

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 332
TO BE ANSWERED ON 06TH FEBRUARY, 2025**

REORIENTATION OF FUNCTIONING OF POST OFFICES

332 SHRI RAJEEV SHUKLA:

Will the Minister of Communications be pleased to state:

- (a) whether Government is aware of the need for reorienting the functioning of post offices keeping in view the realities of the present communication system;
- (b) if so, whether any action has been taken in this regard so that post offices stay relevant by adjusting to the new realities; and
- (c) 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) Yes.
- (b) Yes, several initiatives have been undertaken to ensure the relevance of Post Offices despite decline in letter mail as in the modern communication landscape. The Department of Posts has shifted the focus towards Parcel, e-commerce, retail, specialized services etc. and implemented various strategies to adapt to current trends and enhance its services.
- (c) The Department of Posts has taken numerous steps to improve operational efficiency, incorporate technology, and expand service offerings. Below are the details:

1. Improved Parcel Services:

- **Nodal Delivery Centers:** 233 Nodal Delivery Centers have been established for faster and more efficient parcel delivery, covering over 1600 PIN codes. These centers handle approximately 30% of daily parcel deliveries.
- **Parcel Hubs:** A network of 190 Parcel Hubs (Level-1 and Level-2) has been set up to facilitate faster processing and secure handling of parcels.
- **Technology Integration:** Advanced tracking systems have been implemented, including real-time delivery status, API integration, system-assisted sorting, and error management systems.
- **Parcel Packaging Policy:** 1408 Parcel Packaging Units are operational across the country, providing high-quality packaging materials for secure parcel transit.
- **Smart Booking and Delivery Kiosks:** 30 Smart Parcel Delivery Kiosks and 30 Self Booking Kiosks have been installed in various cities to enable flexible pickup and delivery options for customers.

2. **Dak Ghar Niryat Kendras (DNKs):** In coordination with Central Board of Indirect Taxes and Customs (CBIC), 1013 DNKs have been established to facilitate e-commerce exports, offering services such as self-booking, label generation, and export documentation.
 - These DNKs provide valuable support to small exporters, including artisans and self-help groups from rural areas.
3. **Core Banking and Digital Services:**
 - All Post Offices are integrated with a Core Banking Solution offering a variety of services including ATMs, Internet Banking, Mobile Banking, NEFT/RTGS, Electronic Clearing Services (ECS), and e-KYC for smooth digital transactions.
 - India Post Payments Bank offers digital payment services linked to Post Office Savings Accounts.
4. **Expanded Services by the Business Development Directorate:**
 - **Post Office Passport Seva Kendra (POPSK):** Post Offices are now offering passport services to citizens across the country.
 - **Aadhaar Enrollment and Updation Centers:** To provide Aadhaar services even in remote areas.
 - **Verification of Prime Minister Employment Generation Program (PMEGP) Units:** Post Offices assist in the verification process for government subsidy schemes like PMEGP.
 - **E-Post & E-Payment:** These services provide electronic message transmission and bill payment collection, respectively, further enhancing the Post's service offerings.
5. **Retail and Specialized Services:**
 - **Gangajal and Holy Prasadam:** Post Offices are involved in the distribution of Gangajal and delivery of Prasadam, providing a unique religious service to customers.
 - **Media Post and Direct Post:** For business communication, Post Offices facilitate Media Post services (advertisements through postal mediums) and Direct Post for targeted advertising.
 - **India Post Passenger Reservation System (IP-PRS):** Identified Post Offices have been equipped to offer railway ticket reservations, thus expanding their utility to the public.
