

Shri Jyotiraditya M. Scindia, Minister of Communications and DoNER, Interacts with Postal & Sorting Assistants; Hails Them as the “Backbone” Powering India Post’s Transformation

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The Union Minister of Communications and DoNER, Shri Jyotiraditya M. Scindia, held an interactive session with 30 postal assistants and sorting assistants representing various postal circles at Sanchar Bhawan today. The meeting was attended by senior officers of the Department of Posts, including the Secretary (Posts) and Director General (Posts).



(Shri Jyotiraditya M. Scindia and Secretary (Posts) interacting with Postal and Sorting Assistants at Sanchar Bhawan, New Delhi)

During the interaction, the minister described postal assistants and sorting assistants as the “backbone” of India Post, acknowledging their crucial contribution in ensuring last-mile connectivity and delivering citizen-centric services across the country. He noted that several constructive suggestions shared during previous interactions have already been implemented, while others are under active consideration by the department.

The discussions focused on key operational and technological aspects, including modernization of Post Office Savings Bank (POSB), technology upgrades under IT 2.0, simplification of digital banking services and PLI/RPLI processes, infrastructure enhancement in rural post offices, strengthening of parcel and tracking systems, customer-centric reforms, and expansion of N-Gen Post Offices.



(A Painting was presented to the Minister by Postal Assistant Shri. J. Ram Mohan Reddy, of Andhra Pradesh Circle.)



(Interaction of Postal & Sorting Assistants with Minister)

During the interaction, the minister also referred to his earlier meeting with postal and sorting assistants in July 2025, noting that several constructive suggestions raised at that time have since been acted upon. He highlighted that reforms such as the rationalization of RMS and integrated parcel hubs, along with measures to optimize scanning processes through handheld devices, were taken forward based on staff feedback, and further mentioned deliberations on strengthening marketing efforts through the focused deployment of marketing executives as well as exploring market-linked insurance products through IPPB partnerships, underscoring that ground-level inputs are actively shaping the department's reform agenda.

Emphasizing the importance of continuous improvement, the minister underlined the need for ongoing technological and ethical upgrades to keep pace with evolving times and advancements. He encouraged employees to remain accountable and committed in every task, stressing that all work should be carried out with dedication, sincerity, and enthusiasm.

The interactive session provided a valuable platform for frontline staff to share feedback and insights from the field. The meeting concluded on an inspiring note, reinforcing confidence among employees and reaffirming the collective spirit of India Post: "We are the best, and we will continue to become even better."

Social Media Post: https://x.com/JM_Scindia/status/2024825237825822940?s=20

MI/RG

