

“From Incremental to Monumental”: Union Minister Jyotiraditya Scindia Charts India Post’s Transformative Roadmap Towards a Viksit Bharat at the India Post Business Meet 2025-26 (Q2)

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The Department of Posts convened its Quarterly Business Meet for Q2 of FY 2025–26 in New Delhi under the leadership of Union Minister of Communications and DoNER, Shri Jyotiraditya M. Scindia. The strategic gathering brought together Heads of Circles from across the country to deliberate on India Post’s evolving roadmap for business transformation and its expanding role as a premium logistics and citizen-centric service provider.



Union Minister Shri Jyotiraditya M. Scindia chairs the India Post Business Meet 2025-26 (Q2)

Speaking at the event, Shri Scindia outlined a comprehensive roadmap aligned with Prime Minister Shri Narendra Modi’s vision of a Viksit Bharat and an *Atmanirbhar Bharat*. He emphasised that India Post is poised to transform into a large-scale, future-ready logistics organisation, driven by

technology, innovation, and inclusivity.

Highlighting the key pillars of this transformation, Shri Scindia announced several strategic directions to propel India Post into its new era.

- The Minister reviewed the performance against the Half-Year (H1) targets. Against the target of 50 percent, an achievement of 38 percent has been recorded, with Delhi and Telangana leading this performance.
- He emphasised that the Department must "live, breathe and sleep parcels", envisioning revenue of ₹25,000 crore from the parcel business in the next five years focusing on strengthening partnerships with the private sector and expanding revenue from mail and parcel services, with a projection for the logistics vertical to contribute 75 percent of total revenue.
- To support parcel and mail operations, the Minister announced 6 new delivery services to be launched early next year and also directed that road transport infrastructure along trunk routes be upgraded by March 2026, with special emphasis on improving connectivity in the North-Eastern states.
- Highlighting the success of digital enablement in citizen-centric and savings bank services, the Hon'ble Minister stressed that similar positivity and innovation should now be extended to all other service verticals.
- For Quarter 3, targeted interventions are planned for twelve mid-performing circles — Odisha, Bihar, Chhattisgarh, Haryana, Himachal Pradesh, Jammu & Kashmir, Maharashtra, Kerala, Karnataka, Tamil Nadu, West Bengal, and Uttar Pradesh. These circles will develop success models inspired by Delhi and Telangana.
- Monthly review meetings will be institutionalised for all six verticals, chaired by respective Vertical Heads and the Secretary (Posts), ensuring close monitoring and timely performance reviews.
- Circle Heads were encouraged to engage in peer learning and competitive benchmarking, analysing successful models and replicating best practices from star-performing circles. The Minister stressed the importance of studying competitors and the value chain to develop innovative strategies and identify new revenue streams.
- The diversification of business lines will be pursued with a goal to achieve 80 percent private-sector contribution in business revenues. The Minister outlined that over the next five years, the business mix should comprise a 20:80 public-private ratio, with greater emphasis on private-sector collaboration to ensure sustainable growth.
- Circles have been directed to improve their Expenditure Coverage Ratio (ECR), including pension, to over 50 percent by the next quarter through enhanced revenue generation and cost optimisation.
- The Minister reaffirmed to further expand India Post's role as an embodiment of "Vocal for Local" and "Local to Global", supporting local enterprises and artisans through its vast network.

Shri Scindia further emphasised that this transformation is not only about setting ambitious goals but also about fostering a sense of family, collaboration, and shared purpose within the organisation. He encouraged Circle Heads to strengthen this culture through regular field visits and engagement with teams, appreciating star performers at all levels.

The minister also announced that 18 Post Offices across 7 states will be developed as Next-Generation Post Offices, designed to set new benchmarks in accessibility, design, and service excellence. The initiative will act as a template for future transformation across the network, reinforcing India Post's commitment to continuous innovation and citizen-centric service.

Commending the Department's forward momentum, the Minister lauded India Post's shift toward a performance-driven, innovation-led framework, urging officers to nurture a professional, service-oriented culture. He emphasised that India Post must continue to evolve as a competitive player in logistics and financial services, while upholding its core mandate of providing public service and maintaining trust.

The Business Meet 2025–26 (Q2) concluded with a collective commitment to accelerate business growth, leverage technology, and foster a culture of service, innovation, and excellence across the organisation.



*Senior Leadership of Department of Posts at the Business Meet Q2
for FY 2025-26*

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