

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

**LOK SABHA
UNSTARRED QUESTION No. 1730
TO BE ANSWERED ON 10th December, 2025**

“Review Meeting on Revenue Leakage in Department of Posts”

**1730 Shri Dhairyasheel Sambhajirao Mane
Shri Sudheer Gupta
Shri Chavan Ravindra Vasantrao**

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government recently held a review meeting on revenue leakage in the Department of Posts (DoP) and if so, the details thereof;
- (b) the details of major findings and key concerns highlighted during the said review meeting regarding the sources and scale of revenue leakage;
- (c) the steps taken/being taken by the Government to plug revenue leakages across postal operations, including mail services, financial services and parcel and logistics segments;
- (d) whether the Government/Department of Post proposes to implement technology-driven monitoring systems, enhanced audit mechanisms or reforms in operational processes to prevent such leakages and if so, the details thereof and steps/measures taken in this regard; and
- (e) whether the Government has set any timeframe for implementing corrective measures and improving revenue efficiency in the Department of Posts and if so, the details thereof?

ANSWER

MINISTER OF STATE FOR COMMUNICATIONS AND RURAL DEVELOPMENT

(DR. PEMMASANI CHANDRA SEKHAR)

- (a) & (b) Yes, Sir. A series of meetings have been held at different levels including meeting chaired by the Minister of State for Communications. Operational and fraud risks in different services have been identified based on available information. Broadly, deficiency in postage realization, use of used up/ fake stamps, no or less postage in pre-paid articles, infringement of conditions in registered news paper etc.

- (c) The following steps have been taken to prevent any potential leakage of revenue: -
- i) Based on volumes of mail and parcel bookings and assessment of financial services for vulnerability to leakage of revenue, post offices have been categorised to strengthen oversight.
 - (ii) Preventive processes to avoid recurrence of any frauds through analysis of identified modus operandi have been introduced.
 - (iii) An alerts-based risk management system has been strengthened.
- (d) Yes Sir. The Department is continuously strengthening oversight and risk management with use of technology and data analytics and transactions driven alerts to prevent any potential loss and deviation from prescribed processes, creating end to end online processes to grant licence to registered news paper etc.
- (e) Strengthening of oversight through corrective and preventive measures is an ongoing process. Necessary steps with the help of experts and advanced technology are being progressively taken by the Department to improve its revenue performance.
