

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

**LOK SABHA  
UNSTARRED QUESTION NO. 518  
ANSWERED ON 23<sup>RD</sup> JULY, 2025**

**DIGITALISATION OF POSTAL SERVICES**

**†518. SHRI SANJAY HARIBHAU JADHAV:  
SHRI ARVIND GANPAT SAWANT:**

Will the Minister of COMMUNICATION be pleased to state:

- (a) the steps taken/being taken by the Government for improvement in postal services in the country and if so, the details thereof;
- (b) the steps taken/being taken by the Government for accessible postal services in the country particularly in rural areas and if so, the details thereof;
- (c) the urgent steps taken by the Government for streamlining the postal system in the country and ensuring its progress;
- (d) whether digital system has any impact on it along with details of achievements made by the Government regarding digitalisation of postal services and if so, the details thereof;
- (e) whether the Government is formulating any special scheme for making postal services accessible and credible in rural areas and if so, the details thereof and if not, the reasons therefor;
- (f) whether any financial assistance is proposed for the post offices of Maharashtra in the budget of year 2025-26; and
- (g) if so, the details thereof and if not, the reasons therefor?

**ANSWER**

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

- (a) & (c) The steps taken/being taken by the Department for streamlining the postal system and improvement in postal services in the country are as follows:
- (i) The Post Office Act, 2023, which came into force on 18 June 2024, replaced the Post Office Act of 1898, establishing a simplified and technology-neutral framework focused on digital governance and service delivery transformation.
  - (ii) The Department introduced Mail Network Optimization Project (MNOP) adopting the hub-and-spoke model, and modernization of sorting and mail processing facilities.

- (iii) Real-time tracking for Speed Post, Registered Post, and Parcels has been introduced through a mobile-based delivery app and SMS notification system to keep customers informed about booking and delivery status.
- (iv) Electronic clearance of letter boxes and real-time GPS tracking of departmental vehicles have been implemented to increase transparency and efficiency.
- (v) Online booking facility has been introduced which allows the customers to book the articles online from comfort of their home.
- (vi) The parcel network has been significantly strengthened with the establishment of 188 Parcel Hubs (79 Level-1 and 109 Level-2) to ensure operational efficiency and consistency. Furthermore, 234 Nodal Delivery Centers have been set up covering over 1600 PIN codes, handling 30% of total parcels delivered daily.
- (vii) A Parcel Packaging Policy has been implemented with 1408 Parcel Packaging Units providing secure and standardized packaging to prevent in-transit damage.
- (viii) 450 Post Office Passport Seva Kendras (POPSKs) have been established to enhance the access and outreach of Passport services across India.
- (ix) Aadhaar services are operational at over 13,352 post offices across the country, offering enrolment, biometric update and demographic correction facilities.

(b) & (e) Yes, the steps taken by the Department for making postal services accessible and credible in rural areas are as under:

- (i) To improve rural accessibility, the Department of Posts launched India Post Payments Bank (IPPB) in 2018, enabling over 1.64 lakh Branch Post Offices to provide digital banking services.
- (ii) Around 1.90 lakh Postmen and Gramin Dak Sevaks (GDS) have been equipped with smartphones and biometric devices to deliver financial services at the doorstep, reducing dependency on traditional bank branches and enhancing last-mile connectivity.
- (iii) Real-time delivery updation of accountable mail is facilitated through mobile app to enhance transparency and credibility.
- (iv) Digital products like e-Money Order and e-Postal Order are available for public and can be accessed through mobile / computer using internet.
- (v) To further streamline operations and boost rural service delivery, the department organizes Aadhaar camps in schools and panchayat ghars, enabling doorstep enrolment and updates.
- (vi) Beyond POPSK and Aadhaar services, India Post has entered multiple partnerships to provide doorstep financial verification services. It has signed MoUs with AMFI-member mutual funds (such as SBI Mutual Fund and Nippon India Mutual Fund) enabling postal staff to KYC documentation from over 1.64 lakh offices—supporting the JanNivesh initiative aimed at broadening investment participation.

(d) Yes, digital system has impacted postal services in the country. Under the Information Technology Project 1.0, the Department of Posts (DOP) has computerised and digitized Post Offices with introduction of Core System Integrator (CSI) for Mail, Accounting and Human Resource

activities, Core Banking Solution (CBS) and Core Insurance Solution (CIS) to facilitate customers to do transactions from any Post Office across the country. Besides, to cater rural population, smart hand-held devices, namely DARPAN (Digital Advancement of Rural Post Offices for a New India) Devices, were also supplied to all the Branch Post offices to ensure that postal services are digitally delivered at door step in villages.

Further, to continue and capitalise the gains of IT 1.0, DOP's IT Modernization Project 2.0 (IT 2.0) has been approved by the Government which combines applications, intelligent platforms and interconnected ecosystem so as to provide an inclusive integrated single window view of postal and financial services to its stakeholders through multiple delivery channels.

(f) & (g) Yes, funds as detailed below are being allotted to Maharashtra Postal Circle for the FY 2025-2026:

BE (Non-Scheme): 52850001 (Rs in thousands)

BE (Scheme): 366436.83 (Rs in thousands)

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