

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

**LOK SABHA
UNSTARRED QUESTION NO. 1908
TO BE ANSWERED ON 11TH FEBRUARY, 2026**

GRAMIN DAK SEVAKS

†1908. **SHRI BABU SINGH KUSHWAHA:
SHRI NEERAJ MAURYA:**

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether thousands of Gramin Dak Sevaks (rural postal employees) in Uttar Pradesh are demanding full implementation of the Kamlesh Chandra Committee's recommendations and departmental employee status and if so, the details thereof;
- (b) whether technical malfunctions of DARPAN devices and network problems in rural areas are seriously hindering the performance of banking and insurance services and if so, the details thereof;
- (c) the number of postal employees in Uttar Pradesh who have received special training in digital literacy and Indian Postal Payments Bank services during the last two years; and
- (d) whether the Government intends to revise the working hours of postal employees and provide them with social security benefits such as gratuity and medical facilities at par with departmental employees and if so, the details thereof?

ANSWER

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

- (a) Kamlesh Chandra Committee, constituted in the year 2016 had examined various aspects relating to the wages and service conditions of Gramin Dak Sevaks (GDS), including those serving in Uttar Pradesh Circle, and had made 40 major recommendations. The Department of Posts has accepted and implemented the majority of these recommendations, while a few were not accepted after due consideration. From time to time, certain representations are received from GDS, including GDS in Uttar Pradesh Circle, seeking full implementation of all recommendations of Kamlesh Chandra Committee and grant of departmental employee status.
- (b) The Department of Posts continuously monitors the functioning of DARPAN devices (now known as the DREAM Application) and network connectivity in rural areas. While occasional technical or connectivity issues may arise in remote locations, these are addressed promptly and do not pose any serious hindrance in performance of banking and insurance services.
- (c) Knowledge of computer is an essential requirement for engagement of GDS. Basic training in the use of postal applications, including DARPAN (DREAM Application), is provided at the time of their engagement. In addition, the Department promotes continuous capacity building through the Dak Karmayogi online learning platform, which includes courses on digital literacy. During the last two years, 12,372 postal employees in Uttar Pradesh have also been trained through programmes conducted by the Indian Postal Payments Bank.
- (d) GDSs are engaged on a part-time basis for four to five hours per day and are governed by a separate set of rules, distinct from those applicable to regular departmental employees. Accordingly, their service conditions and social security benefits are different. GDS are covered under schemes such as GDS Gratuity, Severance Amount, Service Discharge Benefit Scheme and GDS Group Insurance Scheme, which are reviewed periodically. At present, there is no proposal to revise their working hours or to extend social security and medical benefits at par with regular departmental employees.
