ ~ ~ ~ ~ ~ ~ ~ ~ ~

# Finance Wing (ROW Section)

**SUMMARY OF ROW REVENUE RECEIPT OF FINANCIAL YEAR**  
**2022-23**

<b>Heads</b>	<b>Amount in Rs.</b>
NOC Fee	441,988,200
Rentals	1,910,103,055
Security Deposit	144,475,168
Supervision Charges	2,977,806
Misc.	25,326,898
<b>TOTAL</b>	<b>2,524,872,127</b>

Planning Wing  
(Procurement & Contract Administration)



## Procurement and Contract Administration Section

### Reforms & Achievements

NHA projects basically consist of two categories i.e. the capital works (Development Works) and the Maintenance Works. The Procurement & Contract Administration (P&CA) Section, under the administrative control of the Member (Planning), handles all matters concerning award of contracts for procurements of Goods, Services and Capital Works while award of major Maintenance Works (Rs. 100 Million Plus) is undertaken by Respective Regional offices i.e. Member (South Zone), Member (North Zone), Member (Central Zone) offices whereas RAMD Section from NHA HQs deals with matters of procurements of maintenance Works in liaison with all Regional offices.

The P&CA Section ensures that the procurement of works, services and goods is cost and time effective and focuses on the prime objective of procurement i.e. value for money. P&CA Section discharges its duties through predefined SOPs and in strict conformance of Public Procurement Regulatory Authority (PPRA) Rules and Pakistan Engineering Council (PEC) Bye-Laws. In addition, P&CA also extends its efforts to all NHA Sections i.e. Establishment, MIS, Revenue and others for carrying out procurement of Goods & Operation and Management Contractors OMCs for Toll plazas, Weigh Stations, Police Fine Collection units etc.

Procurement of Development Projects, funded through international financial institutions like Asian Development Bank (ADB), Islamic Development Bank (IDB), World Bank (WB), JICA and China Exim Bank etc. is carried out by following the respective procedures and guidelines of such institutions. Due to unprecedented increase in the outlay for construction of highway and motorway projects in the country in recent times the work load of procurement has increased by manifold. The responsibilities of P&CA Section have been divided into 4 x distinct subdivisions as explained below:

- 1 - Directorate of Works** performs the main job of procurement of Works under Public Sector Development Projects (PSDP) as well as funded by the International Financial Institutions like World Bank, ADB, and JICA etc. This Directorate is also responsible for contract administration and alternate dispute resolution.

- 2- **Directorate of Services** performs the jobs of procurement of consultancy services for Feasibility Study (Technical + Commercial), Detailed Design and Construction Supervisions of numerous projects financed under the umbrella of not only Public Sector Development Projects (PSDP) and RMA but also funded by International Financial Institutions/banks like World Bank, JICA, ADB, SFD & Korean Exim Bank etc. Hiring of consultancy services are procured as per PPRA Rules and Regulations following all Codal Formalities whereas Foreign Funded Projects are procured by following procedure and guidelines by respective Bank.
- 3- **MIS-e-Paper and Record Cell** has been assigned the task to manage a centralized P&CA-Database (Contracts-MIS) with e-Paper (Digital Archiving) attachments in synchronization with Paper-Record of all procurement documents of each procurement, processed by all 3 x Directorates in P&CA Section.
- 4- **Directorate of (e-Procurement)/e-Tendering)** Directorate of e-Procurement/ e-Tendering has been assigned the task to procure the IT Services to develop and implement the electronic Bidding System in NHA. This directorate assists the users of the system through help desk and training sessions.

# Finance Wing (Budget Section)

## **FINANCE WING**

Finance Wing of the Authority is responsible for overall financial management headed by Member (Finance). The geographical location of Finance Wing is NHA Headquarter Islamabad however, certain functions are being managed through Regional, Zonal, and Project Accounts Offices as per operational requirements of the Authority.

The Accounts Offices at Zonal, Regional dealing with construction and maintenance functions are being headed by an officer of Finance Wing not below the rank of Director (Accounts) acting as a representatives of Member (Finance) assisted by regional Deputy Directors (Accounts) maintenance and construction.

### **FUNCTIONAL RESPONSIBILITIES OF FINANCE WING (HEAD OFFICE)**

- 1.1.1 To render financial advice to the management in respect of all the matters bearing financial implications.
- 1.1.2 To prepare Annual Budget of the Authority.
- 1.1.3 To generate revenues/ funds from sources as laid down in NHA Act 1991 (As amended in 2001)
- 1.1.4 To arrange development and non-development funds allocated under Federal Budget through concerned ministries.
- 1.1.5 To periodically release funds to all cost centers (zones/ regions etc.) in accordance with annual budget.
- 1.1.6 To disburse funds with reference to Authority functions.
- 1.1.7 To prepare Annual Financial Statements of the Authority.
- 1.1.8 To deal with internal and external audit matters of the Authority.
- 1.1.9 To Co-ordinate with external and internal stakeholders in connection to all financial matters.
- 1.1.10 To accord financial concurrence for contractual variations, time extensions, advances for land acquisition and utilities relocation for development and non-development activities.
- 1.1.11 To make long and short term investment from available funds above working capital.

- 1.1.12 To manage employees related funds and terminal benefits.
- 1.1.13 To deal with taxation matters of the Authority and issue instructions.
- 1.1.14 To manage NHA Fund and Non-Fund bank accounts.
- 1.1.15 To maintain panel of Banks/ Insurance Companies and issue instructions regarding acceptance and monitoring of insurance bonds/ bank guarantees.
- 1.1.16 To review and evaluate financing structure of Public Private Partnership (PPP) or Built Operate Transfer (BoT) Projects.
- 1.1.17 To propose/ recommend placement of Accounts Cadre employees and take measures for their capacity building.
- 1.1.18 To participate in tender opening, evaluation and acceptance committees as per NHA Code 2005.
- 1.1.19 To perform any other task assigned by the Chairman NHA.

**FUNCTIONAL RESPONSIBILITIES OF FINANCE WING (ZONAL/ REGION/ SELF ACCOUNTING OFFICES)**

- 1.1.20 To manage funds placed at the disposal of each cost center.
- 1.1.21 To disburse funds as per applicable contracts, rules, regulations, SOP and budgetary provisions.
- 1.1.22 To render advise on all financial matters to Zonal, Regional and Project authorities.
- 1.1.23 To maintain primary and secondary books of accounts.
- 1.1.24 To maintenance and operate bank account as per specified procedures.
- 1.1.25 To manage revenue related activities under their jurisdiction as per specified procedures.
- 1.1.26 To participate in tender opening, evaluation and acceptance committees as per NHA Code 2005.
- 1.1.27 To assist Finance Wing NHA HQ Islamabad.

- 1.1.28 To reconcile and finalize books by 7<sup>th</sup> of each month for subsequent reporting through organizational accounting software enabling preparation of consolidated accounts by the Office of General Manager (Finance).
- 1.1.29 To ensure compliance of instructions regarding acceptance and monitoring of insurance bonds/ bank guarantees.
- 1.1.30 To co-ordinate with internal and external audit matters of their respective offices
- 1.1.31 To perform any other task assigned by the Member (Finance) NHA.

**Office of the General Manager (Budget & Accounts)**

The activity of Financial management of development projects primarily funded through federal PSDP are being managed by the office of GM (Budget & Accounts) placed at NHA headquarter in assistance with zonal accounts sections. In the Financial Year 2022-23 the Government of Pakistan has allocated Rs.117.2 billion against 111 development projects of NHA. However, due to fiscal constraints at national level major reduction in development side has been witnessed and revise allocation at year end stands at the level of Rs.94.2 billion against original allocation of Rs.117.2 billion. Whereas, NHA has been succeeded to utilized funds of Rs.94.2 billion at the end of financial year against various projects being executed nationwide.

## **Aided Projects**

### **Aided Projects Wing NHA:**

NHA is implementing aided projects through development partners World Bank, Asian Development Bank (ADB), JICA, Islamic Development Bank, EXIM Banks of China and EXIM Bank of Korea etc. The Aided Projects Wing has been revived in 2019 under the administrative lead of Member (Aided Projects). This step was taken to ensure effective liaison with the development partners and establishing a seamless operational platform for robust project monitoring specifically for the foreign funded portfolio of the Authority.

The office of Member (Aided Projects) is administering the current portfolio which includes ADB financed CAREC Program comprising of different tranches/loans. Another foreign funded project PNHRP (Post Flood Rehabilitation Project) has been completed successfully.

### **Ongoing Portfolio:**

#### ➤ **CAREC (Central Asian Regional Economic Cooperation) Program**

The Government of Pakistan and ADB signed a Framework Financing Agreement for CAREC in 2017. Under this agreement, ADB will provide financing of US\$ 800 Million to the Government for developing, construction, and rehabilitating various sections of Indus Highway (N-55) in different phases till 2027. Following are the loans of CAREC;

#### **Tranche-I**

The loan of CAREC Tranche-I (ADB Loan No. 3574-PAK of US\$ 90 million) is under implementation since December 2018 and completion expected by June 2024. It comprises of Dualization of following three sections of Indus Highway N-55:-

- Section-1: Petaro – Sehwan (66 km)
- Section-2: Ratodero – Shikarpur (43 km)
- Section-3: Peshawar – Dara Adam Khel (34 km)

#### **Tranche-II**

The Loan for CAREC Tranche-II (ADB Loan No. 4099-PAK of US\$ 235 million) has been signed with ADB in December 2021 for dualization/rehabilitation of 222 KMs of Indus Highway N-55 from Shikarpur to Rajanpur. Closing date of the loan is 31 December 2025. Tranche-II of CAREC comprises of 04-Lots as given below;

- Lot-1 Shikarpur - Kandhkot (62.4 km)
- Lot-2 Kandhkot - Kashmore (59 km)
- Lot-3 Kashmore - Rojhan (48.9 km)
- Lot-4 Rojhan - Rajanpur (51.8 km)

The contracts have been awarded, however, commencement of works got delayed primarily due to non-availability of PSDP funds for payment of compensation to the affected persons and implementation of land acquisition and resettlement plan of ADB.

Lot-1&2 falls in the province of Sindh whereas Lot-3&4 falls in Punjab. Partial works have been commenced at Lot-3 & 4 on 17 August 2023, whereas works on Lot-1 & 2 will commence soon.

### **Tranche-III**

The Loan Agreement worth USD 360 million has been signed between EAD and 15 December 2023 for CAREC Tranche-III. It comprises of dualization/ rehabilitation of 330 KMs of Indus Highway N-55 from Rajanpur to DG Khan to DI Khan. It will have four construction lots.

### **Emergency Food Assistance Project (EFAP)**

The EAD signed a concessional loan agreement with ADB (Loan No. 4279-Pak (COL)) amounting to US\$ 475 million on 15 December 2022 for rehabilitation of infrastructure critically damaged by floods of 2022 in different parts of Pakistan. The loan includes a component of US\$ 154.9 million for NHA to rehabilitate/ reconstruct two (02) road sections of National Highway N-5 from Moro to Ranipur (86 KMs) and 32 No Bridges damaged at NHA Network in Khyber Pakhtunkhwa, Sindh and Balochistan. The Project is at the stage of procurement. The loan is expected to close on 30<sup>th</sup> June 2026.

### **Khyber Pass Economic Corridor (KPEC)**

The Khyber Pass Economic Corridor (KPEC) connects Pakistan and Afghanistan with Central Asia through the Khyber Pass. This route has been a traditional trade route for hundreds of years. The route provides shortest link between Pakistan, Afghanistan, Tajikistan, Uzbekistan and the Arabian Sea. The World Bank has extended a 'concessional credit' loan of US\$ 460.6 Million for the project to the Government of Pakistan (IDA-6270-PAK). The project comprises of the following two components;

#### 1) Construction of Expressway

Loan amount of US\$ 385.6 Million is allocated for construction of expressway and National Highway Authority is the executing agency for it. The project comprises of Construction of 47.5 KMs 4-lane Expressway from Peshawar Takhta Baig near Hayatabad to Torkham (Lot-1) & 55.0 KMs Southern Link Road bypassing Peshawar city connecting Expressway Takhta Baig (N-5) to Badabher (N-55) to N-5 between Chamkani & Jhagra (Lot-2). The project will be executed on 'Design Built' mode of FIDIC. The Consultants M/s BOTEX (Turkey) and M/s Zeeruk (JV) have been mobilized, whereas, procurement of works are expected by July 2024. Implementation period of this component is 5 years.

#### 2) Economic Development

Loan amount of US\$ 75 Million is allocated for economic development and Provincial Government of Khyber Pakhtunkhwa will execute the project. The project comprises of Technical assistance & Development of service areas, economic zones, commercial areas, trucking terminals, warehouses, weigh stations, urban



development, tourism potential, international bus terminal, traffic management and road safety. Implementation period this component is 6 years.

### Completed Portfolio:

#### ➤ **PNHRP (Post Flood National Highway Rehabilitation Project)**

EAD had signed a loan with ADB for rehabilitation of some remaining highway sections and bridges damaged by the super floods of 2010 under ADB Loan (3378-PAK). It comprised of 09 construction packages for rehabilitation of different road sections at N-15, N-50, N-55 and N-95 which have been completed and loan amounting to USD 141.9 million has closed on 30.09.2022

### Future Portfolio:

#### ➤ **EXIM BANK OF KOREA**

NHA is negotiating with the Exim Bank of Korea for loans to fund following NHA Projects at N-45 road;

1. Improvement and Widening of three Road Section as under:
  - a. Chakdara – Timergara Section-I (39 KMs)
  - b. Akhagram – Dir Section-II (43.39 KMs)
  - c. Kalkatak – Chitral Section-III (48 KMs)
  - d.
2. Construction of Malakand Tunnel Project

#### ➤ **SAUDI FUND FOR DEVELOPMENT (SFD)**

NHA is negotiating with the SDF for loan amounting to Saudi Riyal 206 million for construction of following two tunnels sections at Neelum Valley Road;

1. Kumser Tunnel (3.7 KMs)
2. Challapani Tunnel (0.6 KM)

# Highway Research & Training Center

National Highway Authority (NHA) is committed to its role of a ‘Service Provider’ and envisages investments worth billions of dollars in road infrastructure expansion and upgradation in Pakistan. A rather bigger challenge is to maintain and preserve the new as well as the existing (ageing) road network at optimal performance level. However, most of our precious road asset is prone to premature deterioration due to lack of adequate standards for local materials, loading and geo-environmental conditions.

To address these issues, NHA is developing a national level Highway Research & Training Centre (HRTC). The Centre provides a platform to road engineers, practitioners, academicians and industry to develop optimized and indigenous solutions for the growing needs of road infrastructure industry, in Pakistan.

## **Major Objectives of HRTC are to:**

- a) devise customized solutions for local needs in the field of road transportation engineering and management;
- b) enhance professional skills & knowledge of highway engineers and para-engineering professionals;

The Centre is now hosting both research and training activities, and has a vision to become a "**center of excellence**" in the field of road transportation engineering, for this region. The Center is certified for Quality Management System standard – “ISO 9001:2015”.

## **Research & Development**

HRTC, in collaboration with local academia including National Institute of Transportation (NIT); National University of Science & Technology (NUST), Taxila Institute of Transportation Engineering (TITE); University of Engineering & Technology (UET) Taxila and Transportation Engineering department, UET Lahore; has launched a comprehensive **Strategic Pavement Research Study (SPRS)** program to evolve pavement design and construction methodologies for the local geo-materials, severe climate and excessive traffic loading conditions prevalent in Pakistan. The goal is to minimize premature failure of roads in Pakistan.

SPRS is being conducted in following three phases:

- **Phase I:** Improvement of Asphalt Mix Design Technology for Pakistan through Performance based laboratory characterization of local aggregates, binders and Asphalt Concrete (AC) mixes  
*(Completed, Final Research Report Published),*
- **Phase II:** Field calibration AC mixes in HRTC’s own Accelerated Pavement Testing (APT) facilities (planned) to validate rut and fatigue resistant AC mixtures (*ranked in phase-I*),
- **Phase III:** Long term field data collection & analysis, to develop pavement design systems and standards for Pakistan.

*Phase II & III have now been planned to be executed, simultaneously, through the CPEC framework.*

## **CPEC Technical Cooperation Program**

Consequent to Memorandum of Understanding on Cooperation in Highway Engineering between the Ministry of Transport (MOT) of the People’s Republic of China and the Ministry of Communications (MOC) of the Islamic Republic of Pakistan (MOU) signed in May 2017, Highway Department of MOT and National Highway Authority (NHA) of MOC signed the “Five-Year Action Plan for Technical Cooperation on Highway Engineering, between China and Pakistan (AP)” in May 2018. The AP included the following:

- Construction of road research infrastructure (*APT facility, indoor/outdoor labs, tools*)
- Joint (*Pak-China*) research projects (*LTPP study: controlled/uncontrolled test sections*)
- Systemic human resource development (*Short, medium and long term trainings – leading to MSc & PhD degrees*)

### **Progress to date (5-Year AP):**

- Experts exchanges from the 2 sides (June 2018, Aug., 2018; Feb., 2019);
- 2 rounds of short-term trainings, concluded in China (July, 2018 & October 2019) attended by 17 officers (engineers) of NHA;
- 2 NHA officers are currently pursuing PhD degree program in Chinese institutes;
- Concept Paper on Implementation Mechanism (including Financing) of the AP approved by Central Development Working Party (CDWP) in June 2020;
- Application for grant/aid (*to the tune of RMB 378 million*) for implementation of AP, is currently in process at China International Development Cooperation Agency (CIDCA);
- Recently CIDCA has hired an engineering firm (M/s HNCDI) to carry out feasibility study of the project. The Consultant’s team is expected to visit Pakistan in November 2023;
- In 11<sup>th</sup> meeting of JCC, the Period of the Action Plan has been extended for further five (05) years.

### **5-Year Action Plan (2023-2027)**

(Signed during 10<sup>th</sup> JWG meeting in Beijing, on 26<sup>th</sup> September 2023)

#### **Key Cooperation Programs:**

##### **A. Technical Cooperation**

- A.1: Joint technical research and exchange combining the engineering and technical challenges of the KKH Re-alignment project (*13 research projects agreed*);
- A.2: Technical consultancy on Highway Research & Training Center (HRTC) construction;
- A.3: Joint technical seminars, considering KKH Re-alignment project;
- A.4: Assisting in the formulation of Pakistani highway engineering technical standards.

##### **B. Talent Training**

- B.1: Degree education (5 PhD. & 10 MSc. Scholarships) for Pakistani students in China;
- B.2: Short-term training courses (2-3 weeks) for Pakistani professionals and engineers in China, considering KKH Re-alignment and other projects of mutual interest;
- B.3: Short-term (3-6 months) working opportunities for Pakistani engineers, in China;
- B.4: Dispatching Chinese experts to Pakistan for professional technical trainings

### **MOU between Turkiye & Pakistan**

Memorandum of understanding on technical cooperation in the field of highway engineering between Turkiye and Pakistan has been signed on June 01, 2022. Key features of this MOU are:

- a. Harmonizing technical standards and specifications (including design, construction, maintenance, operation, service, etc.);
- b. Preparing and setting up joint laboratories/ research centers;
- c. Research on critical technologies (including special geological conditions), highway design, consulting, construction, experiment and tests;
- d. Student exchange/ scholarship programs in the form of Master of Science or PhD/Split PhD programs; etc.

### **Training & Capacity Building**

One of the key objectives of HRTC is the capacity building of human resource (engineers & others) associated with road infrastructure industry in the country, with a greater focus on NHA's own resource. The center offers a comprehensive Continuous Professional Development (*CPD*) programs for civil engineers and has been recognized as Professional Engineering Body (**PEB**) by the Pakistan Engineering Council (**PEC**). Since 2014; more than 2250 participants have successfully attended the CPD trainings and workshops; in over 137 **CPD events**, organized by HRTC.

# Built Operate & Transfer / Private Public Partnership

## PPP PROJECTS OF NATIONAL HIGHWAY AUTHORITY

NHA, through its dedicated efforts, successfully attracted private sector investment and has awarded projects of worth around PKR 135 Billion, under PPP on Build-Operate-Transfer (BOT basis). All these projects are complete and are in operational phase:-

Sr. No.	Project	Length (Km)	Project Cost (PKR Billion)	Brief Description
1.	Habibabad Bridge (N-5)	2	0.831	Construction of a new flyover at N-5
2	Lahore – Islamabad Motorway (M-2)	357	46.007	Overlay & Modernization of existing 6-Lane Motorway
3	Karachi–Hyderabad Motorway (M-9)	136	44.251	Conversion of existing 4-lane highway into 6-lane Motorway
4	Lahore–Sialkot Motorway (M-11)	89	43.847	Construction new 4-lane Motorway with 6-lane structures
<b>TOTAL:</b>		<b>584</b>	<b>134.936</b>	

The PPP Agreement for following projects have been signed, which are under implementation :-

Sr. No.	Project	Length (Km)	Project Cost (PKR Billion)	Brief Description
1	Sialkot – Kharian Motorway (M-12)	69	27.327	<ul style="list-style-type: none"> <li>• PPP Agreement signed on September 13, 2021</li> <li>• Financial Close Stage</li> </ul>
2	Hyderabad – Sukkur Motorway (M-6)	306	307.394	<ul style="list-style-type: none"> <li>• PPP Agreement signed on December 02 2022</li> <li>• Financial Close Stage</li> </ul>
<b>TOTAL:</b>		<b>375</b>	<b>334.721</b>	

Following Projects are in pipeline for implementing through PPP modality:-

Sr. #	Project	Length (Km)	Brief Description
1	Kharian – Rawalpindi Motorway	117	Construction of 4-Lane Motorway
2	(M-9) New Alignment	130	Consultancy being procured for Technical & Commercial Feasibility
3	Lyari Elevated Freight Corridor	20	Non-Viable. Other Tech. & Commercial viability options to be explored
4	Hub - Dureji - Dadu Motorway (M-7)	270	Consultancy being procured for Technical & Commercial Feasibility
5	Operating Concessions of existing Motorways / Highways**		Need to initiate performance based Operating Concessions for the Sustainability of Existing Highways & Motorways
6	New Motorway Links		Need to initiate a prioritized Development Plan of New Motorways Links (to connect Ports, Major Cities, Industrial Zones, Provincial Capitals, etc)

*\*\*NHA intends to initiate Operating Concessions of Highways to improve the existing road condition, modernization of toll operations, maximize revenue generation and make them financially sustainable.*

Engineering Coord  
(RAMD Section)

## **Engineering Coordination Wing**

The Engineering Coordination wing has been established in December 2015 as a revision in organizational structure of the authority, which is headed by an Engineering Cadre officer designated as Member (Engineering Coordination) with an administrative control following offices:

- Road Asset Management Division
- Engineering Coordination Section
- Regional Office Muzaffarabad
- Regional office Punjab West

Each of the sections is led by an Engineering Cadre officer of the rank of General Manager, supported by Directors, Deputy Directors, and Assistant Directors. The major functions of the Wing can be summarized as under.

- Provide technical support and assistance to Member (Engg. Coord.) on project related matters including but not limited to progress review of ongoing works, time and cost overrun issues, contractual disputes, and claims, etc.
- Preparation of reports, replies to National Assembly/Senate of Pakistan's questions/resolutions and response on recommendations of National Assembly/Senate Standing Committees, etc. and coordination with Ministry of Communications and other government bodies.
- Provide support to field formations on maintaining KPI's suggesting measure to meet timelines of action plans, technical support on contractual issues as well as implementation methodology as and when required.
- Liaison with foreign development partners (e.g., Asian Development Bank (ADB), Japan International Cooperation Agency (JICA), China EXIM Bank, Islamic Development Bank (IDB), World Bank (WB), etc.) on behalf of the authority to resolve their concerns on project implementation, target completions, social safeguard compliance etc.,
- Provide assistance in various operative and functional matters to following wings: Finance, Procurement, Audit and Planning.

### **Road Asset Management Division**

NHA established a Road Asset Management Division (RAMD) to cope with the requirements of fee-for-service/value-for-money concept embodied as the guiding principle of RMA. About 95% of national freight and 90% of passenger traffic uses roads as mode of



transportation, therefore, maintenance of roads infrastructure has become more critical and essential than capital works. The immense traffic pressure aggravated by the damage caused by overload trucks and unrelenting traffic growth particularly on main arteries makes the requirement even more critical.

RAMD is aiming to maintain and operate the National Highway and Strategic Roads to minimize the road transportation costs, provide driving comfort and safety to the road users at all times, and preserve the asset investment in roads, bridges and appurtenances cost effectively. RAMD will endeavor and ensure that:

- i. Network-level roughness on National Highway and Strategic Roads progressively reduces to 3.0 IRI.
- ii. NHA's road network is maintained and operated according to available resources for the purpose of maximizing road user benefits within minimum possible cost.

# **Construction Wing**

## Construction Wing

### Project Started during Year 2022-23

Sr.	Project	Length	Contract Cost	Start
	Chitral-Ayun-Bumburate Road Project	46	4,600	Jul-22
	Rehabilitation & Upgradation of Awaran-Jhal Jaho Road	54.8	5146.41	Sep-22
3	Dualization of Khuzdar-Khuchlak Section of N-25 Section-I	51.12	8786	July-22
	Dualization of Khuzdar-Khuchlak Section of N-25 Section-II	51.12	9271	July-22

### Project Completed during Year 2022-23

Sr.	Project	Length	Contract Cost	Date of Completion
1	Dualization of Indus Highway (Sarai Ghambila to Kohat Section) Section-I & II	132	19188	Dec-22
2	Basima-Khuzdar Road Project (N-30)	106	17750	Jan-23

### Progress of Ongoing Project

Sr #	Project / Section	Contract Cost	Start	Expected Completion	Progress (%)
1	Dualization of Indus Highway (Sarai Ghambila to Kohat Section)	Pkg-I: 56	May-18	Dec-23	Pkg-1: 90
		Pkg-II: 72.8	May-18	Dec-23	Pkg-2: 79
2	Up-gradation & Dualization of Motorway Link from Pindi Gheb ~ Kohat Via Jand (N-80)	Pkg I: 32/34.5	Pkg1: Apr-18	Sep-23	Pkg 1: 88
		PkgIII: 37/38	Pkg3: Aug-18	Sep-23	Pkg 3: 92
3	Dualization & Improvement of Old Bannu Road (N-55)	Pkg I:22/40	Feb-18	Nov-24	Pkg1: 62
		Pkg II:17/35		Nov-24	Pkg2: 63
Sr #	Project / Section	Contract Cost	Start	Expected Completion	Progress (%)
4	Peshawar Northern Bypass	Pkg2: 11.9	Pkg2: Sep-15	Dec-23	Pkg2: 32

		Pkg3a: 5.38	Pkg3a: Jul-13	Jun-24	Pkg3a: 67
5	Chitral-Ayun-Bumburate Road Project	Pkg1: 16.48	Jul.22	May-24	Pkg1: 36
		Pkg2: 29.46	Jul.22	May-24	Pkg2: 34
6	Shatial Nullah Bypass Project including Link Road to Existing KKH)	3,507.23	Sep-12	Apr-24	78.76
7	Hoshab-Awaran Section (M-8) Km 146	P1: 7334.384	Apr-21	Apr-24	28
		P2: 7249.483	Apr-21	Apr-24	25
8	Construction of Ziarat Mor-Kach-Harnai Road 109 Km & Harnai-Sanjavi Road 55 Km	Pkg-I: 2404.338	4-Oct-21	Dec-24	16.14
		Pkg-I: 2551.684	4-Oct-21	Dec-24	9.13
9	Dualization of Khuzdar-Khuchlak Section of N-25	P1-8786	Jul-22	May-25	2.3
		P2-9271	Jul-22	Aug-25	4.5
10	Jhal Jaho-Bela Section (80 km) Deposit Work	7208.2	Sep-21	Jul-24	25%
11	Rehabilitation & Upgradation of Awaran-Jhal Jaho Road	5146.41	Sep-22	Sep-24	17.2
12	Noukandi-Mashkel Road Project Deposit Work	5726.08	12-Jul-21	Jul-24	45.71
13	Dualization of Quetta Western Bypass N-25 (Km 22)	3939.786	26-Aug-21	Mar-24	31.5
14	Construction of Dera Murad Jamali Bypass Project (N-65)	1465.532	2-Aug-21	Jul-24	16.50
15	Dualization of Khuchlak-Zhob Section of N-50 Km 298	P4: 8750	19-May-21	May-24	Pkg-4: 22
		P5: 8716.68	22-May-22	May-24	Pkg-4: 35
16	Construction of Approach Road & River training works of Layyah Taunsa Bridge Package-II: (i). Approach Roads Layyah & Taunsa	3833	Feb18	Jun-24	Pkg-1: Bridge Completed Pkg-2: 11%
17	Construction of Taateypur-Interchange on M-4 Project	441.781	Feb-22	Dec-23	45

\*\*\*\*\*



# NHMP YEAR BOOK

2022-23

**NATIONAL HIGHWAYS & MOTORWAY POLICE**

**SERVICE ABOVE SELF**

FREE FLOW  
HELP  
ENFORCEMENT

**HELPLINE 130**

**NHMP CE DRIVING LICENSE**

- TRAVEL ADVISORY
- ROAD SAFETY FM-95
- MOTORWAY HUMSAFAR APP

**130**

NHMPofficial 03 130 111 130

The banner features a central graphic of a road winding through a landscape, with a white truck and a police car (marked 'POLICE' and '130 4421') on the right. A diamond-shaped inset shows a police officer interacting with a person. The background is a dark, scenic view of a road at dusk or dawn.

## **VISION**

Ensure a safe and secure driving environment on the National Highways and Motorways

## **MISSION**

To promote safety on Motorways and Highways through effective enforcement and provision of assistance to road users by applying highest standards of courtesy, integrity and professionalism.

## **CORE VALUES**

- Help
- Education
- Enforcement

## **CORE RESPONSIBILITIES**

- Regulate and control traffic
- Determine and regulate the category/ type of traffic permissible
- Undertake initial investigation in respect of offences
- Conduct road safety awareness campaigns
- Keep road clear from any encroachments
- Provide security to road users
- Act as advisory body to NHA
- Issue driving licenses

# INTRODUCTION



Pakistan Motorway Police (PMP) was established in 1997 for 366 Km M-2 with 500 officers on deputation. National Highway Safety Ordinance (NHSO) was promulgated in 2000 and N-5 was handed-over in 2001. Subsequently, nomenclature of the department was changed from PMP to National Highways & Motorway Police (NHMP).

NHMP is presently deployed at 4,696 km on **08-Motorways**, **06-Highways** and **03-Expressways**, whereas, 4,346 km roads are being added in near future increasing the Area of Responsibility (AoR) of NHMP to 9,204 kms.

National Highways & Motorway Police (NHMP) is a law enforcement agency responsible for enforcing traffic laws and regulations on highways and motorways throughout the country. The NHMP was established in 1997 and operates under the jurisdiction of the Ministry of Communications.

## JURISDICTION

NHMP has taken over policing of 4,696 km roads of National Highways and Motorways whereas policing on proposed 4,230 km roads will be taken over in future. For policing purposes, it is divided into the following seven operational Zones as under:

<b>Existing Road Network</b>		
<b>Zone</b>	<b>Area of Responsibility (AoR)</b>	<b>KM</b>
Motorway North	M-1 (Islamabad-Peshawar)	154
	M-2 (Islamabad –Kot Momin)	196
	E-35 Hazara Motorway (Burhan -Mansehra)	175
	Swat Expressway	81
	M-14 Hakla- D.I. Khan	285
Motorway Central-I	M-2 South (Kot Momin Link Road- Lahore)	169
	M-3 (Lahore-Abdul Hakeem)	230
	LSM (Lahore Sialkot Motorway& LEBP)	118
Motorway Central-II	Sector M-4 (Pindi Bhattian–Shorkot)	203
	Sub Sector M-4 (Abdul Hakeem-Multan)	89
	M-5 Sector-1 Multan(Multan-Zahir Pir)	193
	M-5 Sector-II Sukkur (Rahim Yar Khan -Rohri)	193
N-5 North	N-5 (Peshawar - Lahore)	389
	N-75 IMDC (Islamabad - Murree)	41
N-5 Central	N-5 (Lahore –KotSabzal)	626
N-5 South	N-5 (KotSabzal- Hyderabad)	452
	M-9 (Hyderabad - Karachi)	136
	N-55 (Jamshoro –Rattodero)	328
	Lyari Expressway	16
West	N-10 (Gwadar - Pasni -Shadi core)	160
	Sector-I N-25 RCD (Musharaf Colony-ViyaraDistt. Bela)	150
	Sector-III N-25 Kalat (A.Rehman Cross-Yaroo Cross, Pishin)	210
	N-50 (Kuchlak- Muslim Bagh)	100



<b>Total Area of Responsibility</b>	<b>4,696</b>
-------------------------------------	--------------

<b>Proposed Road Network</b>	
<b>Proposed Sectors / Zones</b>	<b>KM</b>
M-6 (Sukkur - Hyderabad)	306
M-8 (Hoshab- Gwadar)	193
M-10 (Northern Bypass Karachi)	57
SKR (Sialkot -Kharian- Rawalpindi)	185
N-5 (A) (Khanewal-Lodhran)	98
N-10 (Makola- Hub)	493
N-25 (Kalat-Uthal)	433
N-30 (Khuzdar-Basima)	110
N-35 (Hassanabdal-Khunjrab)	806
N-50 (Muslim Bagh - Zhob - D.I.Khan)	431
N-55 (Sarai Gambila-Kohat)	134
N-65 (Sukkur - Quetta)	385
N-70 (Multan - Muzaffargarh / D.G. Khan)	94
N-85 (Hoshab-Surab)	449
LKBR (LarkanaKhairpur Bridge Road)	56
<b>TOTAL</b>	<b>4,230</b>

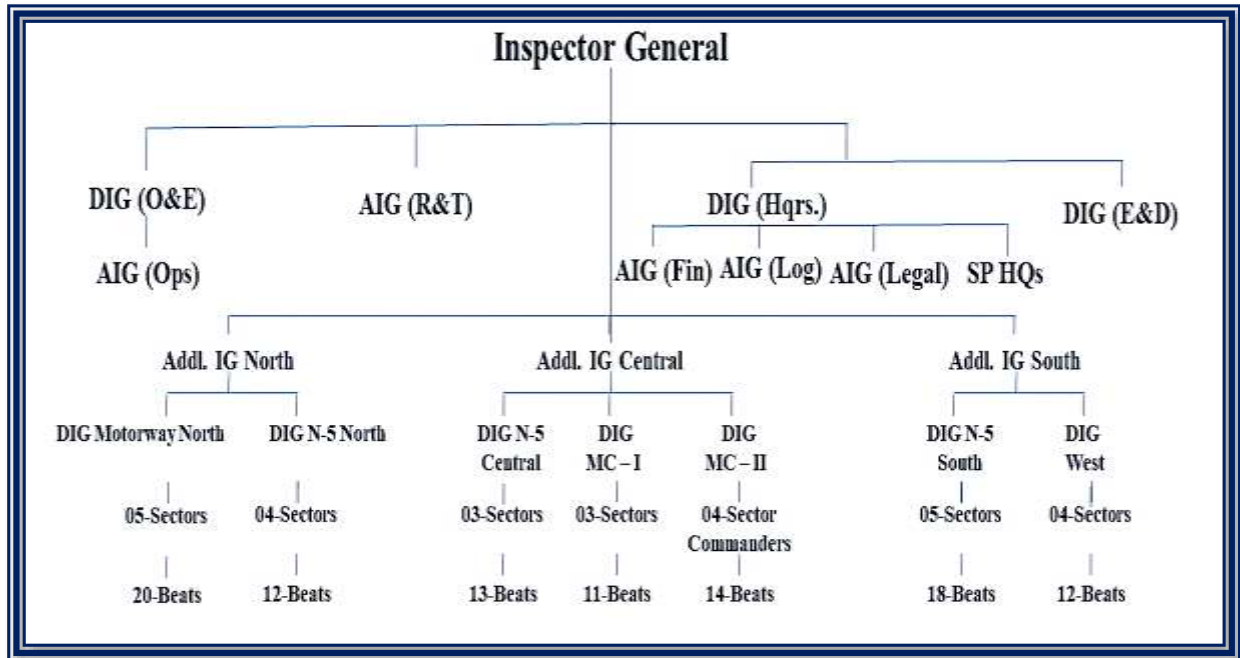
# MAP



## NATIONAL HIGHWAY & MOTORWAY POLICE EXISTING ROADS & PROPOSED DEPLOYMENT



## ORGANOGRAM



## **SALIENT FEATURES**

The following are the salient features of National Highways & Motorway Police:

### **Emphasis on core competencies**

The core values which are focused are Professionalism, Integrity, Courtesy, timely helps to road users, vibrant Road Safety education and cogent application of Law.

### **Focused and specialized jurisdiction**

The objective is very clear i.e. to ensure the safety and security of road users and provide assistance to travelers in distress. The structure of the force has been designed in such a way that a supervisory officer can monitor the staff capably and competently.

### **Extraneous Interference / Influence**

The most important management principle for any disciplined organization is that the integrity of command is never violated. IGP being the head of Department is fully independent in his decision making.

### **Peer pressure and Organizational Culture**

The positive organizational culture of NHMP helped to develop peer pressure within the department. This ultimately discouraged the cultivation of bad norms in the department.

### **Enabling working environment**

A conducive working environment has been provided including better pay and emoluments, job oriented trainings, improved living facilities and fixed working hours.

### **Service structure**

NHMP is structured as an officer based organization and the recruitment standards are kept higher and implemented accordingly, which provided an efficient and educated human resource.

### **Standard Operating Procedures (SOPs)**

SOPs are available for almost every task. The SOPs are developed at the outset and these are continuously updated in accordance with the requirements of operational competitiveness.

### **Performance based reward system**

A performance-based annual award system has been developed. 50% of the force is rewarded annually. This generates healthy competition within the force. In addition to above the reward is given to officer's bases on good work done. Regular performance evaluation and the policy of appreciating excellent performers in shape of awards/rewards are the key factors in realizing the high standards.

### **Training**

A constant thoughtful process with proactive approach towards maintaining the standards and introducing new and improvised techniques is going on ever since inception of NHMP. In this endeavor emphasis is on capacity building of officers.

### **Training of Core competencies**

The core values of NHMP i.e. Professionalism, Integrity, Courtesy, timely Help to road users, vibrant Road Safety Education and cogent application of law are imbibed to every officer of NHMP from day one.

### **Training of Professional competencies**

Basic, advanced and refresher training courses are being regularly offered to enhance professional expertise.

**Regimental and Welfare Policies**

Reward and welfare policies have been developed for staff which includes Interest-free Loans, Scholarships for officer's children, improved medical facilities and policy and other amenities.

## PERFORMANCE AND ACHIEVEMENTS



## PERFORMANCE & ACHIEVEMENTS

### Road Safety, Education & Awareness



### Mobile Education Units (MEUs)

An effective method being used to educate masses on road safety is induction of Mobile Education Units (MEUs). Vehicles with trained staff, equipped with audio/visual systems and road safety educational material have been inducted in Islamabad and one in each provincial headquarters and major cities. These MEUs visit public and private agencies, educational institutions, multi-nationals, bus/van terminals, markets, public places, etc. to impart road safety education at the doorsteps. This strategy is playing a vital role in the education of road users. Seminars and workshops on small scales are also conducted by the MEUs.

The goal of Mobile Education Unit is to create consciousness about road safety among commuters. Its main objectives are as under:

1. Save lives
2. Enlightenment about road safety
3. Educate regarding traffic rules and regulations
4. Provide friendly Policing
5. Remove communication gap
6. Make the roads of Pakistan safe
7. Promote civilized traffic culture
8. Create safe driving environment
9. Improve habits of safety among pedestrian and school children
10. Correction of poor driving attitude
11. Analyze reasons of mishaps and to suggest measures to avoid them.

Following methodology is adopted:

1. As briefings have to be given to various sections of society like professional drivers, students, non-professional drivers etc. therefore, briefings are designed keeping in view the age group, level of education, experience and language.
2. Mobile Education Unit has made a video for the students about pedestrian's crossings, walking, etc. This video is used to make briefing more effective.
3. The presentations are given through multimedia to ensure two-way communication.
4. Television, CDs and Computer are used to get the maximum attention of people.
5. Question and Answer Sessions are held during briefing session to enhance the learning process.
6. Mobile Education Unit gives emphasis on driving ethics during its briefing sessions.
7. It aims at awakening the sense of responsibility among commuters.
8. On the roads, briefings are given to the commuters at the spot to guide them.
9. M.E.U. works in close co-ordination with various NGO's and Govt. Organizations for improving road-safety.
10. Stalls are arranged in different exhibitions and local educational institutes to educate people. People are presented with gifts e.g. flowers, sweets etc. to attract them to take active part in making our roads and traffic safer.



Each MEU on an average conducts almost two sessions per day. Around 4,813 road safety education activities were conducted during a year by MEUs of all zones. Various organizations



request NHMP to conduct road safety sessions to educate their staff and drivers. Some reputed multi-nationals such as Unilever, Nestle, Pepsi, Coca Cola, Shell, and Telenor etc. regularly conduct annual road safety education programs through MEUs. These MEUs are now being set up at district level.



#### Briefing and Education

Commuters are briefed at Toll Plazas, Bus Stands, etc. regarding road safety awareness, safe driving specially in inclement weather conditions, wearing safety helmets while riding motorcycle, etc. by verbal briefings and distribution of pamphlets and leaflets. Zone-wise detail regarding number of briefings material for the year 2022-23 is as under:

Months	Verbal Briefing	Pamphlets/Booklets Distributed	Seminars/Walks/ Workshop
Jul-22	2,629,255	322,454	123
Aug-22	2,702,733	327,705	155
Sep-22	2,661,426	319,278	143
Oct-22	5,032,624	327,530	106
Nov-22	4,826,319	288,664	98
Dec-22	2,856,841	273,448	85
Jan-23	2,830,755	295,571	62
Feb-23	3,006,714	304,423	112
Mar-23	3,138,291	306,584	95
Apr-23	2,966,404	293,735	120
May-23	3,084,966	299,043	132
Jun-23	3,034,072	295,489	101
<b>Total</b>	<b>38,770,400</b>	<b>3,653,924</b>	<b>1,332</b>

## FM - 95

The official channel allotted to NHMP is FM-95. As a non-commercial venture, the coverage radius is 10 km around the federal capital, Islamabad. This channel operates round the clock with the mandate to impart road safety awareness through entertainment and also transmit regular updates on national road network. PEMRA has approved to expand FM-95 network to three more stations as under:

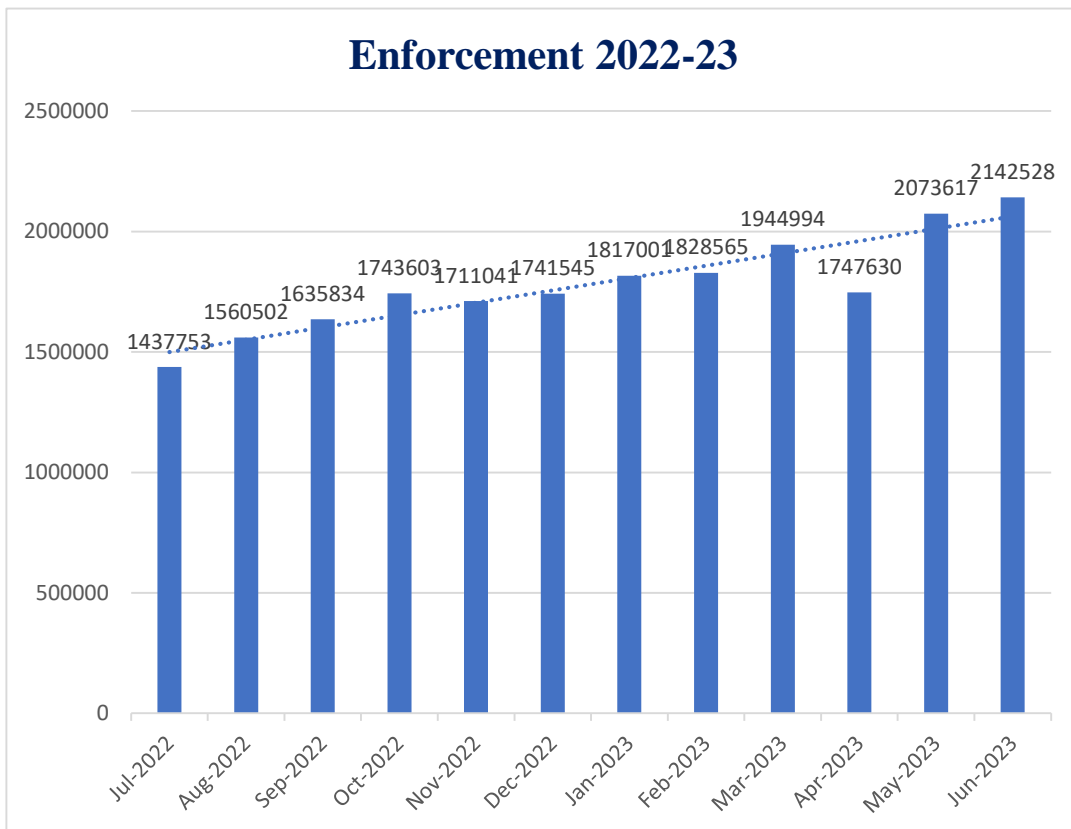
- i. Nowshera
- ii. Sialmore
- iii. Jamshoro

## ENFORCEMENT

National Highways and Motorway Police is continuously making efforts to ensure safe journey for all road users and provide timely help and support to commuters. NHMP officers remain vigilant to observe activities that cause distraction from driving and traffic violations. Strict enforcement is exercised by officers to ensure safety of commuters on Motorways and National Highways.

### Tickets Issued

Total 21,384,613 Tickets issued during this period on Motorways and National Highways. Zone wise details are as under:



## ACCIDENTS

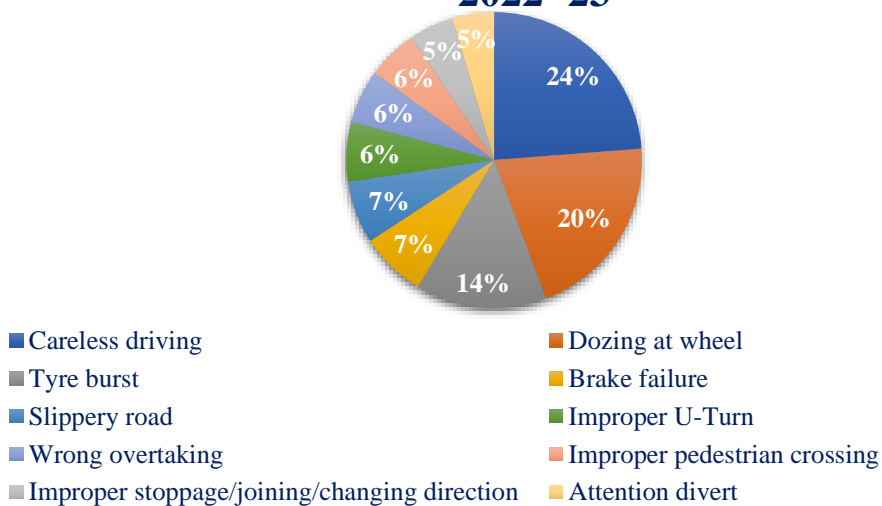
Accidents occurred on Motorways and Highways during 2022-23 are as follows;

Months	Fatal	Non-fatal	Total
Jul-22	27	25	52
Aug-22	28	11	39
Sep-22	20	6	26
Oct-22	21	11	32
Nov-22	22	17	39
Dec-22	18	16	34
Jan-23	17	10	27
Feb-23	23	11	34
Mar-23	18	8	26
Apr-23	27	5	32
May-23	19	7	26
Jun-23	23	12	35
<b>Total</b>	<b>263</b>	<b>139</b>	<b>402</b>

### Major Causes of Accidents

NHMP analyzes traffic accident data on regular basis which helps to identify major causes of accidents that need to be focused. The following major causes of accidents were identified in 2022-23.

### Major Accidents Causes(Top 10) for the year 2022- 23



## HELPS

Help/assistance to motorists in distress is primary duty of NHMP. NHMP officers work tirelessly to help the commuters in distress on National Highways and Motorways. Helps are provided in different categories including mechanical problem, starting problem, fuel ended, tyre burst, engine problem etc. Zone-wise performance regarding providing helps to commuters in 2022-23 is as under:

Months	Helps
Jul-22	164,479
Aug-22	182,547
Sep-22	186,149
Oct-22	203,058
Nov-22	200,895
Dec-22	240,166
Jan-23	198,123
Feb-23	184,899
Mar-23	218,182
Apr-23	224,290
May-23	289,939
Jun-23	292,647
<b>Total</b>	<b>2,585,374</b>

## ANTI-CRIME ACTIVITIES

NHMP firmly believes in combating the use and smuggling of narcotics, robberies, theft and kidnapping. NHMP is working day and night for eradication of extortion at bus terminals alongside National Highways in coordination with NHA and local police. Moreover, anti-crime squads have been established at beat, sector and zonal levels to counter crime and terrorism. In 2022-23, NHMP continued anti-crime and anti- theft activities in all Zones and progress for the said year is as under:

- i. 98 stolen/snatched vehicles were recovered on National Highways and Motorways in 2022-23.
- ii. 159 criminals were arrested and handed over to local police, who were involved in different criminal activities.
- iii. 172 lost/runaway children/persons were re-united with their families in 2022-23.
- iv. 59 illegal arms were recovered.
- v. 1243 illegal ammunition including 59 magazines and 1184 live rounds were recovered.
- vi. Drugs & Narcotics recovered by NHMP are as under:

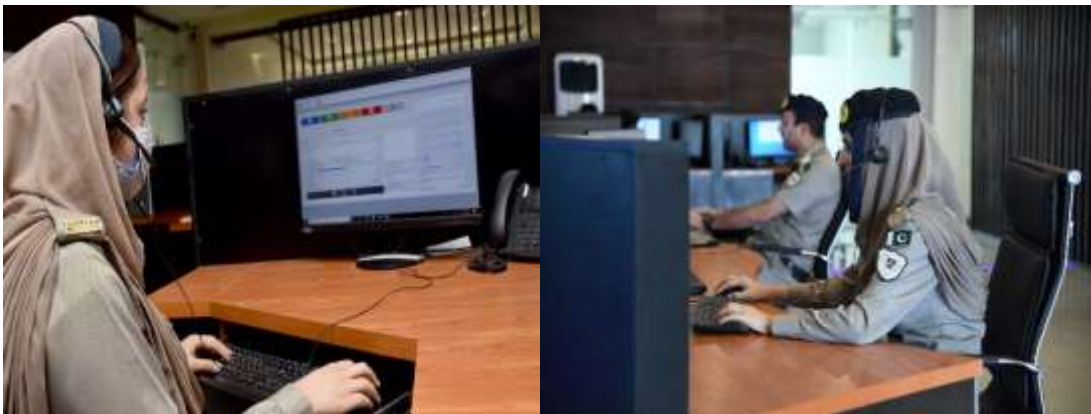
Drugs & Narcotics	
Chars	285.8 kg
Heroin	36 kg
Opium	132.1 kg
Branded/Local Liquor	700 bottles

## FACILITATION TO ROAD USERS

### Command & Control Center

Establishment of Command and Control Center at CPO NHMP, Islamabad and at North and Central regional offices for round the clock dissemination of information through live streaming from IP based CCTV Cameras installed by NHA at various toll plazas;

1. Web Portal
2. Social Media



In order to facilitate general public, National Highways & Motorway Police had introduced an emergency "Helpline 130" to provide prompt help to the road users/commuters round the clock. In case of any emergency on Motorways or National Highways, the distressed commuters only have to dial 130 and Motorway Police is there to help them within 10 minutes. Ever since the introduction of the Helpline, NHMP has been providing following services to general public:

1. Re-united lost and runaway children with their family.
2. Provided helps to road users.
3. Provided first aid in case of mishap/accident on Motorways and Highways.
4. Returned lost luggage or valuables.
5. Weather/Route Information.
6. Summary of calls attended by helpline-130 during 2022-23

Daily Calls	3,680
Calls Per Month	104,641
Total Number of Calls	1,255,693

Additionally, below are the points (objectives and working) related to Helpline-130 working that can be included in addition to already mentioned points in year book:

Ensure provision of help to road commuters in distress through toll free helpline-130

1. Easy access round the clock
2. Prompt access with all duty officers by using latest CRM to deal with emergencies.
3. Monitor response time of patrolling mobile to attend the commuter with in response time
4. Provision of updated required information about weather, road, traffic situation and route information.
5. Convey information (Road accident/incident) & complaints to the concern offices.

#### **Drivers Licensing Authority (DLA)**

To fulfill the obligation of Chapter VII, Section 90(2) (q) of NHSO 2000, NHMP has taken the challenge to establish the Licensing Authority at Islamabad, Kamra and Lahore. The establishment of Driving Licensing Authority has not only provided for better drivers on the Motorways and Highways but NHMP can also provide technical assistance to provinces to enable the district drivers licensing authorities to improve the testing standards. One-window operation at NHMP Drivers Licensing Authority, Islamabad has been initiated and expansion of Drivers Licensing Authority (DLA) is in process.

Driving Licenses Issued by DLA in 2022-23	24,991
International Driving Permit	1,356

Facilitation Centers of DLA are being established at Lahore and Quetta. Moreover, the Inspector General, NHMP has approved processing and issuance of driving licences under the category of “CE” which is highly in demand across the world.

## PMDU - NHMP PERFORMANCE

Since establishment of Pakistan Citizens Portal, Prime Minister's Performance Delivery Unit (PMDU), NHMP have received 7,159 complaints on different issues regarding traffic management.

NHMP have resolved 7,135 complaints so far which is 98.8% of total complaints. All the issues highlighted in the complaints were properly addressed and necessary measures were taken to redress the grievances of complainants. Due to the reason, 61.4 % complainants showed positive feedback on the measures taken which is highest among all police forces of Pakistan.



Complaints received on Pakistan Citizen's Portal are given due importance in order to redress the grievances of citizens. Special emphasis is given to the trending issues highlighted by the complainants. The public outreach of NHMP officials is also enhanced through the participation of senior officers in E-Kachehris.

In response to suggestions on issuance of Driving License, several new provisions have been introduced for convenience of those who aspire to elevate to better standards.

## TRAININGS

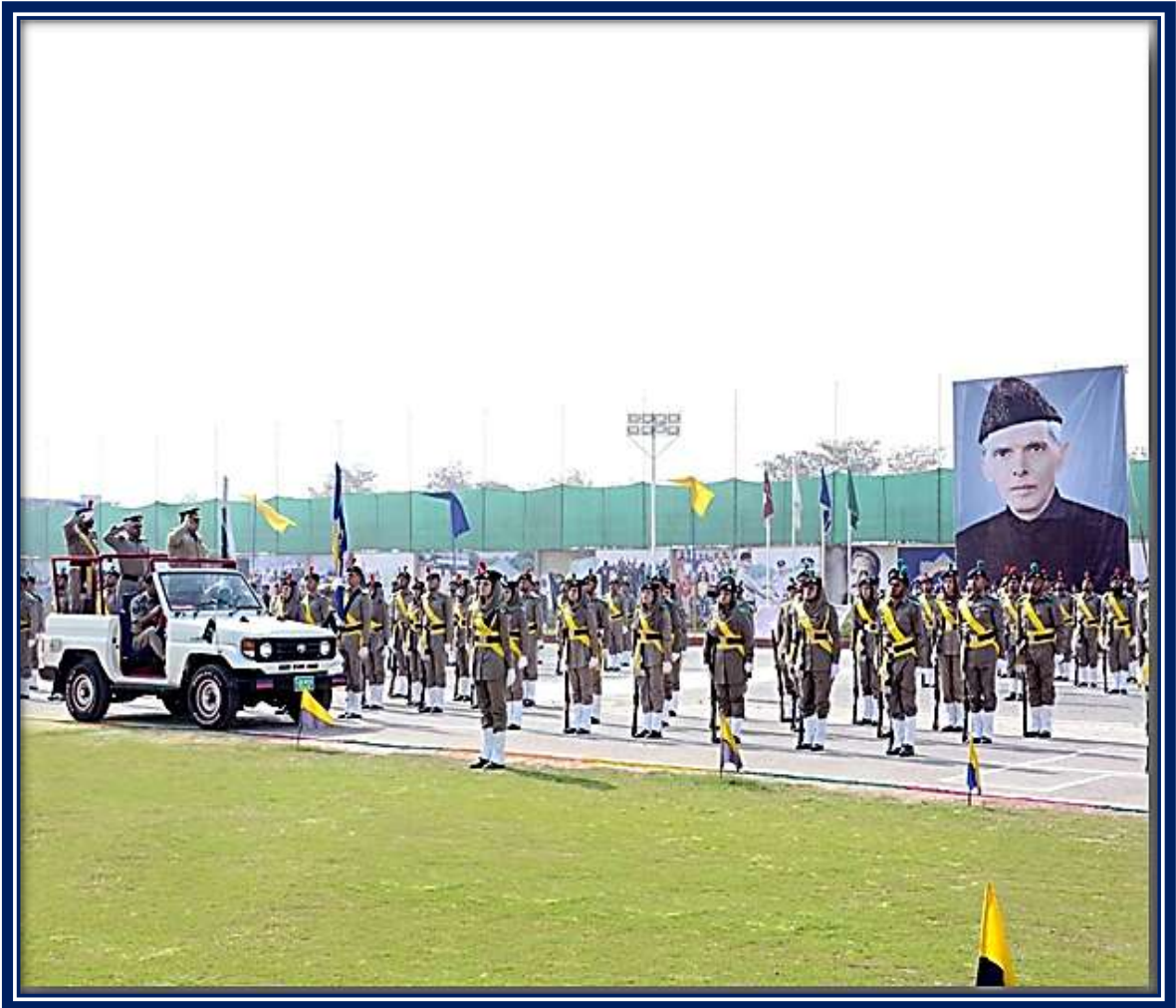
National Highways & Motorway Police Training College Sheikhpura achieved a respectable status among the comity of Police Training Colleges in a short span of time. It has become a role model due to its unique features of training programs i.e. combining training and education in order to provide its trainees with the professional skills, leadership qualities and decision-making abilities required to maintain an ordered and safe society. During the preceding financial year (2022-23), 780 trainees were trained by NHMP Training College. The following courses are being offered at NHMP Training College, Sheikhpura and its satellite campuses:

Sr.	Name Of Courses	Batch No.	Trainees
1	Advance Class Course	02	41
2	Upper Class Course	03	143
3	Intermediate Class Course	02	159
4	Probationer Class Course	02	223
5	Lower Class Course	03	127

6	Basic NHMP Orientation	01	76
7	Capacity Building Course	01	11
<b>Total</b>		<b>14</b>	<b>780</b>



## ORGANIZATIONAL DEVELOPMENT



## ORGANIZATIONAL DEVELOPMENT

### Procurement of Logistics

Following data regarding procurement of items for Financial Year 2022-23:-

Sr. No.	Name of Items	Qty.	Cost (Rs.)
1	Operational Vehicles	145	953,749,111
2	Speed Checking System	49	112,210,000
3	Rescue Cutter	05	7,950,000

### Recruitment

Sanctioned and Present Strength as on 30-06-2023

Detail	Sanctioned Strength	Present Strength
Uniformed Police Officers	12297	6350
Non-Uniformed Staff	3473	2449
<b>Total</b>	<b>15770</b>	<b>8799</b>

### RECRUITMENT COMPLETED DURING THE YEAR 2022-23

Detail of recruitment of 599 Posts is as under:

Sr.	Name of Posts & BS	No. of Posts
1	Computer Operator (BPS-16) Through FPSC	109
2	Non-Uniform Posts of different cadres of BP-01 to 05 of local basis	490
<b>Total</b>		<b>599</b>

### APPOINTMENT UNDER PRIME MINISTER'S ASSISTANCE PACKAGE

13 sons / daughters /widows of Shaheed /deceased NHMP employees have been appointed in FY 2022-23 on regular basis under revised policy of Prime Minister's Assistance Package for families of

Government employees have been died during service. Moreover, services of 71 contract employees have been regularized as per revised policy of Prime Minister's Assistance Package.

### REGULAR PROMOTION OF UNIFORM OFFICERS

From (Rank)	To (Rank)	No. of Officials Promoted	Date of Promotion
IP/SPO (BS-16)	DSP/CPO (BS-17)	01	02-12-2022
SI/PO (BS-14)	IP/SPO (BS-16)	78	15-11-2022
HC/APO (BS-09)	SI/PO (BS-14)	27	03-08-2022
C/JPO (BS-07)	HC/APO (BS-09)	89	19-12-2022
HC/APO Acting to Regular Basis		7	19-12-2022
<b>Total</b>		<b>202</b>	<b>-</b>

### TIME SCALE PROMOTION OF UNIFORM OFFICERS

From (Rank)	To (Rank)	No. of Officials Promoted	Date of Promotion
IP/SPO (BS-16)	IP/SPO (BS-17)	353	29-12-2022
SI/PO (BS-14)	SI/PO (BS-15)	6	29-12-2022
<b>Total</b>		<b>359</b>	<b>-</b>

### TIME SCALE PROMOTION OF NON-UNIFORMS OFFICERS/OFFICIALS

From (Rank)	To (Rank)	No. of Officials Promoted	Date of Promotion
Computer Operator (BS-16)	Computer Operator (BS-17)	68	26-01-2023
APS (BS-16)	APS (BS-17)	01	26-01-2023
Draftsman (BS-10)	Draftsman (BS-11)	5	30-11-2022
Supporting staff (BS-05 & below)		157	03-04-2023
<b>Total</b>		<b>231</b>	<b>-</b>

### UPGRADATION OF UDCs/LDCs FINANCE DIVISION (RW) OM Dated 14-02-2023

From (Rank)	To (Rank)	No. of Officials Promoted	Date of Promotion
UDC (BS-11)	UDC (BS-13)	171	17-05-2023
LDC (BS-09)	LDC (BS-11)	144	17-05-2023
<b>Total</b>		<b>315</b>	<b>-</b>

## COURSES / TRAINING OF UNIFORM OFFICERS

Name Of Courses	Batch No.	Trainees
Advance Class Course	02	41
Upper Class Course	03	143
Intermediate Class Course	02	159
Probationer Class Course	02	223
Lower Class Course	03	127
Basic NHMP Orientation	01	76
Capacity Building Course	01	11
<b>Total</b>	<b>14</b>	<b>780</b>

## DEVELOPMENT PROJECTS

### Development Project – PSDP

1. Construction of SSP Office. Lines HQ and Beat for NH&MP at Gwadar has been approved at the cost of Rs. 289.532 million.
2. Construction of NHMP building for SSP/LHQS sector-II at Rahim Yar Khan Interchange Motorway, M-5. PC-I has been approved at the cost of Rs. 216.820 million.
3. Construction of NHMP Building for SSP/LHQS Sector-I at Sher Shah Interchange Motorway, M-5. PC-I has been approved at the cost of Rs. 217.003 million.
4. The 3 projects financials and progress detailed are as under:

Name of the Project	Total Cost	Original Allocation 22-23	Total Actual Release / Disbursement 22-23	Total Utilization 22-23	Financial Progress(%) as on 30-06-23	Physical Progress(%) as on 30- 06-23	Likely date of Completion
Construction of SSP Office Gwadar	289.532	23.000	23.000	23.000	100%	100%	Completed
Construction of NH&MP Building Rahim Yar Kham	216.820	38.500	21.000	21.000	100%	30%	June-25

<b>Name of the Project</b>	<b>Total Cost</b>	<b>Original Allocation 22-23</b>	<b>Total Actual Release / Disbursement 22-23</b>	<b>Total Utilization 22-23</b>	<b>Financial Progress(%) as on 30-06-23</b>	<b>Physical Progress(%) as on 30-06-23</b>	<b>Likely date of Completion</b>
Construction of NHMP Building Sher Shah	217.003	38.500	21.000	21.000	100%	40%	July-25
<b>Total</b>	<b>723.355</b>	<b>100.000</b>	<b>65.000</b>	<b>65.000</b>			

### Development Budget

The statistics regarding development budget for financial year 2022-2023 are given below:

<b>Year</b>	<b>Development (In Million)</b>
2022-23	65

## NHMP WELFARE

### Amenities

#### Relief Granted

During year 2022-23, relief amounting to Rs. 1,263,997,428 was granted against the 3,832 cases of NHMP employees in difference amenities.

Loan		Scholarship		Special Scholarship		Self-Marriage Grant		Daughter Marriage Grant	
Cases	Amount	Cases	Amount	Cases	Amount	Cases	Amount	Cases	Amount
1293	867,200,000	648	36,923,546	817	102,365,599	348	34,300,000	118	35,400,000

Financial Assistance		Special Children amenities		Academic Grant		Total	
Cases	Amount	Cases	Amount	Cases	Amount	Cases	Amount
503	175,198,283	73	8,760,000	32	3,850,000	3,832	1,263,997,428

## **INITIATIVES**

National Highways & Motorway Police (NHMP) has taken following initiatives.

### **Vehicle Tracking System**

In order to improve fleet management and response time to road users in distress, NHMP has installed Tracker System in NHMP vehicles. The system has been installed in 1024 patrol vehicles. System is active and functional across Pakistan.

### **Public Service Vehicle (PSV) – MIS**

Public Service Vehicle (PSV) – MIS has been developed to maintain a comprehensive database of PSVs. The main aim is to provide uninterrupted passage to commuters by reducing inspection time of PSVs and ensure that the requisite criteria for on-road operations, like fitness certificate, route permit and safety equipment etc. are met.

The main features of the system are;

- Ensures fitness of PSVs
- Helpful in Post-Accident Investigation
- Reduction in PSV accidents -> lives and property damage
- Pictorial Evidence of drivers and documents
- Auto Notification/Alert
- Caters dozing at the wheel by trip counting of each driver
- Vehicle Inspection Reports

### **Vehicle Verification under TIR**

The Ministry of Communications has assigned the responsibility to NHMP to validate the fitness certificate of the vehicles used for cross-border transportation under TIR operations. In that regard, NHMP has developed comprehensive software for Vehicle Fitness Certificates. Records of 81 vehicles of 18 companies have been entered.

### **Human Resource Management Information System (HRMIS)**

For better management of human resource NHMP has developed and deployed Human Resource Management Information System.

### **Body worn Cameras**

NHMP has introduced Body Worn Cameras for Officers performing operational duties. These Cameras provide live video streaming of field officers interacting with general public and violators. It also serves as digital evidence for supervisory officers to effectively monitor and regulate the conduct of field officers.

### **Drone Cameras**

Procurement of drones (unmanned copters) to monitor and regulate traffic is a novel and unique enterprise. These drones shall afford an opportunity of effective surveillance in inaccessible areas and also serve as a deterrent against over-speeding, lane violation and other traffic violations. With its unique 360 degree coverage, this technology shall be used to screen accidents and incidents for purposes of investigation and analysis.

### **PSP Encadrement**

For the first time in the history of National Highways and Motorway Police 11-SsP have been included in Police Service of Pakistan. It will be a gateway for progression of NHMP officers to enhance their professional capacities and prove their abilities in various field of policing across the country. Encadrement of NHMP officers shall also improve their professional and individual future.

## INTEGRATION OF SYSTEM THROUGH APIS

### Punjab Excise Department and FWO

NHMP has taken multiple initiatives to integrate existing databases of various departments with E-Ticketing App of NHMP through APIs. In this regard, coordination with FWO and provinces for the integration of following APIs is in progress:

1. ANPR Automatic Number Plate Reader Gateway Portal (FWO)
2. Excise and taxation
3. Driving Licensing
4. Vehicle Fitness
5. Route Permits
6. Vehicle verification





**IMPLEMENTATION OF 100% AXLE LOAD CONTROL REGIME (ALCR)  
ON MOTORWAYS AND HIGHWAYS IN PAKISTAN ON NOVEMBER 15, 2023**

It was observed with grave concern that overloaded vehicles are not only resulting in monetary loss to Government treasury in terms of repair and maintenance of broken / damaged road infrastructure, but also resulting in loss of precious human lives and properties. The command of NHMP took all stakeholders on board issued directions for robust and judicious implementation of Axle Load Control Regime (ALCR) in consultation with Ministry of Communications (MoC) to protect valuable national assets as well as to ensure safety and security of commuters all across the country within the Area of Responsibility (AoR) of NHMP.



## ISSUING OF CE-DRIVING LICENSE

For the first time ever in Pakistan, National Highways and Motorway Police have started processing and issuing CE-driving licenses for the general public on 14th October, 2023.

The federal Minister for Communications, Shahid Ashraf Tarar inaugurated issuance of “CE” category driving license in a ceremony held at NHMP HTV driving test Center Sangjani, Islamabad.

This (CE) driving license will open new doors of opportunities particularly for our youth. (CE) category driving license will provide excellent employment opportunities in Middle East, USA, Canada and in Europe, which will be resulted in huge amount of remittances to Pakistan.



## LAUNCHING OF E-ACCIDENT SOFTWARE



## E-ACCIDENT MODULE

NHMP has taken an initiative to develop an E-Accident Module for detailed accident analysis and pro-active measures to reduce number of accidents on Motorways & Highways. The main features include;

- Accident details and road conditions
- Vehicles details
- Victims details
- Agencies details
- Accident analysis and trends
- Identification of black spots
- Support for development of enforcement plan

## LAUNCHING OF SHUHADA SOFTWARE



### Shuhada's Family Assistance Portal (SFAP)

Shuhada's Family Assistance Portal (S-FAP) is a technology oriented solution that will assist to Shuhada's Families, enable them to directly connect with NHMP HQs R&W Fund Branch and will provide the information regarding utilization of funds on dashboard. The main features are;

- Shuhada's Families Record
- Shuhada's Profile,
- Online Application for Financial Support
- Live Chat Box

### APPROVAL OF PM ASSISTANCE PACKAGE FOR SHUHDA OF NHMP

The approval of the Prime Minister's assistance package for the Shuhada (martyrs) of the National Highway and Motorway Police (NHMP) marks a significant milestone in providing invaluable support to the grieving families. This thoughtful package not only acknowledges the sacrifices made by the Shuhada but also becomes a beacon of hope for their loved ones left behind. With this support, the children of the Shuhada are empowered to pursue their aspirations and dreams, ensuring that the legacy of their heroic parents lives on. This package not only offers financial assistance but also serves as a testament to the nation's gratitude for the unwavering dedication and service rendered by the NHMP Shuhada. It is a compassionate gesture that honors their memory and provides much-needed comfort to the families they left behind.

## **APPROVAL OF DA FOR NHMP EMPLOYEES**

The force was demoralized due to lowest salary package among all Law Enforcement Agencies (LEAs). The dynamic leadership made all out efforts which resulted in reduction of disparity through revision of Daily Allowance rates from 2005 to 2017. This step will not only ensure monetary benefit for the force but will also improve performance of officers in terms of mental satisfaction and peace of mind.

Government of Pakistan  
Finance Division  
(Regulations Wing)  
\*\*\*\*\*

**Subject:- REVISION OF FIXED DAILY ALLOWANCE RATES FROM 2005 TO 2017 FOR THE NATIONAL HIGHWAYS & MOTORWAY POLICE, AS ADMISSIBLE TO OTHER LEAS OF THE FEDERAL GOVERNMENT.**

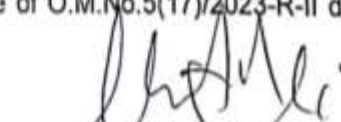
The undersigned is directed to refer to the Prime Minister's approval vide PMO's U.O.NO.1307/SPM/2023 dated 21-11-2023 on the Summary moved by Ministry of Communications on the subject and to convey the concurrence of Finance Division for revision of the rate of Fixed Daily Allowance (DA) equal to 20 days fixed DAs admissible to National Highways Motorway Police (NHMP) from the existing rates of 2005 & 2010 to the rates of 2017 with immediate effect subject to the condition that the expenditure will be met from already approved budget of National Highways & Motorway Police, and no additional funds will be granted.

  
(Mushtaque Ali)  
Section Officer (R-3)

**The Accountant General of Pakistan Revenues, Islamabad**  
Fin. Div. U.O.No.F.14(3)A/R-3/2007-510, dated 01<sup>st</sup> December, 2023

Copy for information and further necessary action:

Mr. Mubahsir Hassan Jappa, Section Officer (R-II), Ministry of Communication, Islamabad in response of O.M.No.5(17)/2023-R-II dated 22-11-2023.

  
(Mushtaque Ali)  
Section Officer (R-3)

## DEMERIT POINT SYSTEM

NHMP has introduced Demerit Point System. The system will rely on a national driving license repository (NLDR) of over 9 million driving licenses. Demerit points for various violations are defined in the National Highways Safety Ordinance 2000 (Section 86). Driving licenses shall be suspended, as per the law, when demerit points exceed twenty within two years. NHMP officers can now retrieve prior violations and challans through the violator's CNIC, telephone number, and license number.

The demerit point system brings NHMP's enforcement mechanisms to the best international standards and will reduce the number of violations on our national highways and motorways.

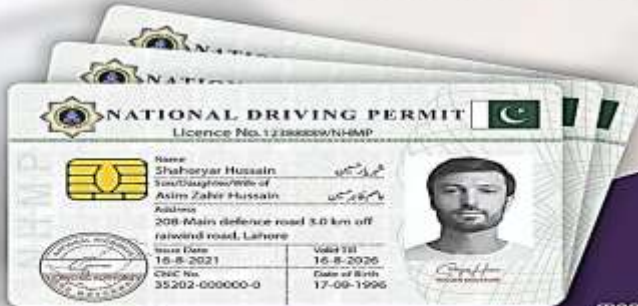
DEMERIT POINT SYSTEM FOR TRAFFIC VIOLATIONS		
1. Causing an accident which results in:		
(a) Death	15	
(b) Serious bodily injury	10	
(c) Minor bodily injury	8	
(d) Property damage	6	
2. Failing to stop the occurrence of an accident	10	
3. Driving with a suspended license	10	
4. Overloading passenger or goods in excess of permissible limit, to the extent of 30%	6	
5. Driving without a license valid for the vehicle driven.	6	
6. Driving under influence of drugs or alcohol	8	
7. Failure to observe traffic signals		
(a) Red light	6	
(b) Amber light	4	
8. Driving at speed in excess of permissible limits by 40km/hr	6	
9. Overtaking dangerously or where prohibited	6	
10. Reckless driving	6	
11. Failure to stop when ordered by a Police officer in uniform	6	
12. Driving wrong way in one-way road	6	
13. Failure to stop at a stop sign	6	
14. Improper crossing of railway tracks	4	
15. Failure to yield the right-of-way to other vehicles	4	
16. Driving at night without proper lights	4	
17. Interfering, etc, with an emergency vehicle	4	
18. Driving a vehicle without proper authority	4	
19. Taking prohibited U-turn	2	
20. Disobeying yield sign	2	
21. Failure to yield the right-of-way to pedestrian	2	
22. Following too closely or cutting in too sharply	2	
23. Driving with rear screen covered	2	
24. Jumping traffic queue	2	
25. Driving on the wrong side of the road	2	
26. Failing to dip headlight for other traffic	2	

**National Highways & Motorway Police**

**On the Directions of  
Inspector General National Highways  
& Motorway Police**

## Demerit Point System

**Has been Introduced on National Highways  
& Motorways.**



Point criteria for violations is mentioned in Section 86 of NHSO 2000. Upon exceeding 20 points within 2 years the Licence will be suspended.

**SOCIAL MEDIA OUTREACH THROUGH @NHMPOFFICIAL**

**REGARDING DIFFERENT ROAD SAFETY AWARENESS CAMPAIGNS**

@NHMPofficial & official Facebook has connected with over 102.66 million people through social media, spreading essential road safety messages. Their effective outreach is making Highways and Motorways safer for commuters.



**FINE ENHANCEMENT REGIME**

To make National Highways & Motorways safer, the Ministry of Communications with input from NHMP has started the enhanced fine Regime from October 1st, 2023, focusing only Motorways. These fines, like Rs.2500 for over speeding, aim to encourage defensive driving and follow traffic rules. NHMP cares about commuter's safety during travel and committed to enforce equal implementation of traffic laws. NHMP intends everyone to follow the rules to avoid heavy fines. The next phase will include all Highways and Motorways to all types of vehicles starting from 1st January 2024.



## 7<sup>th</sup> Annual Conference of AFIGP

7<sup>th</sup> Annual Conference of Association of Former Inspectors General of Police, Pakistan was organized at Hamid Shakeel Shaheed Auditorium of Drivers Licencing Authority, National Highways & Motorway Police, Islamabad. The occasion was graced by the honorable Prime Minister of Pakistan as the chief guest. The Inspector General, National Highways & Motorway Police gave a ground breaking presentation on “IT Initiatives and Future Policing”





## MoUs signed with Provincial Government Departments

### **National Highways and Motorway Police has signed a MoU with Punjab Transport Department**



Vehicle fitness certificates and route permits always remained a point to ponder for impartial and judicious enforcement. NHMP collaborated with Punjab Transport Department for integration and sharing of data related to vehicle fitness and vehicle route permits. A comprehensive MoU has been signed with Punjab Transport Department to cooperate and consult on matters of common regulatory and supervisory interests, raised in periodic meetings, consultations and written requests.

### **National Highways and Motorway Police has signed a MoU with Sindh Excise department**



The dedicated and sincere efforts of NHMP leadership resulted in a comprehensive MoU with Sindh Excise Department for sharing of expertise and real - time data. This information shall be utilized for verification and identification of vehicles involved in traffic violations.



MINISTRY OF COMMUNICATIONS  
NATIONAL TRANSPORT RESEARCH CENTRE (NTRC)



## **1. Introduction**

The National Transport Research Centre (NTRC) functions as the Research and Development (R&D) arm of the Ministry of Communications. It plays important role in providing R&D support for the planning and evaluation of transport sector projects and plans, ensuring coordination and cost-effectiveness. To date, the NTRC has successfully completed 340 research studies, widely utilized in the design, planning, and analysis of transport projects. The center conducts various transport surveys, contributing to the formulation of transport policies and plans.

The NTRC is acting as a focal point for Road and Road Transport Statistics for the various National and International agencies. It manages an extensive dataset covering motor vehicle registrations, road traffic, road length, and traffic accidents. Additionally, it organizes seminars and workshops to enhance the technical expertise and capacity of engineers in both the public and private sectors.

The NTRC functions as the official representative of the Government of Pakistan across a spectrum of international forums, including, but not limited to, UNESCAP, CAREC, SCO, APRSO, ADB Transport Forum, The World Bank Transport Forum, OIC, CICA and WHO. NTRC also serves as Pakistan's lead agency on the matters of road safety.

The NTRC provides expert technical inputs on a various subjects related to policy formulation, planning, and associated actions at the national, regional, and international levels. Moreover, it offers recommendations for the realization of transportation and connectivity projects, at both national and international forums.

## **2. Research Studies / Projects**

The NTRC submitted PC-IIs of three projects/research proposals in 2022-23 out of which following two have been approved by the DDWP forum. However, funds were not allocated in PSDP 2022-23.

### **i. Development of Traffic Factors for Pakistan.**

This project includes obtaining information about various characteristics of traffic flow on National Motorway and Highway Network which are prerequisite for planning and improving road infrastructure, town planning and socio-economic development etc. They are essential for regulating traffic, toll estimation, and streamlining traffic flow, viability of PPP projects, policing and taking highway safety measures.

## **ii. Rural Accessibility Index of Pakistan.**

The Rural Access Index (RAI) measures the proportion of the rural population who live within 2 km of an all-season road. It is included in the Sustainable Development Goals SDG 9.1 as indicator 9.1.1 (Proportion of the rural population who live within 2 km of an all-season road), providing a way of measuring progress towards Goal 9 (Sustainable Development). The RAI was originally developed in 2006 by the World Bank as a poverty indicator for rural access and is now among the most important global development indicators in the transport sector. It provides a strong, clearly understandable and conceptually consistent poverty indicator across countries. This definition gives significant understanding of transport sector and broader development context.

### **3. Details of Tasks Completed During FY 2022-23**

Details of the projects or tasks undertaken by the Centre with its regular budget are as under;

#### **3.1 Coordination as National Focal Agency with Asia Pacific Road Safety Observatory (APRSO) – An international organization for Road Safety Initiatives/programs.**

APRSO serves as the Asia-Pacific forum for road safety data, policies, and practices aimed at safeguarding human lives on the region's roads. Its mission is to gather comprehensive crash data and analysis to drive effective road safety policies, ultimately reducing traffic fatalities and injuries significantly. The APRSO collaborates with countries including Pakistan by collecting and analyzing road safety data, sharing knowledge, offering capacity-building programs, assisting with policy development, promoting awareness, and providing technical assistance. NTRC being lead focal agency on road safety for Pakistan has collaborative relationship with APRSO.

#### **3.2 Road Safety Awareness for school children**

NTRC believes that promoting awareness of road safety at school level is the door step towards sensitizing and educating the overall community. In this context, NTRC planned to launch an interactive road safety awareness campaign at primary school level in all institutions of Islamabad. NTRC developed content for educating school children on road safety, visited schools in Islamabad and interacted with the students and faculty to road safety awareness purpose.

#### **3.3 Country level validation of 5<sup>th</sup> Global Status Report on Road Safety (GSRRS) for World Health Organization (WHO).**

NTRC, Ministry of Communications, in collaboration with the World Health Organization (WHO) and related road safety stakeholders in federal and provincial governments has developed 5th Global Status Report on Road Safety (GSRRS5). Since road safety is a cross cutting issue that involves multiple sectors, 40+different departments were effectively approached and consulted to ensure comprehensiveness, accuracy and relevance in data collection.

This is the first report which is developed in the Second Decade of Action for Road Safety 2021 – 2030. It provides a domain to explore the road safety data across the country and offers information on the risk factors as well as on the policies and laws that regulate roads safety in the country as well as in the region.

The final report provided an overview of the road safety situation and the progress made in reducing road traffic deaths and injuries in Pakistan. It also helped to identify the gaps and challenges that need to be addressed. This also helped in raising the awareness among the stakeholders for road safety as a public health and development issue that affects millions of people around the world.

### **3.4 Determination of Toll Revenue for NHA**

The National Highway Authority administers toll plazas along national highways and motorways to collect toll tax from the traffic. The purpose of toll collection is to generate revenue for the maintenance, improvement, and expansion of the road infrastructure. NHA awards contracts to successful bidders and enters into concession agreements with them, specifying the agreed-upon Net Guaranteed Revenue Basis. To maximize revenue from toll plazas and ensure transparent contract awards, NHA requires traffic counts and the associated toll plaza revenue data. In this regards, Ministry of Communications directed the NTRC in 2008 to act as a third party and provide the NHA with revenue potential data to ensure transparency. In compliance with the directions of the Ministry, NTRC collects traffic counts data and calculates the revenue potential for NHA.

In this context, NTRC has conducted traffic count survey of all **National Highways** and **M-14 (Hakla – DI Khan Motorway)** during 2022-23 for the determination of revenue potential of NHA’s road network. NTRC team carried out vehicle’s category-wise traffic counts as per toll rates with keen focus on paid, unpaid (violations), and exempted (ambulances, police and army vehicles) traffic to determine the actual revenue that can be generated through toll collection.

Team comprising of NTRC officers and officials conducted two traffic count surveys on M-14 in this fiscal year for the purpose to determine the revenue potential of M-14. The 3x day's traffic count survey was conducted on the model of Origin – Destination Survey on the interchanges. First survey of M-14 was conducted in July-August; 2022 and second survey was conducted in January 2023.

Similarly, NTRC conducted traffic count surveys at 44 selected toll plazas along the National Highways during the 4-month period of the fiscal year 2022-23. A 3x days traffic count survey on each toll plaza was conducted with 2 week days and 1 Weekend day to obtain the traffic volume representative of a complete week. The survey was conducted on toll plazas that utilized both the ETTM (Electronic Toll and Traffic Management) system and manual toll collection. National Highways and expressways surveyed primarily include N-5, N-55, N-70, N-65, N-35, E-35, and N-25.

A notable decline in traffic volume and consequently revenue potential is observed on the M-14 and National Highways in 2022-23 when compared with that of the previous year. The reason behind this finding is economic downturn and increase in fuel prices as elaborated below (Source: Pakistan Economic Survey, 2022-23);

1. GDP of Pakistan declined from US\$375.4 billion in 2021-22 to US\$341.6 billion in 2022-23. And GDP growth declined from 6.1% in 2021-22 to 0.3% in 2022-23.
2. Manufacturing Sector and Commodity Producing Sector registered negative growth of -3.9% and -0.5% respectively. Negative growth of these sectors has negatively affected the traffic demand.
3. Increase in fuel prices by the passage of time and subsequent increase in fares acted as impedance of travelling of passengers and freight carriage through roads.
4. The government halted the provision of Letters of Credit (LCs) to importers at ports. This led to a decrease in logistics activities along the highways and motorways, subsequently causing a decline in revenue potential.

As the abovementioned factors combined, they resulted in a decrease in traffic volume and subsequently toll revenue potential.

### **3.5 Development of an IT based application to collect real-time road crash data.**

Pakistan has developed the National Road Safety Strategy, 2018-2030 that sets out targets for 2030 to save at least 6,000 lives than would otherwise be lost due to road traffic crashes and to deliver the international targets and initiatives to which it is a signatory. Moreover, Pakistan

also committed to reduce the road related fatalities and injuries by 50% by the end of 2030. In this context, Pakistan needs accurate accident data (benchmark) to achieve the set targets. Road Crash data collected from Health, Police and Rescue Departments is highly diverse giving different values based on loops in the data entry procedures, assumptions, estimations, un-harmonized definitions and categorization of injuries etc. Therefore, Pakistan needs proper road crash data acquisition system in line with the international standards and practices.

This application will be operated by relevant police and rescue services department across the country. It will help collecting data in line with international standards and definitions and thus will help Pakistan to achieve its set targets with accurate benchmark.

### **3.6 Seminars and workshops on Road Safety, Freight Transport (Trucking), Pavement Asset Management System using HDM-4.**

NTRC with the aim to improve technical knowledge and expertise of the engineers, government policy makers, students, and academia conducts seminars and workshops on subjects related to Transportation Engineering, Transportation Planning, and Policy. This year, NTRC conducted two seminars and one workshop/training course. There details are as under;

- A consultative seminar was arranged on October, 2022 on “Freight Transport (Trucking) in Pakistan. NTRC completed a research study named as “Study of Freight Transport (Trucking) in Pakistan”. This report widely addresses Pakistan trucking sector which is at a very nascent stage. Trucking sector requires due attention under the umbrella of National Trucking Policy, National Transport Policy, and National Freight and Logistics Policy. NTRC collected all the necessary data required to understand this sector to reinforce the policy initiatives with substantial dataset. This seminar was conducted to share and disseminate the information acquired from the trucking sector to the participants who belonged to industry, academia, and private sector belonging to the trucking sector.
- Two-days training for Highway Engineers on “Pavement Asset Management System using HDM-04” held on December, 2022. A Pavement Asset Management System utilizing HDM-04 is used to assess and manage the condition and performance of road pavements, aiding in the prioritization of maintenance and rehabilitation activities, thus optimizing road network

infrastructure investments. Highway Engineers from provincial and federal government departments attended the training course.

- Seminar on Road Safety for Youth in March 2023. This seminar was held in collaboration with M/S Atlas Honda (leading motorcycle manufacturer in Pakistan). The seminars on road safety are important for raising awareness about the emerging road safety issues due to number of factors and correspondingly addressing them to reduce the road crash related fatalities and injuries. The seminars also provide platform to share experiences and best practices with stakeholders and contribute to overall safer road environments. In this seminar, detailed aspects of road safety with the aspects of administration, policy, international practices, guidelines, data collection and use of latest technologies were discussed. Engineers from govt. and private sector, rescue departments, students, and vehicle manufacturers from private sector were invited in this seminar.

### **3.7 Preparation of Drivers Training Manual**

NTRC has also developed Drivers Training Manual for commercial drivers (HTV drivers). Development of Driving Training Manual is an action stipulated in National Transport Policy, National Trucking Policy, and National Freight and Logistics Policy. NTRC is given a role to act as coordinating, monitoring and implementing agency of NFLP action plan. NTRC carried out this task under the NFLP action plan.

For this purpose, NTRC officers also visited various driver training schools in Nowshehra, Deena and Sheikhpura. The driver training school in Sheikhpura is administered by National Highways and Motorways Police while Nowshehra and Deena are administered by National Logistics Cell.

### **3.8 Technical Input in Transport Policy, Master Plans**

NTRC with its team of experts has been providing technical input in terms of data, technical knowledge, and expertise for the policies made under the umbrella of Pakistan Transport System. NTRC conducts studies to reinforce policy with evidence based data and to prepare subsequent action and monitoring plans. NTRC has been keenly involved in policy



actions that pertain to National Trucking Policy, National Transport Policy, and National Freight and Logistics Policy (NFLP). NTRC also acts as a focal agency for coordination, monitoring and implementation of NFLP action plan. Similarly, NTRC also provides requisite expertise, information, and data for the enhancement and enactment of National Transport Master Plan prepared under the directions of National Transport Policy.

NTRC is also member of numerous national level committees constituted on road transport including Defence Planning.

### **3.9 Collection of Road Transport Data**

Besides these initiatives, NTRC regularly updates Road Transport Data on quarterly basis to stay in line with the updating conditions in the transport sector. It collects motor vehicles' registration data, road traffic data, road crash data, road length data and other miscellaneous datasets as per the requirements. NTRC also maintains close liason with stakeholder agencies for the collection of data. These agencies include Excise and Taxation Departments, Health Departments, Rescue and Emergency Services Departments, Traffic Police Departments of the provinces. On federal level, it has close ties with Pakistan Bureau of Statics, Transport and Communication cell, Economic Analysis Wing, Global Climate Change Impact Studies Centre, and others. This dataset is used for policy initiatives, decision making, and economic analysis of the country. NTRC disseminates this dataset to PBS and EAW etc for economic analysis and determination of GDP and GFCF etc.

### **3.10 Participation in International Conferences, Seminar and Trainings**

NTRC officials usually attend international conferences, seminars, and trainings held across the globe in both virtual and in-person mode. Senior Officers of NTRC visited Germany and Egypt during FY 2022-23 for trainings and seminars on Electric Vehicles, and Road Safety. Moreover, NTRC officers usually attend trainings held in China. NTRC has also submitted its proposal of joint technical programs with KOICA (Korea International Cooperation Agency, a South Korean Government Agency). Besides these, NTRC also represents Ministry of Commiunications, Government of Pakistan on international forums as follows;

1. UNESCAP (United Nations Economic and Social Commission for Asia and the Pacific)
2. WHO (World Health Organization), UN
3. UNFCCC (United Nations Framework Convention on Climate Change)
4. CAREC (Central Asia Regional Economic Cooperation Program)

5. SCO (Shanghai Cooperation Organisation)
6. ECO (Economic Cooperation Organization)
7. CICA (Conference on Interaction and Confidence-Building Measures in Asia)
8. APRSO (Asia-Pacific Road Safety Observatory)

**5. Technical Support to the Ministry of Communications, Other Ministries & Departments**

The NTRC extends technical assistance to Ministry of Communications over the matters pertaining to road and road transport, connectivity, representation on regional and international forums. It provides technical input to government ministries and departments for various forums like UNESCAP, ACD, CAREC, APRSO, WHO, SCO and others. It acts as a focal agency for numerous policy initiatives such as National Freight & Logistics Policy (NFLP) and Road Safety etc. It has developed coordination and monitoring mechanisms for the implementation of NFLP and National Road Safety Strategy. It is also actively involved in policy matters initiated by other ministries/departments such as National Trucking Policy, National Transport Policy, and National Electric Vehicle Policy etc.

The Centre also provides necessary assistance over matters pertaining to transport sector of Pakistan and keeps close liaison with other govt. departments such as

- Pakistan Bureau of Statistics, Ministry of Planning, Development and Special Initiatives.
- Economic Analysis Wing, Ministry of Finance.
- Global Climate Change Impact Studies, Ministry of Climate Change.
- Excise and Taxation, Police, Health and Rescue Departments of provinces.

**6. Collaboration / Liaison with Department / Institution (NHA, NH & MP etc.)**

The Centre extends its technical services to NHA and NH&MP. NTRC has successfully conducted numerous traffic count surveys on its road network during FY 2022-23 to determine revenue potential of highways and motorways.

**7. Capacity Enhancement Measures**

In a bid to enhance the capacity, technical knowledge and expertise, NTRC takes part in international, regional, and national level seminars and training courses. NTRC participated in trainings held in Germany, Egypt, and China during this FY 2022-23. Also, NTRC has submitted joint training program proposal on transport with KOICA (A South Korean Government Agency).

\*\*\*\*\*



# CTTI



**Construction Technology Training Institute**

**CONSTRUCTING PAKISTAN**

# Introduction

## 1. History

Construction Technology Training Institute (CTTI) was established as Construction Machinery Training Centre (CMTC) in 1986 by Government of Japan through (JICA) with 4 x short courses in Construction Machinery of 3 months duration each. In 1989 CMTC was inaugurated by Prime Minister Mohtarama Benazir Bhutto. In 1992, after the introduction of Diploma classes in Mechanical Technology (with Specialization in Construction Machinery), CMTC was upgraded to CMTI.



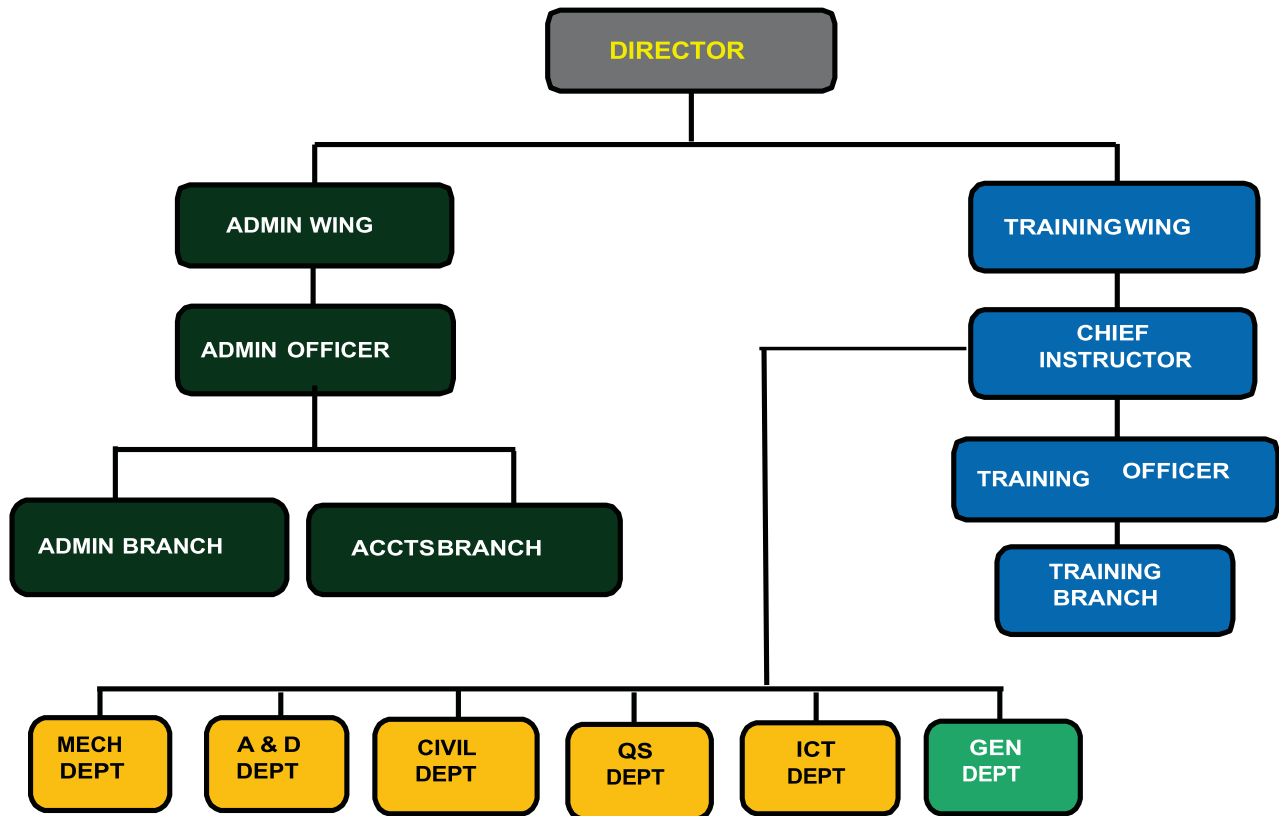
In August 2006 CMTI started 13 Skill Development Short Courses ranging from 3 to 6 months alongwith 3 years Diploma in Auto & Diesel Technology. The same year, Prime Minister Shoukat Aziz during his visit to CTTI directed to launch Phase-IV for capacity enhancement to cope with the emergent requirements of Government's Skill Development Program.



In pursuance to Prime Minister's orders, DAE Civil alongwith capacity enhancement in all departments was started. As the training mandate shifted from Construction Machinery to Construction Technology, CMTI was renamed to Construction Technology Training Institute (CTTI). Presently 5 Diploma courses of 3 years duration and 52 different vocational short courses ranging 3-6 months duration are being conducted by this Institute.

## 2. Organization

Construction Technology Training Institute is headed by a Director and organization is as under:



## 3. Administration / Training

Director	Engr Atif Jalil Chaudhry, MSc (Engineering Management), BE (Civil Engg)
Admin Officer	Engr. Muhammad Nouman, BE (Civil Engg)
Training Officer	Engr. Absar Ali Shah, BE (Mech)
Head Clerk	Mr. Muhammad Walyat
Head Clerk Training	Mr. Sajid Ali
Assistant Admin Officer	Mr. Muhammad Afzal
Assistant Training Officer	Mr. Maqsood Ahmed

#### 4. CTTI Map

- 1 Main Gate
- 2 Masjid
- 3 Admin Staff Mess
- 4 Civil Lab
- 5 5 x Hostels
- 6 Sports Ground
- 7 Residential Area
- 8 Jogging Track
- 9 Training Ground
- 10 Mechanical Department
- 11 Auto & Diesel Department
- 12 Civil / QS Department
- 13 ICT Department
- 14 Admin Block
- 15 MT
- 16 Cafeteria
- 17 Library
- 18 Training Area





## 1. Mechanical Department

Mechanical department was established in 1986 and still CTTI is the only technical training institute in the country offering DAE in Mechanical Technology with Specialization in Construction Machinery. Government of Japan through JICA is helping this department by providing state of art training aids and equipment since 1986. Realizing the performance of our graduated students in national and multinational organizations, more and more companies have contacted Mechanical Department for the provision of talent.

### Courses Offered

Ser	Courses	Duration	Intake	Pre-Requisite	Frequency
a.	Diploma of Associate Engineer in Mechanical Technology (with Specialization in Construction Machinery)	3 Years	240	Matric (Science)	1
b.	Computerized Numerical Control (CNC) and turner Machinist	3 Months	25	FSc / DAE Mech & A&D	2
c.	Construction Machinery Mechanic	6 Months	40	Matric (Science)	2
d.	Construction Machinery Hydraulic Mechanic	6 Months	40	Matric (Science)	2
e.	Maintenance and Operation of Power Generator Set	3 Months	25	Middle	2

## 2. Auto & Diesel Department

The world we are living in today is periodically transforming, global technical challenges in general, and automotive industry in particular. It is the need of the time to stay abreast of latest emerging trends, methods and techniques. Hence, Auto and Diesel Department of CTTI is well prepared to move forward with motive and challenge to bridge the gap in this profession by producing focused human resource. This work force can be utilized by the automotive industry, in home and abroad.

### Courses Offered

Ser	Courses	Duration	Intake	Pre-Requisite	Frequency
a.	Diploma of Associate Engineer in Mechanical Technology ( with Specialization in Auto Mobile & Diesel Technology)	3 Years	200	Matric (Science)	1
b.	Auto Mechanic	6 Months	40	Middle	2
c.	Auto Electrician	3 Months	40	Matric (Science)	2
d.	Health Safety and Environment	3 Months	25	Matric	2
e.	Welder TIG / MIG	3 Months	30	Matric (Science)	2
f.	Motorcycle Mechanic	6 Months	25	Middle	2
g.	Automotive EFI & Euro Standards	3 Month	25	Middle	2
h.	Automobile Body Repair and Paint	3 Months	30	Matric (Science)/FA/FSc	2



### 3. Civil Department

Civil Department of CTTI was established in 2006 and DAE in Civil Engineering started the same year. Besides DAE Civil Engineering, Skill Development courses of 6 months duration are also being run under this Department. The Department is fully equipped with requisite equipment and facilities to efficiently impart theoretical and practical knowledge to the students. Students of this Department have sufficient opportunities of getting jobs in various government / private departments.

#### **Courses Offered**

<b>Ser</b>	<b>Courses</b>	<b>Duration</b>	<b>Intake</b>	<b>Pre-Requisite</b>	<b>Frequency</b>
a.	Diploma of Associate Engineer in Civil Technology	3 Years	220	Matric (Science)	1
b.	Heavy Machinery Operator	6 Months	100	Matric	2
c.	Basic Civil Surveyor	6 Months	40	Matric (Science)	2
d.	Civil Draftsman	6 Months	30	Matric (Science)	2
e.	Brick Layer / Mason	6 Months	30	Middle	2
f.	Plumber / Sanitary Installer	6 Months	40	Middle	2
g.	Construction Material Laboratory Technician	6 Months	40	Matric (Science)	2
h.	Construction Machinery Supervision Course (JCOs)	3 Months	25	BE / DAE Civ & Mech	1
i.	Survey (Structure)	3 Months	25	DAE /Civ Svy	2

#### 4. Quantity Survey Department

Quantity Survey Department is developed to impart expert knowledge on project management, construction costs, and contracts. Major roles of Quantity Surveyors in administration are “Managing construction projects, giving expert advice on contractual claims, assessing the cost and act as an independent arbitrator in settling dispute”.

##### **Courses Offered**

<b>Ser</b>	<b>Courses</b>	<b>Duration</b>	<b>Intake</b>	<b>Pre-Requisite</b>	<b>Frequency</b>
a.	Diploma of Associate Engineer in Civil Technology (with Specialization in Quantity Survey)	3 Years	200	Matric (Science)	1
b.	Building Electrician	6 Months	40	Middle	2
c.	Industrial Electrician	6 Months	40	Matric	2
d.	Quantity Survey	6 Months	40	Matric (Science)	2
e.	Carpenter	3 Months	30	Middle	2
f.	Building Painter	3 Months	40	Middle	2
g.	Steel Fixer	3 Months	30	Middle	2
h.	Construction Machinery Planning & Employment	3 Months	20	BE / DAE Civ & Mech)	1
i.	Civil 3D	3 Months	25	Matric	2
j.	Revit Architecture	3 Months	25	Matric	2
k.	Mining Operation & Technique	3 Months	50	Matric	2
l.	Mine Survey	3 Months	50	Matric	2
m.	Health & Safety Environment Mining	3 Months	50	Matric	2

## 5. Information Communication Department

The aim of this department is to built the capacity of Pakistan human resources and improve the IT industry, an Information Communication Technology (ICT) Centre of Excellence has been established at CTTI through Korean International Cooperation Agency (KOICA) duly equipped with international standard training facilities.

### Courses Offered

Ser	Courses	Duration	Intake	Pre-Requisite	Frequency
a.	Diploma of Associate Engineer in Information and Communication Technologies	3 Years	100	Matric (Science)	1
b.	Graphic Designing	6 Months	30	Matric	2
c.	Web Dev using PHP (Word Press/Joomla)	6 Months	30	FA/FSc/DAE/ICs	2
d.	Auto CAD 2D.3D (Civil)	6 Months	40	Matric	2
e.	Computer Operator	6 Months	30	Matric	2
f.	Python Language	3 Months	30	FA/FSc/DAE ICS	2
g.	CCNA	3 Months	30	ICS	2
h.	Computer Accounting	3 Months	30	Matric	2
i.	Social Media Marketing	3 Months	30	FA/FSc/DAE/ICs	2
j.	Computer Hardware & Repair	3 Months	30	Matric	2
k.	Database Development and Administration using Oracle	3 Months	30	ICS	2
l.	Android Application Development	6 Months	25	Matric	2
m.	E - Commerce	6 Months	25	FA/FSc/DAE/ICs	2
n.	Cyber Security	3 Months	25	FA/FSc/DAE/ICs	2
o.	Freelancing	2 Months	25	FA/FSc/DAE/ICs	2
p.	Technical Report and Article Writing	2 Months	25	FA/FSc/DAE/ICs	2
q.	CCTV Camera Installment & Networking	1 Month	25	Matric	2
h.	Artificial Intelligence (AI)	3 Months	30	Intermediate with basic computer knowledge	2
i.	Block Chain	3 Months	30	Intermediate with basic computer knowledge	2

## 6. General Department

General department is the part of all other departments. This department includes subjects like Mathematics, Physics, Chemistry, English, Islamyat, Computer etc which are commonly studied by the all students as compulsory subjects.

### Pictorial View

#### MECHANICAL DEPARTMENT



Machine Shop



Engine Shop

#### AUTO & DIESEL DEPARTMENT



Auto Diesel Shop



Paint & Body Shop

**CIVIL ENGINEERING DEPARTMENT**



**Civil Engineering Shop**



**Compression Testing**

**QUANTITY SURVEY DEPARTMENT**



**Surveyor Shop**



**Surveyor Shop**

**ICT DEPARTMENT**



**Computer Lab**



**Data Centre**

# Courses & Its Achievements

## 1. Achievements (1 Jul 2022 to 30 Jun 2023)

Course wise annual output of trainees for the year 2022-2023 is as under:

### a. DAE Courses

Ser	Courses	Qualified (3 <sup>rd</sup> Year)	Under Training (2 <sup>nd</sup> & 3 <sup>rd</sup> Year)
(1)	DAE (Mechanical)	194	432
(2)	DAE (Civil)	153	380
(3)	DAE (Auto & Diesel)	147	345
(4)	DAE (Quantity Survey)	114	279
(5)	DAE Information Communication Technology (ICT)	81	259
	<b>Total</b>	<b>689</b>	<b>1695</b>

### b. Short Courses

Ser	Courses	Qualified
(1)	Mechanical Department	154
(2)	Civil Department	203
(3)	Auto & Diesel Department	131
(4)	Quantity Survey Department	532
(5)	Information Communication Technology (ICT) Department	237
	<b>Total</b>	<b>1257</b>

### d. Overall Summary of Qualified / Under Training Students DAE/ Short Courses

Ser	Course	Qualified	Under Training
a.	DAE	689	1695
b.	Short Courses	1257	1204
	<b>Total</b>	<b>1946</b>	<b>2899</b>

## 2. Students on Job / Practical Training

In this Global world on job training and students skill set is the most important factor for improving / enhancing the skills and experience of the students during given platform, through which a student can perform and learn practical skills related to that field. Some pics showing practical / on job activities of students at CTTI: -



**DAE Mechanical Class in Mechanical Lab**



**DAE Auto Diesel Class in Lab**



**DAE Civil Class**



**DAE QS Class**

**DAE ICT Class in Lab**





**Auto Mechanic Class**



**CNC Class**



**Mechanic Chassis Class**



**Auto Electrician Class**



**Mechanic Engine Class**



**Building Electrician Class**



**Heavy Machinery Operator**



### **3. Internships and Jobs Opportunities for Students**

CTTI is contributing tremendously in field of Technical Education / Training and rendering remarkable services towards prosperity of the country. The Institute is not only imparting quality training platform to the students but also helping them in getting internship and exploring different jobs opportunities at globally. CTTI is in contact with different companies and reputed firms to build a firm and productive connection between both organizations and provide skilled opportunities for the students like internships / job opportunities. Many qualified students have successfully secured jobs in respective fields.

## 1. Sports

Different sports event organized in Institute.

### Pictorial View



# CO-Curricular Activities

## 1. Naat & Qirat Competition

Naat and Qirat competition was organized on 21 October 2022. A large number of students participated in both competitions.

### Pictorial View



## 2. Debate Competition

Debate competition was organized on 21 October 2022. A large number of students participated in competitions.

### Pictorial View



### 3. FWO Job Fair - 2022

FWO organized online Test / Interviews to attract the talented students from top universities. This job fair was conducted by the staff of FWO & CTTI on 20 June 2023.

#### PICTORIAL VIEWS



# Conclusion



CTTI is one of the finest Institute having dynamic education system. The Institute was established in 1986 by Government of Japan through JICA assistance. Institute provides professional training in DAE 3 years in Mechanical, Auto & Diesel, Civil, Quantity Survey, Information Communication Technology and also offer 51 x short courses 3- 6 months' duration in these fields. CTTI is equipped with state of the art training aids and has come a long way to meet national / international standards. CTTI is providing skilled workforce compatible with demand driven needs of the country in industrial sector. The institute is helping students in getting internships and jobs in globally. CTTI has brought credit to Pakistan from all over the world and is sparing no stone unturned to improve the training standards of its youth.

*Pakistan Post Office Department*



*Delivery &  
Information at  
lightning Speed.*

## **Vision**

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

## **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.**



## Chapter-1

# INTRODUCTION

### 1.1 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 Departments 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.

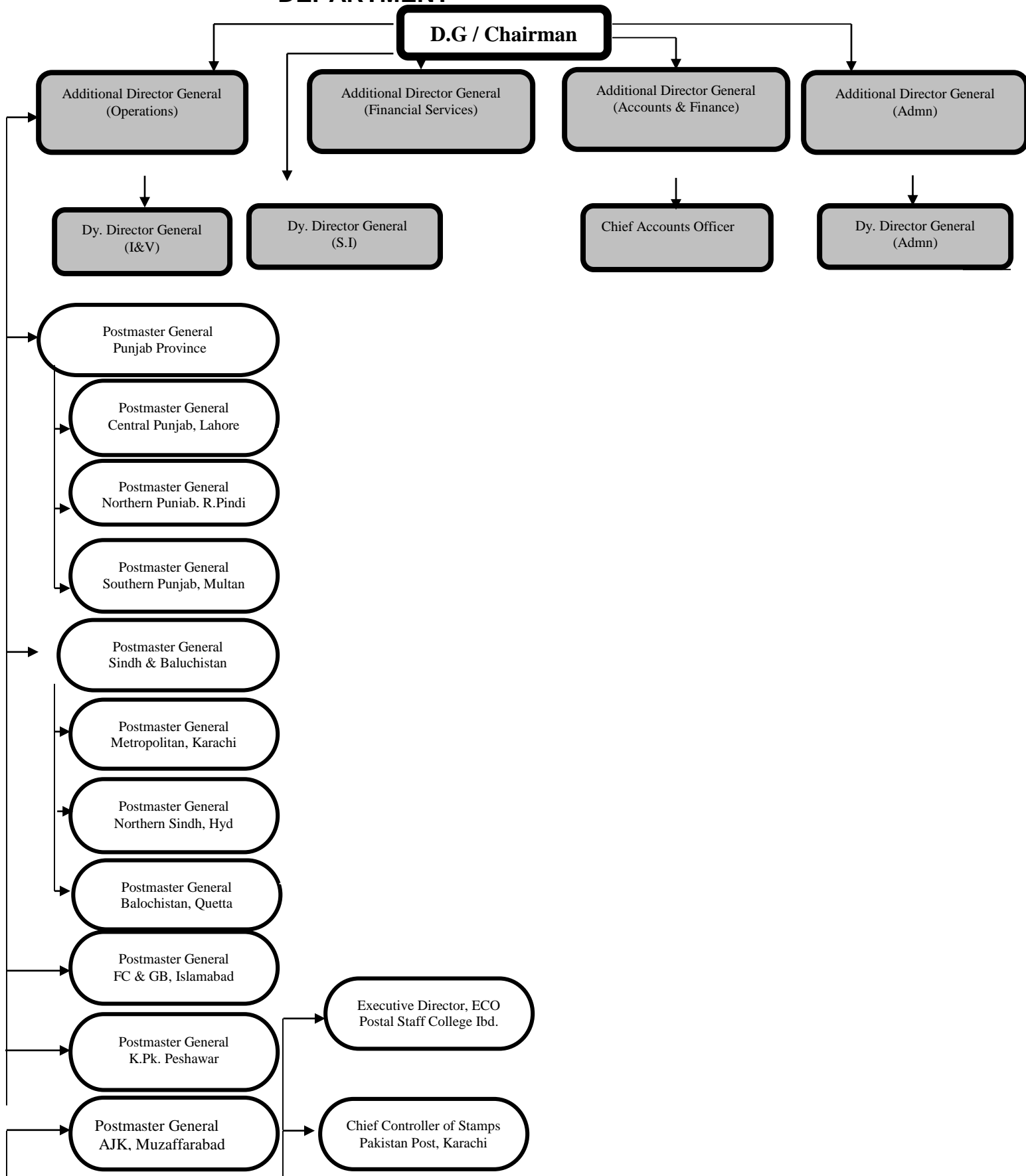
Lack of Administrative and Financial autonomy coupled with increasing competition, new customer expectations and technological advances have created enormous challenges for the Pakistan Post. Keeping all these factors in view, Pakistan Postal Services Management Board was established for the management of Pakistan Post Office Department through Pakistan Postal Services Management Board Ordinance, 2002 promulgated on 15<sup>th</sup> 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. The Board comprises of one Chairman and eight members as given below: -

- |   |                        |
|---|------------------------|
| 1. Director General, Pakistan Post Office Department.                         | Chairman               |
| 2. An officer of the rank of Joint Secretary from the Ministry of Finance.    | Member                 |
| 3. An officer of the rank of Joint Secretary from Ministry of Communications. | Member                 |
| 4. Three senior technical officers from Pakistan Post Office Department.      | Member                 |
| 5. Three suitable persons from private sector                                 | Member                 |
| 6. A senior officer of Postal Group   | Secretary of the Board |

**1.2****PAKISTAN POSTAL SERVICES MANAGEMENT BOARD**

Hafiz Shakil Ahmed, Director General, Pakistan Post.	Chairperson
Ms. Atifa Raffat, Additional Director General (FS), Pakistan Post.	Member
Mr. Rizwan Javed Hasmi Additional Director General (A & F), Pakistan Post.	Member
Mr. Mohammad Salman, Senior Joint Secretary (Postal), Ministry of Communications, Islamabad.	Member
Mr. Manzoor Ahmed, Postmaster General, Sindh and Balochistan Province, Karachi.	Member
Mr. Javed Iqbal Khan, Joint Secretary, Exp-Communications Commerce, Ministry of Finance, Islamabad.	Member
Mr. Aziz Nishtar	Private Member
Mr. Saqib Hamdani	Private Member
Mr. Qasif Shahid	Private Member
Mr. Fazal Karim Mughal, Director (Admn). Pakistan Post.	Secretary PPSMB

### 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 customer's 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 noncommissioned ranks of Armed Forces.

## 1.6 SUSTAINABLE DEVELOPMENT GOALS (SDGs)

The Universal Postal Union (UPU) plays a crucial role in the global postal sector by promoting the sustainability and development of postal services worldwide. The Pakistan Post Office Department (PPOD), as a member of the UPU, aligns its strategies and initiatives with the Sustainable Development Goals (SDGs) set by the UPU. It has been actively contributing to various Sustainable Development Goals (SDGs) through multiple initiatives and programs. Here are some ways in which the PPOD is aligning with specific SDGs:

### **SDG 1: No Poverty**

Pakistan Post contributes to achieving SDG 1: No Poverty, through various initiatives aimed at social welfare and economic support:

- **Domestic and International Remittances:** PPOD offers services for both domestic and international money transfers, enabling workers, especially those in foreign countries, to send money back home efficiently and securely. This influx of funds supports households in meeting their daily needs and investing in education and healthcare.
- **Social Welfare Stipends:** Partnering with government agencies to distribute stipends under various social welfare schemes such as the Education Department of Khyber Pakhtunkhwa Province to support girl education and also Pakistan Red Crescent for ensuring financial support reaches the Afghan Refugees residing in Quetta, Karachi and Chitral.
- **Disaster Relief Funds:** In times of natural disasters or emergencies, PPOD assists in the disbursement of relief funds to affected individuals and communities, helping them recover and rebuild their lives.
- **Affordable Logistic Solutions:** Providing cost-effective logistics and delivery services to SMEs, facilitating their business operations, and enabling them to reach wider markets. This support helps in creating jobs and stimulating economic activity.
- **Training and Workshops:** Offering training sessions and workshops for entrepreneurs on how to effectively use postal services for business growth, thereby promoting entrepreneurship and self-employment.
- **Job Creation:** As a large employer, PPOD offers job opportunities across the country, particularly in rural and remote areas, contributing to local economies and reducing unemployment rates.
- **Access to Basic Services:** Utilizing its extensive network of post offices, PPOD provides communities with access to essential services such as bill payments, banking, and government services, reducing the need for long-distance travel and associated costs.

### **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 where outdoor medical facilities are provided to the

ailing postal employees and their dependent family members. The organization also facilitates the distribution of medicines and healthcare supplies, especially in remote areas, improving access to essential health services.

- **Reimbursement of Medical Expenditure:** An amount of Rs. 55.846 million has been reimbursed as medical charges to the postal employees during the FY 2022-23.

#### SDG 4: Quality Education

- **Textbook Delivery and timely Distribution:** Pakistan Post ensures the timely delivery of textbooks and educational materials to students of one of its biggest client Allama Iqbal Open University, across Pakistan, particularly in remote and underserved areas, ensuring that students have the resources they need to succeed in their studies.
- **Educational Grants and Stipends:** The department provides different types of educational grants to the deserving children of the Postal Employees. Various scholarships are also granted to the children of Postal Employees in lower scales who secure 60% marks in the Annual Examination of Secondary School Certificates.
- **The Posts and Telegraph Model School:** The school was set up in 1961, it is providing educational facilities up to High School level to the children of Postal Employees and subsidized fee is charged.
- **Summer Internship Programs:** Pakistan Post offered one-month long Summer Internship Program to the fresh under-graduates of various leading universities nationwide in FY 2023. 50 young and bright minds were given certificates of successful completion accordingly.

#### SDG 5: Gender Equality

Pakistan Post contributes to Gender Equality, by promoting women's empowerment, ensuring gender equality in its workforce, and supporting initiatives aimed at reducing gender disparities. Here are specific ways in which PPOD is contributing to this goal:

- **Equal Employment Opportunities**
  - **Recruitment Policies:** Implementing recruitment policies that ensure equal opportunities for women in hiring, training, and promotion within the PPOD. Actively encouraging women to apply for various roles within the organization.
  - **Workplace Diversity:** Creating a diverse and inclusive workplace that values and respects the contributions of female employees at all levels.
- **Supportive Work Environment**
  - **Maternity Leave and Benefits:** Providing maternity leave and related benefits to support female employees during and after pregnancy, ensuring a supportive work environment for working mothers.
  - **Safe Working Conditions:** Ensuring safe and secure working conditions for all employees, with a particular focus on addressing issues such as harassment and discrimination.



## **SDG 8: Decent Work and Economic Growth**

- **Job Creation:** PPOD itself is a significant employer, providing jobs to thousands of people across Pakistan.
- **Decent work conditions:** Pakistan Post facilitates by posting its employees within the district of residence. It also posts both husband and wife on the same station. The department also provides transport facility as per Government's policy, uniform to all liveried staff for both seasons and provides motorcycles to delivery staff for carrying and delivering mail.

## **SDG 9: Industry, Innovation, and Infrastructure**

- **Logistics Network:** Maintaining an extensive network of post offices and delivery routes that support national infrastructure.
- **Digital Transformation:** Investing in technology to modernize services, including electronic money orders, connection with International Financial System (IFS) and national/international track-and-trace systems.

## **SDG 10: Reduced Inequality**

- **Inclusivity in Services:** Providing postal and financial services to all, regardless of socioeconomic status, thus reducing disparities in access to essential services.
- **Rural Outreach:** Expanding services to rural and remote areas to ensure equitable access.

## **SDG 13: Climate Action**

- **Environmental Initiatives:** Implementing eco-friendly practices, such as using bicycles for deliveries in certain areas, and promoting paperless transactions. To combat climate change, its impacts and to reduce the pollution, Pakistan Post is using canvas bags for transmission and exchange of domestic mail between post offices and to district mail offices.

## **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.

Through these initiatives, the Pakistan Post Office Department is playing a critical role in supporting the country's progress toward achieving the Sustainable Development Goals by 2030.

## 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 and Dera Ghazi Khan 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 30.06.2023)

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 Post+EDPOs)
FC & GB Circle, Islamabad	3	0	7	94	8	0	112	3	11	147	116	277	389
Northern Punjab Circle, Rawalpindi	15	2	43	587	38	4	689	6	77	1,527	176	1,786	2,475
Metropolitan circle, Karachi	7	17	20	77	60	2	183	12	0	0	59	71	254
Northern Sindh Circle, Hyderabad	11	3	11	246	40	3	314	1	23	703	32	759	1,073
Balochistan Circle Quetta	5	0	6	0	15	1	27	1	3	73	32	109	136
K.P.K Circle, Peshawar	16	0	21	458	24	4	523	2	55	1,097	153	1,307	1,830
Central Punjab Circle, Lahore	11	10	44	408	100	4	577	14	13	1,516	127	1,670	2,247
Southern Punjab Circle, Multan	10	5	21	213	44	0	293	19	12	792	156	979	1,272
AJK Circle, Muzaffarabad	7	0	10	113	5	0	135	1	16	258	12	287	422
<b>TOTAL:-</b>	<b>85</b>	<b>37</b>	<b>183</b>	<b>2,196</b>	<b>334</b>	<b>18</b>	<b>2,853</b>	<b>59</b>	<b>210</b>	<b>6,113</b>	<b>863</b>	<b>7,245</b>	<b>10,098</b>

### 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

## PERSONNEL AND ESTABLISHMENT

Pakistan Post is a labor intensive organization. The sanctioned, regular as well as extra departmental posts are 28,119. Scale-wise and Circle-wise detail of the sanctioned posts as on 30-06-2023 is given below: -

<b>BPS</b>	<b>DTE GEN IBD</b>	<b>PMG IBD</b>	<b>PMG AJK</b>	<b>PMG KRH</b>	<b>PMG Hyd</b>	<b>PMG QTA</b>	<b>PMG LHR</b>	<b>PMG RWP</b>	<b>PMG Multan</b>	<b>PMG PESH</b>	<b>CCS KHR</b>	<b>PSC IBD</b>	<b>TOTAL</b>
<b>BPS-22</b>	1	0	0	0	0	0	0	0	0	0	0	0	<b>1</b>
<b>BPS-21</b>	4	0	0	0	0	0	1	0	0	0	0	0	<b>5</b>
<b>BPS-20</b>	6	1	0	1	1	1	1	1	1	1	0	1	<b>15</b>
<b>BPS-19</b>	12	1	1	2	1	2	4	2	1	2	1	2	<b>31</b>
<b>BPS-18</b>	18	6	1	7	4	3	11	6	3	8	1	3	<b>71</b>
<b>BPS-17</b>	25	7	6	16	11	7	23	20	10	13	1	1	<b>140</b>
<b>BPS-16</b>	65	22	9	66	31	22	80	43	36	42	2	3	<b>421</b>
<b>TOTAL (A)</b>	<b>131</b>	<b>37</b>	<b>17</b>	<b>92</b>	<b>48</b>	<b>35</b>	<b>120</b>	<b>72</b>	<b>51</b>	<b>66</b>	<b>5</b>	<b>10</b>	<b>684</b>
<b>BPS-15</b>	46	2	0	1	1	1	0	0	0	0	3	0	<b>54</b>
<b>BPS-14</b>	38	66	34	150	78	52	257	186	114	124	11	6	<b>1,116</b>
<b>BPS-11</b>	28	47	21	233	79	57	193	103	85	107	8	8	<b>969</b>
<b>BPS-9</b>	56	380	240	1,583	937	548	2,506	2068	986	1,317	6	5	<b>10,632</b>
<b>BPS-8</b>	1	24	25	97	70	17	152	140	67	78	0	0	<b>671</b>
<b>BPS-7</b>	2	132	209	982	497	365	1,387	1047	572	699	0	0	<b>5,892</b>
<b>BPS-6</b>	9	2	1	5	2	0	13	5	5	2	0	1	<b>45</b>
<b>BPS-5</b>	0	0	0	0	0	0	4	0	0	0	0	0	<b>4</b>
<b>BPS-4</b>	25	63	6	49	55	18	140	140	135	159	3	4	<b>797</b>
<b>BPS-3</b>	7	14	6	55	31	10	113	44	23	32	14	2	<b>351</b>
<b>BPS-2</b>	19	333	120	759	540	304	1,391	916	555	744	5	1	<b>5,687</b>
<b>BPS-1</b>	96	49	20	112	91	113	283	173	100	143	10	27	<b>1,217</b>
<b>TOTAL (B)</b>	<b>327</b>	<b>1,112</b>	<b>682</b>	<b>4,026</b>	<b>2,381</b>	<b>1,485</b>	<b>6,439</b>	<b>4,822</b>	<b>2,642</b>	<b>3,405</b>	<b>60</b>	<b>54</b>	<b>27,435</b>
<b>Total (A+B)</b>	<b>458</b>	<b>1,149</b>	<b>699</b>	<b>4,118</b>	<b>2,429</b>	<b>1,520</b>	<b>6,559</b>	<b>4,894</b>	<b>2,693</b>	<b>3,471</b>	<b>65</b>	<b>64</b>	<b>28,119</b>
<b>E.D Staff (C)</b>	<b>-</b>	<b>247</b>	<b>516</b>	<b>-</b>	<b>1,326</b>	<b>156</b>	<b>2,088</b>	<b>2,780</b>	<b>1263</b>	<b>2,192</b>	<b>-</b>	<b>-</b>	<b>10,568</b>
<b>G.Total (A+B+ C)</b>	<b>458</b>	<b>1,396</b>	<b>1215</b>	<b>4,118</b>	<b>3,755</b>	<b>1,676</b>	<b>8,647</b>	<b>7,674</b>	<b>3,956</b>	<b>5,663</b>	<b>65</b>	<b>64</b>	<b>38,687</b>

## CATEGORY WISE NUMBER OF SANCTIONED POSTS OF EXTRA DEPARTMENTAL EMPLOYEES ON 30-6-2023

CIRCLE	EDSPM	EDBPM	EDDA	EDMR /MC/MA	ED STAMP VENDER/OTHERS	TOTAL
KPK, Peshawar	55	1066	228	807	36	2192
AJK, Muzaffarabad	15	269	23	204	5	516
Metropolitan, Karachi	-	-	-	-	-	-
FC & GB , Islamabad	11	147	52	18	19	247
Northern Sindh, Hyderabad	24	698	38	566	-	1326
Balochistan Quetta	5	78	32	41	-	156
Southern Punjab, Multan	13	711	76	421	42	1263
Northern Punjab, Rawalpindi	77	1495	217	966	25	2780
Central Punjab, Lahore	12	1476	79	477	44	2088
<b>TOTAL:-</b>	<b>212</b>	<b>5940</b>	<b>745</b>	<b>3500</b>	<b>171</b>	<b>10568</b>

### 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. NO	NAME OF CIRCLE/OFFICE	OFFICE BUILDINGS			RESIDENTIAL BUILDINGS		
		CONSTRUCTED UPTO 30-6-22	CONSTRUCTED DURING 2022-23	TOTAL AS ON 30-6-23	Constructed up to 30-6-22	CONSTRUCTED DURING 2022-23	TOTAL AS ON 30-6-23
1.	Dte. General PPO, Islamabad	02	-	02	326	-	326
2.	Postal Staff College, Islamabad.	01	-	01	01	-	01
3.	FC & GB, Islamabad.	35	-	35	82	-	82
4.	AJK, Muzaffarabad	19	-	19	11	-	11
5.	Central Punjab, Lahore	166	-	166	709	-	709
6.	Northern Punjab, Rawalpindi	129	-	129	369	-	369
7.	Southern Punjab, Multan	71	-	71	230	-	230
8.	Metropolitan, Karachi	58	-	58	477	-	477
9.	Northern Sindh, Hyderabad	122	-	122	240	-	240
10.	Khyber Pakhtunkhwa, Peshawar	127	-	127	387	-	387
11.	Balochistan, Quetta	85	-	85	322	-	322
12.	Chief Controller of Stamp, Karachi	01	-	01	-	-	-
13.	General manager, PLI, Karachi	04	-	04	65	-	65
14.	General Manager, PLI, Lahore	18	-	18	76	-	76
15.	DA, PPOD, Lahore	-	-	-	22	-	22
	<b>Total</b>	<b>838</b>	<b>-</b>	<b>838</b>	<b>3,317</b>	<b>-</b>	<b>3,317</b>

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

## ii). DETAIL OF VACANT PLOTS OF PAKISTAN POST OFFICE DEPARTMENT

S.No.	Name of Circle/Office	Vacant Plots
1.	Dte. General PPO, Islamabad	01
2.	FC & GB Islamabad.	19
3.	AJK, Muzaffarabad	02
4.	Central Punjab, Lahore	27
5.	Northern Punjab, Rawalpindi	28
6.	Southern Punjab, Multan	19
7.	Metropolitan, Karachi	03
8.	Northern Sindh, Hyderabad	09
9.	Khyber Pakhtunkhwa, Peshawar	08
10.	Balochistan, Quetta	06
	<b>Total</b>	<b>120</b>

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 30.06.2023)

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	1	23	25
7	AJK Circle, Muzaffarabad	0	1	13	14
8	Metropolitan Circle, Karachi	5	3	40	48
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	22	24
13	PLI Northern Pakistan, Lahore	2	2	30	34
14	CCS, Karachi	0	0	06	06
	<b>Total</b>	<b>21</b>	<b>27</b>	<b>383</b>	<b>431</b>

## 1.9 POSTAL MAIL LINES NETWORK

As on 30<sup>th</sup> June, 2023, there were **3,516** mail lines in the country stretching over a distance of **108,947** kilometers (one way) 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	21	3,202	03	187	0	0	2	683	89	4,875	181	9,508	209	1,606
Northern Punjab, Rawalpindi	13	3,296	10	1,314	0	0	1	360	99	4,665	279	7,954	800	7,350
Southern Punjab, Multan	7	2,178	0	0	0	0	0	0	91	5,970	68	1,772	162	1,527
Metropolitan Circle, Karachi	12	1,537	0	0	0	0	0	0	0	0	0	0	0	0
Northern Sindh, Hyderabad	11	3,216	1	224	0	0	2	1,860	42	950	52	947	0	0
FC & GB, Islamabad	11	870.4	7	202	8	1,746	0	0	21	651	86	1,413	28	168
Khyber Pakhtunkhwa, Peshawar	6	2035	0	0	38	3,031	1	25	27	659	251	6198	596	5902
Balochistan Circle, Quetta	02	2,790	0	0	31	8,671	2	1663	16	1,770	8	460	0	0
AJK Circle, Muzaffarabad	0	0	0	0	8	1,042	0	0	34	1,698	50	1,256	130	1,516
<b>Total 2022-23</b>	83	19,124	21	1,927	85	14,490	8	4,591	419	21,238	975	29,508	1,925	18,069

<b>GRAND TOTAL 2022-23</b>	
<b>Total Number of Mail Lines</b>	<b>Total Length of Mail Lines (in K.M)</b>
<b>3,516</b>	<b>108,947</b>



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

- i. Pakistan Post has a vast network throughout the country for provision of postal services to the general public. Nationwide infrastructure for delivery of mail during 2023 was as under.

Postmen presently working in 2023: 6276  
 Population in 2023 : 240,485,658(240 Million)  
 Total area of country: 796,095 Sq.KM,  
 (Each Postman is serving about **38,318 citizens**)  
 (126,84 Sq.KM is being served by a Postman)

- ii. Further, 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	172	06	166	138	28
02	Peshawar	824	11	728	123	605
03	Rawalpindi	1100	36	1088	149	939
04	Lahore	1364	78	1237	405	832
05	Multan	669	10	679	118	561
06	Hyderabad	502	13	503	87	416
07	Karachi	925	04	619	165	454
08	Quetta	348	09	294	160	134
09	Muzaffarabad (A.K)	204	01	204	33	171
<b>Total</b>		<b>6,108</b>	<b>168</b>	<b>5,518</b>	<b>1,378</b>	<b>4,140</b>

## 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

#### iv) Pension Disbursement

- Army, Navy, PAF & FC.

#### vi) Utility Bills Collection

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

**vii) Collection of Provincial Taxes**

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

**viii) Collection of Federal Taxes**

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

**ix) 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 2022-23 is given in the succeeding tables: -

## UN-REGISTERED POSTAL TRAFFIC 2022-23

(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	46.238	4.984	1.860	1.060	1.464	1.456	1.706	0.194	2.646	61.608
	Foreign	0.354	0.519	0.101	0.008	0.235	0.590	0.221	0.026	0.000	2.054
Letter (Small)	Inland	8.470	9.783	13.310	9.087	0.197	3.760	3.430	0.439	3.017	51.493
	Foreign	5.348	0.063	0.458	0.008	0.727	0.197	0.049	0.011	0.000	6.861
Aerogrammes	Inland	0.010	0.000	0.001	0	0	0.002	0.001	0.000	0.000	0.014
	Foreign	0.002	0.0002	0.0000115	0	0	0.001	0.000	0.000	0.000	0.003
Postcards	Inland	0.185	0.032	0.041	0.006	0	0.311	0.051	0.0002	0.000	0.626
	Foreign	0.031	0.003	0.010	0.005	0.003	0.0009	0.0002	0.000	0.000	0.053
Printed Papers	Inland	0.636	0.278	1.108	0.153	0.713	0.879	0.030	0.0001	2.000	5.797
	Foreign	0.355	0.008	0.015	0	0.075	0.030	0.004	0.000	0.000	0.487
Newspapers	Inland	0.357	0.181	51.105	0.062	0.776	0.292	0.060	0.006	2.002	54.841
	Foreign	0.733	0.004	0.001	0	0.0006	0.0001	0.0003	0.000	0.000	0.739
Small Packet	Inland	0.383	0.200	9.442	0.014	0.0006	0.310	0.090	0.001	1.006	11.447
	Foreign	0.060	0.023	0.014	0	0	0.015	0.007	0.0002	0.000	0.119
<b>Total Inland</b>		<b>56.278</b>	<b>15.461</b>	<b>76.882</b>	<b>11.102</b>	<b>3.153</b>	<b>6.221</b>	<b>5.370</b>	<b>0.641</b>	<b>10.672</b>	<b>185.780</b>
<b>Total Foreign</b>		<b>6.884</b>	<b>0.623</b>	<b>0.593</b>	<b>0.021</b>	<b>1.043</b>	<b>0.836</b>	<b>0.284</b>	<b>0.037</b>	<b>0.000</b>	<b>10.321</b>
<b>Grand Total 2022-23</b>		<b>63.162</b>	<b>16.084</b>	<b>77.472</b>	<b>22.246</b>	<b>4.196</b>	<b>7.057</b>	<b>5.655</b>	<b>0.679</b>	<b>10.672</b>	<b>207.223</b>

<b>Grand Total 2021-22</b>	75.992	61.664	25.047	6.927	10.042	4.359	28.874	1.069	5.641	219.615
----------------------------	--------	--------	--------	-------	--------	-------	--------	-------	-------	---------

### REGISTERED POSTAL TRAFFIC 2022-23

(Figures in Millions)

S. No.	Description	C/Punjab	N/Punjab	S/Punjab	Metropolitan	N/Sindh	FC& GB	Khyber Pakhtunkhwa	Balochistan	Azad Kashmir	Total
1	Registered Letters	10.288	4.099	2.902	2.467	0.961	6.672	1.425	0.415	0.126	29.355
2	Registered Parcels	0.802	0.254	0.295	0.234	0.076	0.383	0.235	0.039	0.010	2.328
3	V.P Letters	0.955	0.190	0.128	0.091	0.011	0.171	0.102	0.001	0.012	1.661
4	V.P Parcels	0.726	0.250	0.089	0.087	0.018	0.108	0.013	0.001	0.007	1.299
5	Insured Letters	0.002	0.113	0.006	0.001	0.001	0.030	0.0006	0.000	0.007	0.154
6	Insured Parcels	0.016	0.033	0.002	0.021	0.001	0.022	0.002	0.016	0.001	0.113
<b>Total 2022-23</b>		12.789	4.939	3.422	2.901	1.068	7.386	1.778	0.472	0.156	34.911
<b>Total 2021-22</b>		8.467	5.454	5.279	2.156	1.129	6.431	2.875	0.200	0.821	32.812

## 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 kilogram. 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 2022-23 is as under:

-

(Figures in Million)

NAME OF EXPRESS POST SERVICES	2022-23		2021-22	
	NO. OF ARTICLES	REVENUE	NO. OF ARTICLES	REVENUE
Urgent Mail Service (UMS)	19.476	776.175	11.785	531.311
UMS - COD	0.188	18.009	0.187	28.463
Express Mail Service (EMS)	0.035	445.669	0.452	362.644
Fax Mail Service (FMS)	0.0001	0.005	0.000	0.004
Same Day Delivery Service	0.010	1.348	0.013	1.624
<b>Total: -</b>	<b>19.710</b>	<b>1,241.208</b>	<b>12.437</b>	<b>924.046</b>



## 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 31<sup>st</sup> 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 2023, a total of 653 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	19	11	05	113	0	0	148
Northern Punjab, Rawalpindi	13	3	1	32	1	2	52
Southern Punjab, Multan	119	11	8	28	1	0	167
Metropolitan, , Karachi	19	12	10	105	0	0	146
Northern Sindh, Hyderabad	2	-	-	5	-	-	07
FC & GB, Islamabad	10	20	6	67	12	0	115
Balochistan, Quetta	0	0	0	0	0	0	0
Khyber Pakhtunkhwa, Peshawar	-	-	-	15	-	-	15
AJK, Muzaffarabad	-	02	-	01	-	-	03
<b>Total:- 2022-23</b>	182	59	30	366	14	2	653
<b>Total:- 2021-22</b>	103	85	36	425	15	0	664

## 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 total number of 6 business reply permits/cards were issued by the Postmasters General in the country (as on 30th June, 2023). Circle-wise break up 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	01
Northern Punjab, Rawalpindi	0	0	0
Southern Punjab, Multan	0	0	0
Metropolitan, Karachi	06	0	06
Northern Sindh, Hyderabad	0	0	0
FC & GB, Islamabad	02	0	01
Balochistan, Quetta	0	0	0
Khyber Pakhtunkhwa, Peshawar	0	0	0
AJK, Muzaffarabad	0	0	0
<b>Total:- 2022-23</b>	<b>9</b>	<b>1</b>	<b>8</b>
<b>Total:- 2021-22</b>	<b>263</b>	<b>317</b>	<b>340</b>

## 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 **33,227** Post Boxes were available at major Post offices in the country for renting out during the year 2022-23. Out of which, **13,610** 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	9,562	1,134
2	Northern Punjab, Rawalpindi	3,106	373
3	Southern Punjab, Multan	2,344	114
4	Metropolitan, Karachi	11,598	10,474
5	Northern Sindh, Hyderabad	1,341	113
6	FC& GB, Islamabad	1,407	667
7	Balochistan, Quetta	830	220
8	Khyber Pakhtunkhwa, Peshawar	2,649	356
9	AJK, Muzaffarabad	390	159
<b>TOTAL: 2022-23</b>		<b>33,227</b>	<b>13,610</b>
<b>TOTAL: 2021-22</b>		<b>31,830</b>	<b>4,263</b>

## 2.1.7 LETTER BOXES

For the facility of posting of articles of letter mail by the users of the post, **9,241** letter boxes were available to the public in the country as on 30<sup>th</sup> June 2023. The circle wise breakup of the total number of letter boxes is given below: -

S.NO	NAME OF CIRCLE	URBAN No.	RURAL No.	TOTAL No.
1	Central Punjab, Lahore	681	684	1,365
2	Northern Punjab, Rawalpindi	900	2,155	3,055
3	Southern Punjab, Multan	573	758	1331
4	Metropolitan, Karachi	168	0	168
5	Northern Sindh, Hyderabad	205	336	541
6	FC & GB, Islamabad	124	212	336
7	Balochistan, Quetta	255	74	329
8	Khyber Pakhtunkhwa, Peshawar	548	1070	1618
9	AJK, Muzaffarabad	112	386	498
	<b>TOTAL</b>	<b>3,566</b>	<b>5,675</b>	<b>9,241</b>

## 2.1.8 RETURNED LETTER OFFICES

The Returned Letter Offices (RLOs) Karachi and Lahore handled **798,655** articles during 2022-23 received as unclaimed, refused and without addresses or bearing indecipherable or incomplete addresses. The table below shows the number of articles received disposed of and property found/restored: -

Name of items	RLO Karachi	RLO Lahore	Total 2022-23	Total 2021-22
Articles received from H.Os	92,976	256,783	34,9759	382,431
Articles received from other RLOs	18,204	27,303	45,507	36,700
<b>Total Received for disposal</b>	<b>111,180</b>	<b>282,560</b>	<b>393,740</b>	<b>419,023</b>
Articles redirected to addressees	37,863	89,564	127,427	180,444
Articles returned to senders	41,033	133,226	174,259	157,421
Articles transferred to other RLOs	20,192	32,256	52,448	161,524
<b>Total disposed off</b>	<b>96,085</b>	<b>256,401</b>	<b>352,486</b>	<b>437,857</b>
Articles treated as dead	12,305	40,124	52,429	54,538

## VALUE OF PROPERTY FOUND AND RESTORED

Name of items	RLO Karachi	RLO Lahore	Total 2022-23	Total 2021-22
Value found	6480	557597	0	103,130
Value restored	6000	328097	0	95,180
Value in deposit	0	339500	0	7,870

## 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 2022-23 is given in the succeeding tables: -

### 2.2.1 INLAND MONEY ORDERS ISSUED

(Figures in million)

S. NO	NAME OF CIRCLE	2021-22			2022-23		
		NO. OF MONEY ORDERS ISSUED	VALUE Rs.	COMMISSION Rs.	NO. OF MONEY ORDERS ISSUED	VALUE Rs.	COMMISSION Rs.
1	Central Punjab, Lahore	0.619	2,861.833	48.176	0.106	355.435	9.610
2	Northern Punjab, Rawalpindi	0.472	2,399.950	37.180	0.094	463.109	7.355
3	Southern Punjab, Multan	03.82	1,396.502	28.948	0.426	1,906.494	33.501
4	Metropolitan, Karachi	0.204	1,647.148	15.639	0.339	1,214.595	26.604
5	Northern Sindh, Hyderabad	0.197	910.929	14.688	0.637	2,222.484	41.604
6	KPK, Peshawar	0.319	1,763.457	25.003	0.272	1,402.454	21909
7	Balochistan Quetta	0.063	334.065	5.049	0.143	1,123.247	11.329
8	FC & GB , Islamabad	0.099	602.332	8.503	0.153	646.984	11.845
9	AJK, Muzaffarabad	0.100	523.197	7.869	0.056	255.837	4.375
	<b>TOTAL</b>	<b>2.455</b>	<b>12,439.413</b>	<b>191.055</b>	<b>2.223</b>	<b>9,590.639</b>	<b>167.132</b>

## 2.2.2 INLAND MONEY ORDERS PAID

(Figures in million)

S. NO.	NAME OF CIRCLE	2021-22		2022-23	
		NO. OF MONEY ORDERS PAID	VALUE RS.	NO. OF MONEY ORDERS PAID	VALUE RS.
1	Central Punjab, Lahore.	0.109	4,128.603	0.049	159.707
2	Northern Punjab, Rawalpindi	0.362	3,057.374	0.020	211.693
3	Southern Punjab, Multan	0.210	1,272.984	0.256	2,037.018
4	Metropolitan, Karachi.	0.226	1,006.399	0.201	1,083.583
5	Northern Sindh, Hyderabad	0.058	696.841	1.043	3,575.429
6	Khyber Pakhtunkhwa, Peshawar	0.169	1,645.952	0.119	1,243.272
7	Balochistan, Quetta.	0.004	43.504	0.163	840.434
8	FC & GB , Islamabad	0.081	287.522	0.050	539.458
9	AJK, Muzaffarabad	0.028	314.615	0.005	144.958
	<b>TOTAL</b>	<b>2.562</b>	<b>12,453.793</b>	<b>1.908</b>	<b>9,835.552</b>

## 2.2.3 PAKISTAN POSTAL ORDERS SOLD

(Rupees in million)

S. No.	NAME OF CIRCLE	2021-22			2022-23		
		NO.	VALUE RS.	COMMISSION RS.	NO.	VALUE RS.	COMMISSION RS.
1	Central Punjab, Lahore.	267,069	5.005	5.341	16,486	3.664	0.667
2	Northern Punjab, Rawalpindi	59,371	4.944	1.187	350,669	14.411	8.949
3	Southern Punjab, Multan	75,620	1.753	1.512	18,570	2.778	0.372
4	Metropolitan, Karachi.	15,486	1.057	0.310	20,628	1.992	0.573
5	Northern Sindh, Hyderabad	16,627	0.914	0.332	25,560	7.887	1.985
6	KPK, Peshawar.	24,466	1.876	0.489	6,730	1.107	0.235
7	Balochistan, Quetta.	5,940	0.539	0.119	60,571	9.412	1.691
8	FC, & GB, Islamabad.	11,570	0.886	0.231	80,560	5.557	2.227
9	AJK Circle, Muzaffarabad	19,331	0.522	0.387	20,627	3.676	0.970
	<b>TOTAL</b>	<b>495,480</b>	<b>18.496</b>	<b>9.908</b>	<b>600,401</b>	<b>50.484</b>	<b>17.669</b>

## 2.2.4 PAKISTAN POSTAL ORDERS PAID

(Rupees in million)

S.N o.	NAME OF CIRCLE	2021-22		2022-23	
		NO.	VALUE (RS).	NO.	VALUE (RS).
1	Central Punjab, Lahore.	15,139	10.58	15,623	2.412
2	Northern Punjab, Rawalpindi	48,370	5.323	20,143	2.751
3	Southern Punjab, Multan	4,522	0.250	5,000	0.215
4	Metropolitan, Karachi.	13,122	1.015	25,000	0.802
5	Northern Sindh, Hyderabad	1,978	0.170	7,680	0.600
6	KPK, Peshawar.	157,680	2.248	5,200	0.970

7	Balochistan, Quetta	4,175	0.375	45,360	2.468
8	FC & GB , Islamabad.	5,321	0.352	50,639	2.869
9	AJK Circle, Muzaffarabad	109,340	1.335	3,500	0.228
	<b>TOTAL</b>	<b>359,647</b>	<b>12.126</b>	<b>178,145</b>	<b>13.315</b>

## 2.2.5 URGENT MONEY ORDERS ISSUED

(Rupees in million)

S. No.	NAME OF CIRCLE	2021-22			2022-23		
		No. of UMOs issued (in millions)	Value	Commission and Fee	No. of UMOs issued (in millions)	Value	Commission and Fee
1	FC & GB , Islamabad.	0.006	22.018	0.984	0.003	9.170	0.569
2	Northern Punjab	0.028	99.382	4.898	0.002	84.548	1.153
3	Southern Punjab	0.020	65.963	3.502	0.015	57.488	2.812
4	Central Punjab	0.043	150.048	7.603	0.032	120.136	2.790
5	KPK, Peshawar.	0.010	40.181	1.818	0.008	41.832	1.709
6	Metropolitan Karachi	0.011	42.100	1.785	0.006	29.795	1.184
7	Northern Sindh	0.011	38.936	1.926	0.007	27.581	1.291
8	AJK Circle, Muzaffarabad	0.003	11.355	0.562	0.006	12.451	0.467
9	Balochistan	0.002	9.950	0.358	0.001	7.863	0.297
	<b>Total</b>	<b>0.134</b>	<b>479.906</b>	<b>23.435</b>	<b>0.101</b>	<b>390.867</b>	<b>18.277</b>

## 2.2.6 FAX MONEY ORDER ISSUED

S.No.	NAME OF CIRCLE	2021-22			2022-23		
		No. of FMOs issued (in million)	Value	Commission and Fee	No. of FMOs issued (in million)	Value	Commission and Fee
1	FC & GB , Islamabad.	0.001	34.283	0.256	0.007		0.168
2	Northern Punjab	0.001	14.340	0.113	0.0001		0.036
3	Southern Punjab	0.000	13.283	0.100	0.0001		0.023
4	Central Punjab	0.000	19.385	0.143	0.0003		0.068
5	KPK, Peshawar.	0.000	32.493	0.239	0.001		0.674
6	Metropolitan Karachi	0.002	84.500	0.580	0.0008		0.190
7	Northern Sindh	0.001	47.699	0.305	0.0001		0.034
8	AJK Circle, Muzaffarabad	0.00009	3.348	0.023	0.000		0.122
9	Balochistan	0.002	110.476	0.724	0.0009		0.249
	<b>Total</b>	<b>0.007</b>	<b>359.807</b>	<b>2.483</b>	<b>0.004</b>		<b>1.567</b>

## 2.2.7 ELECTRONIC MONEY ORDERS ISSUED

(Figures in million)

Year	NO. OF MONEY ORDERS ISSUED	VALUE Rs.	COMMISSION Rs.
2021-22	7.368	0.195	7.563
2022-23	0.001	0.877	0.019

## 2.2.8 POSTAL DRAFT SERVICE

(in million)

YEAR	POSTAL DRAFT ISSUED			POSTAL DRAFT PAID	
	NO. OF POSTAL DRAFT	VALUE Rs.	COMMISSION Rs.	NO. OF POSTAL DRAFT	VALUE Rs.
2022-23	3	0.120	0.026	20	0.792
2021-22	106	10.644	0.018	316	19.939

## 2.2.9 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 2022-23: -

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	9694.837	82.279



2022-23	48,720	3,683.485	42.250
---------	--------	-----------	--------

### 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 weight of Airmail exchanged with foreign countries during the year 2022-23 with comparative figures of the preceding year are as given below:-

#### AIRMAIL INWARD (WEIGHT)

Category of mail	Weight in Kg. 2021-22	Weight in Kg. 2022-23
Letter Mail(LC/AO)	2729717.171	136513.757
Parcels (CP)	207863.837	253365.588
Insured Parcels	0.000	0.000
<b>Total:-</b>	<b>480781.008</b>	<b>389879.345</b>

#### AIRMAIL OUTWARD (WEIGHT)

Category of mail.	Weight in Kg. 2021-22	Weight in Kg. 2022-23
Letter Mail (LC/AO)	36929.5	55660.5
Parcels	240303.13	225636.74
Insured Parcels	232.06	0
<b>Total:-</b>	<b>277464.690</b>	<b>281297.24</b>

#### SURFACE MAIL (INWARD) (WEIGHT)

Category	Weight in Kg. 2021-22	Weight in Kg. 2022-23
Letter mail (LC/AO)	3850.400	10,854.4
Parcels (CP)	0	0
Insured Parcels	0	0
<b>Total:-</b>	<b>3850.400</b>	<b>10,854.4</b>

#### SURFACE MAIL (OUT WARD) (WEIGHT)

Category	Weight in Kg. 2021-22	Weight in Kg. 2022-23
Letter Mail (LC/AO)	0	0
Parcels	0	0
<b>Total:-</b>	<b>0</b>	<b>0</b>

#### SURFACE AIR LIFTED (INWARD) (WEIGHT)

Category	Weight in Kg. 2021-22	Weight in Kg. 2022-23

Letter Mail (LC/AO)	4568.285	4009.655
Parcels (CP)	117377.66	7156.3
Insured Parcels	0	0
<b>Total:-</b>	<b>121945.945</b>	<b>11,165.955</b>

**SURFACE AIR LIFTED (OUTWARD) (WEIGHT)**

<b>Category of mail.</b>	<b>Weight in Kg. 2021-22</b>	<b>Weight in Kg. 2022-23</b>
Letter Mail (LC/AO)	0	0
Parcels	0	0
Insured Parcels	0	0
<b>Total:-</b>	<b>0</b>	<b>0</b>

**TRANSIT MAIL (WEIGHT)**

<b>Category</b>	<b>Weight in Kg. 2021-22</b>	<b>Weight in Kg. 2022-23</b>
Letter Mail (LC/AO)	0	0
Air mail Parcels (CP)	0	0
<b>Total:-</b>	<b>0.000</b>	<b>0.000</b>
Surface Letter Mail	0.000	0
Surface Parcels	0.000	0
<b>Total:-</b>	<b>0.000</b>	<b>0</b>
SAL Letter Mail	0.000	0
SAL Parcel	0.000	0
<b>Total:-</b>	<b>0.000</b>	<b>0</b>

The number of registered articles both inward and outward exchanged with foreign countries during the year 2022-23 with comparative figures of the preceding year are as given below:-

**NUMBER OF AIRMAIL ARTICLES (INWARD)**

<b>Category</b>	<b>No. of articles 2021-22</b>	<b>No. of articles 2022-23</b>
Registered Letters	528,821	309,267
Insured Letters	165	101
<b>Total</b>	<b>528,986</b>	<b>309,368</b>

Parcels	36,684	33,829
Insured Parcel	0	0
<b>Total: -</b>	<b>3,684</b>	<b>33,829</b>

**NUMBER OF AIRMAIL ARTICLES (OUTWARD)**

<b>Category</b>	<b>No. of articles 2021-22</b>	<b>No. of articles 2022-23</b>
Regd. Letters	198,982	243,150
Insured Letters	0	0
<b>Total</b>	<b>198,892</b>	<b>243,150</b>
Parcels	30,957	29,250
Insured Parcel	36	0
<b>Total</b>	<b>30,993</b>	<b>29,250</b>

**NUMBER OF SURFACE ARTICLES (INWARD)**

<b>Category</b>	<b>No. of Articles 2021-22</b>	<b>No. of Articles 2022-23</b>
Letter Mail (LC/AO)	0	7210
Parcel	0	0
Insured Parcels	0	0
<b>Total: -</b>	<b>0</b>	<b>7210</b>

**NUMBER OF SURFACE MAIL ARTICLES (OUTWARD)**

<b>Category</b>	<b>No. of articles 2021-22</b>	<b>No. of articles 2022-23</b>
Letter Mail (LC/AO)	0	0
Parcel	0	0
Insured Parcels	0	0
<b>Total: -</b>	<b>0</b>	<b>0</b>

**NUMBER OF SURFACE AIR LIFTED ARTICLES (INWARD)**

<b>Category</b>	<b>No. of articles 2021-22</b>	<b>No. of articles 2022-23</b>
Letter Mail (LC/AO)	62	0
Parcel	12495	313
Insured parcels	0	0
<b>Total: -</b>	<b>12557</b>	<b>313</b>

**NUMBER OF SURFACE AIR LIFTED ARTICLES (OUTWARD)**

<b>Category</b>	<b>No. of articles 2021-22</b>	<b>No. of articles 2022-23</b>
Letter Mail (LC/AO)	0	0
Parcel	1	0
Insured parcel	0	0
<b>Total: -</b>	<b>1</b>	<b>0</b>

**RECEIPT AND PAYMENTS (IN MILLION) FROM / TO FOREIGN POSTAL ADMINISTRATIONS ON ACCOUNT OF INTERNATIONAL MAIL EXCHANGE**

(Rupees in Million)

Category	2021-22		2022-23	
	Receipt	Payment	Receipt	Payment
Airmail Accounts	803.648	35.734	582,426,205	0
Parcel Post Accounts	0	0	0	0
Letter Mail and Terminal Dues	0	0	0	0
EMS imbalance accounts	0	0	0	0
<b>TOTAL</b>	<b>803.648</b>	<b>35.734</b>	<b>582,426,205</b>	<b>0</b>
Foreign Air Carrier	0	0	0	0
G.D.Net Countries	0	0	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>G.TOTAL</b>	<b>803.648</b>	<b>35.734</b>	<b>582,426,205</b>	<b>0</b>

## 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, 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 68 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 2022-23, Pakistan Post has issued following Commemorative Postage Stamps:-

<b>S.No</b>	<b>Occasion of Issue</b>	<b>Date of issue</b>	<b>Denomination (in Rs.)</b>
1	Issuance of Commemorative Postage Stamp on centennial celebrations of Attock Refinery Ltd.	25-07-2022	Rs.20
2	Issuance of Commemorative Postage Stamp of Diamond Jubilee of Pakistan (1947-2022)	14-08-2022	Rs.75
3	Issuance of Commemorative Postage Stamp on the 11h Edition of International Defence Exhibition & Seminar-IDEAS 2022 Defiance Export Promotion Origination Ministry Of Defence Production, Government of Pakistan.	14-08-2022	Rs.20
4	Issuance of Commemorative Postage Stamp on the Occasion of 75th Anniversary of the Founding of the Pakistan Institute of International Affairs.	14-11-2022	Rs.20
5	Issuance of Commemorative Postage Stamp of 75th Years Diplomatic Relations between Pakistan and Australia	15-11-2022	Rs.20
6	Issuance of Commemorative Postage Stamp celebrate 100 Years of IDA RIEU for Services Schools for the Blind & Deaf Children (1922-2022).	23-11-2022	Rs.20
7	Issuance of Commemorative Postage Stamp Eve of 75th Years Diplomatic Relations between Pakistan and United States.	27-12-2022	Rs.20
8	Issuance of Commemorative Postage Stamp for 40th years of Wafaqi Mohtasib (OMBUDSMAN) Islamabad (1983-2023)	24-01-2023	Rs.20
9	Issuance of Commemorative Postage Stamp for International Women's Day	08-03-2023	Rs.20
10	Issuance of Commemorative Postage Stamp of the Senate of Golden jubilee	15-03-2023	Rs.20
11	Issuance of Commemorative Postage Stamp Golden Jubilee celebrations of the Islamic Republic of Pakistan, 1973.	10-04-2023	Rs.50
12	Issuance of Commemorative Postage Stamp Golden Jubilee celebrations of National Engineering Services Pakistan (PVT) Limited	10-05-2023	Rs.20
13	Issuance of Commemorative Postage Stamp Golden Jubilee celebrations of Punjab Medical College Faisalabad (1973-2023)	16-05-2023	Rs.50
14	Issuance of Commemorative Postage Stamp on 25th years of excellence of Central Depository Company of Pakistan limited.	23-05-2023	Rs.20
15	Issuance of Commemorative Postage Stamp on 7th Population & Housing Census "First-Ever Digital Census in Pakistan".	29-05-2023	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. 477 million in the shape of commission. Details of collections and revenue/commission is as under: -

Particulars	Number of Utility Bills Collected	Amount of Utility Bills Collected (Rs. In million)	Commission earned @ Rs. 8 per bill (in millions of rupees)
PTCL	1,433,383	1,885.091	12.900
Sui Gas	10,675,345	28,594.884	85.403
Electricity	45,190,858	266,443.862	361.527
WASA	2,099,043	3284.739	16.792
<b>Total 2021-22</b>	<b>59,398,629</b>	<b>300.209</b>	<b>477.000</b>

### 3.3 ARMS LICENCES ENTERED / RENEWED

Circle-wise break up is as under: -

S.NO.	Name of Circle	Number of Arms licenses			
		Entered	Renewed	Total 2022-23	Total 2021-22
1	Central Punjab, Lahore	199	12,892	13,091	1113
2	Metropolitan, Karachi	0	0	0	0
3	Northern Sindh, Hyderabad	0	0	0	0
4	Northern Punjab, Rawalpindi	713	14,823	15,536	17,276
5	Southern Punjab, Multan	0	8,844	8,844	8,801
6	FC& GB Islamabad	0	0	0	0
7	Khyber Pakhtunkhwa, Peshawar	0	0	0	0
8	Balochistan, Quetta	2,765	11,102	13,867	13,393
9	AJK, Muzaffarabad	0	0	0	0
<b>Total</b>		<b>3,677</b>	<b>47,661</b>	<b>51,338</b>	<b>40,583</b>

### 3.4 DRIVING LICENCES ENTERED / RENEWED

S.NO.	NAME OF CIRCLE	DRIVING LICENCE			
		Entered	Renewed	Total 2022-23	Total 2021-22
1	Central Punjab, Lahore	0	112	112	42
2	Metropolitan, Karachi	0	0	0	0
3	Northern Sindh, Hyderabad	0	0	0	0
4	Northern Punjab, Rawalpindi	28	11,219	11,247	15795
5	Southern Punjab, Multan	0	139	139	18565
6	FC & GB, Islamabad	0	5,135	5,135	22913
7	Khyber Pakhtunkhwa, Peshawar	0	0	0	0
8	Balochistan, Quetta	9	1,897	1,905	3391
9	AJK, Muzaffarabad	0	0	0	0
<b>Total</b>		<b>37</b>	<b>18,502</b>	<b>18,538</b>	<b>22,773</b>

### 3.5 PROVINCIAL TAXES COLLECTION (CATEGORY WISE)

Figures in million

Particulars	Punjab	Sindh	KPK	Balochistan	Islamabad	2022-23	2021-22
Arms Licence	0	0	0	112,797,580	0	112,797,580	129,316,546
Driving Licence	615,503,580	0	0	11,769,315	1,661,000	628,933,895	705,892,600
Motor V.F.C	0	0	0	1,746,500	2,070,000	3,816,500	1,839,000
Route Permit Fee	0	0	0	22,500,000	0	22,500,000	0
M.V.T	0	0	0	0	0	0	0
<b>Total</b>	<b>615,503,580</b>	<b>0</b>	<b>0</b>	<b>148,813,395</b>	<b>3,731,000</b>	<b>768,047,975</b>	<b>837,048,146</b>

### 3.6 COMMISSION REALIZED ON COLLECTION OF PROVINCIAL TAXES

Figures in million

Particulars	Punjab	Sindh	Balochistan	Islamabad	2022-23	2021-22
Arms License	0.000	0.000	3.147	0.000	3.147	3.608
Driving License	16.003	0.000	0.328	0.046	16.377	16.377
Motor V.F.C	0.000	0.000	0.034	0.035	0.069	0.033
Route Permit Fee	0.000	0.000	0.439	0.000	0.439	438750
M.V.T	0.000	0.000	0.000	0.000	0.000	0.000
<b>Total</b>	<b>16.003</b>	<b>0.000</b>	<b>3.948</b>	<b>0.081</b>	<b>20.032</b>	<b>22.011</b>

### 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. 253,158 Agricultural Loan Pass Books were sold during the year 2022-23. Similarly, 4,733 Highway / Motorway Code Books were sold during the year 2021-22. The Circle-wise Break-up is as under: -

S. NO.	Name of Circle	ALPBs SOLD	HWCBs Sold	
			English	Urdu
1	Central Punjab, Lahore	20,262	7	820
2	Metropolitan, Karachi	68	13	35
3	Northern Sindh, Hyderabad	14,157	83	233
4	Northern Punjab, Rawalpindi	204,022	1,665	653
5	Southern Punjab, Multan	8,024	27	1,021
6	FC & GB, Islamabad	50	0	12
7	Khyber Pakhtunkhwa, Peshawar	4,593	34	45
8	Balochistan, Quetta	1,982	0	71
9	AJK, Muzaffarabad	0	4	10
<b>Total 2021-22</b>		<b>253,158</b>	<b>1,833</b>	<b>2,900</b>

### 3.11 PAYMENT OF MILITARY PENSION

Pakistan Post renders a valuable service to the ex-servicemen by paying pension to them on monthly basis through their Savings Bank Account since 01-07-1993. If a pensioner retains his Savings Bank Accounts, he would be entitled to get profit according to the prescribed rates. During the year 2022-23, an amount of **Rs. 182,138,429,116 million** was paid to **861,907** pensioners. The forces wise break up of number of military pension and amount paid is as under: -

TOTAL NUMBER OF MILITARY PENSIONERS AND AMOUNT PAID						
Name of Forces	F.C.	ARMY	PAF	NAVY	TOTAL	Total amount paid (in million)
<b>No. of Pensioners</b>	58,103	785,110	13,063	5,602	<b>861,907</b>	<b>182,138,429,116</b>

## 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. **1,794** officials of different categories in the various disciplines of Postal Services received training at PTCs during 2022-23. Training courses for the departmental officers are conducted at ECO Postal Staff College, Islamabad. **171** departmental officers were trained in the ECO Postal Staff College, Islamabad during 2022-23. The detail of training activities is given below: -

#### 4.2 TRAINING COURSES CONDUCTED AT PTCS

S.NO	PTC	No. of courses	No. of officials attended course
1	Islamabad	56	1,013
2	Karachi	38	95
3	Lahore	112	1,794
<b>Total</b>		<b>206</b>	<b>2,902</b>

### 4.3 COURSES CONDUCTED AT ECO POSTAL STAFF COLLEGE, ISLAMABAD DURING THE YEAR 2022-23

S.No	NAME OF WORKSHOP, COURSE/SEMINAR	NO. OF TRAINEES
1.	Course on E-Commerce & Logistics: Challenges & Potential for Pakistan Post	12
2.	Course on Service Matters	9
3.	Workshop on Understanding Tax Matters	21
4.	Course on Postal Inspection & Verification System	8
5.	34th Mid Career Management Course (Domain Specific Component)	2
6.	Course on Introduction of New Policies with reference to Pakistan Post	8
7.	Course on Audit Procedure, Audit Paras, Appropriation Account and Preparation for Departmental Accounts Committee and Public Accounts Committee	13
8.	Postal Management Course	12
9.	Refresher Course for Postal Managers at Karachi	11
10.	Refresher Course for Postal Managers at Lahore	10
11.	Workshop on Domestic and International Mail Operations	9
12.	35th Mid Career Management Course (Domain Specific Component)	2
13.	Workshop on Training of Trainers	5
14.	International Course on Postal Business Development	8
15.	Workshop on Modern Management Techniques	10
16.	Refresher Course for Postal Managers At Multan	10
17.	33rd Specialized Training Program (STP)	6
18.	36th Mid Career Management Course (Domain Specific Component)	3
19.	Workshop on Customer Relationship Management - Handling Public Grievances	12

<b>Total</b>	171
--------------	-----

#### **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 of 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](http://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 center has also been established for the management of customers' complaints. The mechanism of the call center and responsibilities of the call center 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 Modern electronic system of feed-back is an indispensable part of Management Information System (MIS). The Pakistan Post Office Department has to depend a lot on complaints taking them as a feedback. 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 of during the year 2022-23 is given below:

-

S. No	NAME OF CIRCLE	OPENING BALANCE	RECEIVED DURING THE YEAR	TOTAL	DISPOSED OFF	BALANCE
1.	Metropolitan Circle, Karachi	0	150	150	150	0
2.	Central Punjab, Lahore	10	5423	5433	5422	11
3.	Southern Punjab, Multan	99	4489	4588	4568	20
4.	Khyber Pakhtunkhwa, Peshawar	25	330	355	312	43
5.	F.C & GB, Islamabad	11	2655	2666	2666	0
6.	Northern Punjab, Rawalpindi	22	2402	2424	2362	62
7.	Northern Sindh, Hyderabad	206	1256	1462	1298	164
8.	Balochistan Circle, Quetta	7	9871	9907	9901	6
9.	AJK Circle, Muzaffarabad	1292	8491	9783	9718	65
	<b>Total: 2022-23</b>	<b>1672</b>	<b>35067</b>	<b>36768</b>	<b>36397</b>	<b>371</b>
	<b>Total: 2021-22</b>	<b>827</b>	<b>42921</b>	<b>43748</b>	<b>41986</b>	<b>1672</b>

S. No	NAME OF CIRCLE	TOTAL NO OF ARTICLES	TOTAL NO. OF COMPLAINTS	NO. OF COMPLAINTS DISPOSED OFF	Percentage (%)
1	Inland complaints	185.780	0.036768	0.036397	0.019%
2	GCSS (Registered Mail/Letter/Parcel)	46.184	0.002944	0.002920	0.006%
3	I-Care (International Complaints-EMS & EMS Plus etc.)	10.321	0.000578	0.000578	0.005%

## **Chapter 5**

# **STAFF WELFARE**

## 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 dependent family members. During the financial year 2022-23, expenditure of Rs. 6.255 million was incurred on purchase of medicines for the Postal Dispensaries. An amount of **Rs. 55.846 million** was also reimbursed as medical charges to the postal employees during the year 2022-23. 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.266.37 million** for the purchase of plots /construction of houses during financial year 2022-23.

ii) **Conveyance Advance: -**

The Postal employees were granted Conveyance Advances amounting to **Rs.37.048 million** to purchase their personal Motor Car, Motor Cycle and Cycle during financial year 2022-23.

**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. **7,106.389** million during the year 2022-23 as against Rs **14,433.025** million earned during the previous year. Working expenses during the year 2022-23 stood at Rs. **18,697.639** million. The year 2022-23 closed with a deficit of Rs. **11,591.25** million against deficit of Rs. **2,655.146** million of previous year.

## 6.2 REVENUE RECEIPTS (Head-wise Comparison)

PARTICULARS	(Rupees in Million)			
	2022-23	%age	2021-22	%age
<b>(A) POST OFFICE MAIL OPERATION (POSTAGE REVENUE)</b>				
Sale of Ordinary Stamps	1,170.482	16.5%	1,253.640	8.7%
Sale of Service Stamps	308.894	4.3%	314.641	2.2%
Postage Realized in Cash	3,009.571	42.4%	2,771.718	19.2%
Total Postage (A):-	<b>4,488.948</b>	<b>63.2%</b>	<b>4,340.000</b>	30.1%
<b>(B) OTHER RECEIPTS</b>				
P.O. Other Receipts	244.324	3.4%	297.823	2.1%
Commission on Money Transfer	244.506	4.0%	349.038	4.0%
Net receipts from Other Postal Administrations	582.426	8.2%	767.914	5.3%
Total other receipts (B):-	<b>1,071.256</b>	<b>15.1%</b>	<b>1,414.775</b>	9.8%
<b>(C) P.O. AGENCY RECEIPTS</b>				
Gross receipts (A+B+C):	<b>7,106.389</b>	<b>100%</b>	<b>14,433.025</b>	100%

## 6.3 DETAILS OF AGENCY RECEIPTS

(Rs. In million)

DETAIL OF POST OFFICE AGENCY RECEIPTS			
Head of Accounts		Audit Actuals	
		2021-2022	2022-2023
1		2	3
<b>C03588 Agency Receipts</b>		<b>(Figures in Million Rs.)</b>	
<b>Service Charges on Savings Bank:( C0358801 to C0358810)</b>			
C03588-01	Savings Accounts	965.098	0.000
C03588-02	Savings Certificates (except RIC)	0.412	0.000
C03588-03	Regular Income Certificates	0.193	0.000
<b>Service Charges on Insurance Business: (C0358811 to C0358813)</b>			
C03588-11	Management cost of Postal Life Insurance	0.000	0.000
<b>Management cost of Stamps Organization: (C0358814 to C0358817)</b>			
C03588-14	Share Cost of Establishment Charges of Stamps Organization	80.409	72.307
C03588-15	Recoveries on Account of Non Postal Stamps supplied to other Departments of Provincial/ Federal Government.	1,101.664	787.620
<b>Service Charges on Pension Disbursement: (C0358818 to C0358825)</b>			
C03588-18	Defence Forces Pension	5,945.311	0.000
C03588-19	PTCL Pension	17.034	0.026
C03588-20	CDA Pension	0.070	0.000
<b>Service Charges on Utility Bills Collection: (C0358826 to C0358835)</b>			
C03588-26	Telephone Bills (Excluding SCO)	8.299	12.900
C03588-27	SCO Telephone Bills	1.216	2.027
C03588-28	WASA /KW & SB Bills	19.658	16.792
C03588-29	Electricity Bills	334.717	361.527
C03588-30	Gas Bills	80.078	85.403
C03588-31	Sarhad Hydel Development Organization (SHYDO) electricity bills	0.000	0.000
C03588-32	Water bills of Sehwan Development Authority (SDA)	0.000	0.000
<b>Service Charges on Tax Collection:(C0358846 to C0358865)</b>			
C03588-47	Sale of Federal Attestation Stamps	0.481	0.713
C03588-48	Collection of Custom duty	10.707	0.000
C03588-49	Collection of Sales Tax	6.583	0.000
C03588-50	Renewal of Arms Licences	1.096	1.503
C03588-51	Renewal of Driving Licences	34.546	0.196
C03588-52	Sale of Route Permit Fee Stamps.	0.000	0.239
C03588-53	Sale of Motor Vehicle Fitness Certificate Stamps.	0.000	2.931
C03588-54	Collection of Motor Vehicle Tax	0.016	0.008
C03588-56	Collection of Income Tax on Private Motor Cars.	0.000	0.000
C03588-58		0.000	0.000



C03588-59	Collection of Professional Tax on vehicles (Punjab).	0.978	0.003
<b>Miscellaneous Servide Charges: (C0358866 to C0358899)</b>			
C03588-68	Disbursement of First Micro Finance Bank (FMFB) Loans.	0.000	0.002
C03588-69	FMFB Loan Recovery Collection in Cash.	0.054	0.000
C03588-70		0.000300	0.000000
C03588-71	Service Charges on KMBL loan Disbursement	0.311	0.000
C03588-72	Service Charges on KMBL loan Recovery Collection	0.086	0.000
C03588-78	Child Support Programme.	0.000	0.000
C03588-79	Sale Proceed of prospectus of Sarhad University.	0.000	0.000
C03588-82	Sale proceed of Youth Parliament Prospectus (YPP).	0.000	0.000
C03588-83	Commission / Service Charges on NADRA CNIC Fee	0.635	0.191
C03588-84	Sale Proceed of Bolwala Game Show Scratch Cards	0.012	0.001
C03588-85	Sale proceed of Mail Corrugated Carton Boxes	0.315	0.001
C03588-86	Sale Charges on EMS Plus Services	48.412	182.955
C03588-87	Service Charges on Sale of Prospectus / Forms of QUEST Nawabshah	0.021	0.038
C03588-88		1.125	11.285
C03588-99	Commission / Service Charges on Other Items	18.714	7.658
<b>C03588</b>	<b>Gross Agency Receipts</b>	<b>8,678.253</b>	<b>1,546.326</b>
<b>C03588-00</b>	Deduct refund of Agency Receipts.	0.002	0.140
<b>C03588</b>	<b>Net Agency Receipts.</b>	<b>8,678.251</b>	<b>1,546.185</b>

<b>DETAIL OF POST OFFICE COMMISSION ON MONEY TRANSFER</b>			
Head of Accounts		Audit Actuals	
		2021-2022	2022-2023
1		2	3
<b>C 03586- Post Office Commission on Money Transfer:</b>		<b>(Figures in Million Rs.)</b>	
C03586-01	Commission/Fee on Ordinary Money Orders	191.056	167.132
C03586-02	Commission/Fee on Urgent Money Orders	23.435	18.277
C03586-03	Commission/Fee on Fax Money Orders	2.483	1.568
C03586-04	Commission/Fee on Postal Drafts	0.019	0.027
C03586-05	Commission/Fee on Pakistan Postal Orders	9.910	17.671
C03586-07		0.000	0.235
C03586-10	Commission/Service Charges on Payment of Electronic Money Transfer on behalf of Western Union	82.279	38.313
C03586-13	Commission on BISP Money Order	0.000	0.000
C03586-14	Commission on ERP to the IDPS of FATA & Baluchistan Money Order	0.000	0.000
C03586-15	Commission on KPK Stipend Money Orders	38.911	1.265
C03586-19	Electronic Money Orders Service (EMO)	0.137	0.020
C03586-20	Commission on NBP Internatinal Remittance Payment	0.819	0.000
<b>C 03586</b>	<b>Gross Post Office Commissin on Money Transfer</b>	<b>349.048</b>	<b>244.506</b>
C03586-00	Deduct/Refund of Commission	0.010	0.000
<b>C 03586</b>	<b>Net Post Office Commissin on Money Transfer</b>	<b>349.038</b>	<b>244.506</b>

<b>DETAIL OF POST OFFICE MAIL OPERATIONS</b>			
Head of Accounts		Audit Actual	
		2021-2022	2022-2023
1		2	3
<b>C 03581- Post Office Mail Operations:</b>		<b>(Figures in Million Rs.)</b>	
C 03581-01	Sale of Ordinary Postage Stamps	1,253.640	1,170.482
C 03581-02	Sale of Service Postage Stamps	314.641	308.894
C 03581-03	Letter Postage Realized in Cash	18.976	15.937
C 03581-05	International Speed Post Charges	0.000	0.000
C 03581-06	Franking Machine	283.119	249.893
C 03581-07	Delivery Charges of PTCL bills/mail	78.207	67.491
C 03581-08	Delivery Charges of bulk mail of Banks	251.824	322.471
C 03581-09	Fee for Window Delivery Tickets, Post Boxes and Bags	2.844	3.238
C 03581-10	Express Mail Service (EMS) Charges	417.472	383.047
C 03581-11	Fax Mail Service (FMS) Charges	0.009	0.006
C 03581-12	Inland Parcel Postage realized in cash	717.125	720.233
C 03581-13	Foreign Parcel Postage realized in cash	296.247	492.409
C 03581-14	Inland Parcel Postage realized in cash	92.488	201.802
C 03581-16	Registered Article Postage realized in cash (FPO)	19.126	20.392
C 03581-17	EMS Postage realized in cash (FPO)	14.752	25.787
C 03581-18	UMS Postage realized in cash (FPO)	31.555	2.776
C 03581-19	Inland Parcel Postage realized in cash (FPO)	2.088	1.900
C 03581-20	Other Postage Realized in Cash	597.370	507.067
C 03581-26		0.000	0.026
C 03581-99	Others	0.000	0.002
<b>C 03581- Mail Operation: (Figures in Million Rs.)</b>	<b>Gross Post Office Mail Operations</b>	<b>4,391.483</b>	<b>4,493.855</b>
C 03581-00	Deduct/Refund Post Office Mail Operations	51.484	4.907
<b>C 03581</b>	<b>Net Post Office Mail Operations</b>	<b>4,340.000</b>	<b>4,488.948</b>

## 6.4 DETAIL OF POST OFFICE OTHER RECEIPTS 2021-22

(Rs. In Million)

DETAIL OF POST OFFICE OTHER RECEIPTS			
Head of Accounts		Audit Actuals	
		2021-2022	2022-2023
1		2	3
<b>C 03582- Others (Post Office Other Receipts): (Figures in Million Rs.)</b>			
C 03582-01	Recoveris on account of Mail Robberies	0.044	0.003
C 03582-02	Recoveries on account of Loss/Damaged Insured Articles	1.554	0.279
C 03582-03	Special Recoveries	6.323	2.736
C 03582-04	Advertisement Receipts	1.084	0.014
C 03582-05	Contrubution for leave and pension	1.148	1.811
C 03582-06	Examination Fee	0.784	80.324
C 03582-07	Non Refundable Contribution received from Governmetn / Public (NRC)	7.084	1.368
C 03582-08	Revocery of tuition fee and other income from Model School	2.634	1.871
C 03582-09	Forfeited Money Orders.	0.109	0.000
C 03582-10	Forfeited Pakistan Postal Orders	0.002	0.000
C 03582-11	Forfeited Postal Drafts		
C 03582-12	Postal Pension Recovery	101.849	16.468
C 03582-14			0.003
C 03582-21	Rent of Buildings from Postal Employees	33.671	37.365
C 03582-22	Rental Income of Post Office Buildings Rented to others	63.218	63.685
C 03582-31	Books, Forms & Maps	0.273	0.551
C 03582-32	Cost of SB withdral slip Books	3.027	0.026
C 03582-33	Sale proceed of Highway Code Book	1.615	0.426
C 03582-34	Sale proceed of Agricultural Loan Pass Book	12.582	7.840
C 03582-35	Sale proceed of Money Order Forms	4.115	3.066
C 03582-61			0.007
C 03582-99	Other Items	62.531	26.777

<b>C 03582</b>	<b>Gross Post Office Other Receipts</b>	<b>303.649</b>	<b>244.620</b>
C 03582-00	Deduct Refund of Post Office Other Receipts	5.826	0.297
<b>C 03582</b>	<b>Net Post Office Other Receipts</b>	<b>297.823</b>	<b>244.324</b>

6.5 CIRCLE/REGION WISE BREAK UP OF REVENUE RECEIPTS OF THE PPOD FOR THE YEAR 2022-23 (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
<b>(a) Post Office Mail Operations (Postage Revenue):</b>										
Sale of Ordinary Stamps	61.612	38.905	229.294	173.892	401.478	79.504	55.473	107.807	22.517	1,170.482
Sale of Service Stamps	42.661	0.000	37.663	44.190	89.322	23.567	2.619	63.144	5.727	308.894
Postage Realized in cash	322.223	23.299	442.827	212.364	1,054.451	538.419	52.733	301.009	62.246	3,009.571
<b>Total Mail Operation</b>	<b>426.496</b>	<b>62.204</b>	<b>709.784</b>	<b>430.446</b>	<b>1,545.252</b>	<b>641.490</b>	<b>110.825</b>	<b>471.961</b>	<b>90.490</b>	<b>4,488.948</b>
<b>(b) Post office Miscellaneous Receipts:</b>										
Post Office Other Receipts	67.711	2.684	39.784	28.140	45.389	16.166	12.686	24.950	6.814	244.324
Commission on Money Transfer.	49.050	8.519	39.392	30.686	56.444	13.324	14.131	27.801	5.157	244.506
Net Receipt from Other Postal Administrations.	0.000	0.000	0.000	0.000	0.000	582.426	0.000	0.000	0.000	582.426
<b>Total Miscellaneous Receipts</b>	<b>116.761</b>	<b>11.203</b>	<b>79.176</b>	<b>58.826</b>	<b>101.833</b>	<b>611.916</b>	<b>26.817</b>	<b>52.750</b>	<b>11.972</b>	<b>1,071.256</b>
<b>Grand Total P.O Receipts (a+b)</b>	<b>543.257</b>	<b>73.408</b>	<b>788.960</b>	<b>489.273</b>	<b>1,647.085</b>	<b>1,253.407</b>	<b>137.642</b>	<b>524.711</b>	<b>102.462</b>	<b>5,560.204</b>
(c) Post Office Agency Receipts.	201.629	21.460	112.253	79.125	123.358	905.070	17.668	72.479	13.143	1,546.185
<b>Grand Total (a+b+c)</b>	<b>744.886</b>	<b>94.868</b>	<b>901.213</b>	<b>568.397</b>	<b>1,770.443</b>	<b>2,158.477</b>	<b>155.311</b>	<b>597.190</b>	<b>115.605</b>	<b>7,106.389</b>

<b>Circle Wise Total</b>	839.754	3,240.053	2,313.787	597.190	115.605	7,106.389	839.754
<b>% of the Total Revenue Receipts of the PPOD.</b>	11.82%	45.59%	32.56%	8.40%	1.63%	100.00%	11.82%

**6.6 HEAD WISE DETAIL OF EXPENDITURE FOR THE YEAR 2022-23**

(Rupees in Million)

<b>CODE</b>	<b>DESCRIPTION OF OBJECT</b>	<b>2022-23</b>	<b>PERCENTAGE</b>
A01	Employees Related Expenses.	13,658.605	73.05%
A03	Operating Expenses	4,349.110	23.26%
A04	Employees Retirement Benefits	264.417	14.1%
A05	Grants, Subsidies and Write Off of Loans/Advances/Others	244.226	1.31%
A06	Transfer Payments	2.000	0.01%
A07	Interest Payment	10.000	0.05%
A09	Expenditure on acquiring of Physical Assets	2.459	0.01%
A10	Principal Repayment of Loans	10.000	0.05%
A12	Civil Works	10.500	0.06%
A13	Repair & Maintenance	146.322	0.78%
<b>TOTAL:-</b>		<b>1,8697.639</b>	<b>100%</b>

## 6.7 BUDGET

(Rupees in Million)

DETAIL OF EXPENDITURE	2021-22	2021-23
<b>Total (Establishment and Pensionary Charges)</b>	12,046.359	<b>13,923.022</b>
Basic Salaries Officers	336.902	545.336
Basic Salaries other Staff.	5,512.583	8,129.304
Regular Allowances.	5,980.298	4,854.505
Other Allowances (excluding Traveling Allowances).	216.576	129.460
Pensionary Charges.	-	264.417
<b>Total Operating Expenses</b>	3,860.642	<b>4,349.112</b>
<b>Subtotal (Operating Expenses)</b>	2,323.653	<b>1,826.012</b>
Traveling Allowances.	164.797	149.800
Operating Expenses	2,158.856	1,676.212
Expenditure on FGN Trainees in Pakistan	-	-
<b>Subtotal Conveyance of mails</b>	1,131.029	<b>1,256.364</b>
Payment to Air Carriers.	675.000	276.045
Payment to Shipping Companies.	-	-
Payment to Railways.	62.438	-
Conveyance Charges	-	-
<b>Others [(A03820) Extra Mail dispatch]</b>	-	-
<b>Payments to other for services rendered</b>	-	1,256.364
Payment to Road Transport	393.591	-
<b>Subtotal Printing Charges</b>	405.960	<b>1,266.736</b>
Postage Stamps and Stationery.	102.194	157.965
Non-Postal Stamps.	303.766	1,108.771



<b>Total Purchase/Repair &amp; Maintenance of Durable Goods/ Building Structure</b>		117.119
	349.761	
Purchase of Durable Goods.		2.459
	178.432	
Purchase of Plots /Building and Construction of works.		10.500
	5.059	
Repair and Maintenance of Durable Goods.		44.086
	54.027	
Repair and Maintenance of Buildings.		60.074
	112.243	
<b>Sub Total</b>	<b>841.410</b>	<b>308.386</b>
Write off of Loans/Advances/Public Money		3.243
	37.267	
Subscription to Funds		2.000
	55.000	
Re-payment of Loans & Advances		10.000
	75.000	
Miscellaneous Expenditure		42.161
	75.110	
Interest Charges.		10.000
	20.000	
Family Package		240.982
	579.033	
Incentive to the Employees		
<b>Grand Total:-</b>	<b>17,098.172</b>	<b>18,697.639</b>
<b>RUNNING ACCOUNT OF RENEWAL RESERVE FUND</b>		
Opening balance		518.030
	458.144	
Contribution to the fund		1.000
	25.000	
Interest on R.R Fund.		62.258
	40.655	
<b>Total Funds</b>		581.288
	523.799	
Appropriation from the fund		-
	5.770	
Closing balance.		<b>581.288</b>
	<b>518.029</b>	
<b>POST OFFICE WELFARE FUND</b>		
Opening balance		36.751
	28.843	
Contribution to the fund		1.000
	29.995	
<b>Total Funds</b>		<b>37.751</b>
	<b>58.838</b>	

Appropriation from the fund	22.087	-
Closing balance	36.751	<b>37.751</b>
<b>PAKISTAN POSTAL SERVICES MANAGEMENT BOARD FUND</b>		
<b>Opening balance</b>	-	-
Contribution to the Fund.	-	-
Total Fund	-	-
Expenditure during the year	-	-
Closing balance	-	-

## 6.8 CIRCLE WISE BREAK-UP OF EXPENDITURE FOR THE FINANCIAL YEAR 2022-23

(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	Metropolitan, Karachi	Karachi	6.655	1078.075	48.028	37.473	0.000	0.000	0.000	0.000	0.000	9.552	<b>1179.962</b>
2	Northern Sindh, Hyderabad	Hyderabad	2.063	123.722	2.990	26.733	0.000	0.000	0.000	0.000	0.000	7.831	<b>163.339</b>
3	Baluchistan, Quetta	Quetta	2.702	132.054	11.215	11.260	0.000	0.000	0.000	0.000	0.000	7.060	<b>164.291</b>
4	Central Punjab, Lahore	Lahore	4.927	665.807	46.843	26.070	0.000	0.000	0.000	0.000	5.600	19.616	<b>769.363</b>
5	Southern Punjab, Multan	Multan	1.551	175.672	14.281	33.139	0.000	0.000	0.000	0.000	0.000	9.249	<b>234.382</b>
6	Northern Punjab, Rawalpindi	Rawalpindi	6.233	379.087	39.923	57.701	0.000	0.000	0.000	0.000	2.000	11.598	<b>497.032</b>
7	KPK Circle, Peshawar	Peshawar	5.545	250.740	49.228	34.972	0.000	0.000	0.000	0.000	1.500	13.748	<b>355.734</b>
8	FC & GB, Islamabad	Islamabad	1.079	187.817	13.677	14.678	0.000	0.000	0.000	0.000	0.000	9.467	<b>227.208</b>
9	AJK, Muzaffarabad	Muzaffarabad	1.264	51.405	0.641	0.000	0.000	0.000	0.000	0.000	0.000	3.378	<b>56.689</b>
10	Dte- General, Islamabad	Islamabad	7.004	122.628	30.942	2.200	2.000	10.000	0.000	0.000	1.400	48.165	<b>234.829</b>
11	Chief Controller of Stamps, Karachi	Karachi	0.000	1158.927	1.614	0.000	0.000	0.000	0.000	0.000	0.000	2.064	<b>1,162.605</b>

12	Postal Staff College, Islamabad	Islamabad	0.192	23.176	4.835	0.000	0.000	0.000	0.000	0.000	0.000	4.593	<b>32.795</b>
13	Employees related expenses	Islamabad	13,619.390	0.000	0.019	0.000	0.000	0.000	0.000	0.000	0.000	0.000	<b>13619.409</b>
<b>Grand Total 2022-23</b>			<b>13,658.605</b>	<b>4,349.110</b>	<b>264.417</b>	<b>244.266</b>	<b>2.000</b>	<b>10.000</b>	<b>2.459</b>	<b>0.000</b>	<b>10.500</b>	<b>146.322</b>	<b>18,697.639</b>

**6.9 A COMPARISON OF REVENUE AND EXPENDITURE FROM 1999-00 TO 2022-23**

(Rs. 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	7,106.39	18,697.64	(-)11591.25
---------	----------	-----------	-------------

## 6.10 RATES OF INTEREST CHARGES

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 %	1992-1996	7.00 %
1953-1958	3.25%	1996-1997	16.31 %
1958-1959	3.50 %	1997-1998	18.03 %
1959-1960	4.00 %	1998-1999	17.71 %
1960-1961	4.25 %	1999-2000	11.21 %
1961-1964	4.50%	2000-2001	11.70 %
1964-1965	4.75 %	2001-2002	10.72 %
1965-1966	5.25 %	2002-2003	7.42 %
1966-1968	6.00 %	2003-2004	7.20 %
1968-1971	6.25 %	2004-2005	6.86 %
1971-1972	7.00 %	2006-2007	11.78 %
1972-1973	8.25 %	2007-2008	10.14 %
1973-1974	9.25 %	2008-2009	13.80 %
1974-1975	10.25 %	2009-2010	12.59 %
1975-1976	10.50%	2010-2011	13.61%
1976-1977	11.00 %	2011-2012	12.64%
1977-1978	11.75 %	2012-2013	10.65%
1978-1979	12.50 %	2013-2014	11.79%
1979-1980	12.00 %	2014-2015	10.53%
1980-1983	13.00 %	2015-2016	7.37%
1983-1986	15.00 %	2016-17	6.54%
1986-1987	14.66 %	2017-18	6.62 %
1987-1988	15.28 %	2018-19	11.53 %
1988-1989	14.84 %	2019-20	12.20%
1989-1991	15.93 %	2020-21	10.30%
1991-1992	14.51 %	2021-22	11.20%
1-7-92 to 31-7-92	14.51 %	<b>2022-23</b>	<b>15.58%</b>
<b>* (PPSC PERIOD 01-08-1992 TO 30-06-1996</b>			

## PAKISTAN POST SALIENT STATISTICS 2022-23

<b>Number of Post Offices</b>	10,098
<b>Number of Employees</b>	38,687
Full Time	28,119
Part Time	10,568
<b>Mail Volume Handled for dispatch (in million):</b>	
Express Mail (in million)	10.321
Un-registered Mail (in million)	207.223
Registered mail (in million)	34.911
<b>International Mail Handled:</b>	
Inward Mail (weight in kg)	389,879.345
Outward Mail (weight in kg)	281297.240
<b>Money Orders Issued Including UMO, FMO and EMO:</b>	
Number (in million)	9.964
Value (Rs. in million)	13,279.321
<b>Pakistan Postal Orders (Sold):</b>	
Number (in million)	600,401
Value (Rs. in million)	50.484
<b>Military Pension Payment:</b>	
Number of Pensioners	861,907
Amount paid (Rs. in million)	182,138.429
<b>Gross Receipts (Rs. In million) 2021-22</b>	
	7,106.39
<b>Total Expenditure (Rs. in million) 2021-22</b>	
	18,697.64
<b>Deficit (Rs. In million) 2021-22</b>	
	(-)11,591.25