

India Post Records Highest -Ever First Quarter Revenue of Over ₹4,000 Crores, Registering 22% Year-on-Year Growth: Union Minister of Communications Shri Jyotiraditya M. Scindia

Historic growth underscores India Post's future-ready transformation under the vision of Prime Minister Shri Narendra Modi

प्रविष्टि तिथि: 14 JUL 2026 6:19PM by PIB Delhi

The Department of Posts convened its Quarterly Business Review Meeting today, for Q1 of FY 2026–27 at Vigyan Bhawan, New Delhi, chaired by Union Minister of Communications and DoNER, Shri Jyotiraditya M. Scindia, in the esteemed presence of the Minister of State for Communications, Dr. Chandra Sekhar Pemmasani. The strategic gathering brought together Heads of Postal Circles from across the country to review the Department's business performance during the first quarter and deliberate on India Post's evolving roadmap for business transformation.

Reviewing the Department's performance, Union Minister Shri Scindia noted that India Post has commenced FY 2026–27 on a positive trajectory. Against an ambitious annual revenue target of ₹19,803 crore, the Department generated **₹4,009 crore during the first quarter, registering 22% year-on-year growth** over the corresponding quarter of the previous FY 2025–26 and **achieving 81% of the Q1 target**.



Congratulating all the members of the India Post family for their dedication and unwavering commitment, the Union Minister acknowledged the relentless efforts of employees across the country in strengthening the Department's service delivery and contributing to its continued growth. The milestone reflects the

Department's sustained efforts towards modernization, business transformation and customer-centric service delivery under the vision of **Prime Minister Shri Narendra Modi** for a digitally empowered and future-ready postal network.

The Union Minister reviewed the performance of all 6 Business Verticals—Mails, Parcels, Postal Life Insurance/Rural Postal Life Insurance (PLI/RPLI), Post Office Savings Bank (POSB), International Relations & Global Business (IR&GB), and Citizen Centric Services (CCS). While appreciating the encouraging overall performance, he highlighted the following key achievements and directed the Department to build upon the best practices demonstrated by high-performing Circles:

- Among the business verticals, Citizen Centric Services (CCS) recorded the highest year-on-year growth of 86%, followed by Parcel (50%), Mails (42%), International Relations & Global Business (IR&GB) (34%), Postal Life Insurance/Rural Postal Life Insurance (PLI/RPLI) (20%), and Post Office Savings Bank (POSB) (10%), reflecting broad-based growth across the Department's business portfolio.
- India Post achieved revenue of ₹4,009 crore during Q1 FY 2026–27 against the quarterly target of ₹4,951 crore, registering 81% achievement and 22% year-on-year growth over Q1 FY 2025–26. **Andhra Pradesh, Chhattisgarh and West Bengal emerged as the top three performing Postal Circles overall.**

The best-performing Circles across the business verticals and their percentage achievements against targets were:

- Citizen Centric Services: West Bengal (107%), Uttar Pradesh (106%).
- Parcel: Bihar (121%), Tamil Nadu (115%)
- Mail: Andhra Pradesh (106%).
- PLI/RPLI: West Bengal (97%), Jammu & Kashmir (96%).
- POSB: Chhattisgarh (124%), Andhra Pradesh (110%) and Jharkhand (107%).
- IR&GB: Kerala (83%), Rajasthan (81%).



The Union Minister also reviewed operational efficiency across the postal network and noted the significant year-on-year improvement in the activation of Branch Post Offices (BOs). During Q1 FY 2026–27, the number of BOs reporting Nil Business Transactions declined by over 92% in POSB, 97% in PLI/RPLI, and 99% in Speed Post & Parcel compared to the corresponding period of the previous FY. Appreciating the remarkable improvement in field-level business mobilisation, Shri Scindia directed all Postal Circles to sustain the momentum through focused monitoring, customer outreach and enhanced business generation at every Branch Post Office.

Further, reviewing the Department's financial sustainability, the Union Minister noted that the Expenditure Coverage Ratio (ECR) improved from 28% to 32% (including pension) and from 41% to 47% (excluding pension) over Q1 FY 2025–26, demonstrating continued improvement in operational efficiency and financial performance. He appreciated the strong performance of Delhi, Telangana and Chhattisgarh in improving ECR and directed all Circles to further strengthen revenue generation while maintaining expenditure discipline.

Union Minister of Communications Shri. Jyotiraditya M. Scindia also commended the best-performing Postal Circles across various business verticals and encouraged all Circles to adopt successful business models through peer learning initiatives and suggested a cluster-based approach by grouping States into three clusters, with each cluster focusing on a specific category of priority areas to enable targeted interventions, knowledge sharing and improved outcomes. While appreciating the progress achieved during the first quarter, the Union Minister observed that the Parcel, Mail and IR&GB business verticals require focused interventions during the remaining quarters. He directed the concerned Circles to intensify customer acquisition, strengthen engagement with corporate and institutional customers, expand strategic partnerships, and improve execution through regular monitoring and timely corrective measures. He stressed that monthly performance reviews, data-driven decision-making, greater accountability and stronger field-level execution would be critical for achieving the Department's ambitious business targets for FY 2026–27.

The Minister of State for Communications Dr. Chandra Sekhar Pemmasani appreciated the significant improvement in the Department's business performance, attributing it to regular reviews, systematic monitoring and the commitment of Postal employees across the country. He observed that the strong growth reflected the transformative impact of focused leadership, accountability and collective effort. Urging all Postal Circles to sustain the momentum through disciplined execution, teamwork and continuous monitoring, he stressed that consistent performance by every Circle would be key to achieving the Department's ambitious revenue targets while further strengthening India Post's service delivery, public outreach and institutional transformation.



A historic quarter for @IndiaPostOffice...

An absolute delight to share that India Post has achieved its highest-ever Q1 turnover of ₹4,008.95 crore in FY 2026-27, registering an impressive 22.2% growth over Q1 of FY 2026 and crossing the ₹4,000 crore milestone for the first...
pic.twitter.com/A5sc1sVq3O

— Jyotiraditya M. Scindia (@JM_Scindia) July 14, 2026

Historic Milestone for India Post: Q1 Revenue Crosses ₹4,000 Crore for the First Time

Joined Hon'ble Union Minister for Communications Shri @JM_Scindia ji in reviewing the Q1 Annual Business Plan 2026–27 of India Post.

For the first time in the history of the Department of... pic.twitter.com/JFYAJpaV4C

— Dr. Chandra Sekhar Pemmasani (@PemmasaniOnX) July 14, 2026

AMK

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