

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

**LOK SABHA
UNSTARRED QUESTION NO. 2785
TO BE ANSWERED ON 3RD AUGUST, 2022**

REVENUE EARNING FROM DEPARTMENT OF POST

†2785. SHRI OMPRAKASH BHUPALSINH alias PAWAN RAJENIMBALKAR:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government has set any target for revenue earnings from Department of Post during the current fiscal year and if so, the details thereof;
- (b) whether the number of personnel including post masters and postmen along with basic infrastructure is adequate in the Department of Post at present and if so, the details thereof;
- (c) whether the Government has started to deliver the posts and parcels in different parts of the country using cutting edge technology and if so, the details thereof; and
- (d) whether the usage of various postal services are on declining trend and if so, the details thereof including curative steps taken in this regard?

ANSWER

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

- (a) Revenue Target of Rs. 14725.87 Crore has been set for Department of Posts for the current financial year i.e. 2022-23.
- (b) Adequate manpower and infrastructure facilities have been provided in the Post Offices.

Following manpower is available in Department of Posts in various categories including post masters and postmen:

Category of Post	Group 'A'	Group 'B' Gazetted	Group 'B' Non-Gazetted	Group 'C'
Present	275	2471	3358	158667

(c) 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 facilitates the customers through SMS alerts regarding status of articles.

(d) Though there is a decline in the traffic of letter mail due to mobile and internet penetration and more services being offered in online environment, there is an increase in the Speed Post and International Mail Business of the Department. Total Speed Post traffic has increased from 21.14 crore in the year 2008-09 to 42.92 Crore in 2021-22 and accountable International Mail traffic has increased from around 50.72 lakh in 2020 to around 81.00 lakh in 2021. In order to increase the usage of postal services, the Department continuously reviews its offerings and takes appropriate action to offer value addition to make them more customer and business centric. In the recent past, Department has set up dedicated bulk mail/ Parcel Processing Centres, established Nodal Delivery centres for mechanization of Parcel delivery to increase its share of business.
