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Edited by Madhukar and Savita Jhingan

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JHINGANS JOTTINGS

Hi

To mark its 60th anniversary, the Empire of India Philatelic Society is organizing a National Philatelic Exhibition at Nashik, Maharashtra on December 22 to 26, 2001. More details are awaited.

The dates of this exhibition diligently follow the great Indian tradition of scheduling exhibitions and meetings during festivals such as Christmas (INPEX-93), Eid (Indepex-Asiana 2000), and Holi (several PCI meetings at Mumbai). The only festivals spared are Deepavali and Jain Festivals for obvious reasons. During the festival season the Travel and Accommodation arrangements are also more difficult for lesser mortals.

For whose benefit is this exhibition? Jurors and their exhibitor clients? As the schools will be closed for holidays and the exhibition will lose its largest targeted segment. In India, the Nationals are never publicized amongst general public. The sole exception is INDEPEX-ASIANA

2000. One expected that philatelists and Philatelic Congress of India would learn from the unprecedented success of INDEPEX-ASIANA 2000 by India Post team led by B N Som.

The last National was held at Bhubaneswar soon after the great cyclone in January 2000 and everyone were asked to ignore the shortcomings due to the tragic and trying circumstances.

The local philatelists in Mumbai had organized a National in March 1997. Although it was to mark the centenary of the oldest alive philatelic society in Asia, its organization reflected the ground reality that the one time equivalent of Royal in the east is nothing but a local philatelic society in Mumbai today.

We write the above with the sincere hope that the organizers of this show will learn from the past mistakes or at the very least, will not repeat them. Amen.

Until next week, please enjoy the rest of the newsletter.

- M&SJ

PS: Our Thanks to the contributors to this issue: Dilip Shah, Jabalpur; Vijay Seth, New Delhi, Deccan Chronicle, Hyderabad; Government of India Press Information Bureau, New Delhi.

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NEWS & ANNOUNCEMENTS

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##### COLLECTORS PACK 2000

The Collectors Pack for the year 2000 is available now for Rs. 350. It contains all commemorative stamps issued in 2000. The definitive and Miniature Sheet issues are not included as a matter of policy since 1973 when this product was introduced. We congratulate India Post for bringing out the year pack much sooner than the usual time schedule.

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##### CONSULTATIVE COMMITTEE OF MINISTRY OF COMMUNICATIONS MEETS

The Minister of Communications, Ram Vilas Paswan has stressed the need for adequate training and continuous watch over the public grievances and said that induction of new technology such

as the computer based multi-purpose counter machines, VSAT network for money order transmission through satellite, automated mail processing systems and use of computers in other key areas of operations are all intended to ensure improved services efficiency and greater customer satisfaction. Addressing the Members of the Consultative Committee, attached to his Ministry, at New Delhi on July 12, 2001 Paswan said that in order to provide all relevant information to the customers at a single window, the India Post has opened 423 Information Facilitation Counters and has further decided to set up computerized customer care centers at all District/Divisional Headquarters. In this objective, so far 204 such centers have been set up during the Ninth Plan and during the course of the year 24 more such computerized centers would be established.

The Minister stated that a senior official of the level of Joint Secretary/Deputy Director General is in-charge of the Public Grievance Cell, which monitors public grievances in the entire country with regular periodic data from postal circles. While the respective Chief Post Masters General and Regional PMGs regularly monitor grievances handled in their respective areas. The Minister stated that the Department is also providing redress of grievances through Dak Adalats in every circle by a three-member committee chaired by the Head of the Circle once in three months.

He said that the PG Cell of the Directorate is also carrying out special drives throughout the country for prompt disposal of complaints relating to specific services like Savings Bank, Money Order and Registration, which lead to greater customer satisfaction.

Participating in the discussion members said that more Dak Sanchar Seva Kendras should be opened in the country. The Minister of Communication informed the meeting that 2005 Dak Sanchar Seva Kendras were opened last year and this year also a similar number of Kendras will be opened. Members raised the issue of delay in payment of Money Orders, delivery of letters, especially, Speed Posts in rural and remote areas. The Minister told them that senior officers will visit different areas and investigate these issues for redress of such grievances. He also said that before visiting these places, the concerned MP of the area would be intimated in advance about such visits. One member suggested that Consultative Committee should also be set up at Chief Post Master General's level where local MPs could be approached for faster redress of grievances.

Another member pointed out that often people do not know about the holding of Dak Adalats in their regions. The Minister suggested that adequate publicity arrangement should be made so that public is made aware of the Dak Adalats. He directed officials to also keep the concerned Members of Parliament informed of the holding of Dak Adalats. Other suggestions from the Members included delay in delivery of Money Orders as well as other postal articles and opening of Speed Post Centers in small towns.

Members suggested that the time limit set up by the Department for redress of grievances in the different categories should be brought down. The Minister accepted their suggestion and directed officials to bring down the time limit for redress of grievances by 50 per cent. Members also suggested that stamping on letters by post offices is not clear in many cases and thus assumes significance, especially, in case of employment. Paswan directed the officials to ensure that the stamp on the letters should be clear. On another suggestion, Paswan told officials to commission all the V-SATs by 30th September so that the network works at its full capacity and Money Order transmission becomes faster.

The Members of Parliament who attended the meeting were: Kishan Lal Diler, Padam Sen Chaudhary, Raj Narain Pasi, Radha Mohan Singh, Govardhanbhai Javiya, Bir Singh Mahto, Ajay Singh Chautala, A.K.S. Vijayan, Bhan Singh Bhaura, S. Ajay Kumar, Sanat Kumar Mandal, Mahendra Baitha, D.B. Atkinson, Colonel Sona Ram Choudhary, Rajo Singh, and K. Muraleedharan (Lok Sabha); V.P. Goyal, Mohd. Azam Khan, S. Niraikulathan, Nilotpal Basu, Anil Sharma and Sharief-Ud Din Shariq (Rajya Sabha). The Minister of State for Communications, Tapan Sikdar also took part in the discussions.

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**INAUGURATION OF THE INDIA POST'S PUBLIC GRIEVANCE CELL**

The Union Minister for Communications, Ram Vilas Paswan inaugurated the Public Grievance Cell in Dak Bhawan and also released the Citizen's Charter of the Department of Posts here today. Public complaints addressed to the Minister can be faxed or sent by post or handed over physically at the Grievance Cell. A Joint Secretary-level officer will supervise the operation of this Cell that is fully computerised for which the software has been developed in-house.

Acknowledgement slip for the complaint submitted would be computer generated and handed over on the spot. Monitoring of each complaint can also be done through these computers. The complaints can be made on Telephone # 303 2883 and can be faxed at Telephone # 371 8386 (both Delhi numbers).

Citizen's Charter reaffirms the commitment of the Department towards improving its services and making the Department more efficient and responsive to the needs of the customers. Speaking on the occasion, the Minister said that the grievances of the Department mainly relate to money orders. He said that the Department has taken a number of steps to reduce the complaints of its customers. He lauded the efforts of the Department in diversifying its activities to generate resources through launching of new products. He said that Sanchar Dhabas will be opened in all villages soon. Paswan and his colleague, Tapan Sikdar, Minister of State would every month review the complaints registered with the Grievance Cell. Earlier, Sikdar said that the Postal Department should improve its services to face the competition in the market.

The Department has already set up 423 Information and Facilitation Counters and 204 Computerized Customer Care Centers. The Department proposes to set up another 600 Customer Care Centers at a cost of Rs.20 crores. Public Grievance Cell and Citizen's Charter are part of the effort by the Department towards customer satisfaction and generation of more business in the face of competition from private operators.

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**SNAIL MAIL CATCHES UP WITH E-MAIL**

Good-bye snail mail! The postal department notorious for its delayed services is introducing E-post to enable customers to send documents either through speed post or E-mail by purchasing a scratch card.

The facility will initially be available in 30 head post offices in the State of Andhra Pradesh by August. The Postal Department will either deliver the document through speed post envelope or send it to the addressee's E-mail ID instantly. Money will also be transferred from NRIs in the US, Middle East and other countries to their relatives in Hyderabad in 10 minutes. Depending on the response, the scheme will be extended to other offices. Customers will also be allowed to scan their documents at the post offices on payment of nominal charges.

"This is one among many packages in the offing to give a corporate look to our 16,000-plus post offices in the State," Chief Post Master General N D Dayal told Deccan Chronicle. To provide better service, 164 computers have been installed at various places. Dayal said the department was in the process of computerizing all the important post offices to offer better service both at the counter and behind the counter.

Multi-purpose counters are being set up to offer services like Registrations, Postal Life Insurance and Speed Post to cut down waiting time. The postal life insurance which was thrown open to private persons in rural areas has become a big hit with the Andhra Pradesh State ranking first in the country by insuring a sum of Rs 100 crore during last year. Dayal said the satellite money transfer, which was introduced at Hyderabad, Vizag, Vijayawada, Guntur, Tirupati and Kurnool HPOs, had become very popular. Now money is transferred by using the Net and delivered instantly.

As part of Media Post scheme, the post offices are allowed to display posters and bill boards of various companies. Rs 100 per square foot is charged a month for putting up posters in POs. Round-the-clock business enquiries are entertained on 4600098 and 4600099. The facility is available at GPO, HPOs at Khairatabad, Kachiguda, Jubilee Hills and Trimulgherry. A Forex of \$ 5,00,000 was earned during last three months of which major contribution was by V-sat money transfer to the city from abroad.

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TELEGRAM FORMS WITH STAMPS  
Our news report in the previous issue brought in several queries about the dealers who have these available for sale. Instead of naming some and leaving out others, we suggest our readers to contact their favorite stamp dealer at Kolkata. He/she surely will have these in stock and if not, will know where to pick it up from.

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#### EVENTS

**CHANDAPEX 2001**  
India Post is organizing a Divisional level philatelic exhibition at Chandrapur consisting of Chnadrapur and Gadchiroli districts from September 21 to 23, 2001. Further details may be obtained from Swati J Roy, Senior Superintendent of Posts Offices, Chanda Division, Chnadrapur 422401

**MAHATMAPEX 2001**  
Gujarat Philatelic Association is organizing an exhibition to Mark the Great Man of the Millenium on October 2 & 3, 2001 at Ahmedabad. Participants, dealers and other interested persons may contact GPA Office.

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PERIODICALS RECEIVED

G P A NEWS, Whole # 47 & 48, June & July 2001, Monthly
Editor: H C Mehta
Publisher: Gujarat Philatelists Association
Mailing Address: D Desai & Co., 1/M National Chamber, Ashram Road, Ahmedabad - 380009
Annual Subscription including membership: Rs. 100, Entrance Fee Rs. 100,
Mode of Remittance: By bank draft in favor of the publisher

VADOPHIL, Whole # 87, July 2001, Quarterly
Editor: Prashant H Pandya & Timir R Shah
Publisher: Baroda Philatelic Society
Mailing Address: Timir R Shah, "Jaya", Dala Patel's Pole, Narsinhji's Pole, Vadodara 390001
Annual Subscription: Rs. 50
Mode of Remittance: By bank draft in favor of the publisher

INDIA'S STAMP JOURNAL, Vol. 63 # 3, Sep-Oct 2000, every 4 months
Editor: Vispi S Dastur
Publisher: Empire of India Philatelic Society
Mailing Address: Standard Building, Dr. Dadabhai Naoroji Road, Mumbai 400001
Annual Subscription: Rs. 100 or US\$ 12 by airmail
Mode of Remittance: By bank draft in favor of the publisher

STAMPSOFINDIA.COM UPDATES

This week the following segments have been updated on the site:
News

This week the following has been added to the site:

Our website, the Gateway to Indian Philately, presents the information in following segments:

NEWS <http://www.stampsofindia.com/Content/Issues/a100.htm>
ISSUES <http://www.stampsofindia.com/Content/Issues/a200.htm>
EVENTS <http://www.stampsofindia.com/Content/Events/a300.htm>
AUCTIONS <http://www.stampsofindia.com/Content/Auctions/a700.htm>
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LINKS <http://www.stampsofindia.com/Content/Links/z00.htm>

ALSO IN THE NEWS

PHILATELIC WEBMASTERS ORGANIZATION

Switzerland based 'Association of Philatelic Web Publishers' has changed its name to Philatelic Webmasters Organization. Their website is also moved to the new address <http://www.pwmo.org>

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NEWSPAPER SCAN

<Contribute newspaper clippings on philatelic and postal matters for publication here>

The Hindu Business Line, July 13, 2001
PASWAN STRESSES ON BETTER POSTAL SERVICES
<http://www.blonnet.com/2001/07/13/stories/141368ud.htm>

The Hindu Business Line, July 16, 2001
TURNING POST OFFICES INTO CITIZEN SERVICE CENTRES
<http://www.blonnet.com/2001/07/16/stories/14161825.htm>

The Hindu Business Line, July 17, 2001
PRU-ICICI LAUNCHES CHILDREN'S PLAN
<http://www.blonnet.com/2001/07/17/stories/0217454d.htm>

The Hindu Business Line, July 17, 2001
ATMS AT POST OFFICES IN THE OFFING
<http://www.blonnet.com/2001/07/17/stories/14175405.htm>

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RESEARCH NOTES

NOTES ON PAKISTAN – Part 27

Earlier parts were published in our issues # 18 to 44, except # 26. These are available for free download at <http://www.stampsofindia.com/Content/Download/archives.htm>

AIRMAIL INSURE LETTERS

Till recently insurance of airmail letters was not allowed either in the inland service or in relation with foreign countries, except to and from Burma and Ceylon.

This facility was made available both in the inland and foreign spheres, although in the latter case, the service is restricted to 40 countries who have agreed to exchange insured air mail letters with Pakistan.

Parcel Post service was resumed with those parts of Palestine which are now included in the Hashmite Kingdom of Jordan, Indonesia and South Korea.

The Government continued to promote contacts with Muslim Countries. From September 1, 1952 rates of postage on letters, postcards and packets sent by surface mail from Pakistan to Iraq were reduced to the level of inland rates. Similar reduction had already been made in the case of fixed correspondence to Egypt, Indonesia, Iran, Jordan and Saudi Arabia.

Special types of letterboxes with three mouths were installed at Karachi to facilitate quicker handling of postal articles for foreign countries and to ensure speedier local delivery.

Special delivery of airmails by motorcycle and cycles was introduced at Karachi and special morning airmail delivery was introduced at Dacca.

PAKISTANI GIRL WINS PEN PAL'S SLOGAN CONTEST

Slogan: "Each letter is a blade of grass in a field of affection".

FIRST SUPER CONSTELLATION REACH KARACHI

April 6, 1954: The first of the three Super Constellation aircraft AP – AFQ of the Pakistan International Airlines arrived in Karachi yesterday afternoon commanded by senior Captain Hemsworth. The other two aircraft are expected to be arriving in Karachi during this month. With this fleet of three Super Constellations a quicker and cheaper air link will be established between the two wings of Pakistan. A Super Constellation service, linking Karachi with Dacca, will be established very shortly, says an Inter-Service Public Relations release.

MAIL PLANE CRASHED

April 19, 1954, New Delhi: A mail plane crashed on Saturday April 20, near Sotran village in Jullundar district, the pilot sole occupant of the plane parachuted with the mail to safety. – AFP

P I A PROVING FLIGHT: PLANE FOR DACCA ON APRIL 30

April 28, 1954, Dacca: The luxury Super Constellation aircraft of the Pakistan International Airlines – one of three such aircraft ordered by PIA – will arrive here on the morning of April 30 on its proving flight.

The flight will pave the way for operation of a regular Super Constellation service between Karachi and Dacca by PIA, which is likely to commence towards the middle of May.

The airline hopes to extend later its service from Karachi to London via Damascus. – AP

PIA'S FIRST PLANE OFF TO DACCA

April 30, 1954: A Super Constellation of the Pakistan International Airlines left Karachi a few minutes past midnight on its maiden flight to Dacca.

The plane will reach Dacca this morning and return to Karachi on Saturday, May 1, 1954.

PIA PLANE RETURNS FROM TEST FLIGHT

The PIA Super Constellation aircraft arrived in Karachi last evening, May 1, 1954, at 6-45 (WPS Time) from Dacca after taking a long route. It left Dacca at 12 noon (WPST).

To be continued in the next issue.

The above is gleaned from the microfilms, available at the Nehru Memorial Library New Delhi, of the 'Civil & Military Gazette' and 'Dawn', published from Lahore and Karachi respectively.

ASK US

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READERS FORUM

<Send in your views for publication here>

MANSOOR BOLAR writes:

I have been receiving your News Letter from the beginning and it has been very helpful in giving information regarding Philately. I also take this occasion to congratulate you on winning the award at BELGICA 2001.

I would like to comment on the recent hike of Postal prices, specially the slab system of pricing. Justified the rise of Rupee 1 for a 20-gram letter, i.e. from Rs.3 to 4. But it really pains to affix an additional Rs.4 stamp for a weight just over 20-gram i.e., 21 or 22 grams. I think that Postal Department has to rethink over this slab of increase for every 20 grams and divide it in to smaller slabs like Rs.1 increase for every 5 grams and so on. I have seen many persons trying to reduce the weight from their letter to the nearest slab when their letter is just near to a slab.

Also the system of charging due on letters now look too much i.e. when a letter is short of Rs.4 stamp the receiver has to pay a due of Rs.8, I think in many cases the receivers will start to reject the letter instead of paying the due. I would like your view and Readers opinion on the above matter.

FEEDBACK

Your feedback is important to us as it helps evolve the newsletter. We strive hard to bring you the comprehensive coverage of the latest on Indian philately and improve with every issue. Please let us have your thoughts and suggestions. Also we would like to learn how our newsletter impacts your collecting and the value you feel it provides to you. Do send your comments, questions, news, reports, articles and other contributions to edit@stampsfindia.com We look forward to hearing from you!

CONTRIBUTERS INVITED

We require regular correspondents everywhere in India to report on philatelic activities in their area. We shall reimburse the costs of photos, covers, publications, courier and other charges. The contribution shall appear with your byline. Please Contact admin@stampsofindia.com today!

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DISCLAIMER

While every attempt has been made to ensure that the information presented here is accurate, let's face it, accidents and typos happen. Be aware that should you come to grievous bodily harm as a result of the information presented here, or worse yet, you get a philatelic question wrong on 'Kaun Banega Crorepati?' (Who Will Be A Millionaire's Indian version), and other similar game shows 'Sawaal Dus Crore Ka' (Question of 10 million) as well as 'Jeeto Chhappar Phaad Ke' (Win a Windfall), just remember you were warned so we won't be held accountable.

THANK YOU.

ABOUT THE EDITORS

Madhukar and Savita Jhingan are active members of numerous philatelic organizations among others life members of the Indian Stamp Collectors Association, Philatelic Congress of India, the American Philatelic Society, and members of Olympic Philatelists of India, Indian Philatelic Press Club, Philatelic Web Masters Organization and International Association of Philatelic Journalists.

RESEARCH COORDINATOR

Manohar Lal mlal@stampsofindia.net 9-B/6654 Dev Nagar, Gali # 6, New Delhi 110005.

Most of the writings in 'Research Notes' are the first time publication of our Research Coordinator Manohar Lal's painstaking research conducted over eight years, full time, at 'National Archives of India' and other institutions since his retirement as Chief Engineer of Northern Railways. He has published two books and several articles. He won 'Gold medal' with 'Felicitations of the Jury' for his exhibit 'Postal History of Indian Army 1914-1922' at London in 1990 as well as for his exhibit 'Postal stationery of India 1855-1947' at New Delhi in 1997. - M&SJ

ABOUT THE PUBLISHERS

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