

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

**LOKSABHA
UNSTARRED QUESTION NO.1164
TO BE ANSWERED ON 9THFEBRUARY, 2022**

SERVICE PROVIDED BY DEPARTMENT OF POSTS

1164. DR. SUBHASH RAMRAO BHAMRE:
DR. AMOL RAMSING KOLHE:
SHRIMATI SUPRIYA SULE:
SHRI SUNIL DATTATRAY TATKARE:
DR. DNV SENTHILKUMAR. S.:
SHRI KULDEEP RAI SHARMA:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the details of the services provided/being provided by the Department of Posts in the country during the last three years along with the revenue earned/being earned therefrom service-wise and year-wise;
- (b) whether the Government has set any target for generation of revenue from postal service during the current financial year and if so, the details thereof;
- (c) whether the manpower and infrastructural facilities including post-masters and postmen are adequate in the Department of Posts at present;
- (d) if so, the details thereof and if not, whether the Government has any proposal to recruit more number of personnel ;
- (e) whether the Government has started providing postal services by using latest technology for delivering mail and parcels to various parts of the country and if so, the details thereof;
- (f) whether income generated by the Department of Posts is declining during the last three years; and
- (g) if so, the corrective steps taken in this regard?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS
(SHRI DEVUSINH CHAUHAN)**

- (a) Department of Posts provides following services:-
 - (i) Mail & Parcel services
 - (ii) Post Office Savings schemes
 - (iii) Money Order and Indian Postal Order
 - (iv) Postal Life Insurance & Rural Postal Life Insurance
 - (v) Other services include Post Office Passport Seva Kendra, Aadhar Enrolments/ Updation facility, Railway Passenger Reservations facility, Common Service Centre, sale of Sovereign Gold Bonds, Utility bills payment etc.

Revenue earned from these services in the last three years is as follows:

(Rs. in Crore)

Services	2018-19	2019-20	2020-21
Mail and Parcel services	3947.34	4056.26	2899.67
Money Orders and Indian Postal Orders	248.76	224.25	193.89
Post Office Savings schemes	8600.00	8660.05	7055.79
Postal and Rural Postal Life Insurance service	789.87	768.40	933.87
Other services and sundries	686.46	617.64	483.15
Total	14272.43	14326.60	11566.37

(b) A revenue target of Rs.14213.34 Crore has been set for Department of Posts for the current financial year i.e. 2021-22.

(c) Adequate manpower and infrastructure facilities have been provided in the Post Offices.

(d) Following manpower is available in Department of Posts in various categories including postmasters and postmen:

Category of Post	Group 'A'	Group 'B' Gazetted	Group 'B' Non - Gazetted	Group 'C'
Present	289	2287	3448	156066

Additional infrastructure is provided as per requirement from time to time. Department is also leveraging technology to increase the output and smooth delivery of the services. Recruitment is a continuous process. Vacancies due to retirement, promotion to higher grade, deputation to other cadres, etc. are filled up as per relevant provisions.

(e) Department is committed to provide better customer services by leveraging the technology. More than 1.29 Lakh Branch Post Offices in the rural areas have been provided with Hand held Point of Sale devices for providing mail, parcel and banking services. A robust technological platform has also been provided in all the Departmental Post Offices and Mail Offices for booking, processing and delivery of the mail and parcels. Further, Department is also using Postman Mobile application to provide real time delivery update to the customers. Additionally, Department also facilitate the customers through SMS alerts regarding status of articles.

(f) Revenue earned by the Department in the last 3 years is as follows:

Financial Year	2018-19	2019-20	2020-21
Revenue earned in Crore Rupees	14272.43	14326.60	11566.37

(g) In order to generate additional revenue, Department regularly reviews its offerings and takes appropriate action to offer value additions to make them more customer and business centric. Further, new products and services are also introduced as per customer's requirements and market needs. In the recent past, Department has also set up dedicated bulk mail/ Parcel Processing centres and established Nodal delivery centres for mechanisation of the Parcel delivery and increase the revenue from Parcel business.
