



ST. LAWRENCE HIGH SCHOOL

A Jesuit Christian Minority Institution

STUDY MATERIALS

CLASS – XI

SUBJECT – BSTD
TOPIC - Postage

CHAPTER 4 – BUSINESS SERVICES

DATE - 09.11.20

Communication: In this fast moving and competitive world it is essential to have advanced technology for quick exchange of information with the help of electronic media. It is an important service that helps in establishing links between businessmen. Organization, suppliers, customers etc. It educates people, widens their knowledge and broadens their outlook. It overcomes the problem of distance between people, businessmen and institutions and thus, it helps in smooth running of business activities. The main services can be classified into postal and telecom.

Postal Services: This service is required by every business to send and receive letters, market reports, parcel, money order etc. on regular. All these services are provided by the post and telegraph offices scattered throughout the country. The postal department performs the following services.

1. **Financial Services:** They provide postal banking facilities to the general public and mobilize their savings through the following saving schemes like public provident fund (PPF), KisanVikasPatra, National Saving Certificate, Recurring Deposit Scheme and Money Order facility.

2. **Mail Services:** The mail services offered by post offices include transmission of messages through postcards, inland letters, envelopes etc. The various mail services are:

1. **UPC (under postal certificate):** When ordinary letters are posted the post office does not issue any receipt. However, if sender wants to have proof then a certificate can be obtained from the post office on payment of prescribed fee. This paper now serves as evidence of posting the letters.

2. **Registered Post:** Sometimes we want to ensure that our mail is definitely delivered to the addressee otherwise it should come back to us. In such situations the post office offers registered post facility which serves as a proof that mail has been posted.

3. **Parcel:** Transmission of articles from one place to another in the form of parcels is known as parcel post. Postal charges vary according to the weight of the parcels.

Allied Postal Services

1. **Greetings Post:** Greetings can be sent through post offices to people at different places.

2. **Media Post:** Cooperates can advertise their brands through post cards, envelopes etc.

3. **Speed Post:** It allows speedy transmission of articles (within 24 hours) to people in specified cities.

4. **e-bill post:** The post offices collect payment of bills on behalf of BSNL and other organizations.

5. **Courier Services:** Letters, documents, parcels etc. can be sent through the courier service. It being a private service the employees work with more responsibility.

Telecom Services: Today's global business world, the dream of doing business across the world, will remain a dream only in the absence of telecom services. The various types of telecom services are

1. **Cellular mobile services:** cordless mobile communication device including voice and non-voice messages, data services and PCO services.

2. **Radio Paging Services** means of transmitting information to persons even when they are mobile.

3. **Fixed Line Services** include voice and non-voice messages and data services to establish linkage for long distance traffic.

4. **Cable services** include linkages and switched services within a licensed area of operation to operate media services which are essentially one-way entertainment related services.

5. VSAT Service (Very small Aperture Terminal) is a Satellite based communication service. It offers government and business agencies a highly flexible and reliable communication solution in both urban and rural areas.

6. DTH Services (Direct to Home) a Satellite based media services provided by cellular companies with the help of small dish antenna and a setup box.

Transportation: Transportation comprises freight services together with supporting and auxiliary services by all the modes of transportation i.e rail, road, air and sea for the movement of goods and international carriage of passengers.

Warehousing: The warehouse was initially viewed as a static unit for keeping and storing goods in a scientific and systematic manner so as to maintain their original quality, value and usefulness.

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