

# NIOS lesson adaptation project

by  **Embrace** The power within you! **Volunteers**

(A community initiative of Harchan Foundation Trust)

## CHAPTER -8

### POSTAL AND COURIER SERVICES

This project is aimed at supporting children with different needs. Information provided is adapted to the best of knowledge by the volunteers. For complete information please refer to the NIOS resources in <https://www.nios.ac.in/online-course-material/secondary-courses.aspx>.

# KWL Chart

K- What does the child know	W- What does the child want to know	L- What has the child learnt
	Meaning and nature of postal services	
	Services provided by post offices	
	Services provided by private courier services	
	Importance of postal service	
	Recognize the role of private courier services	

# Keywords

Postal Service: Messages are transmitted through the post office.

Mail service: Written messages or Parcel are sent via Post office

Remittance service: Sending Money via Post office

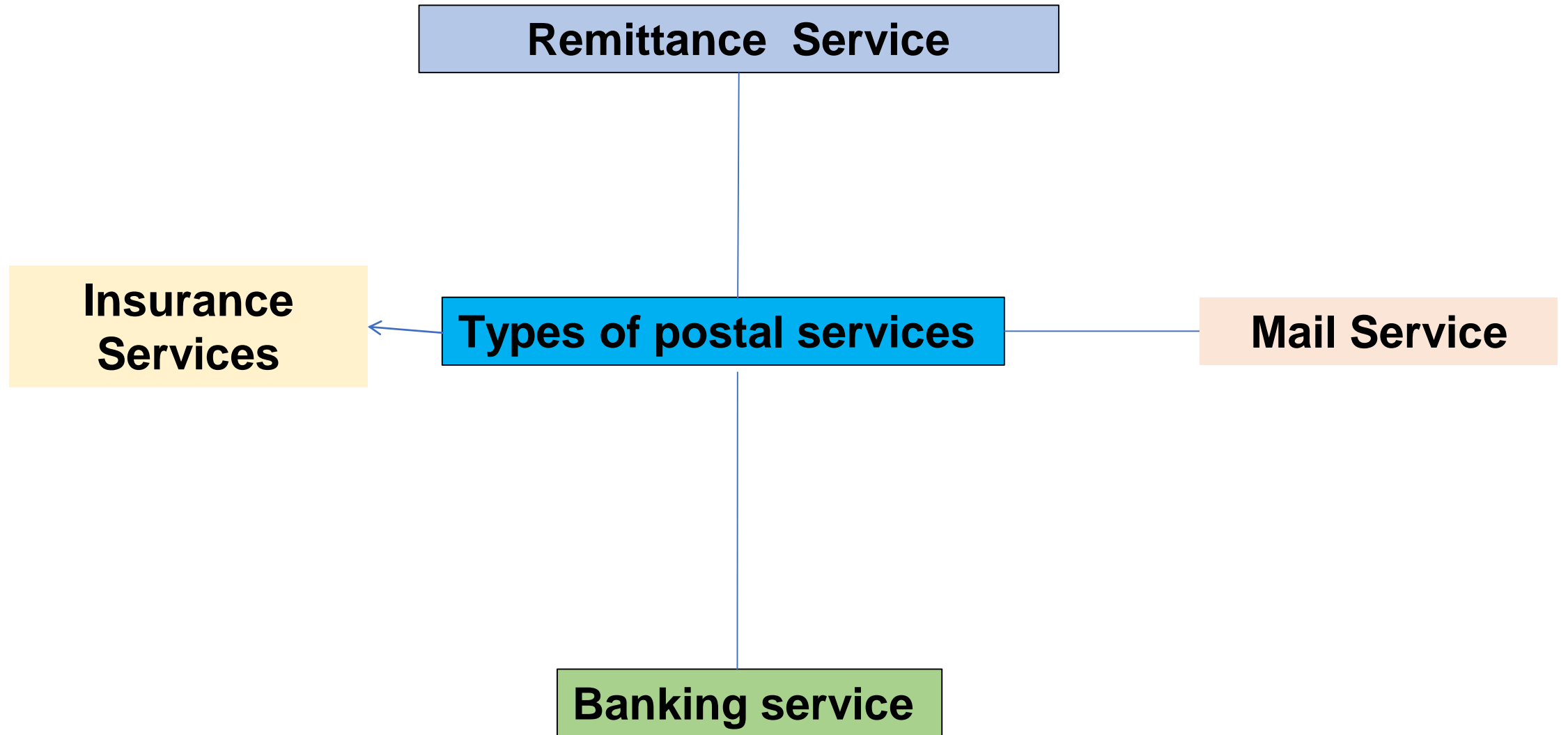
Banking service: People who want to save money through the financial schemes provided by Post office.

Insurance service: Which covers all risks in course of transmit.

Private Courier Service-Delivers mail, parcels and packages through the private company .

# Nature of postal services

- ❑ Postal services originated with the necessity of communicating written messages.
- ❑ Initially postal service is used solely for sending official mail.
- ❑ After it was made available to the public.
- ❑ At that time it started offering other services including remittance of money, delivery of parcels, banking and insurance.
- ❑ One of the most interesting features to note is that all these varied postal services which we can use according to our need and convenience .



# What do you mean by Postal Services?

The various services given by post office is called postal services.

# 1.Types of Postal Services-Mail Services

**1.Mail Services:** Deals with collection of letters and parcels from the sender to distribute among the receivers.

Means of mail services are

- ❖ Post card.
- ❖ Inland letter
- ❖ Envelop
- ❖ Parcel post
- ❖ Book post



# Different Means of Mail Service

For Sending a Written message

- ❖ Post Card
- ❖ Inland Letter
- ❖ Envelope

For sending an article

- ❖ Parcel
- ❖ Wrapper( thick paper or cloth can be used)



# Post card

- ☐ It is a card on both sides of which
- ☐ we can write a message.
- ☐ It has a specific space to write the address of the receiver.
- ☐ Post card is the cheapest means of communication.



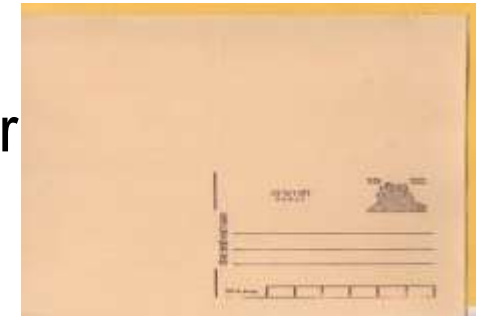
# Different types of Post Cards

## Types of Post Cards.

**Ordinary post cards:** Used for writing letters.



**Competition post cards:** Used to send replies to competitions on radio, TV, newspaper and magazines.



**Printed postcard:** A card with a message or picture printed on one side.



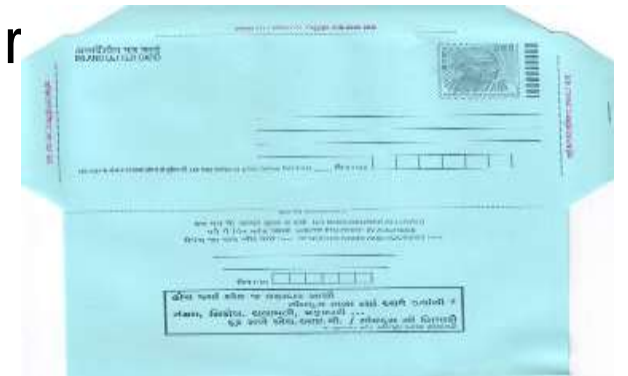
**Reply postcard :** Two ordinary post cards joined together one used to send the message and other is for the receiver to reply.

# Inland Letter Card

## Inland Letter Card:

Inland letter cards were introduced on October 2, 1950 on the birth of Mahatma Gandhi.

- ☐ It is used for sending messages within our country.
- ☐ Written portion of the inland letter is folded and sealed.
- ☐ Names and address of the sender and receiver remain open.
- ☐ A special type of letter like inland letter is used for sending messages to foreign countries is called “aerogram”.

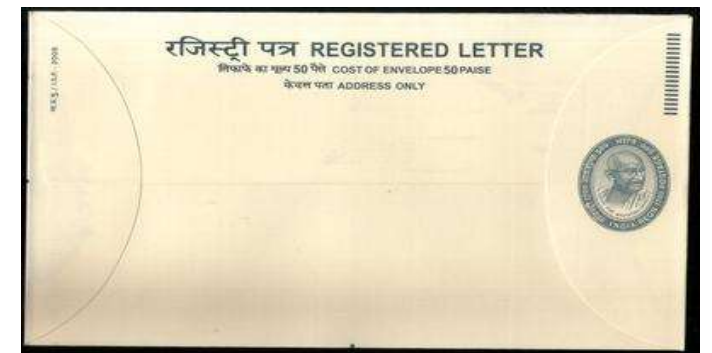


# Envelope

Besides sending letters we can mail small enclosures like photographs, greeting cards , documents through envelopes.

## Different types of envelope

- Ordinary envelope
- Registered mail



# Parcel Post

## Parcel Post

- Suppose you want to send a gift to your friend. We can send it using the postal facility in the form of parcels.
- It is safe and cheap.
- Postal charges change according to the size of the parcel.
- It can be sent within our country or foreign countries.



# Book Post

## Book Post:

- Books, Greeting card can be mailed through book post.
- It should only be closed and not sealed.
- Postage in Book post is less than the sealed envelopes.



## 2.Types of Postal Services-Remittance Services

### 2.Remittance Services:

- Remittance Service: Transfer of money from one place to another within in and as well as outside the country.
  - Money order : Pay a certain amount of money only to person named.
  - Postal order: Mainly used for remitting examination fee or for apply job.
- Banking Service: Schemes to help people save
- Insurance Service: Postal Insurance and Rural Postal Life Insurance.
- Other services:



## 3.Types of Postal Services- Banking Services

### 3. Banking Service.

- Post office Savings Bank Account.
- 5 years Office Recurring Deposit Scheme.
- Post Office Time Deposit Account.
- Post Office Monthly Income Scheme.
- 6-Year National Savings Certificates (VIII Issue) Scheme.
- 15 Year Public Provident Fund Account (PPF Account).
- Kissan Vikas Patra Scheme



# Types of postal services-Banking Services

Banking services	Deposits and withdrawal	Amount to be deposited	Operations	Withdrawal
<b>Post office saving bank account</b>	Deposit and withdraw savings	Min of 50 and max of 1 lakh	Jointly operated	By cheques and withdrawal slips
<b>5 year post office recurring deposit scheme</b>	Deposits has to be done once in 5 years	Min of 10 rs ever year . No max limit	After one year half of amount can be withdrawn	
<b>Post office time deposit account</b>	Deposits can be made in lump sum	Min balance is 200 no max limit	This account can be opened by trust	
<b>Post office monthly income scheme</b>	Fixed deposit for 6 years	Min of 1500 and max of 4.5 lac	Gets bonus of 5%	Good for retired people
<b>15 year PPF account</b>	Deposits has to be made every year	Min of 500 to max of 70,000	Interest income is tax free	Can be done after 7 year

## 4.Types of postal services -Insurance Services

Insurance services	For whom	Age limit	Premium payment	Money given back
Postal life insurance	For all employees of government , banks, universities and nationalized institutions	Post office allows employees below 50 years to insure their lives	Should be paid for specific period	After completion of specific period or in case of death
Rural postal life insurance	For people in village and weaker sections		Premium is very low	After completion of specific period or in case of death

# Other services:

- Sale of stamps.
- Sale of Forms.
- Bill Payment.
- Pension Payment.
- Post Shops.
- Philately.
- Gramin Sanchar Sevak



Done to **give**  
**phone facility** to  
every home in  
**rural areas.**



Done by  
**Department of  
Post and BSNL**  
(Bharat Sanchar  
Nigam Limited).

Postman carries  
a mobile phone  
with him.

People can pay  
and use the  
phone.



## Other Services

### **Sale of stamps:**

In addition to postal stamps, various other types of stamps like revenue stamps, share transfer stamps, recruitment stamps etc. are also sold at post offices.

### **Sale of Forms:**

Post office facilitates sale of different forms like passport forms, UPSC (Union Public Service Commission) forms, SSC (Staff Selection Commission) forms and forms of other national level competitive examinations.

### **Bill Payment:**

Post office also collects payment of telephone, electricity, and water bills from the consumers.

## Types of Other Services

**Pension payment:** For the convenience of pensioners, Government of India has made necessary arrangements for payment of pension through post office.

**Post shops:** Post shops are the small retail shops established for sale of postal stationery items, greeting cards and small gift items to the customers. These shops are found within the premises of some post offices.

**Gramin Sanchar**

**Sewak Scheme:** To provide telephone facility to every home, Gramin Sanchar Sewak Scheme has been launched.

# Specialized Mail Services

**Specialized mail services:** For the convenience of people, the post officers offers various mail services.

## Types of specialized mail services

- ☐ Certificate of posting.
- ☐ Insured post.
- ☐ Registered post.
- ☐ Speed post



# Certificate of Posting

## Certificate of Posting

If the sender wants to have proof that he has actually posted, certificate can be obtained on the payment of the prescribed charge.

- Write the address of the receiver and sender on a plain paper and affix a postage.
- Letter along with this paper has to be handed over to the post office.
- The post office will put its seal on the paper and return it to you.

The image shows two forms related to the Certificate of Posting process. The top form is a 'CERTIFICATE OF POSTING' with the following fields:

- 25-18** (top left)
- CERTIFICATE OF POSTING** (top center)
- The unregistered articles addressed as under have been posted here this day:-** (top right)
- Description of articles** (left column)
- Exact address on the article** (right column)
- Total number of articles (in words)** (bottom left)

The bottom form is a 'POSTAGE RECEIPT' with the following fields:

- Date stamp** (left)
- Postage stamp to be affixed here** (right)
- 25-18** (top left)
- POSTAGE RECEIPT** (top center)
- The unregistered articles addressed as under have been posted here this day:-** (top right)
- Description of articles** (left column)
- Exact address on the article** (right column)
- Total number of articles (in words)** (bottom left)

# Registered Post

## Registered Post

- ❑ Is made to make sure the letter is definitely delivered otherwise it should come back to us.
- ❑ In such a situation the Post office offers a registered facility through which we can send our letters and parcels.
- ❑ Registered mails are super scribed as Registered Letter on its face.

रजिस्ट्री पत्र REGISTERED LETTER  
लिफाफे का मूल्य 50 पैसे COST OF ENVELOPE 50 PAISE  
केवल पता ADDRESS ONLY

To,  
Full Name  
Address line 1  
Address line 2  
City name, State Name  
Pincode  
Phone Number

From,  
Full Name  
Address line 1  
Address line 2  
City name, State Name  
Pincode  
Phone Number

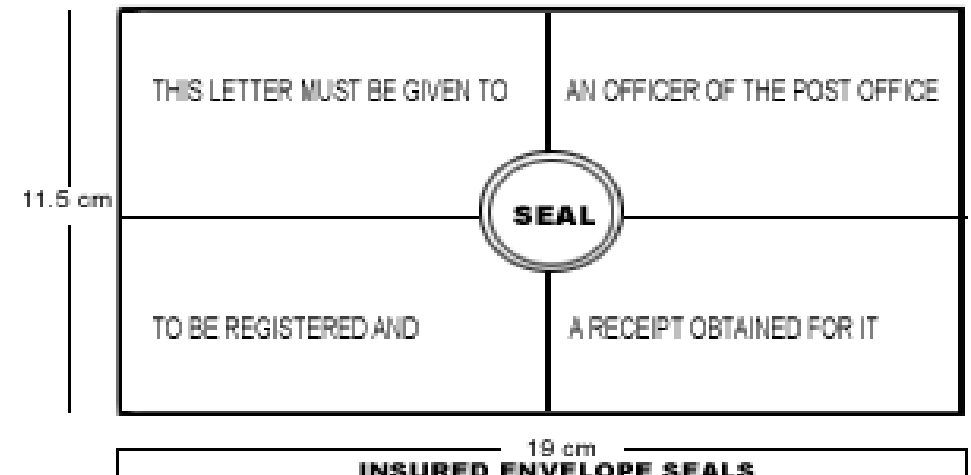
भारत 2003  
INDIA 2003  
Sudhakar Chhetri



# Insured Post

## Insured Post

- While mails in transit can get damaged or lost. The sender of the letter/parcel can ensure the letter or parcel so that in case of loss or damage the post office can compensate.
- It can be insured after paying a certain amount.
- Insurance premium is paid to the post according to the value of the mail it is insured.
- Post office acts as an insurer and is liable for the loss.
- Only registered mails are allowed to be sent through insured post.



# Speed Post

## Speed Post

- It was introduced on 1st August 1986.
- Letters, Documents and Parcels are delivered faster.
- More postage for speed post than ordinary mail.
- This service is available in specific speed post centers.



# Post Restante



## Post Restante:

- When it is necessary to send a letter to a person whose exact address is not known you can send it to the postmaster of that area in which the receiver resides. These letters are called Post Restante Letters.
- This facility is particularly suitable for tourists and travelling salesmen who are not sure about their address in a particular place

# Mail Transmission

## Mail Transmission:

- ✓ Post office collects letters and parcels either through its counters or by installing letterboxes.
- ✓ People drop letters in these boxes at any time according to their convenience.
- ✓ The post office collects these once or twice everyday during office hours.



# Surface and Airmail

The mails that move through railways, motor vehicles, cycles etc., are called **Surface mail**.



All international mails are forwarded through airways. So the mail carried on by air transport is known as **Airmail**.



# Types of paying postage

## Types of paying postage

Postal Stamp.

Franked Postage.

Payment without affixing any stamp.

Computerized slip





# Types of paying postage

Types of paying postage	Used for
Postal stamp	For sending envelopes and parcels
Franked postage	<ul style="list-style-type: none"><li>✓ In large offices where hundred of letters are sent every day.</li><li>✓ Post office affix stamps through a machine called franking machine.</li><li>✓ Print postage of different denominations called Franked postage</li></ul>
Payment without affixing stamp	<ul style="list-style-type: none"><li>▪ In some mails no postage is required.</li><li>▪ Braille literature is free of charge</li></ul>
Computerized slip	<ul style="list-style-type: none"><li>▪ Computer generated slips are pasted on the mails.</li><li>▪ Date time and amount is mentioned in the slip.</li><li>▪ Only for speed post and registered post not for ordinary post</li></ul>

# How does post office facilitate business transactions ?

## Business Transactions:

- VPP
- Business Reply Post
- Media Post
- Express Post
- Business Post
- Corporate Money Order
- Post-box and Post bag





# How does post office facilitate business transactions ?

- ✓ Helps selling of goods by value payable post.
- ✓ Carry letters from customers with out postage by Business reply post
- ✓ Help advertisement of goods by media post .
- ✓ Quick delivery of letters by Express post .
- ✓ Pre-mailing services to big mailers by Business post.
- ✓ Transfer big amounts of money by corporate money order .
- ✓ Collect mail by post bags.

# How does post office facilitate business transactions ?

Business Transactions	How it helps
Value payable post VP	<ul style="list-style-type: none"><li>➤ Buy goods from seller from far off place .</li><li>➤ Post office receives packed goods from seller.</li><li>➤ Carries it to the customer.</li><li>➤ Customer pay the price of good along with VPP charges.</li><li>➤ Good are delivered to the customer</li></ul>
Business reply post	<ul style="list-style-type: none"><li>✓ Helps in creation of customers.</li><li>✓ Allows customer to reply through Business reply post.</li><li>✓ Customer do not have to spend on postage.</li><li>✓ Businessmen has to get license from post office</li><li>✓ They have to pay fee for the license.</li></ul>

Business Transactions	How it helps
Media post	The postal department allows the corporate and government organizations to reach the customers through advertisement on postcard, inland letter card, aerogramme and other postal stationeries.
Express post	<p>Post office offers a reliable, speedy and economical parcel service to the corporate and business customers through its express post.</p> <p>It provides a time bound door-to-door delivery of parcels up to 35 kgs. in weight.</p>

Business Transactions	How it helps
Corporate money order	<ul style="list-style-type: none"><li>❑ Business organization can also transfer money through money order.</li><li>❑ It can transfer up to 1 cr to any part of country.</li><li>❑ Available in post office which is connected with satellite</li></ul>
Post box and postbag	<ul style="list-style-type: none"><li>■ For Firms that want to get their mails quickly.</li><li>■ Helps in receiving bulk mail.</li><li>■ For those who do not have a fixed address.</li><li>■ For those who want to keep their address as a secret.</li></ul>

# Importance of Postal Services

**Cheaper means of communication**

**Encourage Saving**

**Safe remittance of money at lower rate**

**Promotion of trade**

**Facilitate distant learning**

# Private Courier Service

## Main features of private courier services are:

- Fast means communication.
- Helps national and international communication.
- Used to send all items except gold and jewelers.
- They give safe and timely delivery of goods.
- They collect items from senders and deliver it to receivers .
- They use railways , roadways, and airways.
- Some couriers also use telephone, telex and fax services.



# List of Volunteers

## Embrace-NIOS lesson adaptation project

(A community initiative of Harchan Foundation Trust)

**Mentors ( Volunteers ) :** Banu Arjun, Hema Bhatia, Indumathi , Kalpana Sankar, Priya Balasubramanian, Renu Goyal, Sowmya Srikumar, Viraja.

### Special educator/Parent Volunteers:

Beverly Sujit ,Chantelle Saldana, Gayathri,Haritha Meda,Jaishree Muralidharan, Madhushree Bhat, Meenakshi, Nisha Narayanan, Pavithra, S. Arjun , Savita Sharma Bhardwaj, Sathyabhama Naryanan, Selvarani, Shakkeela Narikkoottungal, Shweta Taneja, Sucharitha Karthik, Suja Varghese, Sunitha R , Rohitesh Sharma , Tinu Anna Sam.

"volunteers don't necessarily have the time, they just have the **HEART**."

~ elizabeth andrew

Thank You  
Volunteers.

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