

Digitalisation of Postal Services

450 Post Office Passport Seva Kendras (POPSKs) have been established to enhance the access and outreach of Passport services across India

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The steps taken/being taken by the Department for streamlining the postal system and improvement in postal services in the country are as follows:

- (i) The Post Office Act, 2023, which came into force on 18 June 2024, replaced the Post Office Act of 1898, establishing a simplified and technology-neutral framework focused on digital governance and service delivery transformation.
- (ii) The Department introduced Mail Network Optimization Project (MNOP) adopting the hub-and-spoke model, and modernization of sorting and mail processing facilities.
- (iii) Real-time tracking for Speed Post, Registered Post, and Parcels has been introduced through a mobile-based delivery app and SMS notification system to keep customers informed about booking and delivery status.
- (iv) Electronic clearance of letter boxes and real-time GPS tracking of departmental vehicles have been implemented to increase transparency and efficiency.
- (v) Online booking facility has been introduced which allows the customers to book the articles online from comfort of their home.
- (vi) The parcel network has been significantly strengthened with the establishment of 188 Parcel Hubs (79 Level-1 and 109 Level-2) to ensure operational efficiency and consistency. Furthermore, 234 Nodal Delivery Centers have been set up covering over 1600 PIN codes, handling 30% of total parcels delivered daily.
- (vii) A Parcel Packaging Policy has been implemented with 1408 Parcel Packaging Units providing secure and standardized packaging to prevent in-transit damage.
- (viii) 450 Post Office Passport Seva Kendras (POPSKs) have been established to enhance the access and outreach of Passport services across India.
- (ix) Aadhaar services are operational at over 13,352 post offices across the country, offering enrolment, biometric update and demographic correction facilities.

The steps taken by the Department for making postal services accessible and credible in rural areas are as

under:

- (i) To improve rural accessibility, the Department of Posts launched **India Post Payments Bank (IPPB)** in 2018, enabling over **1.64 lakh** Branch Post Offices to provide digital banking services.
- (ii) Around **1.90 lakh Postmen and Gramin Dak Sevaks (GDS)** have been equipped with **smartphones and biometric devices** to deliver financial services at the doorstep, reducing dependency on traditional bank branches and enhancing last-mile connectivity.
- (iii) Real-time delivery updation of accountable mail is facilitated through mobile app to enhance transparency and credibility.
- (iv) Digital products like e-Money Order and e-Postal Order are available for public and can be accessed through mobile / computer using internet.
- (v) To further streamline operations and boost rural service delivery, the department organizes Aadhaar camps in schools and panchayat ghars, enabling doorstep enrolment and updates.
- (vi) Beyond POPSK and Aadhaar services, India Post has entered multiple partnerships to provide doorstep financial verification services. It has signed MoUs with AMFI-member mutual funds (such as SBI Mutual Fund and Nippon India Mutual Fund) enabling postal staff to KYC documentation from over 1.64 lakh offices—supporting the JanNivesh initiative aimed at broadening investment participation.

Digital system has impacted postal services in the country. Under the Information Technology Project 1.0, the Department of Posts (DOP) has computerised and digitized Post Offices with introduction of Core System Integrator (CSI) for Mail, Accounting and Human Resource activities, Core Banking Solution (CBS) and Core Insurance Solution (CIS) to facilitate customers to do transactions from any Post Office across the country. Besides, to cater rural population, smart hand-held devices, namely DARPAN (Digital Advancement of Rural Post Offices for a New India) Devices, were also supplied to all the Branch Post offices to ensure that postal services are digitally delivered at door step in villages.

Further, to continue and capitalise the gains of IT 1.0, DOP's IT Modernization Project 2.0 (IT 2.0) has been approved by the Government which combines applications, intelligent platforms and interconnected ecosystem so as to provide an inclusive integrated single window view of postal and financial services to its stakeholders through multiple delivery channels.

This information was given by the Minister of State for Communications and Rural Development, Dr. Pemmasani Chandra Sekhar in a written reply to a question in Lok Sabha.

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