

**18**

**STANDING COMMITTEE ON COMMUNICATIONS  
AND INFORMATION TECHNOLOGY  
(2024-25)**

**EIGHTEENTH LOK SABHA**

**MINISTRY OF COMMUNICATIONS  
(DEPARTMENT OF POSTS)**

**[Action Taken by the Government on the Observations/Recommendations of the  
Committee contained in their Tenth Report (Eighteenth Lok Sabha) on 'Demands  
for Grants (2025-26)']**

**EIGHTEENTH REPORT**



**LOK SABHA SECRETARIAT  
NEW DELHI**

*August, 2025/ Sravana, 1947 (Saka)*

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COMMUNICATIONS AND INFORMATION TECHNOLOGY  
(2024-25)**

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(DEPARTMENT OF POSTS)**

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for Grants (2025-26)']**

**Presented to Lok Sabha on                      19.08.2025**

**Laid in Rajya Sabha on                        19.08.2025**



**LOK SABHA SECRETARIAT  
NEW DELHI**

*August 2025/ Sravana, 1947 (Saka)*



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## **Information Technology (2024-25)\*\***

### **Dr. Nishikant Dubey - Chairperson Lok Sabha**

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3. Shri Anil Baluni
4. Dr. Rabindra Narayan Behera
5. Shri Anup Sanjay Dhotre
6. Shri Gurmeet Singh Meet Hayer
7. Shri Sanjay Haribhau Jadhav
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### **Rajya Sabha**

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23. Smt. Priyanka Chaturvedi
24. Shri Ilaiyaraaja
25. Shri Amar Pal Maurya
26. Dr. Sasmit Patra
27. Shri V. Vijayendra Prasad
28. Shri S. Niranjan Reddy
29. Shri Kartikeya Sharma
30. Shri Lahar Singh Siroya
31. Shri K.T.S. Tulsi

### **SECRETARIAT**

- |    |                     |   |                             |
|----|---------------------|---|-----------------------------|
| 1. | Shri Y.M. Kandpal   | — | Additional Secretary        |
| 2. | Smt. A. Jyothirmayi | — | Director                    |
| 3. | Shri Amrish Kumar   | — | Deputy Secretary            |
| 4. | Ms. Divya Rai       | — | Assistant Executive Officer |

*\*\*Committee constituted w.e.f. 26<sup>th</sup> September, 2024 vide Para No.833 of Bulletin Part-II dated 26<sup>th</sup> September, 2024.*

*\* Shri Saket Gokhale has been nominated vide Para No. 853 of Bulletin Part –II dated 03<sup>rd</sup> October, 2024.*

## **INTRODUCTION**

I, the Chairperson, Standing Committee on Communications and Information Technology (2024-25), having been authorized by the Committee, present this Eighteenth Report on Action Taken by the Government on the Observations/Recommendations of the Committee contained in their Tenth Report (Eighteenth Lok Sabha) on 'Demands for Grants (2025-26)' relating to the Ministry of Communications (Department of Posts).

2. The Tenth Report was presented to Lok Sabha on 21<sup>st</sup> March, 2025 and laid on the Table of Rajya Sabha on 20<sup>th</sup> March, 2025. The Ministry of Communications (Department of Posts) furnished their Action Taken Notes on the Observations/Recommendations contained in the Tenth Report on 9<sup>th</sup> June, 2025.

3. The Report was considered and adopted by the Committee at their Sitting held on 11<sup>th</sup> August, 2025.

4. For facility of reference and convenience, Observations/Recommendations of the Committee have been printed in bold in Chapter-I of the Report.

5. An analysis of Action Taken by the Government on the Observations/Recommendations contained in the Eighteenth Report of the Committee is given at Annexure-II.

**NEW DELHI;**  
**11 August, 2025**  

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**20 Shraavana, 1947 (Saka)**

**DR. NISHIKANT DUBEY,**  
**Chairperson,**  
**Standing Committee on**  
**Communications and Information Technology.**

## CHAPTER I

### REPORT

This Report of the Standing Committee on Communications and Information Technology (2024-25) deals with the action taken by the Government on the Observations/Recommendations of the Committee contained in their Tenth Report (Eighteenth Lok Sabha) on the 'Demands for Grants (2025-26)' relating to the Department of Posts (Ministry of Communications).

2. The Tenth Report was presented to Lok Sabha on 21<sup>st</sup> March, 2025 and laid in Rajya Sabha on 20<sup>th</sup> March, 2025. It contained 18 Observations/Recommendations. Action Taken Notes in respect of all the Observations/Recommendations, as contained in this Report, have been received from the Department of Posts and are categorized as under:-

(i)	Observations/Recommendations which have been accepted by the Government Rec. Sl. Nos.:– 1,2,4,5,6,8,11,12,14,15,16,17 and 18	
		Total-13 Chapter-II
(ii)	Observations/Recommendations which the Committee do not desire to pursue in view of the replies of the Government Rec. Sl. No.:– NIL	
		Total — NIL Chapter-III
(iii)	Observations/Recommendations in respect of which replies of the Government have not been accepted by the Committee and require reiteration Rec. Sl. No.:– NIL	
		Total – NIL Chapter-IV
(iv)	Observations/Recommendations in respect of which replies of the Government are interim in nature Rec. Sl. No.:– 3,7,9,10,13	
		Total – 05 Chapter-V

3. **The Committee trust that utmost importance would be given to implementation of the Observations/Recommendations accepted by the Government. The Committee also desire that Action Taken Notes on the Observations/Recommendations contained in Chapter-I of this Report and final action taken replies to the Observations/Recommendations contained in**

**Chapter-V of this Report may be furnished to them at the earliest.**

4. The Committee will now deal with the action taken by the Government on some of the important Recommendations.

**FINANCIAL PERFORMANCE OF THE DEPARTMENT – REVENUE & CAPITAL SECTION**

**(Recommendation Sl. No. 2)**

5. The Committee, in their Tenth Report, had recommended as under:-

“The Gross Revenue Expenditure at the RE Stage for the Financial year 2023-24 and FY 2024-25 was Rs. 35416.54 crore and Rs. 38160.73 crore, respectively; while the Gross Capital Expenditure at the RE Stage for the Financial year 2023-24 and FY 2024-25 was Rs. 1580.7 crore and Rs. 1238.92 crore, respectively. The Committee note that while there has been an upward trend in Gross Revenue Expenditure from FY 2020-21 to FY 2025-26, the allocations towards Gross Capital Expenditure of Rs. 1580.7 crore at RE 2023-24, Rs. 1238.92 crore RE 2024-25, Rs. 1085.13 proposed at BE 2025-26 and Rs. 958.35 crore actually allocated at BE Stage during FY 2025-26 show a trend of constant downward revision. The Committee also comprehend that while the upward trend in Gross Revenue Expenditure has been driven due to a substantial increase in committed liabilities including salaries, pensions and allowances; the reduction in Gross Capital Expenditure indicates reduced allocations towards several key areas of the Department such as Mail Operations, Estates Management and the IT Induction & Modernization 2.0 initiative. Further, regarding Gross Capital Expenditure during the year 2024-25, against allocation of Rs. 1238.92 crore at RE stage, only Rs. 612.14 crore was utilized till January, 2025 which is only 49.40% of the allocation. The Committee also observe that the utilization percentage of Gross Capital Expenditure is expected to go up from 49.40% in January, 2025 to an anticipated 96.85% by the end of the financial year, showing an abrupt rise in utilization during the last quarter of the financial year.

Observing that a large chunk of the Revenue Expenditure is of obligatory nature, the Committee feel that expenditure incurred under the Capital Section is absolutely essential as an investment for the Department to augment revenue generation and supplement efforts to bridge revenue deficit through business activities undertaken in the Document Sector, Parcel Sector, International Track Packets etc. However, impediments such as delays in administrative approvals lead to uneven expenditure throughout the year, thus resulting in under-achievement of physical and financial targets. The Committee, urge the Department to take necessary steps to involve all stakeholders while formulating execution plans for Schemes so that the tendency of abrupt utilization of funds at the fag-end of the Financial Year can be avoided and a steady flow of budget for capital investments is ensured. The Committee would like to be apprised of the action taken in this regard.”



6. In its Action Taken Reply, the Department of Posts submitted as under:–

“Department of Posts implements all its schemes as Central Sector Schemes through 23 Postal Circles across the country. In pursuit of effective implementation of schemes and service delivery, the Department conducts regular review meetings with implementing Divisions at the Directorate and maintains close coordination with Postal Circles. These engagements are aimed at providing necessary guidance and ensuring optimal utilization of resources.

In FY 2024-25, fund utilization under the Capital section stood at approximately 96.01% of the Revised Estimate allocation, reflecting the Department’s sustained efforts toward efficient financial management. Funds are allocated to the Circles after careful assessment of their requirements to mitigate the risk of underutilization. Furthermore, the utilization of these funds is monitored regularly, and necessary directions are issued from time to time to the field units to reinforce the effective implementation of the schemes.

The Department remains committed to transparency, accountability, and continuous improvement in scheme execution.”

7. In their Tenth Report, the Committee had observed an abrupt rise in the utilization percentage of Gross Capital Expenditure during the last quarter of the financial year 2024-25, from 49.40% in January, 2025 to an anticipated 96.85% by the end of the financial year and had urged the Department to take necessary steps to involve all stakeholders while formulating execution plans for Schemes so that the tendency of abrupt utilization of funds at the fag-end of the Financial Year could be avoided and a steady flow of budget for capital investments could be ensured. In its Action Taken Reply, the Department submitted that funds were allocated to the Circles after careful assessment of their requirements to mitigate the risk of underutilization and the utilization of these funds was monitored regularly along with necessary directions being issued from time to time to the field units to reinforce the effective implementation of the schemes. The Department also informed that in FY 2024-25, fund utilization under the Capital section stood at approximately 96.01% of the Revised Estimate allocation. While noting the total percentage utilization of the RE stage allocation under the Capital Section during FY 2024-25, the Committee opine that the sudden increase in percentage utilization of funds from 49.40% in January, 2025 to 96.01% by the end of the last quarter, clearly points towards lacunae within the planning, implementation and fund utilization of Schemes of the Department, unless otherwise attributed to administrative delays. The Committee would, therefore, reiterate the Department to work towards formulating strategies for Scheme implementation after due consultations with stakeholders so that allocated funds are spent realistically

**rather than rush of expenditure towards the fag end of the Financial Year.**

## **IT INDUCTION AND MODERNIZATION**

### **(Recommendation Sl. No. 8)**

8. The Committee, in their Tenth Report, had recommended as under:-

“The Committee note that the Department did not receive any specific budgetary allocation towards R&D and innovation in AI based technologies. Further, taking note of the efforts of the Department regarding implementation of IT Project to provide end-to-end tracking in delivery of postal services, the Committee recommend the Department to ensure that all stakeholders are consulted while formulating plans to implement the Scheme on IT Induction and Modernization and that the physical targets set for activities, especially the Network and Network-NE, are achieved timely.”

9. In its Action Taken Reply, the Department of Posts submitted as under:-

“Though, no specific budgetary allocation towards R&D and innovation in AI based technologies has been made under IT 2.0, Chatbot in Postal and Logistic Solution currently being developed. It would be made more interactive as the usage Increases.

To take the IT initiatives further, in-principle approval has been provided by the Competent Authority for the construction of a DoP Integrated Technology Complex at Bangalore, which will have a software development centre, Network Operation Centre (NOC), Software Operation Centre (SOC), Research & Development (R&D) centre, Innovation Lab, Artificial Intelligence/Machine Learning(AI/ML) centre, Training Centre and Data Centre, with the required administrative infrastructure. The Centre is expected to continue the software developments, including Artificial Intelligence based technologies and latest developments in Cloud tech, Machine learning, etc.

DoP is regularly consulting with various stakeholders to implement the Scheme on IT Induction and Modernization so that the physical targets set for activities, are achieved timely.”

10. **In their Original Report, the Committee had recommended the Department to ensure that all stakeholders are consulted while formulating plans to implement the Scheme on IT Induction and Modernization and that the physical targets set for activities, especially the Network and Network-NE, are achieved timely. In its Action Taken Reply, the Department has submitted that though no specific budgetary allocation has been made towards R&D and innovation in AI based technologies under IT 2.0, Chatbot in Postal and Logistic Solution is currently being developed and it would be made more interactive as the usage increases. Further informing about developments under IT initiatives, the Department also submitted that the Scheme on IT Induction and Modernization is being implemented after regular**

consultations with various stakeholders. Taking note of the work done by the Department under the Scheme on IT Induction and Modernization so far, the Committee reiterate that concerted efforts are required to ensure that physical targets envisaged under the Network and Network-NE heads are achieved timely so that benefits accrued under the Scheme can reach intended beneficiaries. The Committee desire to be apprised of the progress made in this direction. The Committee may also be apprised of the progress of work in the construction of a DoP Integrated Technology Complex in Bangalore along with the target date of its completion.

### **DAK GHAR NIRYAT KENDRA**

#### **(Recommendation Sl. No. 14)**

11. The Committee, in their Tenth Report, had recommended as under:-

“The Economic Survey 2024-25 has stated that recognizing the relevance of e-commerce exports, the Foreign Trade Policy (FTP) 2023 laid down provisions for fostering cross-border digital trade and promoting e-commerce and other emerging export channels. One such scheme for promoting e-commerce exports through Postal route is the ‘Dak Niryat Kendra’. The Department has apprised the Committee that the Sub-scheme on Mail Operations under its Scheme on Postal Operations has a provision for international relations and global business under which activities regarding setting up of Dak Ghar Niryat Kendras; establishment / upgradation of International Business Centres; and Upgradation of Foreign Post Offices (FPOs) /Sub Foreign Post Offices (SFPOs) are included. The Committee note that the aims and objectives under the sub-Scheme on Mail Operations are all directed towards augmenting revenue from export through postal channels by strengthening and upgrading infrastructure of FPOs / SFPOs; establishing Dak Ghar Niryat Kendras (DNKs) in every district of the Country; and enhancing booking volume of International Articles by increasing handling capacity and ensuring high standard of service quality at FPOs / SFPOs.

The Department submitted that it has identified 1013 DNKs at district level across the Country. The Committee, however, note that for the third quarter of FY 2024-25, even though the physical target for number of operational DNKs in FY 2024-25 was 25, among them only 2 were made operational and against a target of upgrading 2 FPOs / SFPOs, none were upgraded in the said quarter. Further, the Committee note that Dak Ghar Niryat Kendras (DNKs) have been established in 750 districts across the Country, however, the Department has furnished no timeline for realizing the goal of establishing Dak Ghar Niryat Kendra in every district of the country. Acknowledging the potential for revenue generation and business proliferation through e-commerce exports undertaken by Dak Ghar Niryat Kendras, the Committee recommend the Department to perform, in a time bound manner, a district-wise assessment of requirements expressed by exporters for setting up DNKs and accordingly, draw a timeline for prioritizing and setting up Dak Ghar Niryat Kendras in every district of the

country. The Committee would like to be informed about the actions taken and progress made in this regard. The Committee would also like to be apprised of the status of pending proposals, if any, received by the Department from Postal Circles for setting up DNKs.”

12. In its Action Taken Reply, the Department of Posts submitted as under:–

“The Department has established 1013 Dak Ghar Niryat Kendras (DNKs) across 761 districts, selected based on export potential and Circle inputs. Proposals for the remaining districts will be considered upon receipt from the Circles.

All 1013 DNKs are in operation from the Department of Posts (DOP) side. However, in some areas, booking activity is poor due to low customer demand. Marketing and awareness campaigns are being conducted to boost commercial export through the postal channel at all DNKs. The Postal Directorate is also organizing workshops for marketing executives and divisional heads for capacity building. Meetings with exporters are organized in Circles to raise awareness of Dak Ghar Niryat Kendra.

Export bookings have increased from 3.66 lakh shipments (Export value - INR 78.70 crore) in 2023-24 to 4.10 lakh (Export value - INR 102 crore) in 2024-25, indicating growing trust in DNKs. Out of the INR 3.0 crore allocated for DNK/IBC upgradation in 2024-25, INR 1.96 crore has been utilized in FY 2024-25. The proposal for setting up DNKs in districts where none currently exist will be examined based on the establishment of new DNKs or the relocation of existing DNKs, contingent on export potential.”

13. **In their Tenth Report, with respect to establishment of Dak Ghar Niryat Kendras (DNKs), the Committee had recommended the Department to perform a district-wise assessment of requirements expressed by exporters for setting up DNKs in a time bound manner and accordingly, draw a timeline for prioritizing setting up Dak Ghar Niryat Kendras in every district of the Country. The Committee had also desired to be apprised of the status of pending proposals, if any, received by the Department from Postal Circles for setting up DNKs. In its Action Taken Reply, the has Department submitted that marketing and awareness campaigns were being conducted to boost commercial export through the postal channel at all DNKs. The Department further stated that the Postal Directorate was organizing workshops for marketing executives and divisional heads for capacity building and meetings with exporters were organized in Circles to raise awareness about Dak Ghar Niryat Kendras (DNKs). It was also informed that out of an allocation of Rs.3.0 crore for upgradation of DNK/IBC in FY 2024-25, Rs.1.96 crore have been utilized in the financial year and proposals for setting up DNKs in districts, where none currently existed, would be examined based on the establishment of new DNKs or the relocation of existing DNKs, contingent on export potential. While taking cognizance of the efforts made by the Department in promoting e-commerce**

**exports through Postal route, the Committee reiterate their earlier recommendation and urge the Department to have a time-bound exercise for assessing in setting up DNKs in districts where none exist currently and where export potential can be optimally harnessed to promote e-commerce and cross border digital trade. The Committee would like to be apprised of the steps taken and progress made in this regard. The Committee would also like to be enlightened about the number of Marketing and awareness campaigns conducted at the Dak Niryat Kendras to boost commercial export through Postal channels and Workshops organized by the Postal Directorates for Marketing Executives and Divisional Heads and its outcome during the Financial Years, 2023-24 and 2024-25.**

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## **CHAPTER II**

### **OBSERVATIONS/RECOMMENDATIONS WHICH HAVE BEEN ACCEPTED BY THE GOVERNMENT**

#### **(Recommendation Sl. No. 1)**

#### **ANALYSIS OF DEMANDS**

Budgetary Allocations proposed by the Department from the Financial year 2020-21 up to FY 2025-26 are Rs. 38181.15 crore, Rs. 39273.74 crore, Rs. 41614.74 crore, Rs. 42373.29 crore, Rs. 42836.35 crore and Rs. 42522.50 crore, respectively. Against amounts proposed, the allocations made at the BE Stage from the Financial year 2020-21 to FY 2025-26 are Rs. 35188.43 crore, Rs. 35173.27 crore, Rs. 36395.89 crore, Rs. 40553.38 crore, Rs. 38917.24 crore and Rs. 41086.97 crore, respectively. The Committee note that the actual allocations at BE Stage have always been on the lower side as compared to the amount proposed by the Department from the Financial year 2020-21 to FY 2025-26. Further, the Committee note downward reduction of funds allocated to the Department at the RE Stage as against proposed allocations for each of the years from FY 2020-21 to FY 2024-25. During the year 2024-25, the proposed allocation of the Department was to the tune of Rs. 42836.35 crore against which an allocation of only Rs. 39399.65 crore was made at RE Stage. However, on being asked about financial constraints faced by the Department in discharging its responsibilities / functions due to such reductions during the year 2024-25, the Department submitted that the budgetary provisions have been as per the requirement within approved Schemes/programmes.

The Committee also note that while a large chunk of the budget allocated to the Department is spent on establishment expenditures comprising Pensionary Charges, Salaries and Allowances; the Department submitted that initiatives are being taken to optimize resources allocated towards implementation of Central Sector Schemes by creating a robust monitoring mechanism for expenditure on Schemes and their implementation. The Committee opine that with the rising expenditure towards committed liabilities, the Department needs to focus on maximizing revenue generation through proper implementation of its Schemes. While appreciating the efforts made by the Department towards optimal fund utilization and capacity building initiatives of available manpower, the Committee urge the Department to make concerted efforts to achieve the set physical and financial targets under Schemes so that realistic allocations can be proposed without having drastic cuts during actual allocations at the BE and RE Stages, respectively.

#### **Reply of the Government**

All the Schemes of Department of Posts are Central Sector Schemes which are executed through 23 Postal Circles. To achieve effective implementation, the Department holds regular review meetings with Scheme implementing Divisions in the Directorate and conducts meetings with Postal Circles to ensure optimum utilization of resources as well as effective implementation and achievement of physical targets set under the schemes. Fund utilization in FY 2024-25 has been around 96.26% of the RE allocation.

The Department acknowledges the Committee's observation regarding the optimal utilization of funds through the effective implementation of its schemes. It remains committed to enhancing efficiency and ensuring the judicious deployment of resources to achieve targeted outcomes. The Department will continue to strengthen its monitoring

mechanisms, conduct regular review meetings to assess physical and financial progress, and promote effective coordination among implementing divisions and Postal Circles.

(Department of Posts OM no. 28-5/ 10<sup>th</sup> Report/2025/ Bgt dated 09.06.2025)

**(Recommendation Sl. No. 2)**

**FINANCIAL PERFORMANCE OF THE DEPARTMENT – REVENUE & CAPITAL SECTION**

The Gross Revenue Expenditure at the RE Stage for the Financial year 2023-24 and FY 2024-25 was Rs. 35416.54 crore and Rs. 38160.73 crore, respectively; while the Gross Capital Expenditure at the RE Stage for the Financial year 2023-24 and FY 2024-25 was Rs. 1580.7 crore and Rs. 1238.92 crore, respectively. The Committee note that while there has been an upward trend in Gross Revenue Expenditure from FY 2020-21 to FY 2025-26, the allocations towards Gross Capital Expenditure of Rs. 1580.7 crore at RE 2023-24, Rs. 1238.92 crore RE 2024-25, Rs. 1085.13 proposed at BE 2025-26 and Rs. 958.35 crore actually allocated at BE Stage during FY 2025-26 show a trend of constant downward revision. The Committee also comprehend that while the upward trend in Gross Revenue Expenditure has been driven due to a substantial increase in committed liabilities including salaries, pensions and allowances; the reduction in Gross Capital Expenditure indicates reduced allocations towards several key areas of the Department such as Mail Operations, Estates Management and the IT Induction & Modernization 2.0 initiative. Further, regarding Gross Capital Expenditure during the year 2024-25, against allocation of Rs. 1238.92 crore at RE stage, only Rs. 612.14 crore was utilized till January, 2025 which is only 49.40% of the allocation. The Committee also observe that the utilization percentage of Gross Capital Expenditure is expected to go up from 49.40% in January, 2025 to an anticipated 96.85% by the end of the financial year, showing an abrupt rise in utilization during the last quarter of the financial year.

Observing that a large chunk of the Revenue Expenditure is of obligatory nature, the Committee feel that expenditure incurred under the Capital Section is absolutely essential as an investment for the Department to augment revenue generation and supplement efforts to bridge revenue deficit through business activities undertaken in the Document Sector, Parcel Sector, International Track Packets etc. However, impediments such as delays in administrative approvals lead to uneven expenditure throughout the year, thus resulting in under-achievement of physical and financial targets. The Committee, urge the Department to take necessary steps to involve all stakeholders while formulating execution plans for Schemes so that the tendency of abrupt utilization of funds at the fag-end of the Financial Year can be avoided and a steady flow of budget for capital investments is ensured. The Committee would like to be apprised of the action taken in this regard.

**Reply of the Government**

Department of Posts implements all its schemes as Central Sector Schemes through 23 Postal Circles across the country. In pursuit of effective implementation of schemes and service delivery, the Department conducts regular review meetings with implementing Divisions at the Directorate and maintains close coordination with Postal Circles. These engagements are aimed at providing necessary guidance and ensuring optimal utilization of resources.

In FY 2024-25, fund utilization under the Capital section stood at approximately 96.01% of the Revised Estimate allocation, reflecting the Department's sustained efforts toward

efficient financial management. Funds are allocated to the Circles after careful assessment of their requirements to mitigate the risk of underutilization. Furthermore, the utilization of these funds is monitored regularly, and necessary directions are issued from time to time to the field units to reinforce the effective implementation of the schemes.

The Department remains committed to transparency, accountability, and continuous improvement in scheme execution.

(Department of Posts OM no. 28-5/ 10<sup>th</sup> Report/2025/ Bgt dated 09.06.2025)

**For comments of the Committee please see Para no. 7 of Chapter – I.**

**(Recommendation Sl. No. 4)**

**SHARE OF THE DEPARTMENT IN THE TOTAL CENTRAL OUTLAY**

The share of the Department in the Total Central Outlay at the BE stage, in absolute terms, has risen from Rs. 35188.43 crore in financial year 2020-21 to Rs. 41086.97 crore in FY 2025-26. However, the percentage share of the Department for the same duration has declined from 1.15% to 0.81%. The Committee note that the Department received allocation in the Central Outlay under two components namely - Central Sector Schemes / Projects; and Establishment Expenditure of the Centre. Though there is a visible decline in the BE percentage share of the Department of Posts in the Total Central Outlay from 1.15% in FY 2020-21 to 0.81% in FY 2025-26, a comparative analysis of the Total Central Outlay vis-à-vis BE stage allocation to the Department of Posts against the afore mentioned two components, indicates a consistent allocation pattern with the Department receiving between 1% to 1.17% of the total budget. The Department has informed that this stability in allocation indicates that the Government continues to prioritize postal operations, ensuring that the financial needs of the Department are met without any major reductions.

Further, a similar trend was observed in the RE Stage allocation to the Department in the Total Central Outlay, wherein, the percentage share of the Department went from 0.95% in FY 2020-21 to 0.83% in FY 2024-25. The Department submitted that against the two components of Central Sector Schemes and Establishment Expenditure of the Centre, the percentage share of the Department of Posts in the Total Central Outlay at the RE stage has remained stable, fluctuating marginally around 1.00% to 1.10% in FY 2020-21 to FY 2024-25. The Committee, while appreciating the performance of the Department for a steady and continuous growth, urge the Department to make all out efforts for increasing its revenue generation that would help bridge the gap between revenue and deficit.

**Reply of the Government**

The Department reviews its services and products keeping in view the changing market scenario, customer needs, industry benchmarks etc. and takes necessary steps/action to modify service features to improve the postal services to increase the revenue receipts of the Department.

Some of the measures being taken to reduce operational costs and improve the services to attract more customers subsequently leading to increase the revenue receipts in 2025-26 are as follows:

(i) Strengthening of marketing of Speed Post / Registered letter services to onboard new customers to improve the Speed Post /Registered letter revenue.



(ii) Revamping the transmission and delivery infrastructure by co-locating/ merger of mail processing hubs for reducing the operational cost by moving away from high-rent railway premises and improving the efficiency through co-location of various mail processing units. Centralized hubs make it easier to plan efficient routes for the Mail Motor Service (MMS) resulting in enhanced route optimization, reduction in transportation costs and better space utilization with flexibility for future expansion.

(iii) Introducing new age booking avenues such as Booking Kiosks and online booking of postal articles to attract new customers. The Department is in process of installing 70 more kiosks during this year.

(iv) Introducing flexible delivery options such as doorstep pickups, scheduled deliveries, Non-business Hour delivery, Holidays delivery etc. for better customer convenience.

(v) Revamped franchisee scheme has been introduced with the revised commission structure to increase the revenue of various postal products including Speed Post and Registered Post.

(vi) To provide enhanced after sale service, Single Points of Contact have been designated for corporate customers having monthly business of Rs.10 lakh and above in all the Postal Circles.

(vii) Promotion of Philately by organizing various activities like Dhai Akhar, SPARSH, District and State level exhibition including participation in Foreign exhibition.

(viii) The initiatives undertaken include the release of stamps on various themes, procurement of customized My Stamp business, and the provision of an online facility for opening of Philately Deposit Account. Steps are also being taken for activating dormant Philately Deposit Accounts. In addition, school philately clubs are being opened, and philatelic materials/products are being made available for online sale.

The following specific action to augment the revenue of the Department has been taken:

(i) An MoU has been signed with Khadi Village Industries Commission (KVIC) on 20th August 2024 for physical verification of units under PM Employment Generation Program, which has generated revenue of approximately Rs. 8.2 crore for the Department using the existing resources.

(ii) Major mutual fund companies have been approached for their KYC verification through India Post. Two new MoUs have been signed with Nippon MF and SBI MF on 3rd April, 2025 and 29th April, 2025 respectively.

(iii) Through persistent efforts, transaction charges for POPSK services have been increased from Rs. 330 to Rs. 411 per transaction.

(xii) Due to regular promotion campaigns and melas and increase in the cover under Postal Life Insurance make it available to all graduates, Postal Life Insurance/Rural Postal Life Insurance (PLI/RPLI) premium income is growing at a CAGR of about 14%.

(Department of Posts OM no. 28-5/ 10<sup>th</sup> Report/2025/ Bgt dated 09.06.2025)

### **(Recommendation Sl. No. 5)**

#### **FUNDS SURRENDERED**

The Committee note that during Financial Year 2023-24, out of savings of Rs. 3510.92 crore and Rs. 193.81 crore under the Revenue and Capital heads, respectively, the Department surrendered Rs. 883.19 crore to the Ministry of Finance. However, no explanation was furnished by the Department about the reasons for surrendering such significant quantum of allocated funds. The Committee observe that while the percentage utilization of RE Stage allocation for FY 2023-24 under the Revenue head was 100.64%, the RE Stage funds allocated towards the Capital head were under-utilized with the percentage utilization being only 87.73%. The Committee further note that against a proposed allocation of Rs. 42373.29 crore during the year 2023-24 the Department was allocated only Rs. 36997.24 crore at the RE Stage. The Committee, therefore, recommend the Department to aim at complete utilization of allocated funds under both the Revenue and Capital heads and to refrain from the tendency of surrendering funds so that adequate allocations are made to the Department in future and Scheme implementation does not suffer for want of funds. Further the Committee observe that such precious funds could have been gainfully utilized by any other Ministry/Department had realistic assessments been made by the Department of Posts.

#### **Reply of the Government**

During the financial year 2024–25, the Department prioritized optimal utilization of funds under both Revenue and Capital sections. Against the Revised Estimate (RE) allocation of Rs. 39,399.65 crore, a total of Rs. 39,355.38 crore was distributed among Circles/Units.

An expenditure of Rs.38,715.42 crore was incurred during the year, representing **98.37%** of the allocated fund. This high level of fund utilization reflects the Department's strong commitment to effective fund management and robust expenditure control.

(Department of Posts OM no. 28-5/ 10<sup>th</sup> Report/2025/ Bgt 09.06.2025)

### **(Recommendation Sl. No. 6)**

#### **POSTAL OPERATIONS**

The Committee note that the proposed allocations towards the Scheme on Postal Operations saw a constant decline from Rs. 681.94 crore in FY 2020-21 to 240.32 crore in FY 2025-26. Further, the RE Stage allocations towards this Scheme have also shown an undulating trend for the same duration. According to the Department approximately 69.94% of the total allocation for Postal Operations during FY 2024-25 has been specifically set aside for the Mail Operations Sub-Scheme in order to streamline operations, reduce delivery times and provide a better experience for users. The Committee were enlightened that steps are being taken to enhance operational efficiency in Postal Operations by carrying out mechanization of beats. The Committee, however, note that a significant variation of Rs. 51.74 crore is seen between the BE and RE Stage allocations in during FY 2024-25 towards the Mail Operations sub-scheme and out of RE Stage allocation of Rs. 106.31 crore, only Rs. 54.61 crore have been utilized up to December 2024. Taking note of the tardy progress in utilization of fund allocated towards the prioritized sub-Scheme of Mail Operations, the Committee recommend the Department to devise a mechanism to ensure efficient utilization of allocated funds and timely achievement of set physical targets. The Committee may be apprised of the progress made therein.

## **Reply of the Government**

To ensure efficient utilization of allocated funds and timely achievement of set targets, Department has implemented a structured monitoring mechanism for review of physical and financial targets under Schemes. This includes regular submission of fund utilization reports by the Circles and reviews which results reduction in the expenditure and also for effective and timely utilization of budget.

As stated earlier, a significant portion of the allocated funds is directed toward Mail Operations activities. During FY 2024–25, an amount of Rs.98.36 crore was allocated against the Revised Estimate (RE) of Rs.106.31 crore under the **Mail Network Optimization Program (MNOP)**.

An expenditure of Rs.97.47 crore was incurred, achieving a **99.10% utilization** of the allocated funds. The Department continues to emphasize efficient resource utilization and operational effectiveness in core mail services.

(Department of Posts OM no. 28-5/ 10<sup>th</sup> Report/2025/ Bgt 09.06.2025)

### **(Recommendation SI. No. 8)**

The Committee note that the Department did not receive any specific budgetary allocation towards R&D and innovation in AI based technologies. Further, taking note of the efforts of the Department regarding implementation of IT Project to provide end-to-end tracking in delivery of postal services, the Committee recommend the Department to ensure that all stakeholders are consulted while formulating plans to implement the Scheme on IT Induction and Modernization and that the physical targets set for activities, especially the Network and Network-NE, are achieved timely.

## **Reply of the Government**

Though, no specific budgetary allocation towards R&D and innovation in AI based technologies has been made under IT 2.0, Chatbot in Postal and Logistic Solution currently being developed. It would be made more interactive as the usage Increases.

To take the IT initiatives further, in-principle approval has been provided by the Competent Authority for the construction of a DoP Integrated Technology Complex at Bangalore, which will have a software development centre, Network Operation Centre (NOC), Software Operation Centre (SOC), Research & Development (R&D) centre, Innovation Lab, Artificial Intelligence/Machine Learning(AI/ML) centre, Training Centre and Data Centre, with the required administrative infrastructure. The Centre is expected to continue the software developments, including Artificial Intelligence based technologies and latest developments in Cloud tech, Machine learning, etc.

DoP is regularly consulting with various stakeholders to implement the Scheme on IT Induction and Modernization so that the physical targets set for activities, are achieved timely.

((Department of Posts OM no. 28-5/ 10<sup>th</sup> Report/2025/ Bgt 09.06.2025)

**For comments of the Committee please see Para no. 10 of Chapter – I.**

### **(Recommendation Sl. No. 11)**

The Committee note that no separate allocation has been made under the Scheme on Estates Management for GIS Survey and GIS Mapping on Postal estates. Further, during the oral deposition, the Committee were also apprised about dilapidated conditions of Postal buildings and issues faced by the Department for want of funds for maintenance and repair. The Committee perceive that maintenance of heritage Postal buildings is necessary not just to preserve the rich cultural legacy of the Postal Department but also to showcase the cultural relevance of India Post through activities such as Philatelic exhibitions, Heritage tours etc., which, in effect, could also emerge as a much-needed source of revenue generation for the Department. Emphasizing on the importance of the heritage value held by Postal assets, the Committee also believe that GIS Survey and GIS Mapping of Postal estates could enhance the prospects and popularity of heritage Postal buildings. Therefore, while urging the Ministry of Finance to factor in these critical aspects during the process of fund allocation, the Committee recommend the Department to propose for a separate allocation on GIS Survey and GIS Mapping of Postal estates while simultaneously pursuing for increasing allocations towards the scheme on Estates Management. The Committee would like to be apprised of the actions taken and progress made in this regard.

### **Reply of the Government**

The Department has geo-tagged its own buildings in the Government Land Information System (GLIS Portal) towards this end. Further, all post offices are mapped on the Gati Shakti portal.

(Department of Posts OM no. 28-5/ 10<sup>th</sup> Report/2025/ Bgt dated 09.06.2025)

### **(Recommendation Sl. No. 12)**

#### **INDIA POST PAYMENTS BANK (IPPB)**

The India Post Payment Bank has been set up with the objective of achieving financial inclusion in a cost-effective way through access to barrier-free financial services in the unbanked and underbanked areas of the Country. The Committee note that not only has the IPPB been providing accessible and affordable banking services at the last mile but it has also led to an increase in the rural banking infrastructure by almost 2.5 times. Further, the Committee also observe that while IPPB has been focusing on Merchant acquisitions for building a digital transaction ecosystem; its combination with the Department of Posts has led to the creation of a Phygital Platform for rural India wherein Financial Services have been embedded with Government Services to provide a range of services to citizens at the last mile. The Committee also appreciate the fact that out of an IPPB customer base of over 11 crore, 77% are based in rural areas and 48% of the customer base comprises women, besides about 3.6 crore Savings accounts being held by DBT beneficiaries.

The Department also informed that a major challenge in the implementation of the IPPB Business model has been the limited availability of avenues for revenue generation but this was overcome through streams such as Government-to-Citizen services with which the IPPB turned profitable in the 4<sup>th</sup> year of its operations. Regarding adoption of a single structure in IPPB, the Department submitted that this has been addressed through the IPPB App ensuring effective utilization of Post Office Savings Bank account with other IPPB accounts. The Department, however, submitted that due to variety of services offered under the Post Office Savings Bank as compared to only Savings account

services offered under IPPB, merging services of the two entities is fraught with practical difficulties.

The Committee note that Hon'ble Finance Minister, during her Budget Speech 2025-26, announced that India Post with 1.5 lakh rural post offices, complemented by the India Post Payments Bank (IPPB) and a vast network of 2.4 lakh Dak Sevaks, will be repositioned to act as a catalyst for the rural economy. The Budget Speech 2025-26 also included announcements regarding deepening and expansion of the services of India Post Payments Bank in rural areas. Taking note of the performance of the Scheme on India Post Payments Bank so far; and in the light of Budget announcements 2025-26, the Committee are hopeful that with proper planning and implementation of set targets, the Scheme on IPPB has the potential to realize the goal of financial inclusion in the remotest of areas while also generating revenue for sustaining itself. Therefore, the Committee recommend the Department to make earnest efforts towards achieving its targets regarding expansion of its banking services availability to all the villages in order to provide financial inclusion coverage within a 5 km radius; development of merchant ecosystem under the Scheme on Pradhan Mantri Vishwakarma; training and capacity building of its end users; and providing doorstep services to customers through Hand-held Micro ATMs and Biometric devices. The Committee would like to be apprised of the proposed roadmap and progress made in this direction.

### **Reply of the Government**

#### **(1) Expansion of banking services availability to all the villages in order to provide financial inclusion coverage within a 5 km radius:-**

Under the "Banking for All" initiative, with concerted efforts IPPB has expanded its network from 06 access points since inception to 1,64,237 access points to provide financial inclusion coverage to 98.31% of the villages within a 5 km radius.

Through 1.89 Lakh GDS and Postman, the IPPB banking services has its ubiquitous presence at the doorstep of the rural populace. The task of providing Financial Inclusion Coverage of the remaining villages within the 5 km radius will be completed in 2025-26.

#### **(ii) Development of merchant ecosystem under the Scheme on Pradhan Mantri Vishwakarma:-**

PM Vishwakarma scheme under the Ministry of MSME envisages beneficiaries of 17 different professions to be digitized and equipped with UPI QR. To this end, India Post Payments Bank has launched Merchant Onboarding Services in January 2023 in order to create a digital ecosystem across the country. The Bank is empowering merchants with interoperable UPI QR and android based dedicated merchant App for hassle free receipt of UPI payments and audio alert for every UPI transaction received. By onboarding merchants and enabling digital transactions like UPI, IPPB promotes cashless transactions and economic digitization in rural and semi-urban areas.

Since the launch of services, Bank is moving towards digital empowerment of rural economy as most of the target segment where other Banks/ Payment service providers (PSPs) are yet to show their presence in digital ecosystem. Bank has on-boarded more than 24 Lakh Merchants who are equipped with digital mode of payments for their day-to-day transactions. The Bank has tied up with various organizations to offer digital banking and other services to the beneficiaries under different schemes.

The Bank is focusing on onboarding of PM Vishwakarma beneficiaries as IPPB Merchants and enabling them for digital mode of transactions. Out of a large base of around 27 Lakh PM Vishwakarma beneficiaries, IPPB has onboarded 60,000+ Beneficiaries as IPPB Merchants. Since the toolkit of PM Vishwakarma beneficiaries are being delivered through the workforce of India Post, Bank is simultaneously making efforts to onboard the beneficiaries as merchants in order to have more penetration across the segment. The Bank is coordinating with concerned Urban Local Bodies for effective implementation of the scheme.

**(iii) Training and capacity building of its end users:-**

IPPB aims to improve end user skills so they can serve customers better, use banking systems confidently, and support the bank's goal of reaching every household with safe and easy financial services.

As on 31st March, 2025, IPPB has trained and certified more than 4 lakh+ users (4,04,358) including both Finacle and MATM users.

At regular intervals, IPPB also undertakes refresher trainings of end users. Refresher trainings are undertaken by Master trainers with handholding from IPPB officers.

**(iv) Providing doorstep services to customers through hand held Micro ATMs and Biometric devices**

Postman/Gramin Dak Sevaks are equipped with Smartphones and Biometric devices to deliver doorstep services, including Paperless Aadhaar seeded account opening, Cash deposit/ withdrawal, DBT facilitation, Child Aadhaar Enrolment, Digital Life Certificate, General Insurance, Aadhaar enabled Payment System (AEPS) etc. These doorstep services enhance individual access and improve public service by targeted delivery to the rightful customer by utilizing Aadhaar Authentication.

(Department of Posts OM no. 28-5/ 10<sup>th</sup> Report/2025/ Bgt dated 09.06.2025)

**(Recommendation Sl. No. 14)**

**DAK GHAR NIRYAT KENDRA**

The Economic Survey 2024-25 has stated that recognizing the relevance of e-commerce exports, the Foreign Trade Policy (FTP) 2023 laid down provisions for fostering cross-border digital trade and promoting e-commerce and other emerging export channels. One such scheme for promoting e-commerce exports through Postal route is the 'Dak Niryat Kendra'. The Department has apprised the Committee that the Sub-scheme on Mail Operations under its Scheme on Postal Operations has a provision for international relations and global business under which activities regarding setting up of Dak Ghar Niryat Kendras; establishment / upgradation of International Business Centres; and Upgradation of Foreign Post Offices (FPOs) /Sub Foreign Post Offices (SFPOs) are included. The Committee note that the aims and objectives under the sub-Scheme on Mail Operations are all directed towards augmenting revenue from export through postal channels by strengthening and upgrading infrastructure of FPOs / SFPOs; establishing Dak Ghar Niryat Kendras (DNKs) in every district of the Country; and enhancing booking volume of International Articles by increasing handling capacity and ensuring high standard of service quality at FPOs / SFPOs.

The Department submitted that it has identified 1013 DNKs at district level across the Country. The Committee, however, note that for the third quarter of FY 2024-25, even though the physical target for number of operational DNKs in FY 2024-25 was 25, among

them only 2 were made operational and against a target of upgrading 2 FPOs / SFPOs, none were upgraded in the said quarter. Further, the Committee note that Dak Ghar Niryat Kendras (DNKs) have been established in 750 districts across the Country, however, the Department has furnished no timeline for realizing the goal of establishing Dak Ghar Niryat Kendra in every district of the country. Acknowledging the potential for revenue generation and business proliferation through e-commerce exports undertaken by Dak Ghar Niryat Kendras, the Committee recommend the Department to perform, in a time bound manner, a district-wise assessment of requirements expressed by exporters for setting up DNKs and accordingly, draw a timeline for prioritizing and setting up Dak Ghar Niryat Kendras in every district of the country. The Committee would like to be informed about the actions taken and progress made in this regard. The Committee would also like to be apprised of the status of pending proposals, if any, received by the Department from Postal Circles for setting up DNKs.

### **Reply of the Government**

The Department has established 1013 Dak Ghar Niryat Kendras (DNKs) across 761 districts, selected based on export potential and Circle inputs. Proposals for the remaining districts will be considered upon receipt from the Circles.

All 1013 DNKs are in operation from the Department of Posts (DOP) side. However, in some areas, booking activity is poor due to low customer demand. Marketing and awareness campaigns are being conducted to boost commercial export through the postal channel at all DNKs. The Postal Directorate is also organizing workshops for marketing executives and divisional heads for capacity building. Meetings with exporters are organized in Circles to raise awareness of Dak Ghar Niryat Kendra.

Export bookings have increased from 3.66 lakh shipments (Export value - INR 78.70 crore) in 2023-24 to 4.10 lakh (Export value - INR 102 crore) in 2024-25, indicating growing trust in DNKs. Out of the INR 3.0 crore allocated for DNK/IBC upgradation in 2024-25, INR 1.96 crore has been utilized in FY 2024-25. The proposal for setting up DNKs in districts where none currently exist will be examined based on the establishment of new DNKs or the relocation of existing DNKs, contingent on export potential.

(Department of Posts OM no. 28-5/ 10<sup>th</sup> Report/2025/ Bgt dated 09.06.2025)

**For comments of the Committee please see Para no. 13 of Chapter – I.**

### **(Recommendation Sl. No. 15)**

#### **GENDER BUDGET UNDER DEMAND NO. 12**

Gender Budgeting is an effective mechanism to monitor planning and policies of the Department from a gender perspective and it can prove beneficial in mainstreaming women's concerns and ensuring gender equality in the long run. The Committee note that allocation made under the Gender Budget towards the Scheme on Estates Management from the year 2021-22 up to 2023-24 were utilized satisfactorily. The Committee, however, note that no allocations were made under the Gender Budget during the year 2020-21. The Department informed that there have been no instances of 'nil' expenditure under gender budget from the year 2021-22. Regarding the impact of a separate Gender Budget on the female workforce of the Department and on the female customers, the Department submitted that in order to provide a caring environment at the work place to the female employees, separate ladies toilet and feeding rooms in various offices across India are being constructed under the Estates Management scheme and this benefits thousands of female employees of the Department and its female customers. Further, it

was also submitted that under the Estates Management scheme, since FY 2021-22, 146 ladies toilets and 41 feeding rooms have been constructed. The Department further apprised the Committee that carving out a separate Gender Budget Component (GBC) in the Postal Sector has helped in providing a congenial and welcoming environment to its female workforce. It has also enabled young mothers to attend office.

The Committee, however, note that from FY 2020-21 up to December, 2024, the Department has been able to construct only 146 ladies toilets and only 41 feeding rooms in post offices across the Country and that the Department has failed to specify the number of female employees that were trained under the Scheme on Human Resource Management. Taking note of the importance of the Gender Budget component under the Schemes of the Department, the Committee recommend the Department to make whole hearted efforts towards achieving targets set under the designated Schemes and to ensure that the budget earmarked under the Gender Budget component is utilized for its intended purpose and the directions of the Government regarding inclusivity and gender balance to mainstream women's concerns in policies are implemented in letter and spirit. The Committee would like to be apprised of the progress made in this regard.

### **Reply of the Government**

In alignment with the Government's broader objectives of promoting gender equality and addressing the specific needs of women in the workforce, the Department has taken a significant step by establishing a Gender Budget Cell at the field level. This initiative is aimed at institutionalizing gender-responsive budgeting practices to ensure that financial planning and resource allocation actively contribute to the empowerment and welfare of women employees. The Gender Budget Cell is tasked with identifying areas where targeted funding can improve workplace conditions, enhance safety, support professional development, and promote work-life balance for women. By integrating gender concerns into the budgeting process, the Department seeks to create a more inclusive and equitable work environment, reflecting its commitment to both effective governance and social responsibility. This proactive approach not only ensures better utilization of funds but also strengthens institutional mechanisms for long-term gender mainstreaming within the organization.

Department of Posts remains committed to aligning its initiatives with the broader goals of the Gender Budget and ensuring that capacity-building efforts support gender equity in both workforce development and service delivery. The year-wise details of the number of women employees trained from FY 2020-21 to 2024-25 is as under:

<b>S. No</b>	<b>Financial Year</b>	<b>No. of Women Employee Trained</b>
1	2020-21	26586
2	2021-22	25215
3	2022-23	43330
4	2023-24	63447
5	2024-25	56934

Department of Posts is sensitive to the needs of its women employees and customers. In order to provide a caring environment at the work place to them, the Department is constructing separate ladies' toilet and feeding rooms throughout India. As on



31.03.2025, 184 ladies' toilets and 59 feeding rooms have been constructed. There is provision for construction of ladies' toilets in all newly constructed buildings. Almost 56% departmental buildings have separate ladies' toilets. The Department is constructing the same in remaining buildings in a phased manner as per availability of funds. The Year wise fund allocated and utilization w.r.t Gender Budget is as follows:

**(Rs. In crore)**

<b>Scheme Component</b>	<b>Year</b>	<b>Budget Allocated</b>	<b>Expenditure</b>	<b>Utilization (%)</b>
Gender Concerns	2021-22	0.11	0.10	90.9
	2022-23	1.00	0.95	95
	2023-24	1.444	1.441	99.79
	2024-25	1.10	1.10	100
	2025-26	1.00	Ongoing	

(Department of Posts OM no. 28-5/ 10<sup>th</sup> Report/2025/ Bgt dated 09.06.2025)

**(Recommendation Sl. No. 16)**

**GRIEVANCE REDRESSAL MECHANISM**

The Committee note that out of a total of 1,410,147 complaints received by the Department during FY 2023-24, 1,385,551 complaints were resolved whereas 24,596 complaints are still pending for resolution. The Committee were informed that stringent internal targets for grievance redressal have been set with most of the complaints to be resolved, with the consent of the customer, within 3-7 days. The Department also informed that fortnightly review of grievances, quality of resolution and appeals by senior officers in the Circles is being undertaken. Further, the Department has stated that review is being conducted at the level of the Postal Services Board at regular intervals and it is making continuous efforts to tighten the process for resolution of public grievances across all Channels.

The Committee, however, note that as per the data provided, the top 5 Circles with maximum number of pending complaints in decreasing order are Maharashtra, Delhi, Uttar Pradesh, Gujarat and Haryana, respectively. Taking note of the huge pendency of complaints from FY 2023-24, the Committee recommend the Department to ensure a strict monitoring mechanism for complaint redressal and to fix responsibility in cases of inordinate delay. The Committee would like to be apprised of the action taken for reducing the number of grievances pending with the Department of Posts and the timeline set for addressing the same.

**Reply of the Government**

Continuous monitoring of grievances resolution and guidance to end users for adherence to SOP has been maintained by the Department. Complaint resolution time norms for different types of complaints have been defined for granular monitoring and greater responsiveness in complaint resolution. Aspirational internal targets for grievance redressal have been set with most of the complaints to be resolved, with the consent of the customer, within 3-7 days. The Department is currently aligning its system and people to adhere to the revised norms and resolution of complaints. For expeditious settlement

of customer grievances and quality resolution, Department has scheduled fortnightly review of grievances, quality of resolution and appeals in the Circles and at the Directorate.

While the average complaint resolution time has come down to 8 days some cases take longer for resolution/closure due to involvement of external agencies and detailed inquiries. As on date 31.03.2025, out of 14,33,403 cases received during the period 01.04.2024 to 31.03.2025, no case is pending for over 180 days.

(Department of Posts OM no. 28-5/ 10<sup>th</sup> Report/2025/ Bgt dated 09.06.2025)

### **(Recommendation Sl. No. 17)**

Further, the Committee note that grievances of Postal Life Insurance (PLI) and Rural Postal Life Insurance (RPLI) customers are settled at Central Processing Centres in all Head Post Offices across the country, in Divisional Offices at District Level and in Regional/Circle Offices at State Level. The Committee, however, observe that since PLI/RPLI does not come under the purview of Insurance Regulatory and Development Authority of India (IRDAI), there is no provision of insurance Ombudsman in postal circles. Taking note of the absence of an Ombudsman, the Committee recommend the Department to formulate a mechanism to protect the interests of policy holders under PLI and RPLI. Similarly, the Committee recommend that in order to regulate, promote and ensure growth and revenue of PLI and RPLI accrued from services offered by the Department, it should ensure customer-friendly and business-like approach. The Committee would like to be apprised of the actions taken by the Department in this regard.

### **Reply of the Government**

Postal Life Insurance (PLI) and Rural Postal Life Insurance (RPLI) are life insurance schemes administered by Department of Posts. The following provisions have been made to protect the interest of policy holders of PLI and RPLI and make the services customer-friendly and more professional: -

- i) Citizens' Charter norms regarding policy servicing and grievance redressal for PLI/RPLI policy holders have been prescribed, which is in line with industry practice.
- ii) To simplify the process of acceptance of new proposals and facilitate timely settlement of claims, the levels and limits of approving authorities for acceptance of new proposals and settlement of claims have been revised and decentralized to subordinate units.
- iii) Standard Operating Procedures (SOPs) have been prescribed to enable Post Office staff to deal with various issues being faced in processing of different types of financial and non-financial service requests related to PLI/RPLI. These SOPs help in facilitating timely and efficient resolution of service requests. Further, these procedural SOPs have been translated into major regional languages for ease of our field staff all over the country.
- iv) Other measures taken by Department of Posts for simplification of processes and improving after sales services include:
  - a. Generation of e-PLI bond through DigiLocker,
  - b. Payment of premium of multiple policies by clubbing them together,

- c. Customers can download their premium paid certificate,
  - d. Generation of maturity notice and required claim form in advance so that maturity benefits to customers are received on time,
  - e. Generation of SMS & e-Mail alerts,
  - f. Servicing of PLI policies through IVRS/call Centre from anywhere in the country,
  - g. Direct payment/disbursement of claims to claimants in their Post Office/ Bank accounts etc.
  - h. Online payment of premium. Multiple digital payment options of debit card, credit card, net banking, UPI(QR), NACH, IPPB have also been provided to the customers.
- v) Grievance handling: - Although Ombudsman is not available for PLI/RPLI, there are several channels for redressal of grievances related to servicing of PLI/RPLI policies, as follows:
- (i) A Call Centre has been established, wherein information about status of PLI/RPLI policies, lodging of complaint, status of complaint, submission of service requests including updating of mobile number & email ID and agent details may be sought by PLI and RPLI policy holders. This service is available over toll free no. 1800-2666-868.
  - (ii) Grievances can be lodged through the following online modes:
    - a. Customer Relationship Management (CRM) Portal: CRM portal is centrally monitored at Postal Circle and Directorate level for settlement of complaints. The link is <https://www.indiapost.gov.in/VAS/Pages/complaintregistration.aspx>
    - b. Centralised Public Grievance Redress and Monitoring System (CPGRAMS) Portal: The link is <https://pgportal.gov.in>
    - c. Customers can also put forth suggestions and raise their concerns through email or various social media platforms including X (formerly Twitter), Facebook, Instagram etc.
  - (iii) With the aim of providing a mechanism to legal assigns of the policyholder in case of rejection of death claim, a new set of procedures have been prescribed in case of PLI/RPLI, wherein the claimant can appeal to the next higher authority in the Department of Posts.
  - (iv) To further prioritize quality and prompt handling of grievances, Service Level Agreement (SLAs) have been prescribed for timely resolution of grievances.
  - (v) There is also a well-established escalation matrix for grievance redressal for PLI/RPLI:
    - (a) Customers can visit any post office – Branch Post Office (BO), Sub Post Office (SO) or Head Post Office (HO) across the country to lodge their complaint through the postmaster / in-charge of the office.
    - (b) If the grievance cannot be resolved at BO level, customer can approach the next higher office i.e. SO or in the case of SO, he/she can approach HO.
    - (c) In case the issue is not resolved at HO level, the customer can address the Divisional Head (Senior Superintendent of Post Offices / Superintendent of Post Offices) at district level.

(d) in the event of non-resolution of complaint at Divisional level, the customer can approach the concerned Regional Office (O/o the Regional Post Master General) and then Circle Office (O/o the Chief Postmaster General) at state level.

(e) In case the customer is not satisfied with the grievance redressal at Circle level, he/she can approach the Directorate of Postal Life Insurance (PLI), followed by Director General Postal Services (DGPS) and then Secretary (Posts).

(Department of Posts OM no. 28-5/ 10<sup>th</sup> Report/2025/ Bgt dated 09.06.2025)

### **(Recommendation Sl. No. 18)**

#### **UNIVERSAL SERVICE OBLIGATION (USO) OF THE DEPARTMENT OF POSTS**

The Committee note that the Department of Posts has been undertaking activities to fulfill its universal service obligation through the implementation of its Schemes on Postal Operations and Estates Management. The Committee also note that the core USO activities undertaken by the Department comprises of infrastructure development of Post Offices; satisfactory and reliable services to customers; service conditions and construction of staff quarters in far-flung areas for employees posted there; and providing a congenial environment for customer transactions.

The Committee observe that the ability of the Department of Posts to provide last mile connectivity has helped further the reach of the social security Schemes of the Government of India aimed at providing financial inclusion. The Committee note that the Department is providing immense potential for expanding business avenues through competitive pricing and the gamut of services offered to different strata of the Society. While appreciating the earnestness of the Department of Posts in increasing outreach in the rural areas, the Committee urge the Department to take strategic steps towards expanding its customer base and strengthen its revenue generation through services such as E-commerce, Parcel delivery, international exports etc. The Committee would like to be apprised of the steps taken to achieve this objective and also the roadmap laid down for the same.

### **Reply of the Government**

Some of the measures taken to strengthen the postal network and revenue generation are as under:

#### **(a) Banking Services to the Unbanked and underbanked areas:**

- i. For providing Banking Facility within 5 Km of all villages by brick-and-mortar Post Offices with IPPB Touch Points, Cabinet approved 5746 new Post Offices on 22.03.2023, out of which around **5657 Post Offices, have become operational so far.**
- ii. **4903 new post offices opened in areas affected by Left Wing Extremism (LWE)** between 2017-18 to 2021-22 (Andhra Pradesh, Bihar, Chhattisgarh, Jharkhand, Maharashtra, Madhya Pradesh, Odisha, Telangana and Uttar Pradesh).
- iii. To ensure Financial inclusion in 7 Left Wing Extremism (LWE) districts in Chhattisgarh, **setting up of 294 new Branch Post offices (BOs)** has been agreed upon by Department of Expenditure. These BOs are expected to be opened in the financial year 2025-26.

## **(b) Parcel & e-Commerce:**

Department has implemented various measures to enhance reliability and efficiency in parcel operations and support e-commerce. These include operational measures such as:

- i. A network of 190 Parcel hubs (PHs) has been set-up PAN India
- ii. 234 Nodal Delivery Centres (NDC) have been set up for exclusive and expeditious delivery of parcels using two and four-wheeler vehicles
- iii. A dedicated Road Transport Network, connecting all states and the Parcel Hubs (PHs) located therein is being operated to ensure timely and expeditious transportation of parcels. 80 (40\*2) Eighty national routes covering over 50,000 km per day are operational, supplemented by state-level routes Postal Road Transport network has been designed to provide daily connectivity to 400+ cities.
- iv. Parcel Packaging Units (PPUs) have been set up in 1,408 post offices PAN India, offering packaging services, including various-sized packages and sealing materials, to benefit retail customer.
- v. The Department of Posts is actively collaborating with various e-market places and has established business partnerships with major e-Commerce players for the delivery of their consignments/parcel in NER. Under this collaboration, consignments are seamlessly transmitted and delivered by the Department to all states in the region. Upto, 31.03.2025 1,66,531 consignments successfully booked, generating a revenue of Rs. 1.77 crore.

## **c) Export Promotion through postal channels:**

In order to promote e-Commerce exports through postal network, Department of Posts has set-up Dak Ghar Niryat Kendras (DNKs) at identified Post Offices in the districts. 1013 locations have been set up as DNKs across the country so far. **As on 24.04.2025, 8.53 lakh shipments with export value Rs. 202 crore have been exported.**

**Dak Ghar Niryat Kendra initiative has received Special Jury Recognition at the UPU 1st Trade Post Award ceremony 2023** for 'Gender Trade inclusion through the post' empowering MSMEs, women and underserved communities through innovative Postal solutions

The Department has set the priority of organizing District and State level exhibition regularly to promote Philately amongst the public. National level letter writing competitions are being organized to encourage habit of letter writing under the flagship program "Dhai Akhar". For promotion of aptitude and research in philately, scholarships are being awarded each year to eligible students under 'Deen Dayal SPARSH Yojana'. Modernization of National Philately Museum into National Postal Museum is under way. Efforts are also being initiated to increase Philately Revenue by Digitizing the Philately Bureau, opening of Philatelic Deposit Accounts (PDAs) online and introducing new and innovative products through e-Post Office.

(Department of Posts OM no. 28-5/ 10<sup>th</sup> Report/2025/ Bgt dated 09.06.2025)

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### **CHAPTER- III**

**OBSERVATIONS/RECOMMENDATIONS WHICH THE COMMITTEE DO NOT DESIRE TO  
PURSUE IN VIEW OF THE REPLIES OF THE GOVERNMENT**

**-NIL-**

#### **CHAPTER IV**

OBSERVATIONS/RECOMMENDATIONS IN RESPECT OF WHICH REPLIES OF THE GOVERNMENT HAVE NOT BEEN ACCEPTED BY THE COMMITTEE AND REQUIRE REITERATION

**-NIL-**

## CHAPTER V

### OBSERVATIONS/RECOMMENDATIONS IN RESPECT OF WHICH REPLIES OF THE GOVERNMENT ARE INTERIM IN NATURE

#### (Recommendation Sl. No. 3)

#### **FINANCIAL PERFORMANCE OF THE DEPARTMENT – RECEIPTS, RECOVERIES, RATE OF REMUNERATIONS & REVENUE DEFICIT**

The Committee note that Mail, Parcel & E-commerce services and Financial Services being provided on behalf of other wings of the Government etc. form the key sources for augmenting revenue generation of the Department. Further, the figures for targets and achievements under Revenue Receipts at RE Stage for the financial years 2020-21 to 2024-25 are Rs. 10632.50 crore out of Rs. 12330.05 crore; Rs. 10860.80 crore out of Rs. 13398.34 crore; Rs. 10917.89 crore out of Rs. 12230.41; Rs. 11321.35 crore out of Rs. 11408.04 crore; and Rs.8039.01 crore (till December, 2024) out of Rs. 12207.01 crore. The Committee observe that though the amount of revenue receipts achieved by the Department has grown in absolute terms from financial year 2020-21 to FY 2023-24, there has been constant under-achievement of the set targets under Revenue Receipts for the said duration. Furthermore, during financial year 2024-25, only 65.85% of the target set under Revenue Receipts has been achieved by the Department so far, till December, 2024.

The Committee understand that major Recoveries of the Department are mainly from Postal Life Insurance (PLI), Customs duties, and Input Tax credit from GST and that a total amount of Rs. 97.69 crore worth outstanding dues from other Government Departments have still not been recovered by the Department during the year financial 2024-25.

Regarding remuneration on Savings Bank Business, the Department informed that the rate of remuneration has not changed since the year 2019. The Committee note that the Department has accrued significant losses in maintaining accounts under Savings schemes with the percentage losses under the unit cost of operations being 51.98% under Live accounts; 54.84% under Silent accounts; and 62.07% under Savings Certificate. The Committee further understand that despite there being a rise in the allocations as well as recoveries and receipts of the Department from the financial year 2020-21, the Revenue Deficit of the Department has also risen sharply from Rs. 17695.09 crore (Actual) during the financial year 2020-21 to Rs. 26141.51 crore (BE) during FY 2025-26.

While noting that the rising revenue deficit is an outcome of under-achievement of Revenue Receipts, outstanding payments under Recoveries and losses accrued under Remuneration, the Committee are of the view that the increasing revenue deficit is definitely a cause of concern as it nullifies the progress made in revenue generated from services offered under the Department of Posts. The Committee, therefore, recommend the Department to adopt sound business principles and prudent commercial practices for improving their performance in from Mail, Parcel, E-commerce services and to vigorously pursue with the concerned Ministries for recovery of outstanding dues pending with them. The Committee call upon the Department to eagerly pursue with the Ministry of Finance for obtaining final outcome of the recommendations of the Expert Group Committee of the Ministry which was constituted to revise the 2019 rate of remuneration offered on services related to Savings Bank Business. The Committee would like to be apprised of the progress made in this regard.



## Reply of the Government

### PARCEL AND MAILS OPERATIONS:

Department undertook a Mail and Parcel Optimization Project for an overall transformation of product, processes and network to increase its market share in the 3PL (3rd Party Logistics) market. The project involves complete overhaul of the tech and processes for parcels in lines with the industry requirements. This will help in garnering increased revenues and traffic for parcels. Additionally, Circles have been directed to contact Educational Institutions, Legal Institutions, and sellers of One District One Product (ODOP) and GI Products for onboarding as parcel customers. Further, the Department is in touch with various ministries like Ministry of Rural Development (MoRD), Ministry of Micro, Small and Medium Enterprises (MSME) and Ministry of Cooperation for garnering parcel business from small entrepreneurs, cooperatives, SHGs, etc.

The Department is also focusing on revamping the transmission and delivery infrastructure. The co-location and merger of mail processing hubs is currently underway, which will help reduce operational costs by shifting away from high-rent railway premises and improving efficiency through the integration of various mail processing units. Centralized hubs facilitate better planning of efficient routes for the Mail Motor Service (MMS), leading to enhanced route optimization, reduced transportation costs, improved space utilization, and greater flexibility for future expansion. A comprehensive Logistics Infrastructure Project is being placed in the current financial year before the Public Investment Board (PIB).

### CITIZEN CENTRIC SERVICES

(a) **Post Office Passport Seva Kendra (POPSK)**: Dues for passport application services provided through POPSKs have been pending since December 2024. The Department of Posts (DoP) has been following up on claims for the outstanding amounts with the Ministry of External Affairs (MEA).

(b) **Aadhaar Centres**: An amount of Rs. 14.78 crore, which was pending with the Unique Identification Authority of India (UIDAI) for the period from September 2023 to August 2024, was received in July and December 2024, covering payments up to November 2024.

(c) **Ministry of New and Renewable Energy**: Out of an amount of Rs. 17.36 Crore, Rs. 14.45 Crore was recovered in January 2025 from the Ministry of New and Renewable Energy for PM Surya Ghar Yojana registrations done by India Post in February and March 2024. Matter regarding pending payments is being taken up regularly with MNRE.

### POST OFFICE SAVINGS BANK

Department had a meeting with Ministry of Finance on 20.05.2025 to discuss the implementation of recommendations of the Expert Group Committee of the Ministry for revision of the rates of remuneration for Saving Bank and Cash Certificates work done by the Department as an agency function, since the rates were last revised in 2019-20. The matter is under the consideration of the Ministry of Finance.

(Department of Posts OM no. 28-5/ 10<sup>th</sup> Report/2025/ Bgt dated 09.06.2025)

**(Recommendation Sl. No. 7)**

### IT INDUCTION AND MODERNIZATION

The Committee note that during FY 2024-25 against RE Stage allocation of Rs. 783.67 crore towards the Scheme on IT Induction and Modernization, the Department could not

utilize even half of the amount as they spent only Rs. 240.77 crore till December, 2024. Further, the least utilization of allocation is seen under the Network and Network-NE activities of the Scheme in which the Department could spend only Rs. 8.30 crore (till January, 2025) out of Rs. 191.66 crore allocated towards Network. Similarly, the Department could incur an expenditure of only Rs. 2.07 crore (till January, 2025) against the allocation of Rs. 66.34 crore earmarked for Network-NE. Regarding hurdles faced during implementation of the Scheme, the Department informed that the involvement of several stakeholders such as IPPB, Centre for Excellence in Postal Technologies, NIC, BSNL and Functional Divisions etc., resulted in coordination issues among these stakeholders. The Department has informed that in order to resolve the problem, regular meetings among stake holders are being ensured and a Project Monitoring Group (PMG) at the level of Secretary (Posts) has been constituted to monitor the progress on weekly basis. Taking note of the efforts made by the Department, the Committee would like to be apprised of the outcome of meetings held under the Project Monitoring Group regarding consultations with stakeholders and also about the tangible output with respect to fund utilization and realization of physical targets under the Scheme on IT Induction and Modernization. The Committee would like to be informed about the latest progress made in this direction.

### **Reply of the Government**

Though fund utilization status up to December-2024 during the FY 2024-25 was not up to the mark, however, a total of Rs.746.49 Crore has been spent out of allotment of Rs.748 Crore under IT Modernization Project 2.0, which is more than 99% of the outlay.

Further, with regard to less expenditure in Network and Network-NE activities of the scheme for the financial year 2024-25 (till January-2025), it is informed that in the FY 2024-25, a total amount of Rs.109.13 Cr expenditure incurred under Network and Rs.66.34 Cr expenditure was incurred under Network-North East in the last quarter only due to non-submission of bills by BSNL in accordance with the timelines.

The Project Management Group (PMG) is monitoring the progress under IT 2.0 on regular basis. PMG has representatives from all Functional Divisions and the Centre for Excellence in Postal Technology (CEPT). This ensures that there is coordination between the user Divisions and the software development unit i.e. CEPT and the requirements of all Functional Divisions are properly addressed in the design of the IT 2.0 solution. PMG has fortnightly meetings and it monitors the progress in development of software as well as the deployment of required infrastructure and timely completion of various activities to ensure proper rollout of the IT 2.0 Project. **Pilot phase of IT 2.0 rollout has been initiated in the Karnataka Circle on 15/05/2025.**

(Department of Posts OM no. 28-5/ 10<sup>th</sup> Report/2025/ Bgt dated 09.06.2025)

### **(Recommendation Sl. No. 9)**

The Committee note with serious concern that against a quarterly target of upgrading network hardware in 500 Departmental Post Offices for continuous network access, nil achievements were recorded. Similarly, the Committee are surprised to find that against a target of 50000 post offices for rolling out eKYC solutions, only 14 targets could be achieved by the Department so far during FY 2024-25. The Committee would like to be apprised of the reasons behind this underperformance. Moreover, recognizing the importance of a robust IT network to increase business and thereby revenue in Postal

Services in Department of Posts, the Committee recommend the Department to make all out efforts to achieve its physical targets and also to ensure that budgetary allocations under the Scheme are utilized optimally. The Committee would like to be apprised of the developments in this regard.

### **Reply of the Government**

The Project Steering Committee had given approval for the project proposal for Network under IT 2.0. A letter of Intent (LoI) along with Terms of Reference (ToR) Document was issued to BSNL for managing and monitoring the DoP Enterprise Network on a 'Turn-Key' basis for all the Departmental Post Offices/locations with effect from 01.04.2023. Thereafter, extension of the Contract/Purchase Order with BSNL for another one year (i.e from 01-04-2024 to 31-03-2025), on the same rates and terms & condition, at a contract cost of Rs. 234 Crore (exclusive of GST) with a 10% buffer was considered as Tender processed by BSNL for supply of new network hardware could not be materialized in the year 2024-25.

Fresh tender by BSNL is under process in the current financial year (2025-2026), which was re-floated on 21.11.2024 and opened on 20.12.2024 and is currently at the finalization stage. Hence, for quarterly target of upgrading network hardware in Departmental Post Offices for continuous network access, nil achievements were recorded.

Further, a target of 25,074 Post Offices for rolling out eKYC solutions has been achieved by the Department so far during FY 2024-25.

(Department of Posts OM no. 28-5/ 10<sup>th</sup> Report/2025/ Bgt dated 09.06.2025)

### **(Recommendation Sl. No. 10)**

#### **ESTATES MANAGEMENT**

The Committee note that the objectives of the Scheme on Estates Management are to focus on building Postal infrastructure and renovating existing infrastructure while achieving sustainable development goals. The Committee observe that the Department has been facing major hurdles in Scheme implementation in the form of delays in obtaining approval from Municipal Corporations, issues during tendering processes and depleting manpower of the Civil Wing. Regarding assets owned by the Department of Posts, the Committee has been apprised that a detailed report containing particulars of the Post Office Estates and dispersed plots of land owned by the Department is under preparation.

Further, as per report of the third-party evaluation conducted by the Indian Institute of Public Administration (IIPA), the Scheme on Estates Management was ranked the least performing as per the users and as the second worst performing by the employees. Taking note of the status of implementation of the Scheme on Estates Management and of the Estates currently held by the Department of Posts, the Committee recommend the Department to explore the idea of harnessing the commercial potential of assets and to prepare a proposal for monetization of available assets in order to self-sustain and curb the rising revenue deficit being faced by the Department.

### **Reply of the Government**

Employee and user dissatisfaction had been observed in the third-party evaluation conducted by IIPA due to paucity of funds that led to poorly maintained buildings, so the Department of Posts had scaled up the targets for building renovation and construction. The Department will be able to fully utilize the funds provided under the Estates Management Scheme (2021-22 to 2025-26). Further, significantly higher outlay is being sought under the scheme for the next 5 years, i.e. up to 2030-31.

The Department will be hiring a consultant to advise on the strategy to develop/redevelop real estate assets of the department and recommending appropriate mode for each project for maximizing their revenue potential.

(Department of Posts OM no. 28-5/ 10<sup>th</sup> Report/2025/ Bgt dated 09.06.2025)

### **(Recommendation Sl. No. 13)**

#### **QUALITY OF SERVICE**

The sub-Scheme on 'Quality of Service' primarily involves certification of quality of service of post offices with the main activities of this Sub-scheme being – (i) improving quality of Delivery of all Postal Products and Services against standards defined; (ii) implementation of Service Delivery Excellence and standards viz Citizen's Charter, Public Grievance Redressal and Service Delivery Capability; and (iii) implementation of Dynamic Queue Management System (DQMS) in Post Offices to reduce queuing and service time to citizens. The Department informed that the objective of the initiative is to develop a standard using which the delivery of service is improved over a period of time to reach a level where the quality of these services can be evaluated objectively by an outside agency. The Department also submitted that due to lack of capacity on the part of BIS, New Sevottam Certification in Circles is proving difficult and organizing surveillance audits is proving to be an uphill task in the light of changing systems of quality standards. Further, Department has also taken an alternative approach to Standardization and Service Delivery Excellence by approaching Quality Council of India for Standardization of process, Infrastructure & Service delivery and Development of a self-evaluating system; which will enable adherence to service standards across the network over a period of time. The Department has submitted that the approach for the years 2025-26 onwards would be adopted as per the new methodology being devised currently.

The Committee observed that as per the report of the Indian Institute of Public Administration (IIPA) regarding third party evaluation of the performance of the Schemes of the Department, the sub-Scheme on Quality of Service was rated as the best performing Scheme by beneficiaries / users, thus showing their satisfaction with the quality of postal services being delivered. The Committee are, however, concerned to note that none of the physical targets set against the indicators of 'New Certification' and 'Renewal' under this sub-Scheme for the year 2024-25, have been achieved so far. Considering the importance of qualitative service delivery and the pressing need for regular evaluation of quality of services, the Committee recommend the Department to expedite actions related to consultations with the Quality Council of India (QCI) and ensure that individual frameworks regarding 'Standardization of process, infrastructure and service delivery' as well as for 'Self evaluating system' are in place before the end of the current financial year. The Committee would like to be apprised of actions taken in this regard and the progress made therein.

### **Reply of the Government**

Physical targets set for the Bureau of Indian Standards (BIS) driven certification could not be achieved due to constraints as per submission made above. To move ahead with effective quality of service, monitoring and evaluation system, the Department has drawn up an alternative approach to service delivery excellence with the support of the Quality Council of India (QCI). The Service Delivery Excellence Maturity Model has been approved by the Postal Services Board with further directions to engage all the business verticals and functional divisions to enable its implementation and use all across the post office network. The targets and activities for the quality of service sub-scheme will be set in line with these changes from 2025-26 onwards.

(Department of Posts OM no. 28-5/ 10<sup>th</sup> Report/2025/ Bgt dated 09.06.2025)

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**NEW DELHI;  
11 August, 2025**  

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**20 Sravana, 1947 (Saka)**

**DR. NISHIKANT DUBEY,  
Chairperson,  
Standing Committee on  
Communications and Information Technology.**

**STANDING COMMITTEE ON COMMUNICATIONS AND  
INFORMATION TECHNOLOGY (2024-25)**

**MINUTES OF THE TWENTY- FIRST SITTING OF THE COMMITTEE**

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The Committee sat on Monday, the 11<sup>th</sup> August, 2025 from 1530 hours to 1550 hours in Committee Room No. 'B, Parliament House Annexe, New Delhi.

**PRESENT**

**DR. NISHIKANT DUBEY- Chairperson**

**MEMBERS**

***Lok Sabha***

2. Shri C.N. Annadurai
3. Shri Anup Sanjay Dhotre
4. Shri S. Supongmeren Jamir
5. Shri Appalanaidu Kalisetti
6. Smt. Poonamben Hematbhai Maadam
7. Shri G. Kumar Naik
8. Dr. M.K. Vishnu Prasad
9. Ms. Kangna Ranaut
10. Shri Ramasahayam Raghuram Reddy
11. Shri Arun Kumar Sagar
12. Shri Devesh Shakya

***Rajya Sabha***

13. Smt. Priyanka Chaturvedi
14. Shri Amar Pal Maurya
15. Dr. Sasmit Patra
16. Shri V. Vijayendra Prasad
17. Shri Kartikeya Sharma
18. Shri Lahar Singh Siroya

**SECRETARIAT**

- |    |                     |   |                      |
|----|---------------------|---|----------------------|
| 1. | Shri Y.M. Kandpal   | - | Additional Secretary |
| 2. | Smt. A. Jyothirmayi | - | Director             |
| 3. | Shri Amrish Kumar   | - | Deputy Secretary     |

2. At the outset, the Chairperson welcomed the Members to the Sitting of the Committee convened to consider and adopt one draft Subject Report relating to Ministry of Communications (Department of Posts) and four draft Action Taken Reports on Demands for Grants (2025-26) relating to the Ministries/Departments under the jurisdiction of the Committee.

3. The Committee, then, took up the following five draft Reports for consideration and adoption:-

- (i) XXXX.....XXXX.....XXXX.....XXXX....XXXX.....XXXX....XXXX....XXXX
- (ii) XXXX.....XXXX.....XXXX.....XXXX....XXXX.....XXXX....XXXX....XXXX
- (iii) Draft Report on Action Taken by the Government on the Observations/Recommendations of the Committee contained in their Tenth Report (18<sup>th</sup> Lok Sabha) on “Demands for Grants (2025-26)” relating to the Ministry of Communications (Department of Posts).
- (iv) XXXX....XXXX.....XXXX.....XXXX....XXXX.....XXXX....XXXX....XXXX
- (v) XXXX....XXXX.....XXXX.....XXXX....XXXX.....XXXX....XXXX....XXXX

4. The Committee adopted the Reports without modifications.

5. The Committee authorized the Chairperson to finalize the draft Reports and present the same to the House during the current Session of Parliament.

**The Committee, then, adjourned.**

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**XXXX- Matter not related to this Report.**

**ANALYSIS OF ACTION TAKEN BY THE GOVERNMENT ON THE OBSERVATIONS/  
RECOMMENDATIONS CONTAINED IN THEIR TENTH REPORT****(EIGHTEENTH LOK SABHA)****[Vide Paragraph No. 5 of Introduction]**

(i) Observations/Recommendations which have been accepted by the Government	
Rec. Sl. Nos.: <b>1,2,4,5,6,8,11,12,14,15,16,17 and 18</b>	
<b>Total</b>	<b>13</b>
<b>Percentage</b>	<b>72.22</b>
(ii) Observations/Recommendations which the Committee do not desire to pursue in view of the replies of the Government	
Rec. Sl. No.: <b>NIL</b>	
<b>Total</b>	<b>NIL</b>
<b>Percentage</b>	<b>0</b>
(iii) Observations/Recommendations in respect of which replies of the Government have not been accepted by the Committee and require reiteration Rec. Sl. No.: <b>NIL</b>	
<b>Total</b>	<b>NIL</b>
<b>Percentage</b>	<b>0</b>
(iv) Observations/Recommendations in respect of which the replies of the Government are of interim in nature	
Rec. Sl. No.: <b>3,7,9,10,13</b>	
<b>Total</b>	<b>05</b>
<b>Percentage</b>	<b>27.77</b>