

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 2254
TO BE ANSWERED ON 12TH MARCH, 2026**

EXPANSION OF POSTAL SERVICES IN MAHARASHTRA

2254 SHRI DHANANJAY BHIMRAO MAHADIK:

Will the Minister of Communications be pleased to state:

- (a) the details of initiatives taken to expand and modernize postal services in Maharashtra during the last five years;
- (b) how many new post offices have been opened and how many existing offices have been upgraded with digital facilities;
- (c) the measures being taken to ensure timely mail delivery, improved financial services and greater accessibility in rural and remote areas; and
- (d) how the Ministry coordinates with Maharashtra State authorities to promote awareness of postal schemes, integrate technology for efficiency and strengthen postal infrastructure to support e-commerce, financial inclusion and citizen services across the State?

ANSWER

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

- (a) To enhance access to postal services, particularly in remote and tribal regions of Maharashtra, several initiatives have been taken by the Department of Posts. New post offices have been opened to improve connectivity and ensure inclusive service delivery. For mechanized delivery of parcels, Nodal Delivery Centres and Integrated Delivery Centers have been set up, which are ensuring enhancement of Last-Mile Delivery in the State of Maharashtra.
- (b) During the last five years, 1,038 new post offices have been opened in Maharashtra. All the existing as well as newly opened post offices have been recently equipped with Advanced Postal Technology for tech-driven postal services including acceptance of digital payments and OTP based delivery of postal articles.
- (c) In order to ensure timely mail delivery, improved financial services and greater accessibility in rural and remote areas, following measures have been taken:
 - (i) Postmen and Gramin Dak Sevaks (GDS) have been adequately equipped with handheld devices for door-to-door delivery and online up-dation of delivery status.
 - (ii) Rationalization of delivery beats and delivery routes is undertaken periodically to optimize workload and ensure uninterrupted and timely delivery.

- (iii) Mail Monitoring Units are functioning at Divisional, Regional & Circle levels. These Units regularly analyse delivery performance using reports generated through APT 2.0 enabling timely intervention wherever required.
- (iv) Mode of transport and mail transmission through Air, Road Transport Network (RTN), State Transport Bus and Mail Motor Service are also reviewed at regular intervals by Railway Mail Service, Mail Motor Service and Postal Divisions.
- (v) Awareness and outreach programs such as Dak Community Development Programs (Dak Chaupal) and door-to-door campaigns to promote Savings Schemes, Postal Life Insurance/ Rural Postal Life Insurance, India Post Payment Bank services and Aadhaar-enabled services are conducted through Departmental Staff involving Gram Panchayats and Anganwadi Centres. Special account-opening camps are organized for beneficiaries of State Direct Benefit Transfer Schemes like Majhi Ladki Bahin Yojana to ensure seamless credit of benefits.
- (d) The Department of Posts coordinates with Maharashtra State Authorities to promote awareness of postal schemes, integrate technology for efficiency and strengthen postal infrastructure to support e-commerce, financial inclusion and citizen services across the State in the following ways:
- (i) Maharashtra Postal Circle in co-ordination with State Government Departments, Districts Administrative, Panchayati Raj Institutions and Urban Local Bodies, is undertaking various initiatives to promote Postal Savings Schemes and strengthen financial inclusion, especially in rural and underserved areas. Special account-opening camps are organized for beneficiaries of State Direct Benefit Transfer scheme. These measures collectively expand the coverage of postal schemes and significantly enhance financial inclusion across the State.
- (ii) Maharashtra Postal Circle has actively participated in district-level conclaves, workshops, and investor meets organized by the Government of Maharashtra, such as IGNITE Maharashtra 2025, District Investor Summit 2025, and similar initiatives. In these events, a dedicated slot is allotted to the Department of Posts to promote its wide range of services and products, including logistics, financial inclusion, and business facilitation services, thereby enhancing awareness among industry stakeholders, Micro, Small, and Medium Enterprises (MSMEs), exporters, and entrepreneurs. Such collaborative platforms enable effective dissemination of information about postal schemes and strengthen coordination between the Ministry of Communications and Maharashtra State authorities for supporting economic and business development.
- (iii) The Department of Posts, in co-ordination with School Education and Sports Department (SESD) Maharashtra Government also provides mandatory biometric updation services through Aadhaar Camps for school-going children in the age group of 5 to 15 years.
- (iv) Dak Niryat Kendras are functioning to support exports by MSMEs, artisans, self-help groups and small businesses, especially in rural and semi-urban areas and E-commerce players.
- (v) National Transshipment Centre (NTSC), Butibori is operationalized in the Nagpur Region to support e-commerce business for smooth transmission of Parcel across the country.
