

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 3048
TO BE ANSWERED ON 27TH MARCH, 2025**

**STEPS TO IMPROVE EFFICIENCY/ REVENUE OF GOVERNMENT POSTAL
SERVICES**

3048 DR. AJEET MADHAVRAO GOPCHADE:

Will the Minister of Communications be pleased to state:

- (a) whether Government is planning to register or track all its postal services, considering that private courier services provide tracking numbers for each shipment to their customers;
- (b) whether Government is planning to advise all State Governments and PSUs to exclusively use postal services for document security;
- (c) whether Government is planning to adjust the rates of different postal services to increase the income of the Postal Department; and
- (d) the actions taken by Government to monitor the revenue generated by each post office at regular intervals and to improve dak services in rural areas?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS AND RURAL DEVELOPMENT
(DR. PEMMASANI CHANDRA SEKHAR)**

- (a) The Department of Posts already offers tracking facility for domestic and international mail products - Speed Post, Registered Post, Parcel and Money Order.
- (b) There is no such mandate for exclusive use of services of the Department of Posts.
- (c) The Department of Posts revises the rates of various postal products from time to time as required.
- (d) Revenue generated by post offices is monitored at multiple levels at regular intervals. The Department has taken the following measures to improve dak services in rural areas:
 - (i) Mail Network Optimization Project (MNOP) and Parcel Network Optimization Project (PNOP) are implemented for effective performance management and monitoring of postal services at multiple levels.
 - (ii) Real Time Delivery Status update is available through mobile application at the time of door delivery.
 - (iii) All the Branch post offices have been equipped with modern digital tools such as mobile devices, thermal printers, biometric devices which enables the staff to carry out various transactions such as postal, financial, insurance etc. in digital manner.
 - (iv) To enhance accessibility and convenience for Post Office Savings Schemes account holders, various facilities such as Internet banking, mobile banking, eKYC, e-Passbook etc. are provided
 - (v) Nodal Delivery Centres have been set up to expedite parcel distribution through mechanized delivery.
