

**GOVERNMENT OF INDIA  
MINISTRY OF COMMUNICATIONS  
DEPARTMENT OF POSTS**

**RAJYA SABHA  
STARRED QUESTION NO. 170  
TO BE ANSWERED ON 28<sup>TH</sup> DECEMBER, 2018**

**SERVICES PROVIDED BY DEPARTMENT OF POSTS**

\*170. SHRI TIRUCHI SIVA:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the details of various services provided by the Department of Posts in the country and the revenue being earned from each of these services over the last three years;
- (b) whether it is a fact that there has been a declining trend in the use of various postal services; and
- (c) if so, the details thereof over the last three years, service-wise?

**ANSWER**

**THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &  
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS  
(SHRI MANOJ SINHA)**

- (a) to (c) A statement is laid on the Table of the House.

**Contd.....2/-**

**STATEMENT TO BE LAID ON THE TABLE OF RAJYA SABHA IN RESPECT OF PARTS (a) TO (c) OF RAJYA SABHA STARRED QUESTION NO. \*170 FOR 28<sup>TH</sup> DECEMBER, 2018 ON “SERVICES PROVIDED BY DEPARTMENT OF POSTS”.**

- (a) The services provided by the Department of Posts in the country and the revenue earned from each of these services over the last three years are annexed as **Annexure ‘A’**.
- (b) The Department of Posts offers various services for the use of customers. While most of the services have shown an increasing trend during the period, there are also some services which have shown a decline. The increasing and decreasing trend of services varies with requirement of the customers and also has seasonal fluctuations. Department of Posts is closely monitoring the traffic of various postal services and is adjusting to the needs of the customers by adding value to the existing postal services as well as by introducing new services.
- (c) The details of the services which have shown a decline over the last three years are annexed as **Annexure ‘B’**.

**Annexure-A****Details of Services being offered in Post Offices and Revenue**

(Figure in Rs. Crore)

Details of Services	Financial Year 2015-16	Financial Year 2016-17	Financial Year 2017-18
Premium services (Speed Post, Business Post, Express Parcel, Business Parcel, Retail Post etc.)	2736.61	2913.37	2958.83
Traditional Services (Registered articles, Insured articles, Value Payable articles, Post Card etc.)	1286.75	1260.82	1289.11
Philately (Commemorative Stamps, My Stamps, Philatelic Ancillaries etc.)	38.99	62.17	100.4
Money Order & Indian Postal Order	464.84	284.62	228.11
Rural Business- Disbursement of wages of Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA)	425.28	48.00	156.90
Savings Bank and Cash Certificates	7783.87	7085.84	8102.32
Miscellaneous including net adjustments	203.45	-143.82	-2.91
<b>Total</b>	<b>12939.79</b>	<b>11511.00</b>	<b>12832.76</b>

Details of Services	Financial Year 2015-16	Financial Year 2016-17	Financial Year 2017-18
Insurance (Postal Life Insurance and Rural Postal Life Insurance)	619.66	664.38	716.06

**\* Income from Insurance is not treated as a revenue contribution. The income from Insurance results in the reduction in working expenses.**

**DETAILS OF SERVICES WHICH HAVE SHOWN A DECLINING TREND**

(Figure in Rs. crore)

Details of Services	Financial Year 2015-16	Financial Year 2016-17	Financial Year 2017-18
Money Order & Indian Postal Order	464.84	284.62	228.11
Rural Business- Disbursement of wages of Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA)	425.28	48.00	156.90

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