

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

**LOK SABHA
UNSTARRED QUESTION NO. 291
TO BE ANSWERED ON 27TH NOVEMBER, 2024**

SERVICES OFFERED BY DEPARTMENT OF POSTS

†291 **SHRI NARAYAN TATU RANE:**

Will the Minister of COMMUNICATION be pleased to state:

- (a) the details of services offered by the Department of Post across the country during the last three years along with the service and year-wise details of revenue earned from these services;
- (b) whether the Government has set any target for earning revenue from postal services during the current fiscal year;
- (c) whether the staff including post masters and postmen as well as infrastructural facilities are sufficient in the Department of Post at present;
- (d) if so, the details thereof and if not, whether the Government proposes to recruit additional staff; and
- (e) whether the Government has started to provide postal services using the state-of-the-art technology for sending posts and parcels in different parts of the country and if so, the details thereof?

ANSWER

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

- (a) The service wise, year-wise details of revenue earned for last three years of Department of Posts is as under:

Services	2021-22	2022-23	2023-24
Mail and Parcel Services	3656.42	4146.39	4640.99
Post Office Saving Scheme (agency Charges)	6114.47	6186.71	6427.08
Money Order and Indian Postal Order	118.02	84.41	73.13
Recoveries: Postal Life Insurance, Rural Postal Life Insurance, Input Tax Credit etc.	1202.63	1139.24	1255.88
Other Services and sundries*	971.89	500.38	180.15
Total	12063.43	12057.13	12577.23

(Amount in Crore)

*Other services and Sundries: This includes Post Office Passport Seva Kendra, Aadhaar Enrolment/Updation Facility, Railway Passenger Reservation Facility, Common Service Centre, Sale of Sovereign Gold Bonds, Utility Bill Payment, Net Collection/Payment from/to Other Administration etc.

(b) Yes, the Ministry of Finance set revenue targets for the Department every year. Target during current fiscal year is as follows:

Sl.no	Particulars	Target (in Crore)
01	Commercial Receipts	5530.6
02	Agency Charges	6708.15
03	Recoveries	1300.00

(c) & (d) As on 01.07.2024, there were total 1,77,479 Postmasters, Postman and other staff in Department of Posts. There are 2,67,152 Gramin Dak Sevaks as on 01.07.2024. Recruitment to fill up vacant posts is a continuous process and is being done regularly by holding Departmental Promotion Committee, Departmental Examination and Direct Recruitment through Staff Selection Commission and also by individual Postal Circles as per the provisions of the Recruitment Rules.

(e) Yes, post and parcels are being delivered to different parts of the country through postal services. Department of Posts uses latest technology through web based online systems for processing of mail and Delivery Management System/Postmen Mobile Application for delivery of postal articles. Besides, the technological changes such as Digital Payment Solution, System Assisted Sorting, Application Programming Interface have been made functional to meet the requirements of the customers.
