

India Post and Mahanagar Gas Limited Partner to Deliver Technology-Enabled Gas Meter Reading Services across Mumbai

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In a significant step towards enhancing citizen-centric service delivery, India Post, Maharashtra Circle, and Mahanagar Gas Limited (MGL) signed a Memorandum of Understanding (MoU) in Mumbai to collaborate on technology-enabled domestic gas meter reading services for MGL's extensive customer base of over 20 lakh consumers across the Mumbai Metropolitan Region.

The MoU was signed by Ms. Kaiya Arora, Postmaster General, Mumbai Region, and Shri Krishnan Selvapandian, Vice President, Mahanagar Gas Limited, in the esteemed presence of Shri Amitabh Singh, Chief Postmaster General, Maharashtra Circle.



Under the pilot initiative, India Post's trusted network of postmen and postwomen will undertake photograph verified domestic gas meter readings using digital applications and mobile enabled technology. The initiative will ensure accurate, secure and efficient capture of meter readings at consumers' doorsteps, enhancing convenience while strengthening service reliability and operational efficiency.

Leveraging India Post's unparalleled last mile reach and the trust reposed in its workforce by citizens, the partnership aims to bring together the strengths of both organisations to create a seamless and technology driven service experience. Uniformed postal employees equipped with digital tools will record meter readings, capture photographic evidence for verification and securely transmit data to MGL through integrated digital systems.



Speaking on the occasion, Postmaster General, India Post, Mumbai Region, Ms. Kaiya Arora said that the collaboration reflects the evolving role of India Post as a trusted service partner capable of delivering innovative solutions beyond traditional mail and logistics services. The initiative also reinforces the Department's commitment to supporting public utility services through its extensive nationwide network and digital capabilities.

The pilot project will initially be implemented in selected areas of Mumbai, with the potential for expansion based on its success and operational outcomes. The collaboration is expected to enhance the accuracy of meter readings, improve customer experience and contribute to efficient service delivery for millions of households.

The partnership marks another milestone in India Post's journey of transforming its vast network into a platform for innovative, citizen focused services while supporting public sector and utility organisations in reaching consumers efficiently and reliably.

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