

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

**LOK SABHA
UNSTARRED QUESTION NO. 3560
TO BE ANSWERED ON 17TH MARCH, 2021**

SALE OF FINANCIAL INSTRUMENTS BY INDIA POST

3560. SHRI RAJENDRA AGRAWAL:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the amount earned by India posts through the sale of financial instruments during each of the last two years;
- (b) which out of the financial instrument services or Postal Services have been the more profitable business for the India Posts during the same period the details thereof; and
- (c) whether the Ministry has prepared any vision document for the India Post to enable it to stay relevant in the current era of internet-enabled communication and if so, the details thereof and if not, the reasons therefor?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS, EDUCATION AND
ELECTRONICS & INFORMATION TECHNOLOGY
(SHRI SANJAY DHOTRE)**

(a) Sir, The amount earned by the India Post with the sale of Financial instruments during last two years is as under: -

Description of Financial Services	Revenue during Financial Year 2018-19 (In Crores)	Revenue during Financial Year 2019-20 (In Crores)
Savings Bank & Savings Certificate	8262.93	8660.05

(b) Sir, The details of amount earned by the India Post from Financial Services or Postal Services for last two years is as under: -

Sl. No.	Details of Postal Services	Revenue during Financial Year 2018-19 (In Crores)	Revenue during Financial Year 2019-20 (In Crores)
FINANCIAL SERVICES			
1.	Savings Bank & Savings Certificate	8,262.93	8,660.05
POSTAL SERVICES			
1.	Speed Post	1,922.51	1,764.19
2.	Postage through Franking Machines and Pre-postage	1,180.83	1,335.35
3.	Other Activities like Aadhaar, Post Office Passport Seva Kendra, Cable TV registration, Western Union Money Transfer etc.	604.30	595.86
4.	Postage – Other Schemes	322.06	408.15
5.	Business Post	271.47	134.38
6.	Money Order & Indian Postal Order	248.63	224.25
7.	Business Parcel	84.54	135.58
8.	Sale of Stamps	80.86	210.24
9.	Retail Post	72.98	62.54
10.	Commemorative Stamps	24.93	33.73

(c) Yes Sir, India Post has prepared a vision document to enable it to stay relevant in the current era of inter-enabled communication and provide better facility to the customers. The detail of vision statement is as under: -

Vision

India Post's products and services will be the customer's first choice.

Mission

- To sustain its position as the largest postal network in the world touching the lives of every citizen in the country.
- To provide mail parcel, money transfer, banking, insurance and retail services with speed and reliability.
- To provide services to the customers on value-for-money basis.
- To ensure that the employees are proud to be its main strength and serve its customers with a human touch.
- To continue to deliver social security services and to enable last mile connectivity as a Government of India platform.

Core Values

- We will maintain our iconic status as a unique and trusted national institution by:
- Always providing the human touch in all our interactions with society
- Being responsive and reliable
- Demonstrating the highest order of integrity, honesty, transparency and professionalism
- Discharging our responsibilities towards the society in an environment of deep trust, mutual respect and a culture of service before self.

Strategic Goals

- Achieve the long term goal of financial self-sufficiency by generating surpluses from services (existing & new) outside our universal service obligation.
- Develop, implement and operate a system of standards with accountability for performance.
- Develop a scalable and flexible technology infrastructure to support our operations.
- Be the preferred, trusted and reliable service partner for all customers.
- Ensure that India Post acquires all required people capabilities to deliver its chosen services portfolio.
- Be the interface between citizens and the government.
