

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 3692
TO BE ANSWERED ON 3RD APRIL, 2025**

MODERNIZATION AND IMPACT OF POST OFFICE RULES, 2024

3692 SHRI SUJEET KUMAR:

Will the Minister of Communications be pleased to state:

- (a) the manner in which the Post Office Rules, 2024 aim to modernize postal services and improve accessibility, particularly in rural and underserved areas;
- (b) in what manner the "Dak Sewa Jan Sewa" principle has been incorporated into the Post Office Regulations, 2024 to enhance last-mile connectivity and ensure seamless delivery of essential services;
- (c) the specific measures introduced to facilitate ease of doing business for small and medium enterprises through the postal network; and
- (d) the anticipated impact of these regulations on employment generation within the postal sector and allied services?

ANSWER

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

- (a) The Post Office Rules, 2024 are framed to be an enabler for enhancing quality of service delivery including in rural areas through rationalization of postal products and services, creating scope for introducing new mail and parcel products and citizen centric services like financial and insurance services etc.
- (b) The **Dak Sewa Jan Sewa** principle plays a key role in improving the accessibility and efficiency of postal services, especially in rural and underserved areas through technology enabled and digitized postal services. The Department provides products and services under "Universal Postal Services", which are affordable and available to all citizens. Facilities such as track and trace facility, electronic intimation through short messaging service for status of delivery of item, m-banking, e-banking, etc. are available to enhance last-mile connectivity for delivery of various citizen centric services and furthering the national agenda of financial and digital inclusion.
- (c) The Department of Posts has undertaken various measures for facilitating ease of doing business such as rationalization of mail and parcels products, introduction of "Dak Ghar Niryat Kendras" which provide rural entrepreneurs with access to export markets. Under the PM-Vishwakarma Scheme, the Department has also delivered 1.38 lakh tool kits to rural artisans.
- (d) The new legislation envisages for enhanced generation of employment through services which can be offered through the post office and by utilizing the vast postal network to provide access to services through collaboration with public & private entities.
