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BUSINESS SERVICES

Question 3:

Write a detailed note on various facilities offered by Indian Postal Department.

ANSWER:

The Indian Postal Department provides the following types of facilities.

Financial facilities: Post offices provide a variety of savings facilities to the public. Some of these schemes are mentioned below:

- (i) Public Provident Fund (PPF)
- (ii) Kisan Vikas Patra
- (iii) National Saving Certificate (NSC)
- (iv) Recurring Deposit Scheme
- (v) Fixed Deposit Scheme
- (vi) Money order facility

Mail facilities: Mail facilities primarily include the following three kinds of services:

- (i) *Parcel facilities:* They facilitate the movement of an article from one place to another.
- (ii) *Registration facilities:* They provide security to the article being transmitted.
- (iii) *Insurance facilities:* They cover the risks involved in transmission by post.

Some of the *mail facilities* provided by the banks are as follows:

- (i) *Post cards:* It is the cheapest form of postal service.
- (ii) *Letter:* It ensures the secrecy of the information conveyed, and is placed in an envelope.
- (iii) *Registered post:* Registered post ensures that the mail registered is delivered to the addressee or returned to the sender if it is not delivered.

Allied facilities: Post offices also provide a variety of allied services to customers.

- (i) Passport service: Post offices accept passport applications on behalf of the Ministry of External Affairs.
- (ii) Media Post: These include aerograms and letters through which the corporate companies can advertise their brands.
- (iii) Direct Post: These include brochures, questionnaires, pamphlets and CDs/floppies through which addressed as well as unaddressed advertisement can be delivered.
- (iv) Speed Post: It involves fast and speedy transfer of articles to the addressees within a specified period.