

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

**LOK SABHA
UNSTARRED QUESTION NO. 1831
ANSWERED ON 30TH JULY, 2025**

PERFORMANCE OF POST OFFICES IN RURAL AREAS

1831. COM. SELVARAJ V:

Will the Minister of COMMUNICATION be pleased to state:

- (a) whether it is a fact that mail business has come down sharply the world over and India is not an exception and the postal department is running at heavy losses;
- (b) if so, the details thereof; and
- (c) the measures being considered to run the existing post offices particularly in rural areas by improving the finances of the Department of Posts?

ANSWER

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

- (a) No, Sir. The traffic and revenue of Speed Post Letter and Registered letter have been increasing over the years. Total revenue (Speed Post Letter and Registered letter) has grown from Rs. 2057.84 crores in 2018-19 to Rs. 2352.55 crores in 2024-25. At the same time total traffic (Speed Post Letter and Registered letter) has grown from 72.61 crores in 2018-19 to 87.64 crores in 2024-25.
- (b) Does not arise in view of (a) above.
- (c) The Department of Posts is undertaking the following measures to enhance its revenue across the country including rural areas. The Department has undertaken a range of technological, operational and other reforms that are aligned with current market requirements:
 - (i) End to end tracking and real-time delivery updation for all accountable items through a mobile-based delivery app and SMS notification system to keep customers informed about booking and delivery status.
 - (ii) Volume-based discounts are provided to contractual customers who meet minimum monthly revenue thresholds, incentivizing bulk usage.
 - (iii) The National Account Facility allows major clients to manage billing and payments centrally through a single nodal office, simplifying multi-location operations.

- (iv) API-based integration for seamless exchange of data for pick-up, booking, determining tariff, ascertaining Pin codes etc. with contractual customers for improved operational efficiency.
- (v) Aadhaar enrolment and updating services especially in rural areas using mobile kits. These portable units are deployed at local schools, panchayat offices, and health centers, making services easily accessible.
- (vi) Verification services for various government and other financial institutions such as Khadi and Village Industries Commission (KVIC) under Prime Minister's Employment Generation Programme (PMEGP) scheme, mutual fund investors etc. to enhance financial inclusion by helping rural citizens meet mandatory compliance requirements and ensuring that genuine beneficiaries receive timely assistance and subsidies.
- (vii) All post offices across India, including those in rural areas, are functioning under Core Banking Solutions (CBS), providing services such as ATMs, Internet Banking, Mobile Banking, National Electronic Funds Transfer (NEFT), Real-Time Gross Settlement (RTGS), Electronic Clearing Services (ECS), Interactive Voice Response System (IVRS) and e-Passbook facilities to the customers for seamless transactions. Additionally, India Post Payments Bank (IPPB) has supplied mobile devices in branch post offices to support digital inclusion and financial empowerment in rural areas, while contributing to the Department's revenue.
