Ministry of Communications

Union Minister of Communications and Development of North Eastern Region Shri. Jyotiraditya M. Scindia Chairs High-Level Q3 Business Review to Fast-Track India Post’s Growth and Transformation

प्रविष्टि तिथि: 22 JAN 2026 5:00PM by PIB Delhi

The Department of Posts convened its Quarterly Business Review Meeting for Quarter 3 (Q3) of FY 2025–26 under the chairmanship of the Union Minister for Communications and Development of North Eastern Region in New Delhi today. Senior officers and Heads of Circles from across the country participated in the meeting to review performance across key business verticals and to identify corrective measures for accelerating growth.

At the outset, the Union Minister stated that India Post has set an ambitious revenue target of ₹17,546 crore for FY 2025–26, significantly higher than the previous year. He noted that India Post is on a strong trajectory towards achieving this target, having already realised ₹10,155 crore during the first three quarters of the current financial year. He emphasised that this progress reflects India Post’s strategic transition towards becoming a parcel- and logistics-driven organisation, aligned with the growing demands of e-commerce, integrated supply chains and citizen-centric service delivery.

Union Minister Shri Jyotiraditya M. Scindia & Secretary Posts Ms. Vandita Kaul at the Business Meet 2025-26 Quarter-3 Review.

Reviewing Q3 performance, the Union Minister observed that while overall growth trends remain positive, core verticals—particularly Parcels, Mail and International Mail—have underperformed. Emphasising that the future growth of India Post depends critically on the strength of its core logistics engine, the Union Minister stressed that parcels and mail must begin “firing on all cylinders.” He directed major circles such as Kerala, Karnataka, Tamil Nadu, Maharashtra and Delhi—which together account for nearly 60 percent of India Post's potential business volume—to urgently replicate best practices.

Circle-wise performance was reviewed in detail. Rajasthan emerged as the best-performing circle overall, achieving 82 percent of Q3 targets. In the Post Office Savings Bank segment, Karnataka achieved 112 percent of its Q3 target. Citizen Centric Services (CCS) recorded exceptional performance in Delhi (240 percent), followed by Maharashtra (166 percent) and Rajasthan (165 percent). In Postal Life Insurance, Uttar Pradesh emerged as the top performer with 129 percent achievement. In mail operations, Rajasthan achieved 153 percent.

Evaluating the performance of the six verticals, the Union Minister of Communications commended the exceptional performance of Citizen Centric Services vertical which has shown exceptional growth of 95% over Q3 2024-25. Parcel with 12 % growth, Postal Life Insurance vertical with 11% growth and Post Office Savings Bank with 07% growth are other well-performing verticals. The Union Minister asked all vertical Heads to visit different Circles and analyse the performance of their vertical at the ground level.

Senior Officers of Postal Services Board and Chief Postmasters General of Circles

Highlighting strategic initiatives, the Union Minister noted that India Post is strengthening its parcel business through tie-ups with major e-commerce and logistics platforms, including Amazon and Shiprocket. He also highlighted the expansion of Government-to-Government services, including MoUs with the Ministry of Agriculture for pesticide verification and the Ministry of Rural Development for handholding Self Help Groups. On financial inclusion, partnerships with AMFI, BSE and NSE were strengthened, reinforcing India Post's role as a trusted last-mile institution, especially in rural and underserved areas.

Emphasising the way forward, the Union Minister directed immediate peer learning and benchmarking, with underperforming circles adopting best practices from leading performers such as Punjab, Delhi, Rajasthan and Telangana. He called for focused presentations by select circles on Parcels, Mail, CCS and PLI/RPLI, stressed clear accountability with measurable outcomes, zero tolerance for non-performance, and the need for balanced contribution from all circles.

The Union Minister noted that India Post has achieved ₹10,155 crore in the first three quarters of FY 2025–26, compared to ₹9,385 crore during the same period last year, registering a growth of 8.2 percent year-on-year up to Q3. He reiterated the organisation's objective to become a profit centre within the next 4–5 years through accelerated revenue growth and efficiency improvements.

Highlighting the historical significance of the fourth quarter, the Union Minister noted that Q4 alone contributed nearly ₹4,500 crore last year and expressed confidence that a similar uplift would help India Post approach its ambitious revenue target of ₹17,546 crore for FY 2025–26, provided parcels and mail emerge as strong growth engines and all circles deliver balanced performance.

Concluding the review, the Union Minister commended the dedicated efforts of India Post employees across the country and reaffirmed the organisation's unwavering commitment to citizen-centric service delivery, guided by the ethos of *"Dak Sewa, Jan Sewa."* He emphasised disciplined execution, peer learning, and effective leadership as key drivers to accelerate India Post's transformation into a modern, competitive, and customer-focused logistics and service organisation, aligned with the national vision of *Viksit Bharat*. The Q4 review, marking the conclusion of FY 2025–26, is scheduled for April.

> Started the day on a highly productive note with an extensive four-hour-long review of the 23 Postal Circles of @IndiaPostOffice for Q3 of FY 2025–26.
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> With a clear transition from a cost centre to a profit centre, the collective aim is to achieve 30% growth over the previous… pic.twitter.com/Uo2HzLUIBA
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> — Jyotiraditya M. Scindia (@JM_Scindia) January 22, 2026

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(रिलीज़ आईडी: 2217301) आगंतुक पटल : 533
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