

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

**LOK SABHA
UNSTARRED QUESTION NO. 914
TO BE ANSWERED ON 7TH FEBRUARY, 2024**

SERVICES PROVIDED BY POST OFFICE

**†914. SHRI GAJANAN KIRTIKAR:
SHRI KRUPAL BALAJI TUMANE:**

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the details of the services provided/being provided by the Postal Department in the country during the last five years and the revenue earned/ being earned therefrom, service-wise and year-wise;
- (b) whether the Government has fixed any target for earning revenue from the postal services during the current financial year and if so, the details thereof;
- (c) whether the number of Postmasters and Postmen including other staff and infrastructural facilities in the Postal Department is sufficient at present and if so, the details thereof;
- (d) whether the Government proposes to recruit staff in large numbers and if so, the details thereof;
- (e) the number of people working in post offices on contract basis and the number of persons removed in the last three years and the reasons therefor;
- (f) whether several employees have requested to be recalled for job and if so, the details thereof along with the steps taken by the Government to recall them in view of their economic and family conditions;
- (g) the remedial measures taken/being taken in this regard;
- (h) whether postal services have been introduced to send post and parcel in different parts of the country using latest technology and if so, the details thereof; and
- (i) whether the income of the Postal Department has declined and if so, the details thereof along with remedial measures taken in this regard?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS
(SHRI DEVUSINH CHAUHAN)**

- (a) The Service wise, Year-wise details of revenue for last five years of Department of Posts is annexed at **Annexure 'A'**.

(b) Yes Sir, the Ministry of Finance has fixed a target for earning revenue from Postal Services in the current Financial Year which is as below:

Particulars	Amount (in crores)
Commercial Receipt	4960.62
Agency Services	6447.42
Total	11408.04

(c) & (d) As on 15.11.2023, there are 171745 Departmental Staff including Postmasters, and Postmen. There are 256079 Gramin Dak Sevaks as on 31.10.2023. Available manpower is deployed judiciously to ensure postal services across the country. Number of new recruitments made during the year 2023 are 94312.

(e) to (g) The Department hires outsourced manpower as per extant guidelines as and when required.

(h) Yes Sir, post and parcels are being delivered to different parts of the country through Postal services. Department of Posts uses latest technology through web based online systems for processing of mail and Delivery Management System/Postmen Mobile Application for delivery of postal articles.

(i) The commercial revenue of the Department has increased from Rs. 10632.28 crore in 2020-21 to Rs. 10917.89 crore in 2022-23. The Department is in the process of gaining momentum after the pandemic.

The total premium income collection through Postal Life Insurance and Rural Postal Life Insurance has increased from Rs. 10,397.23 crore in 2018-19 to Rs. 14,245.98 crore in 2022-23.

The Department of Posts periodically reviews its services and products keeping in view the changing market scenario, customer needs, industry benchmarks etc and takes necessary steps/actions to modify service features to improve the postal services to increase the revenue receipts of the Department. Technology integration and infrastructure upgradation is also being done in a systematic manner to increase the efficiency.

Annexure 'A'

SERVICE WISE, YEAR-WISE DETAILS OF REVENUE FOR LAST FIVE YEARS					
(Rs. In Thousands)					
	Actual 2018-19	Actual 2019-20	Actual 2020-21	Actual 2021-22	Actual 2022-23
Sale of Postage Stamps	39700824	40562573	28996686	36564171	41465292
Commission on Money Orders and Postal Orders	2486312	2242472	1938918	1180178	844053
Sale of Passport Fee Stamps	0	0	58	0	0
Sale of Central Recruitment Fee Stamps	48	0	0	0	0
Sale of Passport Application Forms	1	0	0	0	0
*Sale of UPSC Forms	268	0	0	0	0
Service Charges on Sale and cancellation of Railway Tickets through POs	22492	17501	2150	8362	15445
Other Services and Service Fees	83355441	87928399	72060124	69002424	65727163

Net Receipt from other Postal Administrations	559747	0	274560	241143	60572
India Post Payments Bank (Commission from IPPB)	0	0	2590	0	1822
Other Receipts	8670901	5755374	3722126	2453704	3336638
Deduct Net Payment to Other Postal Administration	-2839221	-924331	-672188	-833622	-2256614
Total - Postal Receipts	131956812	135581988	106322816	108607998	109178926

* Sale of UPSC forms is now done in online mode.
