

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

**LOK SABHA
UNSTARRED QUESTION NO. 2974
ANSWERED ON 17TH DECEMBER, 2025**

DEPARTMENT OF POSTS FOCUSING ON FINANCIAL SERVICES

2974. SHRI T R BAALU:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether it is a fact that the number of post offices in the country has decreased drastically during the last five years as Department of Posts is focusing more on other financial service activities like Banking, Life Insurance etc.;
- (b) if so, the details of new post offices opened/closed during the last five years;
- (c) the extent to which the financial viability of postal services have improved on account of banking and insurance services along with details of revenue, expenditure, profit during the last five years;
- (d) whether postal services have been severely affected due to diversion of employees to Non-Postal functions and huge vacancies; and
- (e) if so, the details of the corrective measures proposed by the Government?

ANSWER

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

- (a) No, Sir. The number of post offices in the country has in fact increased during the last five years.
- (b) Details of post offices during the last five years:

Year	Number of post offices
As on 31.03.2021	1,56,434
As on 31.03.2022	1,59,251
As on 31.03.2023	1,64,972
As on 31.03.2024	1,64,987
As on 31.03.2025	1,64,999

(c) Details of revenue and expenditure during the last five years including the banking and insurance services are as below:

(Rs. in crores)				
Financial Year	Total Revenue Expenditure	Total Revenue Receipt	Total Recoveries	Revenue Deficit
2020-21	29261.46	10632.5	933.87	17695.09
2021-22	30924.06	10860.8	1202.63	18860.63
2022-23	32595.57	10917.89	1139.24	20538.44
2023-24	35645.52	11321.35	1255.88	23068.29
2024-25	37528.49	11425.24	1188.04	24915.21

(d) No, Sir.

(e) Does not arise in view of point (d) above.
