

YEAR BOOK 2023-24



Government of Pakistan
Ministry of Communications

MINISTRY OF COMMUNICATIONS





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 2022-23 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

Chapter-I	Ministry of Communications	1
Chapter-II	National Highway Authority	8
Chapter-III	National Highway & Motorway Police	41
Chapter-IV	National Transport Research Centre	75
Chapter-V	Construction Technology Training Institute	82
Chapter-VI	Pakistan Post Office Department	101

Chapter-I

Ministry of Communications

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

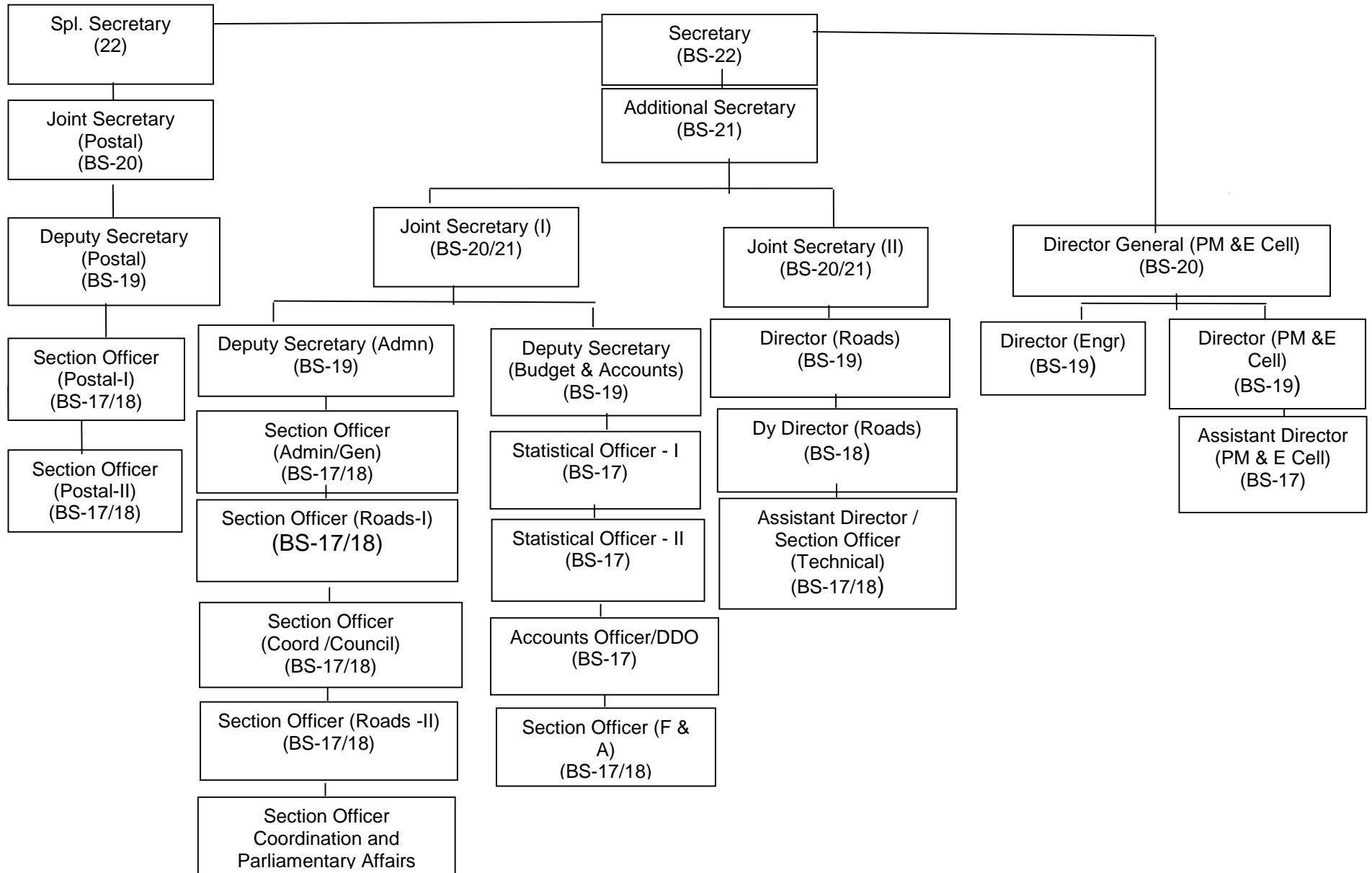
The main objectives/functions of the Ministry of Communications are;

- 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)

ORGANOGRAM OF MINISTRY OF COMMUNICATIONS



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

Ministry is also making all possible efforts to fulfill its international obligations and has entered into a number of international agreements / assignments on sectors entrusted to it. Latest developments on 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, transport operations have been halted due to COVID-19. Now, After COVID-19, traffic operation reactivated now from 1st April 2023.

(ii) 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 3rd 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 3rd 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.

(iii) 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.

(iv) 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. Permits for movement of passengers and goods transport were exchanged. Transport companies from both sides utilized the permits.

(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) 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. The operations under the Agreement are not taking place currently due to US sanctions on Iran-intermediate state between Pakistan and Turkiye.

(vii) 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 objective of the Agreement is to 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.

(viii) 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. Russian Federation proposed an Agreement on International Road Transport between Pakistan and Russian Federation to provide legal framework for transportation of goods and passengers by road. 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, taking on board all stakeholders Ministries / Organizations and completing the necessary codal formalities. Subsequently, the Agreement was signed on 16th November, 2022 at Moscow.

After signing of the Agreement, a trial run was conducted whereby two Trucks carried cargo from Moscow to Islamabad. After the successful pilot project, both sides have exchanged 500 transport permits. Pakistani Transport Company-NLC has started transport operations from Pakistan to Russia.

Pakistan has also signed International Customs Convention (TIR) to ensure speedy customs clearance procedures at Border Crossing Points through international chain of guarantees.

(ix) Draft Agreement between Belarus and Pakistan on International Road Transport:

Pakistan is negotiating text of Bilateral Agreement between Pakistan and Belarus for movement of passengers and goods by road. It is anticipated that the Agreement will be concluded and signed by end of this year.

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. 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).

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 10th 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.
- 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

Year Book
(2023-24)



Planning Wing

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 2023-2024** consists of a total of **123** projects with a total budget of **Rs.156,500.000 million**.
- Out of these 123 projects, **68** are **on-going projects** with an allocation of **Rs. 99,375.614 million** in PSDP 2023-24 out of which **Rs. 11,690.000 million** is as **FEC** component and **Rs. 87,685.614 million** is as local component.
- **52** new schemes are included in PSDP 2023-24, out of 26 schemes with an allocation of **Rs 48,104.386 Million** out of which **Rs. 1,400.000 million** is as **FEC** component and **Rs. 46,704.386 million** is as local component.
- 03 BOT Schemes are also included in PSDP 2023-24 with an allocation of **Rs. 9,020.000 million**.

A review of Draft PSDP 2023-24 is given as under: -

Sr. No.	Schemes	No. of Projects	Estimated Cost	
			Total Cost (in Million)	Foreign Aid (in Million)
1	On-going Schemes	68	99,375.614	11,690.000
2	New Schemes	52	48,104.390	1,400.000
3	BOT Schemes	3	9,020.000	0.000
Total (NHA):		123	156,500.000	13,090.000

ACHIEVEMENTS

A. China Pakistan Economic Corridor Planned Projects:

Sr. No	Name of the Project	Length (KM)	Remarks
1	Construction of Hyderabad – Sukkur Motorway (M-5)	392	Concession Agreement terminated due to default of Contractor; Future avenues for implementation are being explored.
2	Dualization of Yarik – Sagu – Zhob including zhob bypass.	210	• Yarik-Sagu Section (50 Km) has been awarded to M/s NLC on GoP funding and is under construction.

			<ul style="list-style-type: none"> • Zhob Bypass (10 Km) on GoP funding is at advance stage of procurement. • Govt. of Pakistan is seeking financial assistance for remaining Sagu-Zhob (150 Km) as it is the main link of CPEC Western Corridor.
3	Relocation of Karakorum Highway between Thakot & Raikot due to Construction of Dams on River Indus (241 Kms) under CPEC funding.	241	<ul style="list-style-type: none"> • PC-I amounting to RMB 14.755 billion has been approved by ECNEC on 29.06.2024. • Framework agreement signed during the honorable Prime Minister visit to China from 4th to 8th June, 2024.

B. Asian Development Bank Assistance:

- Rehabilitation & Reconstruction of N-5 from Moro to Ranipur Km. 318-404 (NBC/SBC) & 32 x Damaged Bridges under ADB Flood Emergency Loan: (CDWP in its meeting held on 08.05.2024 recommended the Revised at cost of Rs. 57,245.37 million for approval of ECNEC. Revised PC-I uploaded on iPAS on 22.03.2024. LOA issued for **Road Packages**, Contract agreement signed on 14.06.2024. For **bridge packages**, Financial bid evaluation report sent to ADB, concurrence is awaited.
- CAREC Corridor Development Investment Program (Tranche-II): Construction of 4-lane Highway form Shikarpur-Rajanpur (221.5) (PC-I has been approved by ECNEC, under procurement).
- CAREC Corridor Development Investment Program (Tranche-III): Construction of 4-lane Highway form Rajanpur-D.G. Khan (121.50Km) (PC-I has been approved by ECNEC, Tender Documents sent to ADB for concurrence. Design revision due to Hydraulic changes is underway).
- CAREC Corridor Development Investment Program (Tranche-III): Construction of Additional Carriageway Dera Ghazi Khan Dera Ismail Khan Section of N-55 (208.19 km) (PC-1 has been approved by ECNEC, Tender Documents sent to ADB for concurrence. Design revision due to Hydraulic changes is underway)

C. Korean Exim Bank Assistance:

- Improvement and widening of Chakdara-Chitral Section (130.22 km) of N-45:-

i. **Section-I (Chakdara - Timergara):**

Procurement of Detailed Design, Procurement Assistance & Construction Supervision Consultant is in advance stage.

ii. **Section-II (Dir-Akhagaram):**

The concurrence to the loan agreement has been conveyed. Loan agreement is to be signed shortly.

iii. **Section-III (Kalkatak - Chitral);**

PC-I amounting to Rs. 10.95 billion PC-I has been submitted to MoPD&SI for approval of CDWP/ECNEC.

- Malakand Tunnel : Matter of pledge of additional sum of US\$ 69 million will be taken up with EDCF/Korean Exim Bank through Economic Affairs Division (EAD) after updation of Traffic Study by the Korean consultants.

D. World Bank:

- The Khyber Pass Economic Corridor (KPEC) consists of two components as follows:-

Component-I (102.55 Km):

Construction of Peshawar-Torkham Expressway having a length of 47.55 Km and Link road connecting Expressway to Badabher (N-55) connecting N-5 between Chamkani and Jhagra.

Status: Under Procurement.

Executing Agency: National Highway Authority (NHA)

Component-II: Economic Development and Uplift of areas adjacent to Expressway:

Executing Agency: Planning & Development, Department Government of KPK.

E. Saudi Funds for Development (SFD)

- Construction of Two Tunnels at Kohri/Kamsar (3.7 Km Approx.) & Chalpani (0.6 Km Approx.) section of Neelum Valley road, AJ&K.

Status: Procurement of Assistant to Employer's Representative (AER) consultant is in advance stages.

- Construction of Mansehra – Muzaffarabad 26.5 Km

Status: Consultant Procurement for Feasibility Study and Detailed Design is underway. The project is proposed for SFD funding.

F. China Aided Projects

- China Aided Projects of Pakistan National Highway N-5 Sectional Rehabilitation, Hala-Moro, 66 Km

Status: The draft Contract Agreement has been sent to Chinese Project Management Consultant for Concurrence. Concurrence is still awaited.

G. BOT/PPP Projects

Sr. No	Name of Project	Length Km	Remarks
1.	Construction of Kharian – Rawalpindi Motorway Land + Utilities + Upfront VGF	115	Under Construction
2.	Hyderabad – Sukkur Motorway (M-6)	306	Concession Agreement terminated due to default of Contractor; Future avenues for implementation are being explored.
3.	Sialkot (Sambrial) – Kharian Motorway	69	Concession Agreement terminated due to default of Contractor; Future avenues for implementation are being explored.

H. NHA Planned projects

Sr#	Project	Length (KM)	Cost Rs. Million	iPAS	Status
1	PC-I for Slide Shelter Structures and Allied Protection Works on Jaglot-Skardu Road	-	15,651.580	29-03-2024	PC-I submitted to PD&SI through MoC for Consideration of CDWP/ECNEC.
2	PC-I for Construction of Motorway From Ghulam Khan To Esa Khel Interchange.	165.4	117,469.031	29-03-2024	PC-I submitted to PD&SI through MoC for Consideration of CDWP/ECNEC.
3	PC-I for (Land Acquisition) CHINA – PAKISTAN ECONOMIC CORRIDOR (CPEC) KKH PHASE-II (Thakot to Raikot)	241	4,133.923	29-03-2024	PC-I submitted to PD&SI through MoC for Consideration of CDWP/ECNEC.

Sr#	Project	Length (KM)	Cost Rs. Million	iPAS	Status
4	PC-I for Electro-Mechanical works, Allied Buildings And Bridges of Access Roads Of Lowari Tunnel Project	-	37,257.410	30-03-2024	PC-I submitted to PD&SI through MoC for Consideration of CDWP/ECNEC.
5	PC-I for Construction of Wangu Hill Tunnel on M-8	22	62,258.409	29-03-2024	PC-I submitted to PD&SI through MoC for Consideration of CDWP/ECNEC.
6	PC-I for Construction of Dual Carriageway from Deepalpur to Lahore-Multan Motorway (M-3) Via Okara	86.7	30,863.845	29-03-2024	PC-I submitted to PD&SI through MoC for Consideration of CDWP/ECNEC.
7	PC-I for Dualization and Strengthening of Dhadar – Jacobabad Section Of N – 65	188	50,824.934	29-03-2024	PC-I submitted to PD&SI through MoC for Consideration of CDWP/ECNEC.
8	PC-I for Rehabilitation/ Upgradation & Widening of Quetta-Dhadar Section of N-65	110.2	55,379.156	29-03-2024	PC-I submitted to PD&SI through MoC for Consideration of CDWP / ECNEC.
9	PC-I for construction of Kharan – Basima highway	123	63,400.468	29-03-2024	PC-I submitted to PD&SI through MoC for Consideration of CDWP /ECNEC.
10	PC-I for Construction of Shahdadt Kot Bypass on N-455	6.35	2,600.167	29-03-2024	PC-I submitted to PD&SI through MoC for Consideration of CDWP /ECNEC.
PM Priority Projects					
1	PC-I for Construction of Lahore ~ Sahiwal ~ Bahawalnagar Motorway	295	435,720.821	09-04-2024	Revised PC-I submitted to PD&SI through MoC for Consideration of CDWP / ECNEC.
2	PC-I for Construction of Lahore Bypass from Kalashah Kaku Exit to KLM to Multan Road Near Radio Station (40km Approx.) (KLM (M-3) to Multan road near radio station	18.5	45,996.318	09-04-2024	Revised PC-I submitted to PD&SI through MoC for Consideration of CDWP /ECNEC.

Sr#	Project	Length (KM)	Cost Rs. Million	iPAS	Status
3	PC-I for Dualization of Existing Road From Faisalabad Bypass-Motorway (M-3) Via Satiana	26	7,102.546	09-04-2024	Revised PC-I submitted to PD&SI through MoC for Consideration of CDWP /ECNEC.
4	PC-I form Extension of KLM start point to saggian road and main ravi bridge (approx. Length = 10 km) (P-1 Extension of KLM Start Point to Saggain Road Length=3.8Km)	3.8	12,069.712	09-04-2024	Revised PC-I submitted to PD&SI through MoC for Consideration of CDWP/ECNEC.

I. NHA New Schemes

Sr. No	Name of Project	Length Km	Remarks
1	Construction of Additional Carriageway for approach roads including existing bridge over River Chenab at Head Muhammad Wala (Feasibility Study)	-	Feasibility Study and Detailed Design underway.
2	Interchange on Nilhad-Maira Sharif on CPEC Hakla D.I. Khan Section along with link roads to Chab village and Nalhad, Tehsil Pindigheb District Attock	-	Consultant procurement underway for feasibility and detailed design.
3	Construction of Road from M3 to Rajana to Chishtian via Chichawatni Burewala and Sahu Ka Pattan District Bahawalnagar (Feasibility)	48	Consultant procurement underway for feasibility and detailed design.
4	Construction of Motorway Link from Kot Momin to Jhang via Sargodha Sillanwali (Feasibility)	130	Feasibility Study and Detailed Design underway.
5	Construction of new interchange at Samundri Khidar-Wala to Gojra on Lahore-Multan Motorway near Gojra Road	-	Consultant procurement underway for feasibility and detailed design.
6	Feasibility Study and Detailed Design for Construction of Tunnel alongwith approach roads on Mashkhel-Panjgur Road	12.7	Consultant procurement underway for feasibility and detailed design.
7	PC-II for Feasibility Study and Detailed Design for Realignment of Motorway M-2 in Salt Area	10	Procurement of Consultant for Feasibility Study and Detailed Design is underway.
8	PC-II for Feasibility Study and Detailed Design for Construction of Mansehra-Muzaffarabad Expressway (CPEC Link)	26.5	Procurement of Consultant for Feasibility Study and Detailed Design is underway.

Sr. No	Name of Project	Length Km	Remarks
9	PC-II for 3 rd Party Validation of Joint Feasibility Study for Re-alignment of KKH Phase-II (Thakot-Raikot)		Procurement of Consultant for 3 rd Party Validation is underway.
10	PC-II for Feasibility Study and Detailed Design for Upgradation of existing National Highway (N-15) Mansehra-Naran-Jalkhad-Chilas to a 4-Lane divided expressway	235	Procurement of Consultant for Feasibility Study and Detailed Design is underway.

Memorandums of Understanding (MOUs) with Government of China:-

During his recent visit to China from June 4th to 8th, 2024, the honorable Prime Minister of Pakistan signed the following Memorandums of Understanding (MOUs):

1. Feasibility Study of Babusar Tunnel Project on N-15.
2. Feasibility Study for Upgradation of D.I.Khan –Zhob road section of N-50 (210 Km) Project.
3. Feasibility Study of Motorway Project on alternate alignment connecting Karachi with Hyderabad (greenfield).
4. Feasibility Study for Construction of Mirpur – Mangla- Muzaffarabad Project.

**Finance Wing
(ROW/Revenue Section)**

SUMMARY OF ROW REVENUE RECEIPT OF
FINANCIAL YEAR 2023-24

Heads	Earned Revenue Amount in Rs.
Toll income	32,058.79
Police Fine	11,769.49
Weigh Fine	1,751.53
Right of Way (RoW) (Rental-Income/NoC/Bus Bays/ Promotional Displays / Misc income regrading RoW)	3,103.52
Others (Sale of Tender Documents/Lab and Interest Income Auction Income /Audit Recovery/ Auction/ Pre- Qualification/Other Income)	16,685.88
TOTAL	64,379.22

**Planning Wing
(Procurement & Contract Administration)**

Procurement and Contract Administration Section

Reforms & Achievements

The Procurement & Contract Administration (P&CA) Section, under the administrative control of the Member (Planning), handles all matters concerning procurements of Capital Works, Services and Goods.

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. The responsibilities of P&CA Section have been divided into 4 x distinct subdivisions as explained below:

- 1- **Procurement of Works Cell** 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.
- 2- **Procurement of Services Cell** 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- **NHA-e-Bidding Cell** has been assigned the task to implement the electronic Bidding system in NHA. This section assists the users of the system through help desk and training sessions.
- 4- **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 in P&CA Section.

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 7th 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 30th 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

Highway Research & Training Center (HRTC):

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. However, 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 highway infrastructure engineering;
- b) enhance knowledge & professional skills 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 (*this phase has been completed, Technical Report Published*) <http://nha.gov.pk/index.php/documents/topic/25370>
- **Phase II:** Field calibration AC mixes in HRTC's own Accelerated Pavement Testing (APT) facilities 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);
- 3 rounds of short-term trainings, concluded (July, 2018 & Oct., 2019, Dec., 2021), attended by 40 engineers of Pakistan;
- 2 NHA officers are currently pursuing PhD degree program in Chinese institutes;
- Concept Paper on Implementation Mechanism 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);
- CIDCA has hired an engineering firm (M/s HNCIDI) to carry out feasibility study of the project. The Consultant's team is expected to visit Pakistan in September 2024;
- In 11th 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 10th JWG meeting in Beijing, on 26th 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 **2400** participants have successfully attended the CPD trainings and workshops; in over **150 CPD events**, organized by HRTC.

Built Operate & Transfer / Private Public Partnership

Public Private Partnership (PPP) PROJECTS

In line with the Government of Pakistan's policy, the Public Private Partnership (PPP) has emerged as an essential component of NHA's development strategy. The objectives set by NHA for PPP include, *inter-alia*, development, off-budget financing, efficiency, investment, sustainability & revenues generation.

NHA, through its dedicated efforts in the near past took a lead in the road infrastructure development through PPP. NHA successfully attracted private sector investment and has awarded projects of worth over **PKR 162 billion** under PPP on Build-Operate-Transfer (BOT) basis. Besides this, the expected earnings from these projects are over **PKR 350 billion**, whereas, the Concessionaires shall remain responsible for maintenance of these projects through the concession periods. Following development projects have been implemented on BOT basis.

Sr. No.	Project	Length (Km)	Project Cost (PKR Billion)	Brief Description / Status
1	Lakpass Tunnel (N-25)	0.18	0.679	Construction of new tunnel • Operational since 2008
2	Habibabad Bridge (N-5)	2	0.83	Construction of a new flyover at N-5 • Concession Period ended and Project taken back by NHA in April-2024
3	Lahore – Islamabad Motorway (M-2)	357	46.00	Overlay & Modernization of existing 6 Lane Motorway • Operational since August-2016
4	Karachi – Hyderabad Motorway (M-9)	136	44.25	Conversion of existing 4-lany highway into 6-lane Motorway • Operational since June 2018
5	Lahore – Sialkot Motorway (M-11)	89	43.85	Construction new 4-lane Motorway with 6-lane structures • Operational since March-2020
6	Sialkot – Kharian Motorway (M-12)	69	27.33	Construction of new 4-Lane Motorway with 6-Lane Structures • Under Construction
TOTAL:		653	162.94	

NHA has developed a comprehensive portfolio and accordingly following projects are in pipeline for implementing through PPP modality.

Sr. No.	Project	Length (Km)	Tentative Project Cost (PKR in Billion)	Brief Description	Status
1	Hyderabad – Sukkur Motorway (M-6)	306	410.00	Construction of new 6-lane Motorway	Project strategy under review for re-tendering
2	Kharian – Rawalpindi Motorway (M-13)	117	152.00	Construction of new 4-Lane Motorway with 6-Lane structure	Revised Project structure under approval of P3A
3	Karachi Northern Bypass (M-10)	57	64.00	Conversion of 2-lane highway into 4/ 6 lane highway	Preparation Stage
4	Pindi Bhattian – Faisalabad – Multan Motorway (M-4)	293	95.00	Widening of existing 4-lane into 6-lane Motorway	Preparation Stage
5	New Karachi – Hyderabad Motorway (M-9)	130	150.00	Construction of 6-lane Motorway on New Alignment	Preparation Stage
TOTAL:		903	871.00		

Engineering Coord (RAMD Section)

Engineering Coordination Wing

The Engineering Coordination wing has been established in December 2015 under a new functional setup of the authority, which is administered by an Engineering Cadre Officer designated as Member (Engineering Coordination).

Following offices come under the administrative control:

- Road Asset Management Division
- Engineering Coordination Section
- Regional Office Muzaffarabad
- GOP funded projects portfolio.

Each of the section 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 question / 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 KPIs, suggesting measures to meet time lines 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 Coordination Agency (JICA), China EXIM Bank, Islamic Development Bank (IDB), World Bank (WB), etc.) on behalf of the authority to streamline and channel their concerns on project concerned departments.
- 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 principal of RMA. 95% national freight traffic uses roads & about 90% passenger movement is through roads, therefore, maintenance needs have become more critical and essential than capital works. The immense traffic has become more by the damage caused by overloaded trucks and unrelenting traffic pressure particularly on main arteries makes the requirement even more critical.

RAMD will aim to maintain and operate the National Highways 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 Highways and Strategic Roads progressively reduces to 3.0 IRI.
- ii. NHA's road network is maintained and operated, as far as budgets will allow, in a way that maximizes the road user / taxpayer benefits at the least possible cost.
- iii. Road users are provided value for money, and demonstrate this through user willingness to pay for such services and third-party audits of expenditure on works carried out meet defined road maintenance standards and assessed needs.

Construction Wing

Construction Wing

Project Started during Year 2023-24

Sr. No	Project Name	Length (KM)	Contract Cost	Start
1	Peshawar Northern Bypass Pkg-3B: Nasir Bagh Road to Takht Baig on N-5	6	1,711	Dec-23
2	Rehabilitation & Upgradation of Pezu – Tank Road	38	4,299	Nov-23
3	Construction of Hoshab-Awaran-Khuzdar Section of M-8 Section-II Pkg2A: Hoshab-Awaran	54	1,143	Sep-23
	Pkg2B: Awaran-Khuzdar	60	9,065	Sep-23
	Pkg2C: Awar-Naal	54	7,669	Sep-23
4	Khuzdar-Shahdadt M-8 (Left Over Work)	2.67	918	Jul-23
5	Construction of Lahore-Sialkot Motorway (LSM) Link (4-Lane) via Narang Mandi to Narowal	34.36	10,209	Nov-23
6	CARAC Trench-II: Construction of Additional Carriageway Shikarpur Rajanpur Section of N-55 (ADB) Lot-3: Kashmore-Rojhan	38.05	6,414	Aug-23
	Lot-4:Rojhan-Rajanpur	62.64	7,313	Aug-23

Project Completed during Year 2023-24

Sr. No.	Project/Section	Length (KM)	Contract Cost	Date of Completion
1	Construction of 8-Lane Overhead Bridge at Imamia Colony Railway Crossing Shahdra (N-5)	1.7	3847	Jun-24

Progress of Ongoing Project

Sr. No	Project/Section	Contract Cost	Date of Start	Expected Date of Completion	Progress
1	Dualization & Improvement of Existing N-50 from Yarik - Sagu - Zhob including Zhob Bypass (210 km)	22,000	Jun-23	Jun-25	10.29%
2	Dualization & Improvement of Old Bannu Road (N-55) Pkg-1: Domail-Khurram (40Km)	6,787	Feb-18	Jun-25	79.84%
	Pkg-1A: Khurram-Krappa (35.239Km)	5,858	Feb-18	Jun-25	69.02%
3	Construction of Gilgit – Shandur Road (216 km)GBP N-140 Pkg-1:Sultanabad Gilgit-Gahkuch (70 Km)	10,238	Apr-22	Dec-24	46.50%

	Pkg-2: Gahkuch-Thingai Villag (70Km)	9,119	May-22	Dec-24	50%
	Pkg-3: Thinhsi Village-Shandoor Top (76.38 Km)	15,054	Apr-22	Dec-24	39%
4	Improvement and widening of Chitral-Booni-Mastuj-Shandur (CPEC) Pkg-1: Chitral-Pret (38.965 Km)	2,668.31	Nov-21	Jan-25	35.86%
	Pkg-2: Pret-Booni (39.145Km)	2,829	Nov-21	Jan-25	20%
	Pkg-3: Booni-Shaidas (36.145 Km)	2,546	Nov-21	Mar-25	36.12%
	Pkg-4: Shaidas-Shandur (37.782)	2,871	Aug-22	Dec-24	26.33%
5	Construction for Improvement and Widening Chitral-Ayun-Bumborate Road (48 km) Deposit Work Pkg-1: Chitral-Ayun (16.48 Km)	1,260.261	May-22	May-26	45.74%
	Pkg-2: Ayun-Bumborate (29.46 Km)	1756.459	May-22	May-26	59.52%
6	Peshawar Northern Bypass (32.2 Km) (Revised) Pkg-2: Charsadda Road-Warsak Canal (11 Km)	2,027	Sep-15	Dec-24	47.73%
	Pkg-3A: Warsak Canal to Nasir Bagh Road (6 km)	4,995	Jul-13	Dec-24	81.73%
	Pkg-3B: Nasir Bagh Road to Takht Baig on N-5 (6 km)	1,711	Dec-23	Jan-25	30.92%
7	Shatial Nullah Bypass Project (34.83 KM including 2.94 Km Link Road to Existing KKH) (Deposit Work)	5,789	Sep-12	Oct-24	87.30%
8	Rehabilitation & Upgradation of Pezu – Tank Road (Length: 38 Km)		Nov-23	May-25	22.50%
9	Construction of Hoshab – Awaran – Khuzdar Section of M-8 Section-2 Awaran – Naal (168 KM) Pkg2A:Hoshab-Awaran (54 km)	1,143	Sep-23	Sep-26	11.58%
	Pkg2B: Awaran-Khuzdar (60 km)	9,064.794	Sep-23	Sep-26	15.11%
	Pkg2C: Awar-Naal (54 km)	7,669.886	Sep-23	Sep-26	10.97%
10	Construction of Hoshab-Awaran Section of M-8. (146 km) Pkg 1A: Hoshab-Awaran M-8 Sec-1A (73.5 km)	7,884.884	Apr-21	Mar-25	32.15%
	Pkg 1B: Hoshab-Awaran M-8 Sec-1B (72.5 km)	7,249.488	Apr-21	Dec-24	30.99%
11	Construction of Dera Murad Jamali Bypass. (N-65)	1,465	Aug-21	Dec-24	25%

12	Dualization of Khuzdar - Kuchlak Section of National Highway (N-25) 330KM Sec-1: Khuzdar-Surab (51 km)	8,786	May-22	May-25	40.66%
	Sec-2: Surab-Distt. (51 km)	9,271	Aug-22	Aug-25	43.50%
	Sec-3: Surab-Kalat (69.99 km)	11,324	Jun-23	Jun-26	37.19%
	Sec4: Kalat-Mangochar (69.22 km)		Jun-23	Jun-26	32.45%
13	Jhal Jaho-Bela Section (80 km) (Deposit Work)	5,726.085	Sep-21	Sep-24	59.73%
14	Rehabilitation & Upgradation of Awaran-Jhal Jaho Road (54.8 KM)SB	7,412.72	Sep-22	Sep-24	55.80%
15	Construction of Ziarat Mor - Kech - Harnai Road (107.2 km) and Harnai - Sanjavi Road (55.1 km) (Deposit Work) Pkg-1: Ziarat Morr-Kech Harnai (107.2 km)	4,955	Oct-21	Dec-24	16%
	Pkg-2: Harnai-Sanjavi (55.1 km)		Oct-21	Dec-24	9.13%
16	Nokundi- Mashkhel Road (103 Km) CPEC (Deposit Work)	5,726.085	Jul-21	Dec-24	63%
17	Quetta Western Bypass (23 km) N-25	3,938	Aug-21	Dec-24	63.25%
18	Zhob to Kuchlak Road CPEC Western Corridor N-50 (298 KM) Pkg-4: Nasai-Zhob (65 km)	8,750	May-21	Jun-27	29.37%
	Pkg-5: Zhob-Kuchlak (53 km)	8,716	May-21	Jun-27	42.06%
19	Khuzdar-Shahdaddock M-8 (Left Over Work) (2.67 KM)	971	Jul-23	Jan-25	43.84%
20	Construction of Road from Gharo to Ketti Bunder(84 Km) (Thatta) Pkg3: Gharo-Ketti Bunder (30 km)	3,183	Jun-10	Dec-12 Suspended	56%
21	CARAC Tranche-I: Corridor Development Investment Programme Tranche-I ADB Project Sec-2: Ratodero-Shirpur (43 km)	5,369	Feb-21	Nov-24	41%
22	CARAC Tranche-II Construction of Additional Carriage way Shikarpur-Rajanpur Section of N-55 CARAC Corridor (ADB) Lot-3: Kashmore-Rojhan (38.05 km)	6,414	Aug-23	Mar-26	12%
	Lot-4:Rojhan-Rajanpur (62.64 km)	7,313	Aug-23	Mar-26	11%

23	Dualization of Rawalpindi - Kahuta Road (28.4 KM) including 4-lane bridge over Sihala Railway Pass, Sihala Bypass and Kahuta Bypass and land acquisition Pkg-2 Terikyan-Tehsil Court on Azad Pattan Road (11.74 KM)	3,650	Aug-22	Dec-24	34%
24	Construction of Lahore-Sialkot Motorway (LSM) Link (4-Lane) via Narang Mandi to Narowal (34.36 km)		Nov-23	Dec-25	4.84%
25	Construction of Kot Pindi Das Interchange M-2	584.09	Mar-23	Dec-24	24%
26	Widening and Strengthening of National Highway (Rakhi Gajj-Bewata) 32.651 Km (East West Road Improvement Project N-70)- Re-Revised Pkg-2: Rakhi Gaj Bewata (13 km)	1,110	May-22	Terminated	12% Terminated
27	Pkg2: 2- Lane approach road and river training works (24.272km)	3,834	Jan-22	Terminated	11% Terminated
28	Construction of Bridge on River Ravi at Syed Wala (Nankana Sahib)	892	May-23	Sep-24	71%
29	Widening & Improvement of Lodhran-Multan Section of N-5 (SB)	6,886	Jun-20	Jun-26	8.1% Terminated

Admin Wing

Following Candidates Appointed During the Year 2023-24 Under Prime Minister's Assistance Package for Families of Government Employees Who Die in Service.

Sr#	Name of employees	post	BS	Date of appointment
1	Maria Rabeel	LDC	09	11.08.2023
2	Mubashir Ali Saleem	Naib Qasid	01	18.12.2023
3	Siddique Ahmed	Naib Qasid	01	18.12.2023
4	Muhammad Saqib	Naib Qasid	01	18.12.2023
5	Ali Qatal	Office Assistant	15	18.01.2024
6	Zobia Naz Anwar	UDC	11	19.01.2024
7	Hafiz Waqas Ahmed Khan	Office Assistant	15	22.01.2024
8	Adeel Ahmad	Office Assistant	15	23.01.2024
9	Ume Rubab	LDC	09	07.02.2024
10	Muhammad Bilal	Naib Qasid	01	12.02.2024
11	Syed Jari Haider Rizvi	LDC	09	06.03.2024
12	Muhammad Taha Aslam	LDC	09	30.04.2024
13	Zulfiqar Ali	LDC	09	06.05.2024
14	Ali Raza	Office Assistant	15	03.06.2024
15	Iftikhar Alam	Office Assistant	15	31.05.2024
16	Naveed Asgher	LDC	09	03.06.2024




NHMP

YEAR BOOK
2023-24



- TRAVEL ADVISORY
- ROAD SAFETY FM-95
- DRIVERS LICENCING AUTHORITY

    @NHMP

FY: 2023-2024

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 4,734km on **08-Motorways**, **06-Highways** and **03-Expressways**, whereas, 4,230 km roads are being added in near future increasing the Area of Responsibility (AoR) of NHMP to 8,966kms.

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

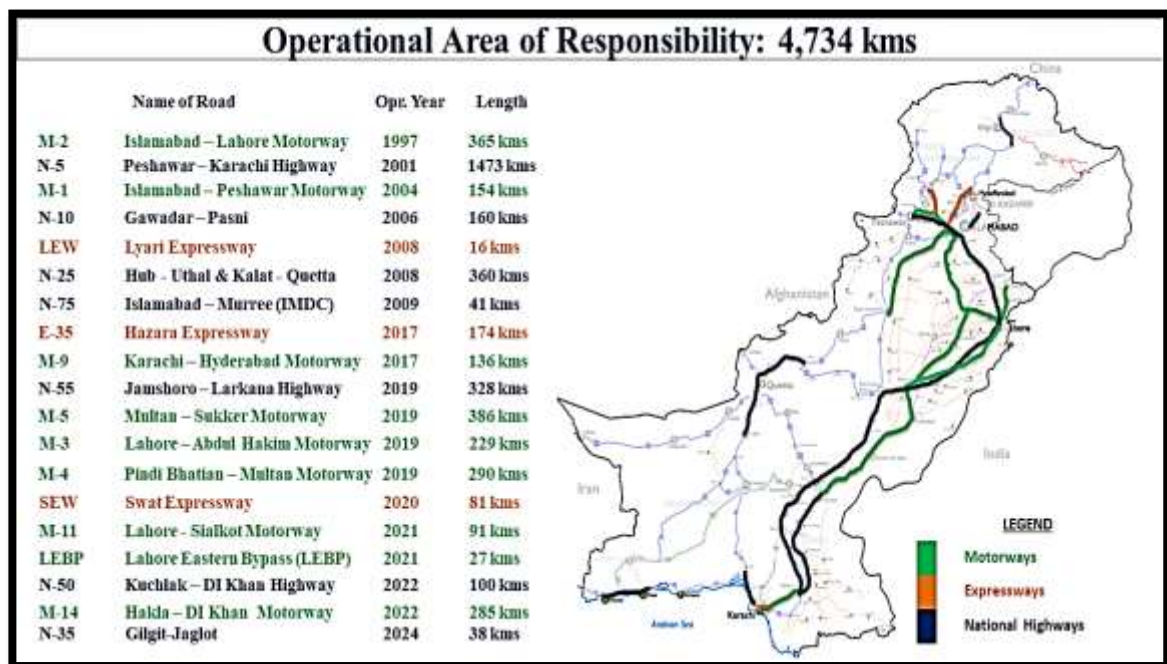
NHMP has taken over policing of 4,736 km roads of National Highways and Motorways whereas policing on proposed 4,230 km roads will be taken over in future. For policing purposes, it is divided into the following seven operational Zones as under:

Existing Road Network		
Zone	Area of Responsibility (AoR)	KM
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
	N-35 Gilgit-Jaglot	38
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 –Kot Sabzal)	626
N-5 South	N-5 (Kot Sabzal- Hyderabad)	454
	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-Viyara Distt. Bela)	150
	Sector-III N-25 Kalat (A.Rehman Cross-Yaroo Cross, Pishin)	210
	N-50 (Kuchlak- Muslim Bagh)	100
Total Area of Responsibility		4,734

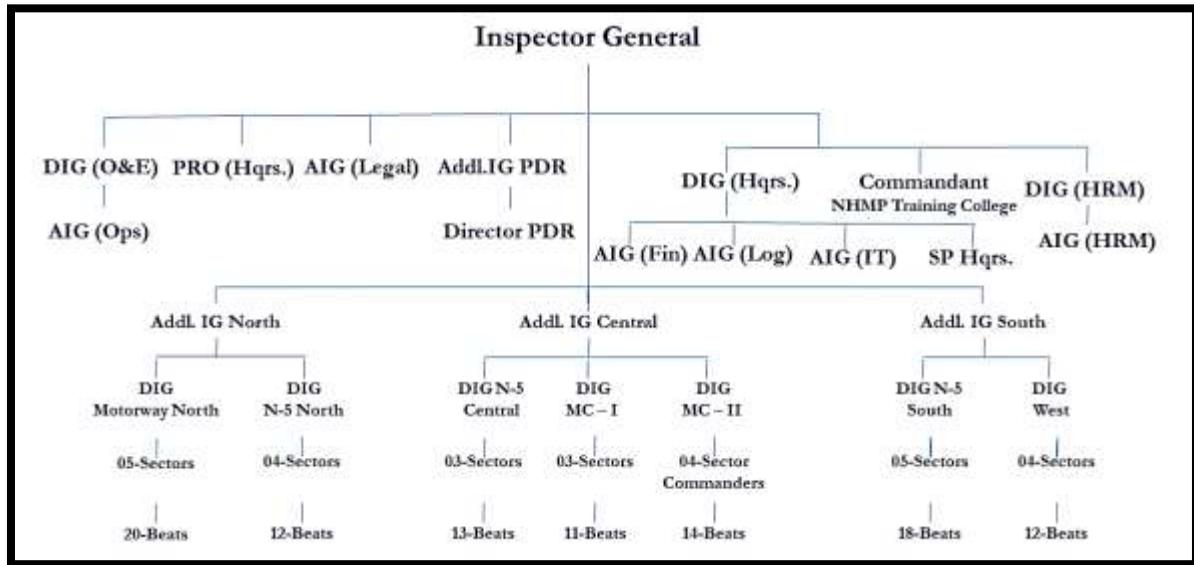
Proposed Road Network

Proposed Sectors / Zones	KM
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)	768
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
TOTAL	4,192

MAP



ORGANOGRAM



SALIENT FEATURES

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

Emphasis on core competencies

The core values 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 basis 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 Polices

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



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 2023-24 is as under:

Months	Verbal Briefing	Pamphlets/Booklets Distributed	Seminars/Walks/ Workshop
Jul-23	2,966,955	288,143	112
Aug-23	3,115,258	313,492	154
Sep-23	3,062,913	311,778	132
Oct-23	3,048,488	320,847	170
Nov-23	6,699,385	543,521	113
Dec-23	2,886,087	326,663	111
Jan-24	2,618,015	320,549	91
Feb-24	2,827,236	320,727	105
Mar-24	3,672,564	339,939	107

Apr-24	2,601,386	342,534	87
May-24	3,029,799	368,822	108
Jun-24	2,803,498	352,642	94
Total	39,331,584	4,149,657	1,384

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 at Nowshera, Sialmore and Jamshoro. These relay stations have been operationalize in 2024-25.



AXLE LOAD CONTROL REGIME (ALCR)

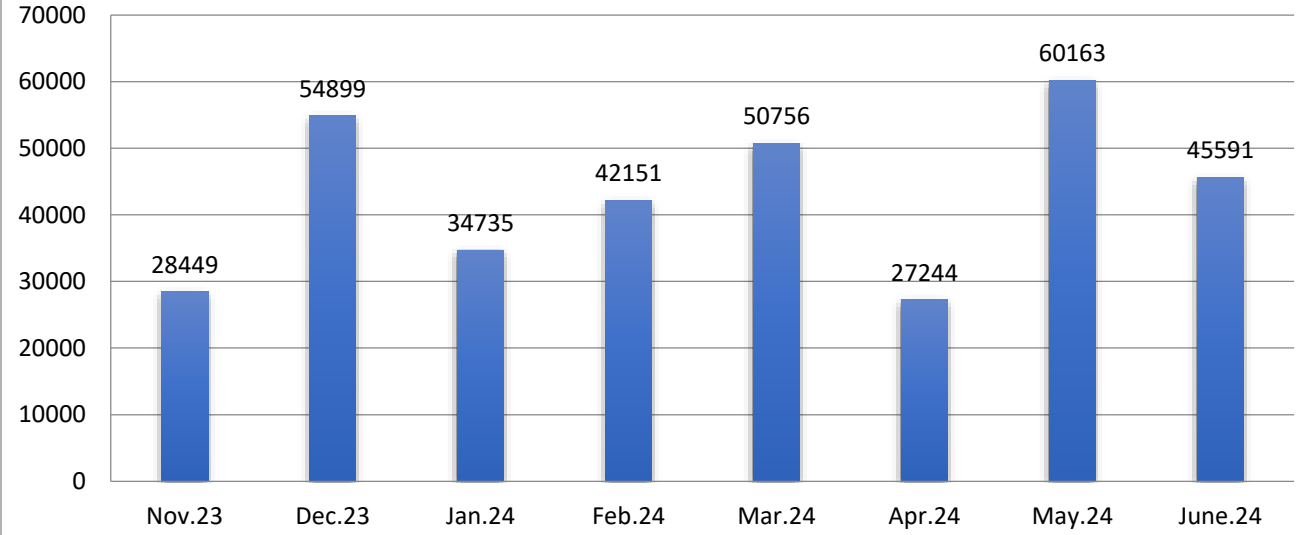
Axle Load Control Regime (ALCR) has been implemented at full throttle since November 15th, 2023. NHMP plays a lead role in robust and comprehensive implementation on ALCR all across the country. NHMP is currently deployed on Forty (41) weigh stations on Highways and Motorways. Efforts are also underway to broaden the spectrum of ALCR to the provinces by the initiatives such as creating singular National Dash Board and harmonizing different laws prevailing in the provinces regarding load limits and fines imposed.



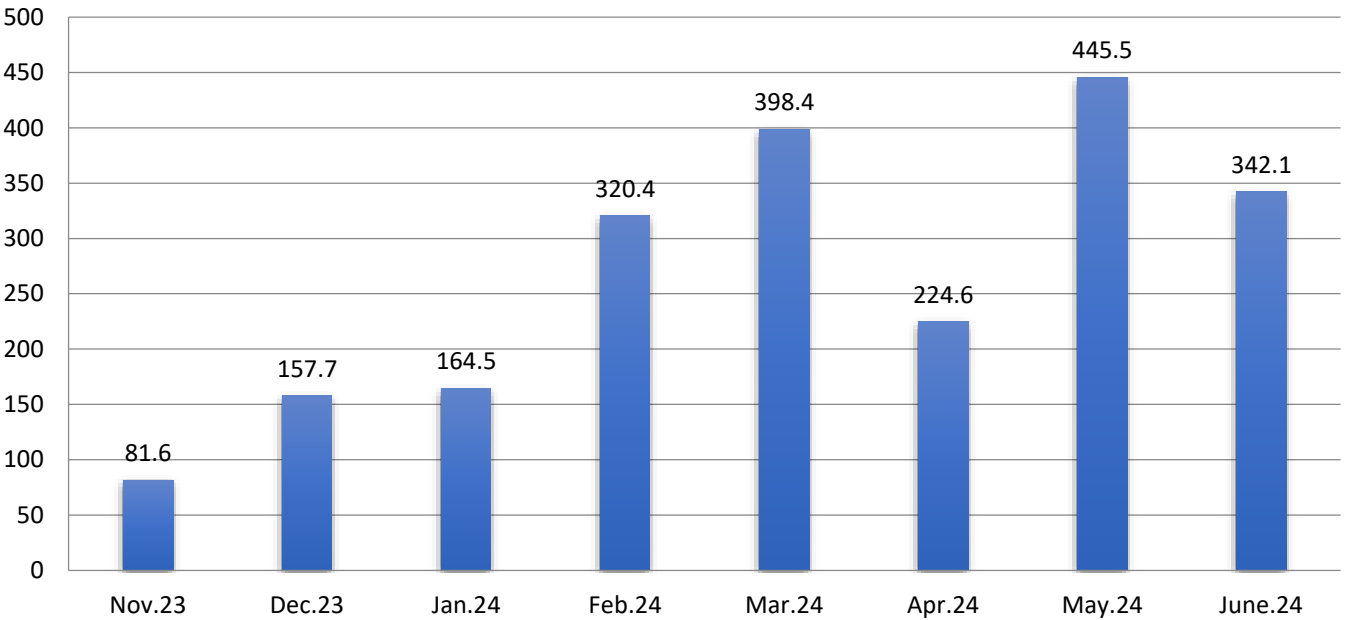
NHMP
has not

only focused on curbing out this practice of overloading on National Highways and Motorways but also going beyond its AoR, NHMP coordinates with other outfits to plug different escape routes being used by the habitual axle control violators. Action against the addition of extra illegal axles and defining the weight measurements of double steering axle vehicles in coordination with other counter parts is also a directive of NHMP. Overloaded vehicles are not only being penalized on weigh stations and carriageways but main sources and origins of overloading are also tracked by the NHMP and through the Ministry of Communications, sources and origins are also intimated to halt overloading. Provinces are taken onboard to take up the matter with the quarter concerned. It is the mandate of NHMP that different Federal and Provincial departments launched Anti-Encroachment operations against the facilitators of delinquent Axle Load Violators on Highways. Creation of National Dashboard for all the Law enforcement agencies relevant to traffic management is a milestone, for which NHMP initiated on primary basis by the consensus of all the stack holders. It is the achievement of NHMP that ALCR has been included as a permanent agenda point of Special Investment Facilitation Council (SIFC) Division, Prime Minister Secretariat. Due to the vigorous enforcement by NHMP, total tickets issued during the period of November 15th, 2023 to June 30th, 2024 are 343,988 and fine imposed is 2,135 Million. Further details are as under:

Tickets Nov.23 - Jun.24



Fine Imposed Nov.23 - Jun.24



NHMP is not only penalizing the overloading vehicles but also taking legal actions against the drivers of such vehicles to discourage overloading of goods. Details are as under:

Legal Action		
Month	FIR	Qalandra
Nov-23	23	12
Dec-23	64	34
Jan-24	139	53
Feb-24	286	79
Mar-24	64	35
Apr-24	35	13
May-24	415	60
Jun-24	276	32
Total	1,302	318

Offloading

NHMP has offloaded 11,102 overloaded vehicles.

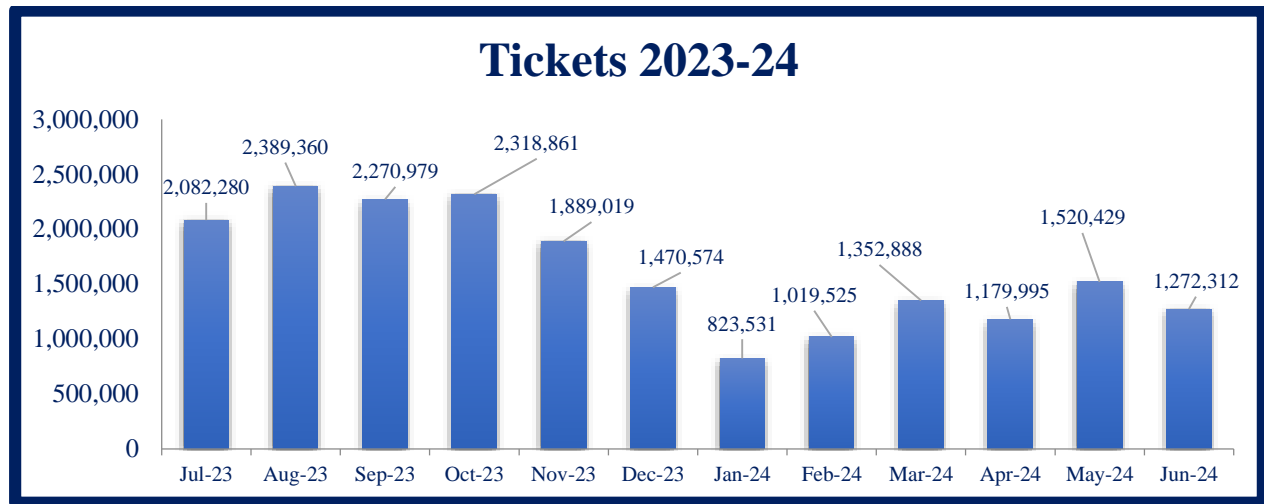


ENFORCEMENT

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 19,589,777 Tickets issued during this period on Motorways and National Highways. Month wise details are as under:



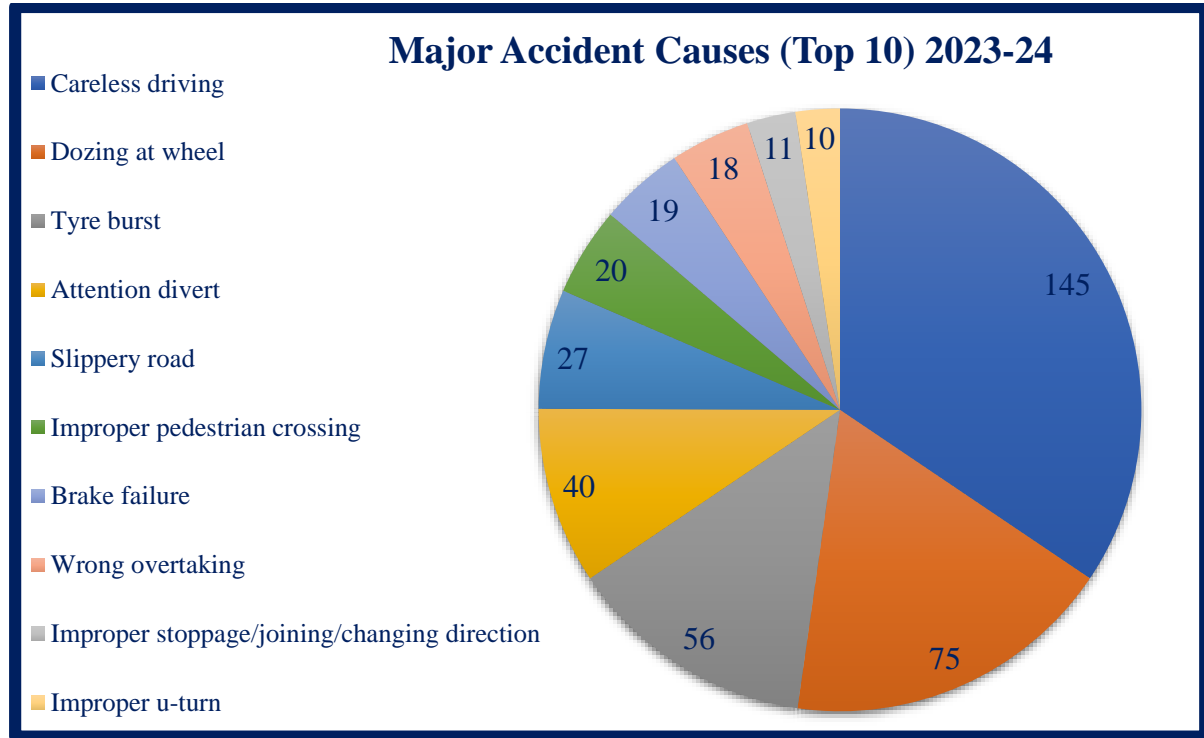
ACCIDENTS

Accidents occurred on Motorways and Highways during 2023-24 are as follows;

Months	Fatal	Non-fatal	Total	Deaths	Injuries
Jul-23	30	8	38	40	18
Aug-23	23	12	35	53	19
Sep-23	23	11	34	33	24
Oct-23	19	9	28	26	22
Nov-23	21	3	24	40	18
Dec-23	19	7	26	30	14
Jan-24	27	20	47	47	98
Feb-24	19	21	40	29	65
Mar-24	34	27	61	50	124
Apr-24	24	22	46	35	117
May-24	26	31	57	39	111
Jun-24	24	30	54	44	134
Total	289	201	490	466	764

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 2023-24.



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 2023-24 is as under:

Months	Helps
Jul-23	291,586
Aug-23	311,674
Sep-23	275,194
Oct-23	275,258
Nov-23	189,277
Dec-23	106,537
Jan-24	104,232
Feb-24	132,010
Mar-24	170,545
Apr-24	155,391
May-24	186,894
Jun-24	176,530
Total	2,375,128

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 2023-24, NHMP continued anti-crime and anti- theft activities in all Zones and progress for the said year is as under:

- i. 85 stolen/snatched vehicles were recovered on National Highways and Motorways in 2023-24.
- ii. 186 criminals were arrested and handed over to local police, who were involved in different criminal activities.
- iii. 165 lost/runaway children/persons were re-united with their families.
- iv. 335 illegal arms were recovered.
- v. 44,178 illegal ammunition and 696 magazines were recovered.
- vi. Drugs & Narcotics recovered by NHMP are as under:

Drugs & Narcotics	
Chars	1660.32 kg
Heroin	34.725 kg
Opium	572.91 kg
Branded/Local Liquor	3786 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. Handed lost and found luggage or valuables to their legitimate owners.
5. Weather/Route Information.
6. Summary of calls attended by helpline-130 during 2023-24

Daily Calls	28,00
Calls Per Month	84,015
Total Number of Calls	1,008,191

Additionally, below are the points (objectives and working) related to Helpline-130 working:

1. Provision of help to road commuters in distress through toll free helpline-130
2. Easy access round the clock
3. Prompt access with all duty officers by using latest CRM to deal with emergencies.
4. Monitor response time of patrolling mobile to attend the commuter with in response time
5. Provision of updated required information about weather, road, traffic situation and route information.
6. Convey information (Road accident/incident) & complaints to the concern offices.

Tracker Monitoring Unit

In 2023, a contract was awarded to AskTech (Pvt) Ltd. for all NHMP patrolling vehicles. Trackers were installed in 1,046 patrolling vehicles (North: 339, Central: 367, South: 340). Additionally, the TMU was launched in September 2023, with the mandate to monitor geo-fence and static/idle violations of patrolling mobiles.



Automatic Number Plate Recognition (ANPR) System

Established in November 2023, the integrated system between NHMP and FWO serves as a portal to search for any vehicle that enters or exits and to track vehicle trips on motorways, with search requests being entertained only upon the approval of the Zonal Commander/DIG (NHMP).

Main Wireless Control operates under the command of C&C

Main Wireless Control working under the command of C&C, handles highway and motorway channels, managing log books, daily reports, and various incidents, including accidents, crimes, and VIP movements. They also coordinate with other departments and collect information from different zones. Additionally, communication is maintained through WhatsApp. Officials/Operators from Punjab Police and ICT Police handle VIP movements, stolen vehicle roundups, emergency situations, and other related tasks for their respective territories.



DRIVERS LICENCING AUTHORITY

NHMP, apart from enforcement of stringent road laws and monitoring, has also established state of the art Drivers Licencing Authority (DLA) at Islamabad with the aim to raise the standards of licensing in Pakistan by ensuring that only safe and competent drivers are issued with a license to drive on public roads. Moreover, facilitation centres are also established at Sheikhpura, Lahore, Multan and recently in Quetta. NHMP issues driving licences under various categories like Bike, Car, LTV, LTV-PSV, HTV, HTV-PSV, CE and Special vehicle.

The Driving Licence Issuance Management System (DLIMS) of DLA is entirely based on the principles of Road Safety and International Best Practices. This state of the art facility is one of its own kind all across the country. It is worth mentioning here that the evaluation criterion at DLA is adopted after thorough deliberation, observation and modification of international best practices according to the driving system of Pakistan. Moreover, the practical driving tests are being conducted under video surveillance so as to eliminate the chances of unethical practices.



First time in Pakistan, on 14th October, 2023, National Highway & Motorway Police (NHMP) has introduced CE category driving license for the general public, allowing individuals to operate trailers. This development carries significant implications, as it promises to create fresh employment prospects for Pakistanis in regions such as the Middle East, Canada, and Europe, where there is a growing demand



for CE category drivers. It is also a positive development for the Pakistani economy, as it will open up new employment opportunities for Pakistanis abroad and contributes to increased foreign exchange reserves.

It is need of the hour to establish and deploy comprehensive, standardized and uniform evaluation system all across the country to issue driving licenses to qualified, trained and skilled Pakistani drivers which will help them in finding suitable jobs in foreign countries. In the same pretext, a two days' workshop was conducted at DLA, NHMP Islamabad on 08th & 09th May, 2024 in which representatives from

different provincial licensing authorities participated. During the workshop, the participants were thoroughly briefed about testing procedures of NHMP. After workshop, recommendations for standardization of PSV licensing regime were finalized by the participants and shared with all stake holders. During the FY-2023-24, following number of licences has been issued by DLA;

National Driving Licences	22765
International Driving Permit	2008

Convenience, Efficiency, Merit, Transparency, Competency, Integrity and Impartiality are the hallmarks of DLA NHMP. It has taken an active role in promoting a higher standard of driver testing and licensing to other DLAs across Pakistan.

PMDU - NHMP PERFORMANCE

Since establishment of Pakistan Citizens Portal, Prime Minister's Performance Delivery Unit (PMDU), NHMP have received 7,583 complaints on different issues regarding traffic management.

NHMP have resolved 7,536 complaints so far which is 99.38% 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 Sheikhupura achieved a respectable status among the committee 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 (2023-24), 780 trainees were trained by NHMP Training College. The following courses are being offered at NHMP Training College, Sheikhupura and its satellite campuses:

Name of Course	No. of Batches	No. of Trainees
Probationer Class Course	1	189
Upper Class Course	1	28
Intermediate Class Course	1	25
Lower Class Course	1	24
Basic Recruit Course	1	98
Basic NHMP Orientation Course	5	152
Capacity Building Course	14	190
Total	24	706

ORGANIZATIONAL DEVELOPMENT



ORGANIZATIONAL DEVELOPMENT

Procurement of Logistics

Following data regarding procurement of items for Financial Year 2023-24:-

Sr. No.	Name of Items	Qty.	Cost (Rs.)
1	Speed Checking Systems	110	352,000,000
2	Rescue Cutters	11	32,439,000
3	Solarization (300 KVA)	03	46.626 Million

Auctioned 111 Official Vehicles (including 31 Official Vehicles given to government departments) and deposited Rs.178.493 million in Government Treasury.

STRENGTH STATEMENT

Sanctioned and Present Strength as on 30-07-2024

Detail	Sanction	Present Strength
Uniformed Police Officers	12,297	6,289
Non-Uniformed Staff	3,473	2,831
Total	15,770	9,120

Recruitment under Process

Sr. No.	Name of Post & BS	No. of Posts
1	Computer Operator (BS-16) through FPSC	5
2	C/JPO (BS-07) by NHMP	2,100
3	Non-Uniform Staff (BS-07 to BS-15) by NHMP	231
Total		2,336

APPOINTMENT UNDER PRIME MINISTER'S ASSISTANCE PACKAGE

05 sons of deceased NHMP employees have been appointed in NHMP in FY 2023-24 on regular basis under revised policy of Prime Minister's Assistance Package for families of Government employees who die during service.

REGULAR PROMOTION OF UNIFORM OFFICERS

From (Rank)	To (Rank)	Total Officers Promoted	Date of Promotion
DSP/CPO (BS-17)	SP (BS-18)	10	20-02-2024
IP/SPO (BS-16)	DSP/CPO (BS-17)	45	07-03-2024
SI/PO (BS-14)	IP/SPO (BS-16)	111	23-02-2024
C/JPO (BS-07)	HC/APO (BS-09)	103	13-12-2023

TIME SCALE PROMOTION OF UNIFORM OFFICERS

From (Rank)	To (Rank)	Total Officers Promoted	Date of Promotion
IP/SPO (BS-16)	IP/SPO (BS-17)	34	02-08-2023
SI/PO (BS-14)	SI/PO (BS-15)	1	02-08-2023

Regular Promotion of Non-Uniform Officer

From (Designation)	To (Designation)	Total Officers Promoted	Date of Promotion
Assistant Private Secretary (BS-16)	Private Secretary (BS-17)	01	15-03-2024

TIME SCALE PROMOTION OF NON-UNIFORMS OFFICERS/OFFICIALS

From (Rank)	To (Rank)	Total Officers/ Officials	Date of Promotion
Private Secretary (BS-17)	Private Secretary (BS-18)	02	14-06-2024
Non-Uniform Staff (BS-02)	Non-Uniform Staff (BS-03)	38	28-03-2024

COURSES / TRAINING OF UNIFORM OFFICERS

Name of Course	No. of Batches	No. of Trainees
Probationer Class Course	1	189
Upper Class Course	1	28
Intermediate Class Course	1	25
Lower Class Course	1	24
Basic Recruit Course	1	98
Basic NHMP Orientation Course	5	152
Capacity Building Course	14	190
Total	24	706

DEVELOPMENTAL PROJECTS

Developmental Project – PSDP

S. No	Name Of Project	Total Cost (in millions)	Original Allocation (2023-24)	Total Actual Release / Disbursement (2023-24)	Total Utilization (2023-24)	Financial Progress (%) as on 30-06-2024
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	Construction of NHMP Building for SSP/LHQs Sector-II at Rahim Yar Khan Interchange Motorway M-5	216.820	44.940	32.770	17.144	52%
2	Construction of NHMP Building for SSP/LHQs Sector-I at Sher Shah Interchange Motorway M-5	217.003	47.240	33.950	33.950	100%
3	Acquisition of 106 Kanal 15 Marla Land for Expansion of NHMP Training College at Sheikhpura	120.398	120.398	92.072	92.071	99.99%
4	Construction of NHMP Building for SSP/LHQ 90 Km at E-35, Mansehra	531.258	25.000	12.581	12.581	100%
Total		1085.479	237.578	171.373	155.746	

S No	Name Of Project	Physical Progress (%) as on 30-06-2024	Exp. till 30-06-2024	Allocation (2024-25)	Likely date of Completion
(1)	(2)	(8)	(9)	(10)	(11)
1	Construction of NHMP Building for SSP/LHQs Sector-II at Rahim Yar Khan Interchange Motorway M-5	70%	79.728	121.459	Jun-25
2	Construction of NHMP Building for SSP/LHQs Sector-I at Sher Shah Interchange Motorway M-5	80%	120.050	96.953	Jul-25
3	Acquisition of 106 Kanal 15 Marla Land for Expansion of NHMP Training College at Sheikhpura	40%	92.071	28.326	Jun-25

4	Construction of NHMP Building for SSP/LHQ 90 Km at E-35, Mansehra	5%	12.581	359.995	Dec-25
Total			304.430	606.733	

Development Budget

The statistics regarding development budget for financial year 2023-2024 are given below:

Year	Development (In Million)
2023-24	237.578

NHMP WELFARE

Amenities

Relief Granted

During year 2023-24, relief amounting to Rs. 675,109,681 was granted against the 3,442 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
597	361,600,000	1,055	59,622,119	1,034	135,082,177	341	34,100,000	143	42,900,000

Financial Assistance		Special Children amenities		Academic Grant		Total	
Cases	Amount	Cases	Amount	Cases	Amount	Cases	Amount
12	9,605,385	175	21,240,000	115	10,920,000	3,472	675,109,681

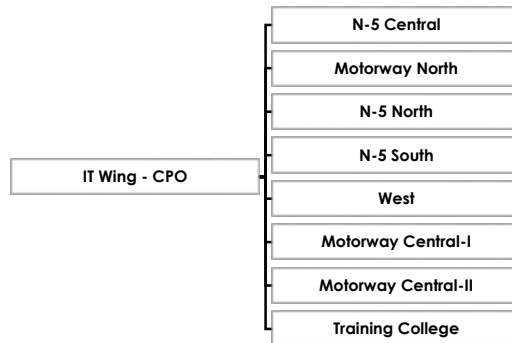
ACCOMPLISHMENTS

Establishment of IT Wing

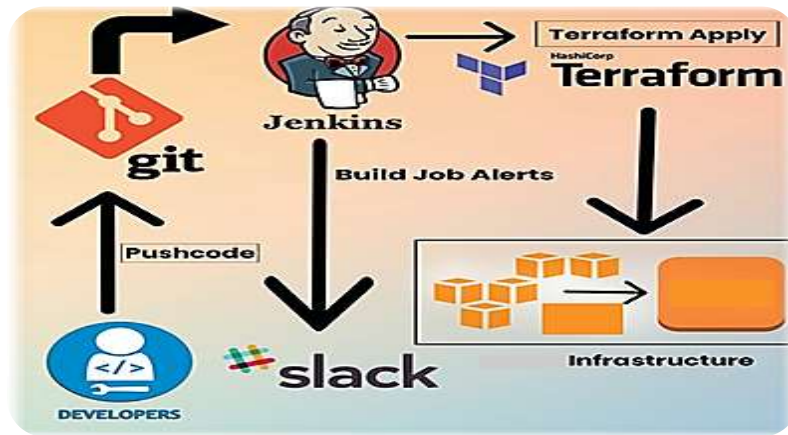
The IT Wing at DLA Islamabad is a state-of-the-art facility dedicated to harnessing the prowess of technology to enhance operational efficiency, improve service delivery, and drive innovation. Inaugurated by Inspector General NHMP Salman Choudhry on June 5th, 2024. This wing serves as a hub for technological expertise, supporting the organization's mission to leverage technology for better outcome.



IT teams have been established at the zonal level, each comprising IT head and three members.



Network Management System



Video conferencing systems at CPO HQs, NHMP



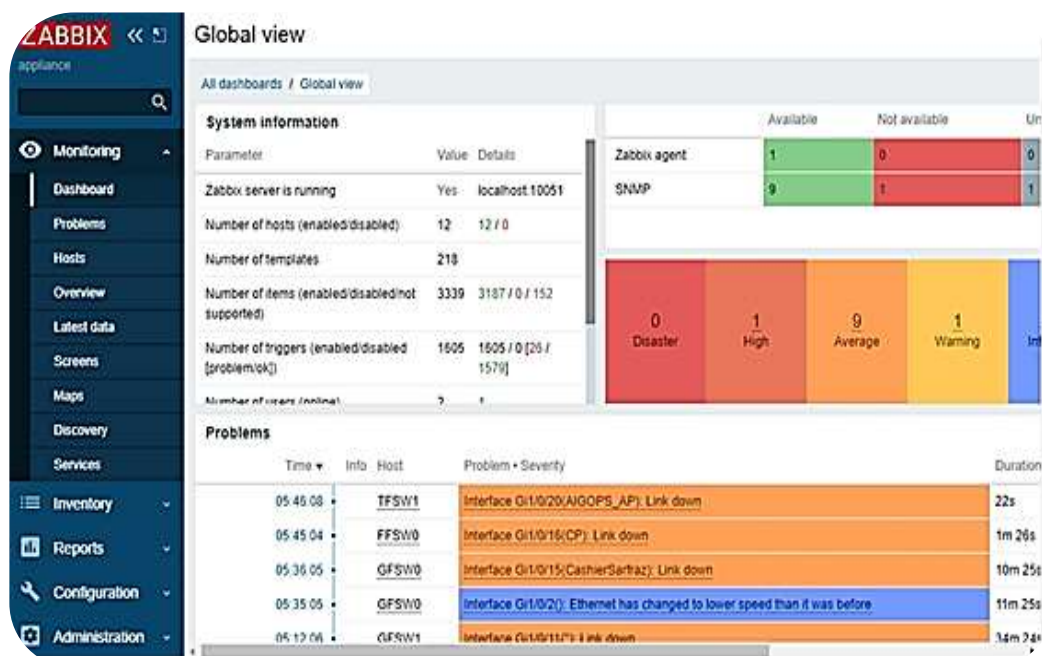
Server Management at CPO and DLA

Status / Dashboard

System Information	
Name	gflense.localdomain
User	admin@193.98.20.20 (Local Database)
System	gflense Serial: M9L8271Q8Z Nagios Device ID: Ts78Hb2ia3834d78x
BIOS	Vendor: HP Version: P26 Ver. 62.82 Release Date: Fri Dec 27 2019
Version	2.4.5-RELEASE (jared54) built on Tue Mar 28 15:25:59 EDT 2023 FreeBSD 11.3-STABLE The system is on the latest version.
CPU Type	AMD PRO A8-8570E R16 6 CORE/PUFC CORES 3D+4G 2 CPUs: 1 package(s) + 2 core(s) AES-NI CPU Crypto: Yes (Inactive)
Kernel PTI	Disabled
MDS Mitigation	Inactive
Uptime	00 Hour 00 Minutes 22 Seconds
Current date/time	Sat Aug 15 19 39:01 EDT 2020
SNMP server(s)	+ 127.0.0.1 + 1.3.1.1 + 8.8.8.8

Nagios Services And Support		
Retrieving support information		
Interfaces		
WAN	100BaseT-Full-Duplex	93.99.10.01
LAN	100BaseT-Full-Duplex	93.99.20.1

Optimization and upgradation to new firewall.



Training of officers and staff

Sr. No.	Place	Training	Objective	Mode	Participant
1	NHMP Training College Sheikhpura	The training session was arranged for newly appointed Patrol Officers (PO) undergoing 14 th probationer course 16-04-2024 to 19-04-2024.	Training module of E-Ticketing App	Physical	189
2	Central Police Office	A comprehensive training session of ACPs and Ministerial Staff of Central Police Office was conducted on 17-04-2024 about how to plan and arrange an online meetings through Zoom	How to use audio / video gadgets and projector screens for said meetings.	Physical	24
3	Central Police Office	A comprehensive training session of ACPs and Ministerial Staff of Central Police Office was conducted regarding e-ticketing Application and correspondence portal.	To organize the mechanism how to evaluate and handle the e-ticketing related issues in local level	Online	153
Total					366

- Revival of HRMIS
- Integration of DLA with NADRA
- PITB future engagement
- E-Ticketing and IT equipment standardization and inventory

In house development of new software

Accident Analysis Portal

- Preventing traffic collisions and maximizing road safety is one of the primary responsibilities of the National Highway & Motorway Police. In order to ensure safe driving environment, careful analysis of traffic data is critical to find out variables that are closely related to accidents.
- For this purpose, special software titled Accident Analysis Portal has been designed, tested, and launched. In this platform, statistical analysis and data mining algorithms are applied to different accident datasets to determine the relationship of fatalities and injuries with other attributes such as collision manner, black spots, weather, surface condition, light condition etc.



Daily Situation Report (DSR) Portal

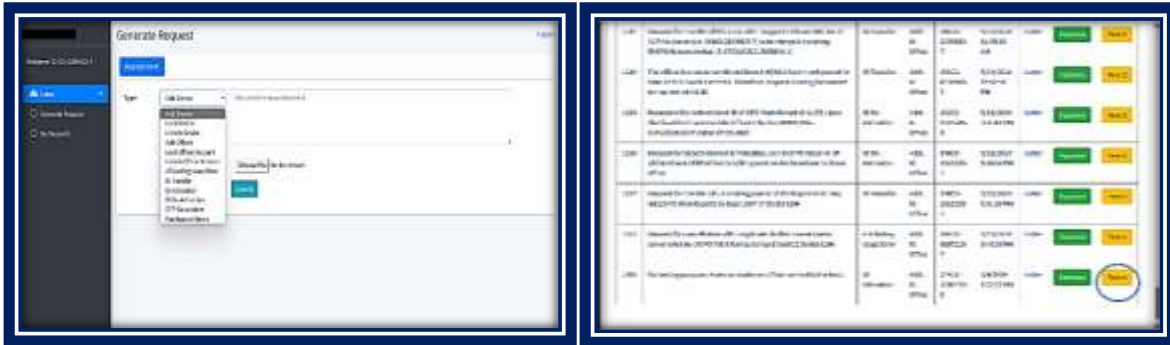
- Daily Situation Report (DSR) Portal is a specialized software designed to keep a digital record of all field operations performed in a given day. The categories selected for automated logs include enforcement, accident, road blockade, help, crime and special campaign. The system has an option to draw a comparison of different variables for the current year with the previous year. Further, the comparison may also be viewed separately for motorways and highways.
- This application generates several useful reports, including:
 - Comprehensive DSR
 - Accidents Report
 - Enforcement Report
 - Daily Activity Report
 - Beat wise Axle Load at Motorways Report
 - Beat wise Axle Load at Highways Report
 - Zone wise Axle Load Report
- These reports provide an overview of efforts of the field units in maintaining road safety, managing traffic flow, and ensuring compliance with traffic regulations, while also keeping them informed about daily operations and traffic incidents.



Correspondence Portal

- Correspondence Portal is special software developed for prompt correspondence between field units and Central Police Office on issues of E-Ticketing Operations. Normally, it takes several days for one request, generated from a beat to reach the CPO, since it requires endorsement by its respective sector, zone and region. The correspondence portal allows instant generation and forwarding of requests along with the option to upload necessary documents. The portal deals with;
 - Adding a challaning officer
 - Adding a new device
 - E-Ticketing Issues / Errors
 - ID Activation
 - ID De-Activation
 - ID Transfer (In case of transfer)

- OTP generation



General Welfare Portal

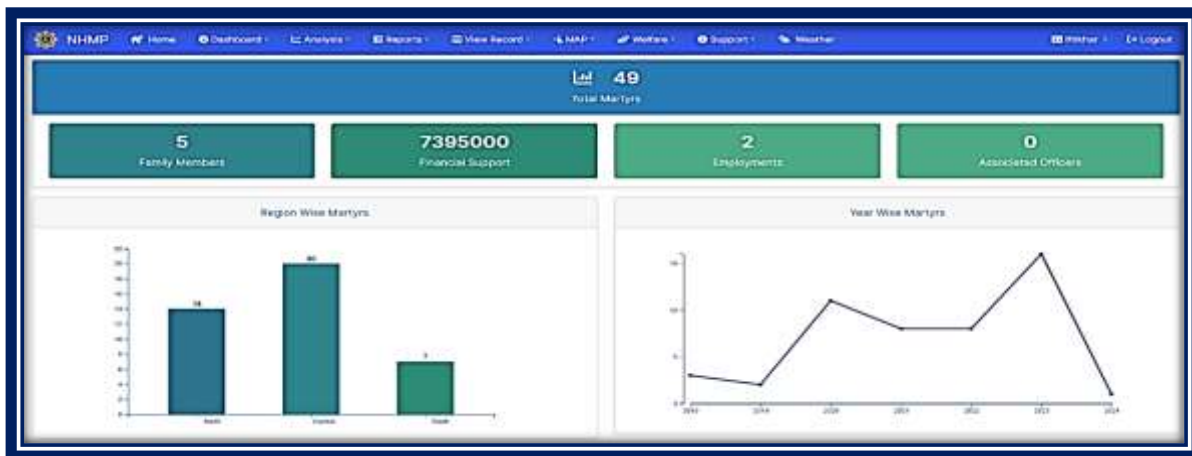
- The General Welfare Portal is an easy access to all the benefits offered to NHMP employees not only through the department but also other departments of the federal government i.e. AGPR and FEBGIF. Various financial grants are processed through this portal and updated status of the application is reflected at every stage.





Martyrs Assistance Portal (MAP)

- The Martyrs Assistance Portal (MAP) has been designed to facilitate communication with families of such officers who lost their lives in the line of duty and are designated martyrs by the organization.
- The portal covers various supports in terms of financial assistance, such as pensions, education support, healthcare services and employment.



NHMP new website

- The National Highways & Motorway Police (NHMP) website has undergone a significant transformation with its recent upgrade. The outdated platform, previously built on older technology, has been modernized to meet the latest standards and requirements. This upgrade not only enhances the website's overall performance and user experience but also ensures improved security, accessibility, and scalability. With a fresh new design and intuitive interface, the revamped website provides easy access to essential information, services, and resources for citizens, motorists, and stakeholders. The upgrade aligns with the NHMP's commitment to embracing innovative solutions and leveraging technology to serve the public more effectively:



MoU with PITB

- The Punjab Information Technology Board (PITB) and National Highway and Motorway Police (NHMP) have signed an agreement to automate and digitize NHMP's processes. PITB will provide comprehensive IT services to enhance NHMP's efficiency and effectiveness. The scope of work includes IT gap analysis, software development, and data security measures. PITB will allocate a dedicated team to support NHMP's IT needs. The agreement outlines clear deliverables, timelines, and payment terms. Both parties have agreed to maintain confidentiality and data protection standards. The collaboration aims to transform NHMP's operations through technology and innovation.



MINISTRY OF COMMUNICATIONS
NATIONAL TRANSPORT RESEARCH CENTRE (NTRC)



YEAR BOOK 2023-24

1. Introduction

The National Transport Research Centre (NTRC) functions as the Research arm of the Ministry of Communications. It plays important role in providing technical 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, traffic accidents and traffic demand. 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. Details of Tasks Completed During FY 2023-24

Details of the tasks completed by the Centre during FY 2023-24 are as under;

I. SCO Conference – Transport Connectivity for Regional Prosperity

National Transport Research Centre, Ministry of Communications in collaboration with Ministry of Foreign Affairs organized and hosted an SCO Conference on “Transport Connectivity for Regional Prosperity” on 22nd November 2023. The Transport officials of the Shanghai Cooperation Organization (SCO) member states attended the meeting via video conference. The Minister for Communications of the Islamic Republic of Pakistan inaugurated the event. High-ranking delegates from the Republic of India, Islamic Republic of Iran, Republic of Kazakhstan, Peoples Republic of China, Kyrgyz Republic, Islamic Republic of Pakistan, Russian Federation, Republic of Tajikistan, and Republic of Uzbekistan participated, along with the SCO Secretariat.

The head delegates expressed appreciation for Pakistan's initiative. They emphasized the efforts of SCO member states in promoting socio-economic cooperation and creating a safe, sustainable, efficient, and environmentally friendly transportation system.

The conference agenda included several key points. First, member states shared developments in transport infrastructure and trade facilitation to explore possibilities for aligning various projects to enhance regional connectivity. Second, the importance of climate-resilient transport infrastructure, particularly road and rail, was highlighted, and adaptation practices to address the adverse impacts of climate change were discussed. Third, commitments in the form of bilateral and regional agreements in the field of transport were shared. Lastly, views on

prevailing regulatory and institutional frameworks were exchanged, and prospects for harmonizing them to facilitate border transport were considered.

II. 5th Global Status Report on Road Safety (GSRRS) for World Health Organization (WHO).

The NTRC, Ministry of Communications, in collaboration with the World Health Organization (WHO) and various road safety stakeholders from federal and provincial governments, has developed the 5th Global Status Report on Road Safety (GSRRS5). Recognizing that road safety is a multifaceted issue involving multiple sectors, over 40 different departments were consulted to ensure comprehensive, accurate, and relevant data collection and report preparation.

This is the first report developed during the Second Decade of Action for Road Safety 2021-2030. It provides a platform to explore road safety data across the country, offering information on risk factors as well as the policies and laws regulating road safety both nationally and regionally.

The GSRRS5 was published in December 2023. Subsequently, The NTRC prepared country sheets to track progress in each road safety sub-sector and created a status chart on road safety for Pakistan. The final report offers an overview of the road safety situation and the progress made in reducing road traffic deaths and injuries in Pakistan. It also identifies gaps and challenges that need to be addressed and raises awareness among stakeholders about road safety as a public health and development issue affecting millions worldwide. A policy paper based on the findings of GSRRS-5 are under preparation.

III. Determination of Toll Revenue for National Highways

The road transportation system is the backbone of Pakistan's transport infrastructure. It accommodates more than 90% of passenger and freight traffic. Pakistan's extensive road network exceeds 500,000 kilometers, including over 14,000 kilometers of National Highways and Motorways managed by the National Highway Authority (NHA). Notably, National Highways and Motorways handle more than 80% of the nation's traffic.

The NHA is mandated to maintain and upgrade its roads by imposing levies, toll taxes, and other charges. It outsources toll collection to qualified operators through competitive bidding. Toll rates, set by the NHA, are periodically revised based on inflation and the Consumer Price Index (CPI). To ensure transparency in setting reserve prices for toll contracts, the Ministry of Communications has tasked the National Transport Research Centre with determining the reserve price for each toll plaza before contract awards by NHA.

The NHA requested the Centre to determine the reserve price for 85 toll plazas established on National Highways (14 with Electronic Toll and Traffic Management systems and 71 manual). The Centre's teams conducted three-day manual traffic counts, following the Highway Capacity Manual methodology to determine Average Daily Traffic (ADT). The ADT data, adjusted using monthly variation factors, was used to derive the Average Annual Daily Traffic (AADT) and calculate the reserve price. Data was recorded in the following categories to achieve a realistic reserve price:

- Paid: Traffic paying toll taxes.

- **Violations:** Traffic evading tolls.
- **Exemptions:** Vehicles exempt from tolls, such as ambulances and army vehicles.

Traffic and revenue data showed an upward trend when compared with previous year trend i.e., FY 2022-23 due to the government's opening of Letters of Credit (LCs) and increased economic activity. In 2024, Pakistan's record wheat crop of 27.5 million metric tons led to increased traffic and revenue from transportation. Additionally, the NHA's toll rate revisions have contributed to the rise in the reserve price.

IV. Dialogue Discussion on Transport Sector of Pakistan

The National Transport Research Centre (NTRC) organized a dialogue discussion on the transport sector of Pakistan for the Civil Services Academy. Probationary officers from the 51st Common Training Program participated in this discussion, gaining valuable insights into the challenges and opportunities within the transport sector. The dialogue provided a platform for these future civil servants to understand the complexities of transport infrastructure, policy-making, and implementation. The discussion highlighted key issues such as the need for modernization, the impact of regulatory frameworks, and the importance of sustainable development in the transport sector. This engagement aimed to equip the probationary officers with the knowledge and perspective necessary to contribute effectively to the country's transport sector in their future roles.

3. Details of Ongoing Tasks

I. Formulation of Essential Rules to Incorporate New Truck Types in NHSO 2000

Since NHSO 2000 was formulated in 1997, truck types and axle configurations have undergone several changes over time that cannot be incorporated in the NHSO 2000. This drawback not only restricts the growth to the trucking industry but also impacts freight movement and freight rates. Additionally, these trucks successfully evade Axle Load Control Regime on the National Highways and Motorways.

Cognizant of this situation, the NTRC began working on framing essential rules to incorporate new truck types in the National Highway Safety Ordinance (NHSO) 2000. NTRC conducted short axle load surveys and consulted with stakeholders, including the National Highway Authority (NHA), National Highways and Motorway Police (NHMP), Frontier Works Organization (FWO), and fleet operators. These efforts were aimed at gathering data and insights necessary for updating the regulations. The draft rules were then forwarded to stakeholders for feedback, with the goal of ensuring comprehensive coverage of all truck types.

This process requires detailed analysis and consultation with relevant stakeholders, including industry experts, manufacturers, and regulatory bodies. The goal is to ensure that the proposed amendments are practical and effective in addressing the new truck types and configurations.

II. 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.

In this scenario, NTRC is developing National Road Crash Data Acquisition System. 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.

4. Seminars and Trainings

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 training courses and one seminar. The details are as under;

- **Two Days Training Course on Road Safety**
24-25th July, 2023

This training course focused on enhancing road safety practices and strategies. Participants were educated on the international best practices and literature, regulations, and effective safety measures. The course aimed to improve the skills of transportation professionals and policymakers to create safer road environments.

- **Two Days Training on Transport Planning**
30-31st January, 2024

This training provided in-depth knowledge on transport planning methodologies and tools. Attendees learned about the principles of effective transport system design, traffic flow management, and infrastructure development. The course was designed to equip participants with the skills needed to plan and implement efficient transportation systems.

- **Seminar on Road Safety for Youth**
20th December, 2023

This seminar aimed to raise awareness about road safety among young people. It covered key topics such as safe system approach and the impact of road traffic accidents. The event featured interactive sessions and discussions designed to engage youth and promote responsible behavior on the roads.

- **Educational Visit of Civil Engineering Students of COMSATS University to NTRC**

07 March, 2024

Additionally, a dedicated session on Traffic Engineering and Road Safety was held on March 7, 2024, at the request of COMSATS University (Wah Campus) for its Civil Engineering students. This session provided an in-depth exploration of Traffic Engineering principles and safety measures, and showcased the significant contributions of the NTRC in advancing these fields.

5. 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.

6. 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.

7. 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 Japan and China during FY 2023-24 for trainings on various aspects of Transportation Engineering. 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 Organization)
6. ECO (Economic Cooperation Organization)
7. CICA (Conference on Interaction and Confidence-Building Measures in Asia)
8. APRSO (Asia-Pacific Road Safety Observatory)

8. 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.
- Ministry of Foreign Affairs
- 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.

9. 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 2023-24 to determine revenue potential of highways and motorways.

10. 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 Japan and China during this FY 2023-24.



Construction Technology Training Institute (CTTI)



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.

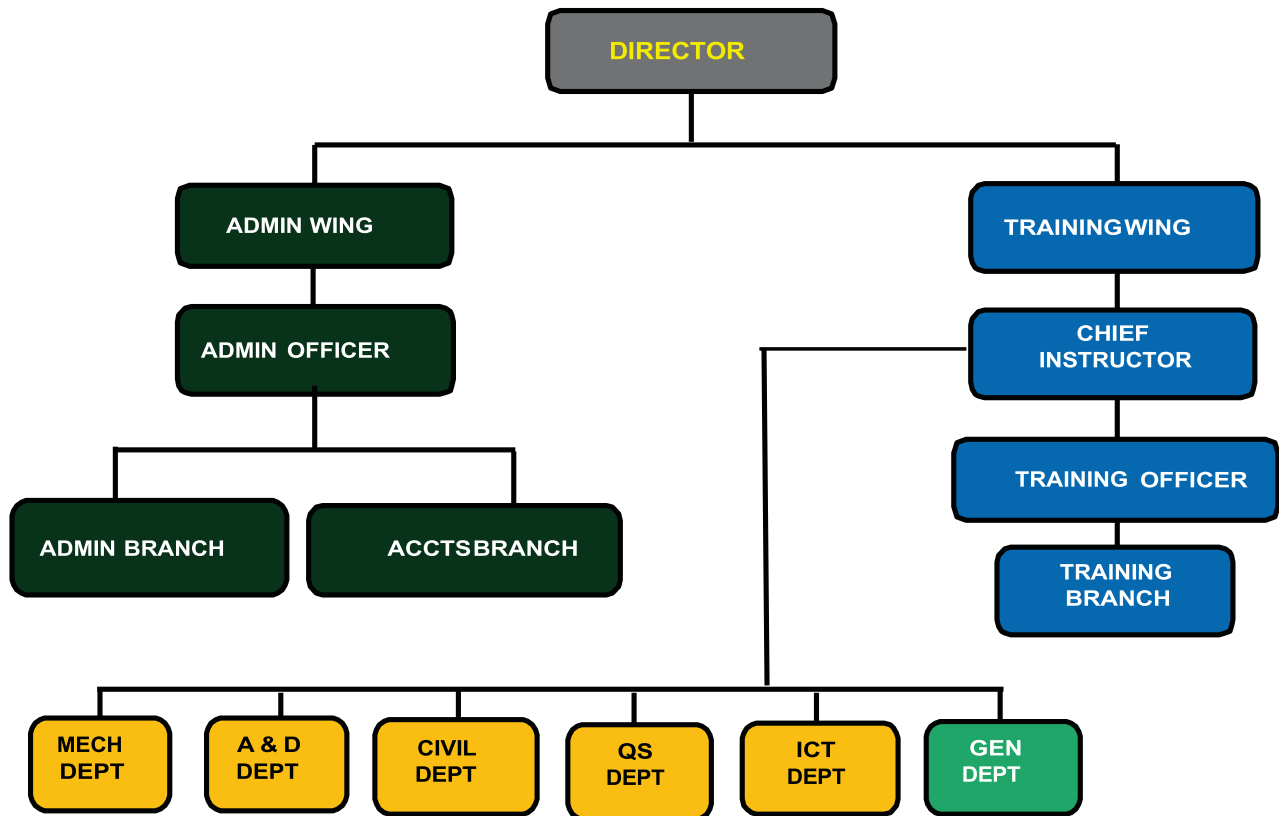


In pursuance to Prime Minister's orders, DAE Civil alongwith capacity enhancement in all departments was started. As the training mandate shifted from Construction Machinery to Construction Technology, CMTI was renamed to Construction Technology Training Institute (CTTI). Presently 5 Diploma courses of 3 years duration and 50 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. Junaid Imran, BE (Civil Engg)

Training Officer

Mr. Muhammad Iftikhar

Head Clerk

Mr. Muhammad Walayat

Head Clerk Training

Mr. Muhammad Yar

Assistant Admin Officer

Mr. Ghulam Rasool

Assistant Training Officer

Mr. Muhammad Maqsood



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
f.	Heating Ventilation Air Conditioning, Refrigeration and (HVACR)	6 Months	25	Matric	2
g.	3D Printing	6 Months	15	Matric (Sci)	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

Ser	Courses	Duration	Intake	Pre-Requisite	Frequency
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

Ser	Courses	Duration	Intake	Pre-Requisite	Frequency
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 build 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
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, Islamiyat, 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

Courses & Achievements



1. Achievements (1 Jul 2023 to 30 Jun 2024)

Course wise annual output of trainees for the year 2023-2024 is as under:

a. DAE Courses

SNo.	Courses	Qualified (3 rd Year)	Under Training (2 nd & 3 rd Year)
(1)	DAE (Mechanical)	204	444
(2)	DAE (Civil)	162	395
(3)	DAE (Auto & Diesel)	158	361
(4)	DAE (Quantity Survey)	117	311
(5)	DAE Information Communication Technology (ICT)	79	344
	Total	720	1855

b. Short Courses

SNo.	Courses	Qualified
(1)	Mechanical Department	203
(2)	Civil Department	735
(3)	Auto & Diesel Department	289
(4)	Quantity Survey Department	214
(5)	Information Communication Technology (ICT) Department	403
	Total	1844

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

SNo.	Course	Qualified	Under Training
a.	DAE	720	1855
b.	Short Courses	1844	1100
	Total	2564	2955



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.



Extracurricular Activities

1. Sports

Different sports event organized in Institute.

Pictorial View





1. Naat & Qirat Competition

Naat and Qirat competition was organized on 29 September 2023. A large number of students participated in both competitions.

Pictorial View





3. FWO Job Fair - 2023

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 50 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

Year Book 2023-24



Mission Statement

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

Vision

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

Chapter 1

INTRODUCTION

1.1 ACHIEVEMENTS

In view of the above, Pakistan Post has accomplished the following milestones during the 2023-24:

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

Revenue Receipts:

Descriptions	Revenue Receipts (In Millions)
Financial Year 2022-2023	7,106.389
Financial Year 2023-2024	9,255.736
% Increase /Decrease	30%

Pakistan Post Office Department (PPOD) maintains a comprehensive outreach to fulfill its universal service obligations. On 30th June, 2024, PPOD reported a notable revenue increase of 30% compared to the base year of 2022-23.

Outcome Evaluation:

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

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

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

1.2 PAKISTAN POST– HISTORY AND BACKGROUND

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

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

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

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

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

Sindh – Balochistan Postal Circle was established on 13th September, 1950. NWFP Postal Circle (now Khyber Pakhtunkhwa) was established on 1st July, 1968, while Northern Punjab Circle with its Headquarters at Rawalpindi was established on 16th December, 1975. In 1979, the headquarters of the Pakistan Post Office Directorate General was shifted from Karachi to Islamabad. Balochistan Circle started working independently in July, 1979. In 1985, Postal Life Insurance Circle West Pakistan, Karachi

was bifurcated into Northern and Southern Zones. Northern Sindh Postal Circle with its headquarters at Hyderabad was established in the same year. Postal Staff College, Islamabad was inaugurated in 1987 with a view to meet the training needs of the officers of the Pakistan Post Office Department and fellows participating from the Postal Administrations of the developing countries of the world.

In the year 1992-93 Pakistan Post Office Department was transformed into a statutory Corporation known as “Pakistan Postal Services Corporation”. However, in 1996, the status of Pakistan Postal Services Corporation was withdrawn and the Corporation reverted into Pakistan Post Office Department as an attached Department of the Ministry of Communications. In November, 2008, the Pakistan Post Office Department (PPOD) was detached from the Ministry of Communications and was placed under the administrative control of the newly created Ministry of Postal Services. In June, 2013 the Ministry of Postal Services was abolished and the PPOD was again placed under the administrative control of Ministry of Communications as an attached Department of the Federal Government. Again upon creation of Ministry of Postal Services w.e.f 01-07-2017 PPOD was placed under Ministry of Postal Services as an attached department of Federal Govt. However, in 2019, M/o Postal Services was merged in the M/o Communications and PPOD again came under the administrative control of M/o Communications.

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

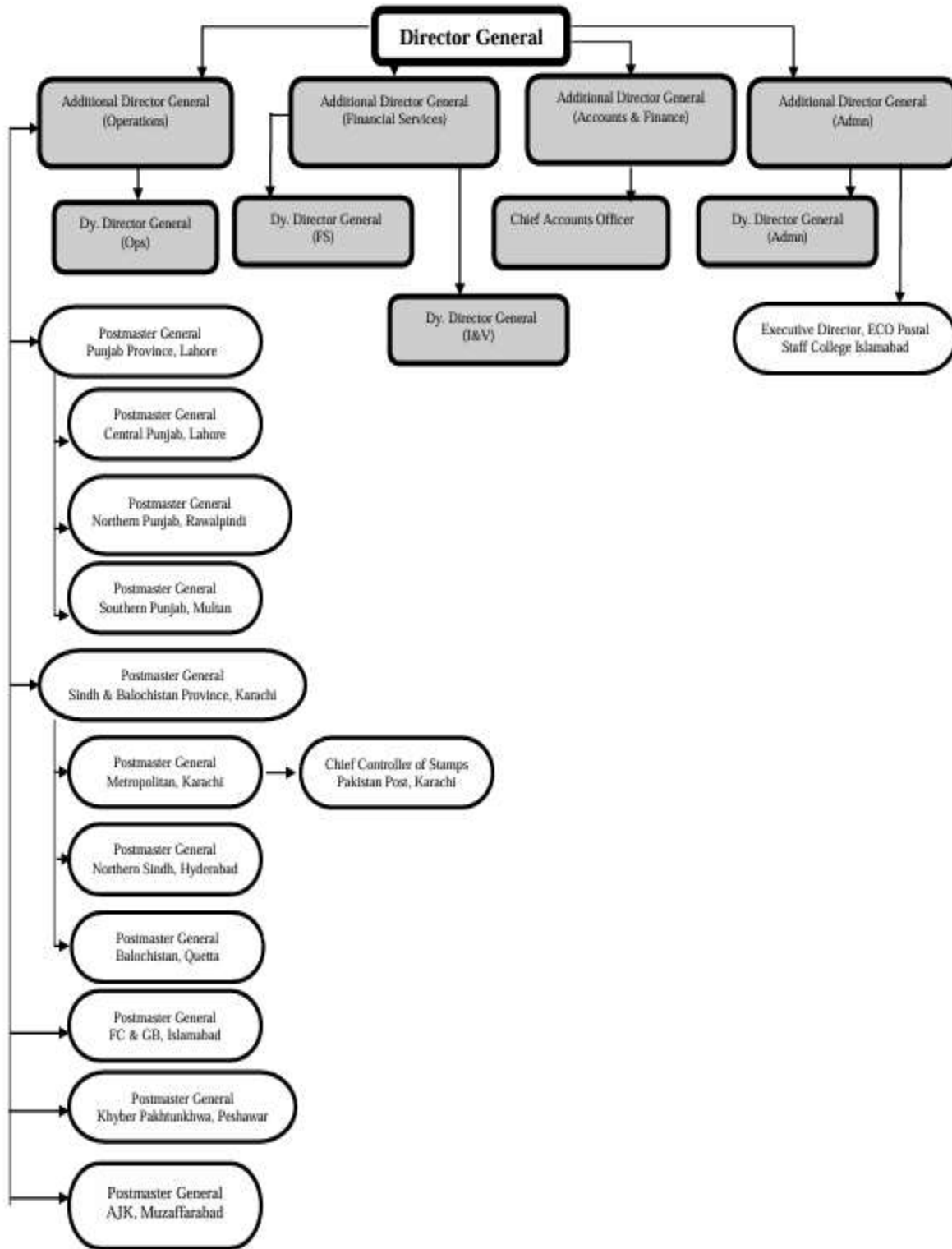
On introduction of State-Owned Enterprises (Governance and Operations) Act, 2023, Pakistan Post Office Department has been included in the list of State-Owned Enterprises. Keeping in view of the provisions of State-Owned Enterprises Act, 2023, the Pakistan Postal Services Management Board Ordinance,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

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

On completion of the tenure of the private members of the Pakistan Postal Services Management Board in June, 2023, the Board was remained un-functional during 2023-24.

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 satisfaction, 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 **importance of Sustainable Development Goals (SDGs) in the Pakistan Post Office**

Department lies in how these goals help transform the traditional postal service into a modern, socially responsible, and economically inclusive institution. Here are the key areas of importance: -

1. SDG 1: No Poverty

- **Digital Franchise Post Offices scheme** has become popular and have generated self-employment opportunities for the middle and lower middle-class people.
- **Money transfer services** (e.g., money orders) reach remote and rural populations, offering basic financial inclusion.
- **Social Welfare Stipends** payments are distributed through Pakistan Post under social welfare scheme such as the Education Department of Khyber Pakhtunkhwa Province to support girls' education.

2. SDG 3: Good Health and Well-being

- **Healthcare Access:** Pakistan Post has established 19 Allopathic Postal Dispensaries, 3 Postal Medical Centers having facility of 10 beds with diagnosis center and 2 Homeopathic facilities at big cities
- Facilitates the distribution of medicines and healthcare supplies, especially in remote areas, improving access to essential health services.

3. SDG 4: Quality Education

- Collaborations with educational institutions for **distance learning support** via parcel delivery (study material delivered at home).
- Special postal rates for educational materials.
- 4. **SDG 5: Gender Equality**
 - Employment opportunities for **women** in rural areas.
- 5. **SDG 8: Decent Work and Economic Growth**
 - **Employment generation** in postal services, especially in underserved areas.
 - Support for **e-commerce logistics**, enabling small businesses to grow.
- 6. **SDG 9: Industry, Innovation, and Infrastructure**
 - Expansion of **digital financial services** and modernization of postal infrastructure.
 - Use of **track-and-trace systems** and online services to improve customer experience.
- 7. **SDG 10: Reduced Inequalities**
 - Postal access in remote and underdeveloped regions reduces urban-rural inequality.
 - Services available in areas underserved by commercial banks or couriers.
- 8. **SDG 13: Climate Action**
 - Steps toward **greener operations** (e.g., digitization, energy-efficient transport).
 - Pilot programs for **eco-friendly packaging** and reduced carbon footprint in logistics.
- 9. **SDG 17: Partnerships for the Goals**
 - **Collaborations:** Working with various national and international organizations to enhance service delivery and support development projects.
 - **Global Networks:** Being part of the Universal Postal Union (UPU) to exchange best practices and collaborate on global postal services improvements.

1.7 JURISDICTION OF POSTAL NETWORK

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

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

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

NUMBER OF POST OFFICES (Circle wise break up)

(As on 30.06.2024)

NAME OF CIRCLE	GPOs	HPOs	HSG/LSG Sub Office	TSO	NPOs	EP Centers	Total No. of Deptl POs	FPOs	EDSOs	EDBOs	DFPOs	Total No. of EDPOs	Total No. of Post Offices (Deptl)
FC & GB Circle, Islamabad	3	0	8	106	8	0	125	3	147	10	32	192	317
Northern Punjab Circle, Rawalpindi	15	2	43	601	36	3	700	8	71	1,586	141	1,806	2,506
Metropolitan circle, Karachi	7	18	21	72	61	0	179	11	0	0	59	70	249
Northern Sindh Circle, Hyderabad	11	4	13	243	56	4	331	1	20	769	31	821	1,152
Balochistan Circle Quetta	5	0	8	163	23	1	200	2	10	90	36	138	338
K.P.K Circle, Peshawar	16	0	21	462	25	4	528	2	56	1,098	148	1,304	1,832
Central Punjab Circle, Lahore	11	9	49	412	102	4	587	15	15	1,656	109	1,795	2,382
Southern Punjab Circle, Multan	10	5	22	219	42	1	299	8	12	877	126	1,023	1,322
AJK Circle, Muzaffarabad	7	0	10	112	6	0	135	0	15	255	5	275	410
TOTAL	85	38	195	2,390	359	17	3,084	50	346	6,341	687	7,424	10,508

ABBREVIATIONS USED

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

PERSONNEL AND ESTABLISHMENT

Pakistan Post is a labor-intensive organization. The sanctioned, regular as well as extra departmental posts are **28,185**. Scale-wise and Circle-wise detail of the sanctioned posts as on 30-06-2024 is given below: -

<i>BPS</i>	<i>DIRECTORATE GENERAL</i>	<i>PMG ISLAMABAD</i>	<i>PMG AJK MUZAFFARABA</i>	<i>PMG KARACHI</i>	<i>PMG HYDERABAD</i>	<i>PMG QUETTA</i>	<i>PMG LAHORE</i>	<i>PMG RAWALPINDI</i>	<i>PMG MULTAN</i>	<i>PMG PESHAWAR</i>	<i>CCS KARACHI</i>	<i>PSC ISLAMABAD</i>	<i>TOTAL</i>
BPS-22	1	0	0	0	0	0	0	0	0	0	0	0	1
BPS-21	4	0	0	1	0	0	1	0	0	0	0	0	6
BPS-20	6	1	0	1	1	1	1	1	1	1	0	1	15
BPS-19	12	1	1	2	1	2	4	2	1	2	1	1	30
BPS-18	22	5	1	8	4	4	13	7	4	8	1	3	80
BPS-17	27	9	6	18	12	8	28	20	12	15	1	2	158
BPS-16	71	24	11	76	43	28	99	46	42	54	2	4	500
TOTAL (A)	143	40	19	106	61	43	146	76	60	80	5	11	790
BPS-15	48	2	0	1	0	1	0	0	0	0	3	0	55
BPS-14	225	67	33	140	77	50	232	170	95	124	11	6	1230
BPS-13	278	27	7	36	23	25	99	39	29	42	8	5	618
BPS-11	133	24	12	204	57	31	126	76	41	77	6	5	792
BPS-9	5	372	239	1576	892	539	3016	1509	979	1304	0	0	10431
BPS-8	2	24	25	70	71	14	150	138	67	78	0	0	639
BPS-7	4	180	210	1009	500	366	1688	803	580	698	0	0	6038
BPS-6	10	2	1	4	2	0	13	4	5	1	0	1	43
BPS-5	0	0	0	0	0	0	4	0	0	0	0	0	4
BPS-4	48	16	5	49	50	19	146	124	126	159	2	4	748
BPS-3	9	13	4	42	28	10	113	30	22	25	13	1	310
BPS-2	49	333	120	716	537	303	1647	745	555	745	5	1	5756
BPS-1	145	46	20	112	82	107	305	134	92	134	7	27	1211
TOTAL (B)	956	1106	676	3959	2319	1465	7539	3772	2591	3387	55	50	27875
Total (A+B)	1099	1146	695	4065	2380	1508	7685	3848	2651	3467	60	61	28,665
E.D Staff (C)	-	248	506	-	432	181	2291	2654	1548	2328	-	-	10,188
G. Total (A+B+C)	1099	1394	1201	4065	2812	1689	9976	6502	4199	5795	60	61	38,853

CATEGORY WISE NUMBER OF SANCTIONED POSTS OF EXTRA DEPARTMENTAL EMPLOYEES ON 30-6-2024

CIRCLE	EDSPM	EDBPM	EDDA	EDMR /MC/MA	ED STAMP VENDER/ OTHERS	TOTAL
KPK, Peshawar	61	1112	234	878	43	2328
AJK, Muzaffarabad	15	263	13	211	4	506
Metropolitan, Karachi	0	0	0	0	0	0
FC & GB, Islamabad	11	62	52	103	20	248
Northern Sindh, Hyderabad	23	0	0	334	75	432
Balochistan Quetta	11	82	0	77	11	181
Southern Punjab, Multan	20	850	88	500	90	1548
Northern Punjab, Rawalpindi	74	1055	32	1143	350	2654
Central Punjab, Lahore	15	1654	95	500	27	2291
TOTAL	230	5078	514	3746	520	10188

ABBREVIATIONS USED

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

1.8 ASSETS OF THE DEPARTMENT

i) Office and Residential Buildings

S.N O	NAME OF CIRCLE/OFFICE	OPERATIONAL/ OFFICE BUILDINGS	RESIDENTIAL BUILDINGS	VACANT PLOTS	TOTAL
1.	Dte. General PPO, Islamabad	02	326	1	329
2.	Postal Staff College, Islamabad.	01	01	0	02
3.	FC & GB, Islamabad.	35	82	17	134
4.	AJK, Muzaffarabad	19	11	02	32
5.	Central Punjab, Lahore	166	709	27	902
6.	Northern Punjab, Rawalpindi	129	369	28	526
7.	Southern Punjab, Multan	71	230	19	320
8.	Metropolitan, Karachi	58	477	3	538
9.	Northern Sindh, Hyderabad	122	240	9	371
10.	Khyber Pakhtunkhwa, Peshawar	127	387	8	522

11.	Balochistan, Quetta	85	322	6	413
12	Chief Controller of Stamp, Karachi	01	0	0	01
13.	General manager, PLICL, Karachi	04	65	0	69
14.	General Manager, PLICL, Lahore	18	76	0	94
15.	Dte. Accounts, PPOD, Lahore	0	22	0	22
	Total	838	3317	120	4275

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

ii) Transport Fleet of the Department

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

(Corrected up to 30.06.2024)

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

1.9 POSTAL MAIL LINES NETWORK

As on 30th June, 2024, there were **3,060** mail lines in the country stretching over a distance of **94,203** kilometers over which mails are conveyed from station to station by rail/ road routes and through pedestrian mail runners. The Circle-Wise Break-up of the mail lines is given below: -

(Distance in Kilometers)

NAME OF CIRCLE	State Mail Express Contractual		State Mail Express Departmental		Mail Motor Contract (Mail Cum Passenger)		RAILWAY S 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	5053	0	0	0	0	2	683	103	5457	167	8843	204	1620
Northern Punjab, Rawalpindi	12	3227	10	1311	0	0	1	360	114	5427	276	7954	803	5001
Southern Punjab, Multan	7	2178	0	0	0	0	0	0	34	1834	52	1456	2	6
Metropolitan Circle, Karachi	12	1755	0	0	0	0	0	0	0	0	0	0	0	0
Northern Sindh, Hyderabad	11	3216	1	224	0	0	02	1860	20	573	52	1047	0	0
FC & GB, Islamabad	6	1380	4	104	7	644	0	0	23	529	88	928	28	99
Khyber Pakhtunkhwa, Peshawar	5	1899	0	0	39	4686	1	174	39	1604	213	3235	468	3654
Balochistan Circle, Quetta	2	2770	0	0	31	5242	2	1334	16	1053	8	460	0	0
AJK Circle, Muzaffarabad	5	856	0	0	3	282	0	0	36	1535	60	1500	70	1150
Total 2023-24	81	22334	15	1639	80	10854	8	4411	385	18012	916	25423	1575	11530

GRAND TOTAL 2023-24	
Total Number of Mail Lines	Total Length of Mail Lines (in K.M)
3,060	94,203

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 2023-24 was as under.
Postmen presently working in 2024: 6276
Population in 2024 : 251,269,164 (251 Million)
Total area of country: 796,095 Sq.KM,
(Each Postman is serving about **42,180 citizens**) (134 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	159	6	145	112	33
02	Peshawar	814	12	780	165	615
03	Rawalpindi	1076	33	985	275	710
04	Lahore	1367	19	1251	653	598
05	Multan	562	8	609	200	409
06	Hyderabad	395	8	343	78	265
07	Karachi	928	04	512	357	155
08	Quetta	348	9	294	160	134
09	Muzaffarabad (A.K)	207	2	209	33	176
Total		5856	101	5128	2033	3095

1.11 LIST OF SERVICES AND PRODUCTS BEING OFFERED BY PAKISTAN POST

Postal Services

i) Traditional Postal Services

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

ii) Express Mail Services

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

iii) Money Transfer Services

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

**Agency Services being offered by
Pakistan Post**

i) Pension Disbursement

- Army, Navy, PAF & FC.

ii) Utility Bills Collection

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

iii) Collection of Provincial Taxes

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

iv) Collection of Federal Taxes

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

v) Printing and Sale of Stamps and Stationery etc.

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

Chapter 2

POSTAL SERVICES

2.1 TRADITIONAL POSTAL SERVICES

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

2.1.1 Un-Registered Postal Services

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

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

2.1.2 Registered Postal Services

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

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

The Circle wise volume of un-registered and registered mail during 2023-24 is given in the succeeding tables: -

UN-REGISTERED POSTAL TRAFFIC 2023-24

(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	8.674	4.026	1.447	0.24	2.054	2.49	1.744	0.336	0.265	21.276
	Foreign	0.211	0.026	0.002	0.119	0.332	0.45	0.094	0.008	0	1.242
Letter (Small)	Inland	73.894	8.499	3.201	1.233	0.537	4.25	6.001	0.522	1.041	99.178
	Foreign	0.166	0.016	0.035	0.772	0.739	0.15	0.096	0.008	0.126	2.108
Aerogrammes	Inland	0	0	0	0	0	0	0	0	0	0
	Foreign	0	0	0	0	0	0	0	0	0	0
Postcards	Inland	0.975	0.068	0.004	0	0	0.15	0.021	0	0	1.218
	Foreign	0	0.001	0	0	0	0.006	0	0	0	0.007
Printed Papers	Inland	0.323	0.256	0.147	0.087	0.472	0.04	0.185	0.069	0.001	1.58
	Foreign	0.001	0.003	0	0.086	0.133	0.1	0.003	0.001	0	0.327
Newspapers	Inland	0.035	6.963	0.038	0	0.541	0.28	0.138	0.037	0	8.032
	Foreign	0	0	0	0	0	0	0.001	0	0	0.001
Small Packet	Inland	0.01	0.206	0.043	0.003	0.132	0.36	0.085	0.034	0	0.873
	Foreign	0	0	0	0.003	0	0	0	0	0	0.003
Total Inland		83.911	20.018	4.88	1.563	3.736	7.57	8.174	0.998	1.307	132.157
Total Foreign		0.378	0.046	0.037	0.98	1.204	0.706	0.194	0.017	0.126	3.688
Grand Total 2023-24		84.289	20.064	4.917	2.543	4.94	8.276	8.368	1.015	1.433	135.845
Grand Total 2022-23		63.162	16.084	77.472	22.24 6	4.196	7.057	5.655	0.679	10.672	207.223

REGISTERED POSTAL TRAFFIC 2023-24

(Figures in Millions)

S. NO	DESCRIPTIO N	C/Punjab	N/Punjab	S/Punjab	Metropolitan	N/Sindh	FC& GB	K.P.K	Balochistan	AJK	Total
1	Registered Letters	9.313	3.498	4.357	2.304	0.389	5.786	1.167	0.251	0.609	28.063
2	Registered Parcels	0.965	0.295	0.303	0.293	0.089	0.343	0.128	0.058	0.04	2.603
3	V.P Letters	0.803	0.116	0.201	0.066	0.005	0.092	0.16	0.003	0.005	1.456
4	V.P Parcels	0.785	0.882	0.149	0.131	0.011	0.133	0.011	0.004	0.004	2.121
5	Insured Letters	0.003	0.113	0.011	0.003	0.001	0.02	0	0.001	0.001	0.154
6	Insured Parcels	0.025	0.036	0.006	0.009	0.109	0.043	0.06	0.044	0	0.441
Total 2023-24		11.894	4.94	5.027	2.806	0.604	6.417	1.526	0.361	0.659	34.838
Total 2022-23		12.789	4.939	3.422	2.901	1.068	7.386	1.778	0.472	0.156	34.911

2.1.3 Express Post Services

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

i) Urgent Mail Service

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

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

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

iii) Express Mail Service

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

iv) Fax Mail Service

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

The service-wise detail of Express Mail traffic and revenue generated during 2023-24 is as under: -

(Figures in Million)

NAME OF EXPRESS POST SERVICES	2023-24		2022-23	
	NO. OF ARTICLES	REVENUE	NO. OF ARTICLES	REVENUE
Urgent Mail Service (UMS)	14.919	778.203	19.476	776.175
UMS - COD	0.100	11.714	0.188	18.009
Express Mail Service (EMS)	0.019	340.031	0.035	445.670
Fax Mail Service (FMS)	0.001	0.075	0.001	0.006
Same Day Delivery Service	0.009	1.217	0.010	1.348
Total	15.048	1131.240	19.710	1,241.208

2.1.4 Newspapers

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

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

As on 30th June 2024, a total of 2690 publications and periodicals stood registered with the respective Postmasters General under Section 9 of Post Office Act 1898. Circle-wise break-up of the number of registered newspapers is as under: -

Name of Circle	Dailies	Weeklies	Fortnightlies	Monthlies	Quarterly	Others	Total
Central Punjab, Lahore	19	08	02	106	-	-	135
Northern Punjab, Rawalpindi	09	02	01	34	01	-	47
Southern Punjab, Multan	109	05	04	09	-	08	135
Metropolitan, Karachi	17	11	10	102	-	-	140
Northern Sindh, Hyderabad	02	01	00	03	-	-	06
FC & GB, Islamabad	10	20	06	07	12	-	55
Balochistan, Quetta	300	350	-	800	700	-	2150
Khyber Pakhtunkhwa, Peshawar	-	02	03	07	-	-	12
AJK, Muzaffarabad	-	02	02	03	03	-	10
Total 2023-24	466	401	28	1071	716	8	2690
Total 2022-23	182	59	30	366	14	2	653

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 favor of the desirous individuals/ firms/companies provided the prescribed conditions as laid down under Clause 66 of Post Office Guide for envelopes/post cards are fulfilled, and are made-up for delivery to its addresses on payment of postage due in cash and account maintained.

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

A Circle wise break up of business reply permits/cards issued by the Postmasters General during 2023-24 is as under: -

NAME OF CIRCLES	NUMBER OF PERMITS ISSUED FOR		NO.OF POST OFFICES PERMITTED TO DELIVER THE BUSINESS REPLY ENVELOPES/ CARDS
	BUSINESS REPLY ENVELOPES	BUSINESS REPLY CARDS	
Central Punjab, Lahore	-	01	01
Northern Punjab, Rawalpindi	-	-	-
Southern Punjab, Multan	-	-	-
Metropolitan, Karachi	06	-	06
Northern Sindh, Hyderabad	-	-	-
FC & GB, Islamabad	02	-	01
Balochistan, Quetta	-	-	-
Khyber Pakhtunkhwa, Peshawar	-	-	-
AJK, Muzaffarabad	-	-	-
Total 2023-24	08	01	08
Total 2022-23	09	01	08

2.1.6 Post Boxes

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

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

For the facility of delivery of mail to the bulk users of the post **32,507** Post Boxes were available at major Post offices in the country for renting out during the year 2023-24. Out of which, **3,996** 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	9512	986
2	Northern Punjab, Rawalpindi	3004	348
3	Southern Punjab, Multan	2220	97
4	Metropolitan, Karachi	11,598	1112
5	Northern Sindh, Hyderabad	964	106
6	FC& GB, Islamabad	1409	666
7	Balochistan, Quetta	830	220
8	Khyber Pakhtunkhwa, Peshawar	2600	310
9	AJK, Muzaffarabad	370	151
TOTAL 2023-24		32,507	3,996

2.1.7 Letter Boxes

For the facility of posting of articles of letter mail by the users of the post, **8,315** letter boxes were available to the public in the country as on 30th June 2024. The circle wise breakup of the total number of letter boxes is given below: -

S. No.	NAME OF CIRCLE	URBAN	RURAL	TOTAL
1	Central Punjab, Lahore	670	525	1195
2	Northern Punjab, Rawalpindi	884	1816	2700
3	Southern Punjab, Multan	593	634	1227
4	Metropolitan, Karachi	165	-	165
5	Northern Sindh, Hyderabad	162	264	426
6	FC & GB, Islamabad	44	180	224
7	Balochistan, Quetta	255	74	329
8	Khyber Pakhtunkhwa, Peshawar	503	1046	1549
9	AJK, Muzaffarabad	114	386	500
TOTAL		3390	4925	8315

2.1.8 Returned Letter Offices

The Returned Letter Offices (RLOs) Karachi and Lahore handled **340,880** articles during 2023-24 received as unclaimed, refused and without addresses or bearing indecipherable or incomplete addresses. The table below shows the number of articles received disposed off:-

NAME OF ITEMS	RLO KARACHI	RLO LAHORE	TOTAL 2023-24	TOTAL 2022-23
Articles received from H.Os	65,090	239,137	304,227	349,759
Articles received from other RLOs	17,527	19,126	36,653	45,507
Total Received for Disposal	82,617	258,263	340,880	393,266
Articles redirected to addressees	23,570	49,442	73,012	127,427
Articles returned to senders	29,941	119,192	149,133	174,259
Articles transferred to other RLOs	21,671	18,003	39,674	52,448
Total Disposed Off	75,182	186,637	261,819	354,134
Articles treated as dead	7,435	71,626	79,061	41,132

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 2023-24 is given in the succeeding tables: -

2.2.1 Inland Money Orders Issued

(Figures in Million)

S. No.	NAME OF CIRCLE	2022-23			2023-24		
		NO OF MONEY ORDERS ISSUED	VALUE Rs.	COMMISSION Rs.	NO OF MONEY ORDERS ISSUED	VALUE Rs.	COMMISSION Rs.
1	Central Punjab, Lahore	0.106	355.435	9.610	0.593	2,236.161	44.810
2	Northern Punjab, Rawalpindi	0.094	463.109	7.355	0.454	1,912.386	35.083
3	Southern Punjab, Multan	0.426	1,906.494	33.501	0.366	1,253.561	28.309
4	Metropolitan, Karachi	0.339	1,214.595	26.604	0.126	1,005.491	10.662
5	Northern Sindh, Hyderabad	0.637	2,222.484	41.604	0.171	695.198	13.445
6	KPK, Peshawar	0.272	1,402.454	21.909	0.307	1,388.456	23.532
7	Balochistan, Quetta	0.143	1,123.247	11.329	0.069	311.412	5.438
8	FC & GB, Islamabad	0.153	646.984	11.845	0.083	756.196	6.644
9	AJK, Muzaffarabad	0.056	255.837	4.375	0.104	481.072	8.121
TOTAL		2.226	9,590.639	168.132	2.273	10,039.930	176.044

2.2.2 Inland Money Orders Paid

(Figures in Million)

S. No.	NAME OF CIRCLE	2022-23		2023-24	
		NO. OF MONEY ORDERS PAID	VALUE RS.	NO. OF MONEY ORDERS PAID	VALUE RS.
1	Central Punjab, Lahore.	0.049	159.707	1.042	3882.508
2	Northern Punjab, Rawalpindi	0.020	211.693	0.273	1076.144
3	Southern Punjab, Multan	0.256	2,037.018	0.272	1225.786
4	Metropolitan, Karachi.	0.201	1,083.583	0.165	959.670
5	Northern Sindh, Hyderabad	1.043	3,575.429	0.039	415.199
6	Khyber Pakhtunkhwa, Peshawar	0.119	1,243.272	0.132	1786.461
7	Balochistan, Quetta.	0.163	840.434	0.005	55.737
8	FC & GB , Islamabad	0.050	539.458	0.055	311.828
9	AJK, Muzaffarabad	0.005	144.958	0.016	165.415
TOTAL		1.906	9,835.552	1.999	9878.748

2.2.3 Pakistan Postal Orders Sold

(Rupees in Million)

S. No.	NAME OF CIRCLE	2022-23			2023-24		
		NO.	VALUE RS.	COMMISSION RS.	NO.	VALUE RS.	COMMISSION RS.
1	Central Punjab, Lahore.	16,486	3.664	0.667	441,625	8.747	8.832
2	Northern Punjab, Rawalpindi	350,669	14.411	8.949	53,102	5.753	1.062
3	Southern Punjab, Multan	18,570	2.778	0.372	90,714	3.573	1.814
4	Metropolitan, Karachi.	20,628	1.992	0.573	8,215	0.758	0.164
5	Northern Sindh, Hyderabad	25,560	7.887	1.985	12,826	3.664	0.256
6	KPK, Peshawar.	6,730	1.107	0.235	38,392	4.814	0.768
7	Balochistan, Quetta.	60,571	9.412	1.691	7,674	0.723	0.153
8	FC, & GB, Islamabad.	80,560	5.557	2.227	19,003	1.817	0.380
9	AJK Circle, Muzaffarabad	20,627	3.676	0.970	15,760	1.152	0.315
TOTAL		600,401	50.484	17.669	687,311	31.001	13.744

2.2.4 Pakistan Postal Orders Paid

(Rupees in Million)

S.No.	NAME OF CIRCLE	2022-23		2023-24	
		NO.	VALUE (RS).	NO.	VALUE (RS).
1	Central Punjab, Lahore.	15,623	2.412	30,150	3.951
2	Northern Punjab, Rawalpindi	20,143	2.751	60,544	7.041
3	Southern Punjab, Multan	5,000	0.215	2,600	0.233
4	Metropolitan, Karachi.	25,000	0.802	12,630	1.529
5	Northern Sindh, Hyderabad	7,680	0.600	28,340	2.762
6	KPK, Peshawar.	5,200	0.970	27,800	9.497
7	Balochistan, Quetta	45,360	2.468	3,800	0.314
8	FC & GB , Islamabad.	50,639	2.869	88,246	11.118
9	AJK Circle, Muzaffarabad	3,500	0.228	27,300	2.083
TOTAL		178,145	13.315	281,410	38.528

2.2.5 Urgent Money Orders Issued

(Figures in Million)

YEAR	NO. OF URGENT MONEY ORDERS ISSUED	VALUE Rs.	COMMISSION Rs.
2023-24	0.086	401.272	14.742
2022-23	0.080	390.867	18.277

2.2.6 Fax Money Order Issued

(Figures in Million)

YEAR	NO. OF FAX MONEY ORDERS ISSUED	VALUE Rs.	COMMISSION Rs.
2023-24	0.003	102.232	1.560
2022-23	0.005	182.079	1.567

2.2.7 Electronic Money Orders Issued

(Figures in Million)

YEAR	NO. OF MONEY ORDERS ISSUED	VALUE Rs.	COMMISSION Rs.
2023-24	0.001	5.505	0.091
2022-23	0.001	0.877	0.019

2.2.8 Electronic Money Transfer (Western Union)

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

The below given table indicates the number of transactions and foreign exchange received through this legal channel of money remittance and amount of commission earned by Pakistan from 2003-04 to 2023-24: -

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

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 2023-24 are as given below: -

Airmail (Inward)

Category of Mail	Weight in kg. 20223-24	No. of Articles 2023-24
Letter Mail (LC/AO)	278,518	5,570,360
Registered Letters (R)	96,432	160,367
Parcels (P)	217,319	31,460
EMS (E)	233,432	38,585
Total	825,701	5,800,772

Airmail (Outward)

Category of Mail	Weight in kg. 20223-24	No. of Articles 2023-24
Letter Mail(LC/AO)	64,104	1,282,080
Registered Letters (R)	67,856	286,597
Parcels (P)	298,183	35,585
EMS (E)	48,864	6,160
Total	479,007	1,610,422

Surface Mail (Inward)

Category	Weight in Kg. 2023-24	No. of Articles 2023-24
Letter mail (LC/AO)	64	1280

Surface Mail (Outward)

Category	Weight in Kg. 2023-24	No. of Articles 2023-24
Letter mail (LC/AO)	0	0

Surface Air Lifted (Inward)

Category	Weight in Kg. 2023-24	No. of Articles 2023-24
Letter Mail (LC/AO)	3,142	62,840
Parcels (P)	264,199	5,830
Total	267,341	68,670

Surface Air Lifted (Outward)

Category	Weight in Kg. 2023-24	No. of Articles 2023-24
Letter Mail (LC/AO)	0	0
Parcels (P)	0	0
Total	0	0

The number of registered articles both inward and outward exchanged with foreign countries during the year 2023-24 are as given below: -

Receipt and Payments (In Million) From / To Foreign Postal Administrations.

(Rupees in Million)

Category	2023-24	
	Receipt	Payment
General Account (Letter, Parcel, EMS)	313.92	0
Total	313.92	0

Payment to Air Carriers

(Rupees in Million)

Category	Airline/Partner	Payment
Domestic	PIAC	10.95
	Focus Technologies	13.57
International	PIAC	51.80
	Thai Airways	81.41
	Etihad Airways	172.15
	Focus Technologies	296.52
Total		626.40

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 77 years, Pakistan Post has brought out a galaxy of special stamps on wide-variety of themes. They depict the flag and map of Pakistan, our national heroes and pioneers of freedom movement, our architecture and landscape, our great poets, saints, educational institutions and so on and so forth.

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

i) Definitive Stamps:

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

ii) Service Stamps:

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

iii) Special Stamps:

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

iv) Commemorative Stamps:

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

During the year 2023-24, Pakistan Post has issued following Commemorative Postage Stamps: -

S.No	Occasion of Issue	Date of issue	Denomination (in Rs.)
1	Issuance of Commemorative Postage Stamp on celebrations of 10 years of CPEC.	05-07-2023	Rs.20
2	Issuance of Commemorative Postage Stamp on 75 years of Youm-e-Shahadat of Captain Raja Muhammad Sarwar Shaheed (1 st Nishan-e-Haider)	27-07-2023	Rs.75
3	Issuance of Commemorative Postage Stamp on Golden Jubilee of Rawalpindi Medical College.	06-09-2023	Rs.20
4	Issuance of Commemorative Postage Stamp on 75 years of diplomatic relations between Pakistan-Turkiye.	13-09-2023	Rs.20
5	Issuance of Commemorative Postage Stamp of 75 th Death Anniversary of Quaid-e-Azam Muhammad Ali Jinnah.	11-09-2023	Rs.75
6	Issuance of Commemorative Postage Stamp on celebrating 100 Years of Novo Nordisk.	22-09-2023	Rs.20
7	Issuance of Commemorative Postage Stamp on 75 Years Diplomatic Relations between Pakistan and Netherlands.	02-11-2023	Rs.20
8	Issuance of Commemorative Postage Stamp on 147 th Birth Anniversary of Quaid-e-Azam Muhammad Ali Jinnah.	25-12-2023	Rs.50
9	Issuance of Commemorative Postage Stamp on Silver Jubilee of Punjab Municipal Development Fund Company.	11-01-2024	Rs.25
10	Issuance of Commemorative Postage Stamp on celebrating of 30 years of establishment of diplomatic relations Pakistan-Belarus.	03-02-2024	Rs.30
11	Issuance of Commemorative Postage Stamp on Kashmir Solidarity Day.	05-02-2024	Rs.30
12	Issuance of Commemorative Postage Stamp on 60 th Anniversary of Pakistan and Kuwait diplomatic relations.	20-02-2024	Rs.30
13	Issuance of Commemorative Postage Stamp on International Day of Markhor.	24-05-2024	Rs.30

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 Bait-ul-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. Circle wise break up is as under: -

(Rupees in Million)

Particulars	Number of Utility Bills Collected	Amount of Utility Bills Collected (Rs)	Commission earned per bill (Rs)
PTCL @9 Rs/Bill	228,079	1,331.707	2.053
Sui Gas @8 Rs/Bill	14,632,829	45,550.954	117.063
Electricity @8 Rs/Bill	49,806,025	332,091.383	398.448
WASA @8 Rs/Bill	2,304,964	4,209.921	18.440
Total 2023-24	66,971,897	383,183.965	536.004

3.3 ARMS LICENCES ENTERED / RENEWED

S. No.	Name of Circle	Number of Arms licenses			
		Entered	Renewed	Total 2023-24	Total 2022-23
1	Central Punjab, Lahore	1,886	10,793	12,679	1113
2	Northern Punjab, Rawalpindi	248	16,346	16,594	17,276
3	Southern Punjab, Multan	0	6,217	6,217	8,801
4	Balochistan, Quetta	6,995	8,959	15,954	13,393
Total		9,129	42,315	51,444	51,338

3.4 DRIVING LICENCES ENTERED / RENEWED

S. No.	Name Of Circle	Driving Licence			
		Entered	Renewed	Total 2023-24	Total 2022-23
1	Central Punjab, Lahore	0	7	07	112
2	Northern Punjab, Rawalpindi	3	27,616	27,619	11,247
3	Southern Punjab, Multan	0	166	166	139
4	FC & GB, Islamabad	0	420	420	5,135
5	Balochistan, Quetta	46	679	725	1,905
Total		49	28,888	28,937	22,773

3.5 PROVINCIAL TAXES COLLECTION (CATEGORY WISE)

Particulars	Punjab	Sindh	KPK	Balochistan	Islamabad	2023-24	2022-23
Arms Licence	0	0	0	56,843,041	0	56,843,041	112,797,580
Driving Licence	1,243,966,730	0	0	11,902,532	815,000	1,256,684,262	628,933,895
Motor V.F.C	0	0	0	1,088,000	2,250,000	3,338,000	3,816,500
Route Permit Fee	0	0	0	0	0		22,500,000
M.V.T	0	0	0	0	0	0	0
Total	1,243,966,730	0	0	69,833,573	3,065,000	1,316,865,303	768,047,975

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

Particulars	Punjab	Balochistan	Islamabad	2023-24	2022-23
Arms License	0.000	1.586	0.000	1.586	3.147
Driving License	32.343	0.332	0.023	32.697	16.377
Motor V.F.C	0.000	0.021	0.038	0.060	0.069
Route Permit Fee	0.000	0.000	0.000	0.000	0.439
M.V.T	0.000	0.000	0.000	0.000	0.000
Total	32.343	1.939	0.061	34.343	20.032

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. **75,582** Agricultural Loan Pass Books were sold during the year 2023-24. Similarly, **5,816** Highway / Motorway Code Books were sold during the year 2023-24. The Circle-wise Break-up is as under: -

S. No.	Name of Circle	ALPBs SOLD	HWCBs Sold	
			English	Urdu
1	Central Punjab, Lahore	14,643	461	87
2	Metropolitan, Karachi	572	126	144
3	Northern Sindh, Hyderabad	7,184	6	272
4	Northern Punjab, Rawalpindi	7,091	407	2,083
5	Southern Punjab, Multan	9,074	182	1,721
6	FC & GB, Islamabad	450	0	0
7	Khyber Pakhtunkhwa, Peshawar	35,533	20	253
8	Balochistan, Quetta	1,031	1	44
9	AJK, Muzaffarabad	4	0	9
Total 2023-24		75,582	1203	4613

3.8 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 Accounts since 01-07-1993. If a pensioner retains his Savings Bank Account, he would be entitled to get profit according to the prescribed rates. During the year 2023-24, an amount of **Rs. 66,154,670,558 /-** was paid to **638,801** pensioners. The forces wise break up of number of military pensioners 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
NO. OF PENSIONERS	28,361	591,677	12,607	6,156	638,801	66,154,670,558

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 2023-24. 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 2023-24. The detail of training activities is given below: -

4.2 TRAINING COURSES CONDUCTED AT PTCs

S. No.	Postal Training Centre	No. of courses	No. of officials attended course
1	Islamabad	74	1503
2	Karachi	45	984
3	Lahore	38	404
4	Peshawar	4	117
Total		182	3439

4.3

COURSES CONDUCTED AT ECO POSTAL STAFF COLLEGE, ISLAMABAD DURING THE YEAR 2023-24

S. NO.	NAME OF WORKSHOP, COURSE/SEMINAR	NO. OF TRAINEES
1.	Workshop on Domestic and International Postal Operations	7
2.	Course on Accounting procedures of AGPR & District treasures relating to Pakistan Post	17
3.	37 th Mid Career Management Course (Domain Specific Component)	4
4.	Workshop on Public Procurement	14
5.	Workshop on Stamps & Philately in Pakistan	11
6.	Advance Course on Postal Accounts	6
7.	Advance Course on Civil & Criminal Laws	6
8.	38 th Mid Career Management Course (Domain Specific Component)	3
9.	Postal management Course	13
10.	Workshop on Counter Clerk Training Manual/ Handbook and Deployment of Training Program for Counter Clerks	30
11.	Training at Balochistan Circle Quetta under National Outreach Programme	20
12.	Refresher Course for Postal Managers at ECO Postal Staff College Islamabad	10
13.	Course on Postal Business Development and Marketing	11
14.	39 th MCMC	3
15.	Workshop on Artificial Intelligence	20
16.	Workshop on SOE Act-2023	21
17.	34 th Specialized Training Program	15
18.	Workshop on Preparation of Cash accounts and scheduled performas as per new accounting procedures/ treatments	197
19.	Basic Course on Quality of Service Standards	7
20.	Course on E-Commerce Solution and Supply chain management	7
21.	Workshop on UPU ORE Operational Readiness and E-Commerce	9
Total		431

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

4.6 IPS UPDATING DELIVERY SYSTEM

To meet the UPU's requirement, Pakistan Post has launched a project for updating delivery information from the point of delivery using Enterprise Digital Assistant (EDA) and Mobile Phones. The motive of the project is to achieve better quality of service to the PPO customers through the use of this tracking system. This tracking system will allow Pakistan Post to generate and exchange EDI tracking messages with partner postal operators and airlines for both incoming and outgoing Registered Letters, Parcels and EMS. It will also improve security of mail operations by automating all international postal processing areas and obtaining a reliable database for international postal accounts and postal statistics data capturing and storage will also be ensured. The Postal customers will be able to get faster access to the information regarding their postal items. This project ensures end to end tracking of incoming international Registered Letters and other bar coded products (Parcels and EMS) by integrating domestic tracking with IPS by automating domestic sorting centers and by providing updating delivery information facility at the point of delivery through Mobile Phones and EDAs.

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

4.7 COMPLAINT MANAGEMENT SYSTEM (CMS)

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

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

4.8 PUBLIC COMPLAINTS

The public Complaints from the users of the Postal Services are an index to the quality of service. In the absence of modern electronic system of feed-back which is an indispensable part of Management Information System (MIS), the Pakistan Post Office Department has to depend a lot on complaints. It is a barometer of public opinion which forms the basis of the evaluation and appraisal of the quality and standard of the Postal Services offered to them. The table showing the number of complaints pertaining to postal articles i.e. International Post, Domestic Post, Express Post and Money Orders received & disposed off during the year 2023-24 is given below: -

S. No.	NAME OF CIRCLE	OPENING BALACE	RECEIVED	TOTAL	DISPOSED OFF	BALANCE
1.	Metropolitan Circle, Karachi	20	15620	15640	15584	56
2.	Central Punjab, Lahore	-	28696	28696	28328	368
3.	Southern Punjab, Multan	164	8563	8727	8650	77
4.	Khyber Pakhtunkhwa, Peshawar	62	5437	5499	5450	49
5.	F.C & GB, Islamabad	65	11588	11653	11429	224
6.	Northern Punjab, Rawalpindi	6	23377	23383	23278	105
7.	Northern Sindh, Hyderabad	11	5710	5721	5709	12
8.	Balochistan Circle, Quetta	43	3465	3508	3086	422
9.	AJK Circle, Muzaffarabad	-	2577	2577	2155	422
Total: 2023-24		317	105033	105404	103669	1735

S. No.	NAME OF CIRCLE	NO OF ARTICLES	NO. OF COMPLAINTS	NO. OF COMPLAINTS DISPOSED OFF	PERCENTAGE (%)
1	Inland complaints	184.477	0.105	0.104	0.06%
2	GCSS (Registered Mail/ Letter/Parcel)	0.497	0.003	0.003	0.01%
3	I-Care (International Complaints-EMS & EMS Plus etc.)	0.178	0.002	0.002	1.12%

Chapter 5

STAFF WELFARE

5.1 DISPENSARIES AND MEDICAL FACILITIES

In order to provide better medical facilities to its employees, Pakistan Post has established 19 Allopathic Postal Dispensaries, 03 Postal Medical Centers having facility of 10 beds with diagnosis center and 02 Homeopathic facilities all over the country at big cities where outdoor medical facilities are provided to the ailing postal employees and their dependant family members. During the financial year 2023-24, expenditure of **Rs. 5.132 million** was incurred on purchase of medicines for the Postal Dispensaries. An amount of **Rs. 58.951 million** was reimbursed as medical charges under head of accounts –A01274 and **Rs. 20.611 million** under head of accounts A04106 to the postal employees during the year 2023-24. 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 58.96 million** for the purchase of plots /construction of houses during financial year 2023-24.

ii) Conveyance Advance:

The Postal employees were granted Conveyance Advances amounting to **Rs 405 million** to purchase their personal Motor Car, Motor Cycle and Cycle during financial year 2023-24.

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. **9,255.757** million during the year 2023-24 as against Rs **7,106.389** million earned during the previous year. Working expenses during the year 2023-24 stood at Rs. **22,756.990** million. The year 2023-24 closed with a deficit of Rs. **13,501.233** million against deficit of Rs. **11,591.25** million of previous year.

6.2 REVENUE RECEIPTS (Head-wise Comparison)

PARTICULARS	(Rupees in Million)			
	2022-23	%age	2023-24	%age
(A) Post Office Mail Operation (Postage Revenue)				
Sale of Ordinary Stamps	1,170.482	16.5%	1,459.604	15.8%
Sale of Service Stamps	308.894	4.3%	404.086	4.4%
Postage Realized in Cash	3,009.571	42.4%	4,057.721	43.8%
Total Postage (A):-	4,488.948	63.2%	5,921.410	64.0%
(B) Other Receipts				
P.O. Other Receipts	244.324	3.4%	204.219	2.2%
Commission on Money Transfer	244.506	4.0%	217.814	4.0%
Net receipts from Other Postal Administrations	582.426	8.2%	313.922	3.4%
Total other receipts (B):-	1,071.256	15.1%	735.955	8.0%
(C) P.O. Agency Receipts	1,546.185	21.8%	2,598.392	28.1%
Gross receipts (A+B+C):	7,106.389	100%	9,255.757	100%

6.3 DETAIL OF AGENCY RECEIPTS

(Rupees in Million)

Detail of Post Office Agency Receipts			
Head of Accounts		Audit Actuals	
		2022-2023	2023-2024
1		2	3
C03588 Agency Receipts		(Figures in Million Rs.)	
Service Charges on Savings Bank:(C0358801 to C0358810)			
C03588-01	Savings Accounts	0.000	0.000
C03588-02	Savings Certificates (except RIC)	0.000	0.007
C03588-03	Regular Income Certificates	0.000	0.000
Service Charges on Insurance Business: (C0358811 to C0358813)			
C03588-11	Management cost of Postal Life Insurance	0.000	0.000
Management cost of Stamps Organization: (C0358814 to C0358817)			
C03588-14	Share Cost of Establishment Charges of Stamps Organization	72.307	69.637
C03588-15	Recoveries on Account of Non Postal Stamps supplied to other Departments of Provincial/ Federal Government.	787.620	1,017.439
Service Charges on Pension Disbursement: (C0358818 to C0358825)			
C03588-18	Defense Forces Pension	0.000	0.555
C03588-19	PTCL Pension	0.026	0.016
C03588-20	CDA Pension	0.000	0.000
Service Charges on Utility Bills Collection: (C0358826 to C0358835)			
C03588-26	Telephone Bills (Excluding SCO)	12.900	2.053
C03588-27	SCO Telephone Bills	2.027	0.084
C03588-28	WASA /KW & SB Bills	16.792	18.440
C03588-29	Electricity Bills	361.527	398.448
C03588-30	Gas Bills	85.403	117.063
Service Charges on Tax Collection:(C0358846 to C0358865)			
C0358847	Sale of Federal Attestation Stamps	0.713	0.861
C0358848	Collection of Custom duty	0.000	23.961
C0358849	Collection of Sales Tax	0.000	23.752
C0358850	Renewal of Arms Licenses	1.503	1.713
C0358851	Renewal of Driving Licenses	0.196	67.745
C0358852	Sale of Route Permit Fee Stamps.	0.239	0.000
C0358853	Sale of Motor Vehicle Fitness Certificate Stamps.	2.931	0.000
C0358854	Collection of Motor Vehicle Tax	0.008	0.004
C0358856	Collection of Income Tax on Private Motor Cars.	0.000	0.000
C0358859	Collection of Professional Tax on vehicles (Punjab).	0.003	0.022
Miscellaneous Service Charges: (C0358866 to C0358899)			
C03588-68	Disbursement of First Micro Finance Bank (FMFB) Loans.	0.002	-0.000
C0358869	FMFB Loan Recovery Collection in Cash.	0.000	0.000
C0358871	Service Charges on KMBL loan Disbursement	0.000	0.000
C0358872	Service Charges on KMBL loan Recovery Collection	0.000	0.000

C0358878	Child Support Programme.	0.000	0.000
C0358879	Sale Proceed of prospectus of Sarhad University.	0.000	0.000
C0358882	Sale Proceed of Youth Parliament Prospectus (YPP).	0.000	0.000
C0358883	Commission / Service Charges on NADRA CNIC Fee	0.191	4.058
C0358884	Sale Proceed of Bolwala Game Show Scratch Cards	0.001	0.000
C0358885	Sale proceed of Mail Corrugated Carton Boxes	0.001	0.000
C0358886	Sale Charges on EMS Plus Services	182.955	639.598
C0358887	Service Charges on Sale of Prospectus/Forms of QUEST Nawabshah	0.038	0.000
C0358888	Receipts of PLICL Premium	11.285	11.417
C0358899	Commission / Service Charges on Other Items	7.658	202.575
C03588	Gross Agency Receipts	1,546.326	2,599.444
C0358800	Deduct refund of Agency Receipts.	0.140	1.052
C03588	Net Agency Receipts.	1,546.185	2,598.392

DETAIL OF POST OFFICE COMMISSION ON MONEY TRANSFER			
Head of Accounts		Audit Actuals	
		2022-2023	2023-2024
1		2	3
C 03586- Post Office Commission on Money Transfer:		(Figures in Million Rs.)	
C03586-01	Commission/Fee on Ordinary Money Orders	167.132	176.045
C03586-02	Commission/Fee on Urgent Money Orders	18.277	14.742
C03586-03	Commission/Fee on Fax Money Orders	1.568	1.561
C03586-04	Commission/Fee on Postal Drafts	0.027	0.029
C03586-05	Commission/Fee on Pakistan Postal Orders	17.671	13.746
C03586-10	Commission/Service Charges on Payment of Electronic Money Transfer on behalf of Western Union	38.313	11.375
C03586-12	Food Stamps Scheme Money Orders (Punjab)	0.000	0.000
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	1.265	0.413
C03586-19	Electronic Money Orders Service (EMO)	0.020	0.092
C03586-20	Commission on NBP International Remittance Payment	0.000	0.000
C03586-99	Other Items	0.235	0.000
C 03586	Gross Post Office Commission on Money Transfer	244.506	217.818
C03586-00	Deduct/Refund of Commission	0.000	0.003
C 03586	Net Post Office Commission on Money Transfer	244.506	217.814

Detail of Post Office Mail Operations			
Head of Accounts		Audit Actual	
		2022-2023	2023-2024
1		2	3
C 03581- Post Office Mail Operations:		(Figures in Million Rs.)	
C 03581-01	Sale of Ordinary Postage Stamps	1,170.482	1,459.604
C 03581-02	Sale of Service Postage Stamps	308.894	404.086
C 03581-03	Letter Postage Realized in Cash	15.937	18.977
C 03581-05	International Speed Post Charges	0.000	1.751
C 03581-06	Franking Machine	249.893	303.879
C 03581-07	Delivery Charges of PTCL bills/mail	67.491	69.456
C 03581-08	Delivery Charges of bulk mail of Banks	322.471	527.436
C 03581-09	Fee for Window Delivery Tickets, Post Boxes and Bags	3.238	2.576
C 03581-10	Express Mail Service (EMS) Charges	383.047	297.723
C 03581-11	Fax Mail Service (FMS) Charges	0.006	0.000
C 03581-12	Inland Parcel Postage realized in cash	720.233	1,097.477
C 03581-13	Foreign Parcel Postage realized in cash	492.409	584.983
C 03581-14	Inland Parcel Postage realized in cash	201.802	398.265
C 03581-16	Registered Article Postage realized in cash (FPO)	20.392	31.039
C 03581-17	EMS Postage realized in cash (FPO)	25.787	37.022
C 03581-18	UMS Postage realized in cash (FPO)	2.776	3.137
C 03581-19	Inland Parcel Postage realized in cash (FPO)	1.900	1.768
C 03581-20	Other Postage Realized in Cash	507.067	687.400
C 03581-99	Others	0.028	0.063
C 03581	Gross Post Office Mail Operations	4,493.855	5,926.640
C 03581-00	Deduct/Refund Post Office Mail Operations	4.907	5.230
C 03581	Net Post Office Mail Operations	4,488.948	5,921.410

6.4 DETAIL OF POST OFFICE OTHER RECEIPTS 2023-24

(Rupees in Million)

DETAIL OF POST OFFICE OTHER RECEIPTS			
Head of Accounts		Audit Actuals	
		2022-2023	2023-2024
1		2	3
C 03582- Others (Post Office Other Receipts):		(Figures in Million Rs.)	
C 03582-01	Recoveries on account of Mail Robberies	0.003	0.008
C 03582-02	Recoveries on account of Loss/Damaged Insured Articles	0.279	0.231
C 03582-03	Special Recoveries	2.736	1.579
C 03582-04	Advertisement Receipts	0.014	0.031
C 03582-05	Contribution for leave and pension	1.811	0.000

C 03582-06	Examination Fee	80.324	7.482
C 03582-07	Non Refundable Contribution received from Government / Public (NRC)	1.368	2.258
C 03582-08	Recovery of tuition fee and other income from Model School	1.871	1.409
C 03582-09	Forfeited Money Orders.	0.000	0.009
C 03582-10	Forfeited Pakistan Postal Orders	0.000	0.003
C 03582-11	Forfeited Postal Drafts	0.000	0.000
C 03582-12	Postal Pension Recovery	16.468	1.929
C 03582-21	Rent of Buildings from Postal Employees	37.365	48.724
C 03582-22	Rental Income of Post Office Buildings Rented to others	63.685	95.444
C 03582-31	Books, Forms & Maps	0.551	0.611
C 03582-32	Cost of SB withdrawal slip Books	0.026	0.003
C 03582-33	Sale proceed of Highway Code Book	0.426	0.558
C 03582-34	Sale proceed of Agricultural Loan Pass Book	7.840	4.639
C 03582-35	Sale proceed of Money Order Forms	3.066	3.010
C 03582-99	Other Items	26.787	36.349
C 03582	Gross Post Office Other Receipts	244.620	204.278
C 03582-00	Deduct Refund of Post Office Other Receipts	0.297	0.059
C 03582	Net Post Office Other Receipts	244.324	204.219

6.5 CIRCLE/REGION WISE BREAK UP OF REVENUE RECEIPTS OF THE PPOD FOR THE YEAR 2023-24 (Figures in Millions)										
Particulars of Revenue Receipts	FC & GB	AJ&K	Punjab			Sindh		Khyber Pakhtunkhwa	Balochistan	Total
	FC & GB Circle Islamabad	AJK Circle Muzaffarabad	Northern Punjab Circle Rawalpindi	Southern Punjab Circle Multan	Central Punjab Circle Lahore	Metropolitan Circle Karachi	Northern Sindh Circle Hyderabad	K.Pk. Circle Peshawar	Balochistan Circle Quetta	
1	2	3	4	5	6	7	8	9	10	11
(a) Post Office Mail Operations (Postage Revenue):										
Sale of Ordinary Stamps	78.448	48.611	302.668	223.058	485.888	97.513	68.566	129.529	25.322	1,459.604
Sale of Service Stamps	34.331		58.808	34.939	88.313	44.380	45.836	87.847	9.631	404.086
Postage Realized in cash	476.655	31.475	583.152	290.375	1,411.869	648.905	69.216	428.067	118.008	4,057.721
Total Mail Operation	589.434	80.085	944.628	548.372	1,986.070	790.798	183.618	645.443	152.962	5,921.410
(b) Post office Miscellaneous Receipts:										
Post Office Other Receipts	44.330	5.287	61.381	12.758	42.965	16.564	6.852	9.830	4.253	204.219
Commission on Money Transfer.	20.245	8.701	38.550	31.729	59.220	11.918	14.231	27.243	5.977	217.814
Net Receipt from Other Postal Administrations.	0.000	0.000	0.000	0.000	0.000	313.922	0.000	0.000	0.000	313.922
Total Miscellaneous Receipts	64.576	13.987	99.931	44.486	102.185	342.403	21.083	37.074	10.230	735.955
Grand Total P.O Receipts (a+b)	654.010	94.072	1,044.559	592.858	2,088.255	1,133.202	204.700	682.517	163.192	6,657.365
(c) Post Office Agency Receipts.	827.406	16.305	125.055	100.737	181.536	1,165.136	99.211	67.360	15.645	2,598.392
Grand Total (a+b+c)	1,481.416	110.378	1,169.614	693.596	2,269.791	2,298.337	303.911	749.876	178.837	9,255.757
Circle Wise Total	1,591.794		4,133.001			2,602.249		749.876	178.837	9,255.757
% of the Total Revenue Receipts of the PPOD.	17.20%		44.65%			28.11%		8.10%	1.93%	100.00%

6.6
2023-24

HEAD WISE DETAIL OF EXPENDITURE FOR THE YEAR

		(Rupees in Millions)
CODE	DESCRIPTION OF OBJECT	2023-24
A01	Employees Related Expenses.	16,738.708
A03	Operating Expenses	4,685.710
A04	Employees Retirement Benefits	651.065
A05	Grants, Subsidies and Write Off of Loans/Advances/Others	389.995
A06	Transfer Payments	2.121
A07	Interest Payment	10.000
A09	Expenditure on acquiring of Physical Assets	25.490
A10	Principal Repayment of Loans	20.000
A12	Civil Works	4.945
A13	Repair & Maintenance	228.955
TOTAL		22,756.990

6.7 BUDGET

(Rupees in

Millions)

DETAIL OF EXPENDITURE	2022-23	2023-24
Total (Establishment and Pensionery Charges)	13,923.022	17,389.773
Basic Salaries Officers	545.336	535.915
Basic Salaries other Staff	8,129.304	8,378.812
Regular Allowances	4,854.505	7,639.841
Other Allowances (excluding Traveling Allowances)	129.460	184.140
Pensionery Charges	-	264.417
Total Operating Expenses	4,349.112	4,685.710
Sub Total (Operating Expenses)	1,826.012	2,194.046
Traveling Allowances	149.800	202.698
Operating Expenses	1,676.212	1,991.348
Expenditure on FGN Trainees in Pakistan	-	-
Sub Total Conveyance of mails	1,256.364	1,784.044
Payment to Air Carriers	-	-
Payment to Shipping Companies	-	-
Payment to Railways	-	-
Conveyance Charges	-	-
Others [(A03820) Extra Mail dispatch]	-	-
Payments to other for services rendered	1,256.364	1,784.044
Payment to Road Transport	-	-
Sub Total Printing Charges	1,266.736	707.620
Postage Stamps and Stationery	157.965	20.138
Non-Postal Stamps	1,108.771	687.482
Total Purchase/Repair & Maintenance of Durable Goods/ Building Structure	117.119	259.391
Purchase of Durable Goods	2.459	25.490
Purchase of Plots /Building and Construction of works	10.500	4.945
Repair and Maintenance of Durable Goods	44.086	160.939
Repair and Maintenance of Buildings	60.074	68.017
Sub Total	308.386	422.116
Write off of Loans/Advances/Public Money	3.243	7.345
Subscription to Funds	2.000	2.000
Re-payment of Loans & Advances	10.000	20.000
Miscellaneous Expenditure	42.161	0.121
Interest Charges	10.000	10.000
Family Package	240.982	382.650
Incentive to the Employees		
Grand Total	18,697.639	22,756.990
Running Account Of Renewal Reserve Fund		
Opening balance	518.030	581.288
Contribution to the fund	1.000	1.000
Interest on R.R Fund	62.258	113.381
Total Funds	581.288	695.669
Appropriation from the fund	-	-
Closing balance	581.288	695.669
Post Office Welfare Fund		
Opening balance	36.751	37.751

Contribution to the fund	1.000	1.000
Total Funds	37.751	38.751
Appropriation from the fund	-	-
Closing balance	37.751	38.751
Pakistan Postal Services Management Board Fund		
Opening balance	-	-
Contribution to the Fund.	-	-
Total Fund	-	-
Expenditure during the year	-	-
Closing balance	-	-

6.8 CIRCLE WISE BREAK-UP OF EXPENDITURE FOR THE FINANCIAL YEAR 2023-24

(Rupees in Million)

SL.No	Name of Office	Station	A01 Employees Related Expenses	A03 Operating Expenses	A04 Employees Retirement Benefits	A05 Grant, Subsidies & Write off, of Loans & Advances	A06 Transfer	A07 Interest Payment	A09 Expenditure on acquiring of Physical Assets	A10 Principal Repayment of Loans	A12 Civil Works	A13 Repair & Maintenance	Grand Total
1	Sindh Balochistan Province, Karachi	Karachi	.518	3.964	.000	.000	.000	.000	.000	.000	.000	4.891	4.891
2	Metropolitan, Karachi	Karachi	7.569	1201.891	83.432	98.039	.000	.000	.500	.000	.000	1402.174	1402.174
3	Northern Sindh, Hyderabad	Hyderabad	4.180	213.757	48.067	23.529	.000	.000	.000	.000	1.000	302.026	302.026
4	Balochistan, Quetta	Quetta	3.327	185.642	27.927	24.275	.000	.000	.000	.000	.000	251.595	251.595
5	Punjab Province, Lahore	Lahore	.000	3.463	.000	.000	.000	.000	.000	.000	.000	3.922	3.922
6	Central Punjab, Lahore	Lahore	12.531	872.642	183.962	143.774	.000	.000	.500	.000	2.095	1237.168	1237.168
7	Southern Punjab, Multan	Multan	4.181	277.605	60.486	18.102	.000	.000	.000	.000	.000	371.554	371.554
8	Northern Punjab, Rawalpindi	Rawalpindi	8.358	430.783	98.767	37.267	.000	.000	.000	.000	.000	591.436	591.436
9	Khyber Pakhtunkhwa, Peshawar	Peshawar	7.520	331.026	80.724	12.574	.000	.000	.000	.000	1.500	445.925	445.925
10	FC & GB Islamabad	Islamabad	1.056	221.671	26.309	14.233	.000	.000	.999	.000	.350	274.462	274.462
11	AJK, Muzaffarabad.	Muzaffarabad	.967	97.591	25.796	17.200	.000	.000	.000	.000	.000	145.905	145.905
12	Directorate General	Islamabad	7.573	214.644	16.248	.102	2.000	10.000	23.491	20.000	.000	406.347	406.347
13	CCS, Karachi	Karachi	.562	606.609	2.796	.000	.000	.000	.000	.000	.000	612.742	612.742
14	Postal Staff College	Islamabad	.538	24.422	1.495	.900	.000	.000	.000	.000	.000	31.837	31.837
15	Employees Related Expenses (LO9093)	Islamabad	16679.828	.000	-4.944	.000	.121	.000	.000	.000	.000	16675.004	16675.004
Grand Total 2023-24			16738.708	4685.710	651.065	389.995	2.121	10.000	25.490	20.000	4.945	228.955	22756.990

6.9

**COMPARISON OF REVENUE AND EXPENDITURE FROM
1999-00 TO 2023-24****(Rupees in Million)**

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

6.10 RATES OF INTEREST

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

YEAR	RATES OF INTEREST (Final)	YEAR	RATES OF INTEREST (Final)
1947-1953	3.00 %	1996-1997	16.31 %
1953-1958	3.25%	1997-1998	18.03 %
1958-1959	3.50 %	1998-1999	17.71 %
1959-1960	4.00 %	1999-2000	11.21 %
1960-1961	4.25 %	2000-2001	11.70 %
1961-1964	4.50%	2001-2002	10.72 %
1964-1965	4.75 %	2002-2003	7.42 %
1965-1966	5.25 %	2003-2004	7.20 %
1966-1968	6.00 %	2004-2005	6.86 %
1968-1971	6.25 %	2006-2007	11.78 %
1971-1972	7.00 %	2007-2008	10.14 %
1972-1973	8.25 %	2008-2009	13.80 %
1973-1974	9.25 %	2009-2010	12.59 %
1974-1975	10.25 %	2010-2011	13.61%
1975-1976	10.50%	2011-2012	12.64%
1976-1977	11.00 %	2012-2013	10.65%
1977-1978	11.75 %	2013-2014	11.79%
1978-1979	12.50 %	2014-2015	10.53%
1979-1980	12.00 %	2015-2016	7.37%
1980-1983	13.00 %	2016-2017	6.54%
1983-1986	15.00 %	2017-2018	6.62 %
1986-1987	14.66 %	2018-2019	11.53 %
1987-1988	15.28 %	2019-2020	12.20%
1988-1989	14.84 %	2020-2021	10.30%
1989-1991	15.93 %	2021-2022	11.20%
1991-1992	14.51 %	2022-2023	15.58%
1-7-92 to 31-7-92	14.51 %	2023-2024	13.94%
1992-1996	7.00 %		
* (PPSC PERIOD 01-08-1992 TO 30-06-1996			

PAKISTAN POST SALIENT STATISTICS 2023-24

Number of Post Offices	10,508
Number of Employees	38,853
Full Time	28,665
Part Time	10,188
Mail Volume Handled for dispatch (in million):	
Express Mail (in million)	15.048
Un-registered Mail (in million)	135.845
Registered mail (in million)	34.838
International Mail Handled:	
Inward Mail (weight in kg)	1,093,106
Inward Mail (No. of articles)	5,870,722
Outward Mail (weight in kg)	479,007
Outward Mail (No. of articles)	1,610,422
Money Orders Issued Including UMO, FMO and EMO:	
Number (in million)	2.363
Value (Rs. in million)	10,548.939
Pakistan Postal Orders (Sold):	
Number (in million)	0.687
Value (Rs. in million)	31.001
Military Pension Payment:	
Number of Pensioners	638,801
Amount paid (Rs. in million)	66,154,670.558
Utility Bills Collected	
Number (In million)	66.972
Amount Collected (In million)	383,183.965
Gross Receipts (Rs. In million) 2023-24	
	9,255.757
Total Expenditure (Rs. in million) 2023-24	
	22,765.990
Deficit (Rs. In million) 2023-24	
	(-) 13,501.233