



Message from the Minister of Communications - Department of Posts

September 2026 Edition

Namaskar,

India Post has always been much more than a network of post offices. It is an institution that connects citizens, carries essential services to the last mile, preserves the memories of our nation and, above all, places Seva at the heart of its work. September reflected this continuing transformation: strengthening the people who power our postal network, modernising the spaces where citizens access services, improving the speed and reliability of our offerings, preserving India's heritage through philately and deepening our engagement with communities. Though diverse in character, these initiatives share one purpose: to make Dak Sewa more accessible, modern and meaningful for every citizen.

Empowering the People Behind the Service

A modern India Post begins with a capable, skilled and future-ready workforce. The foundation stone for India's seventh National Postal Training Centre at Shivpuri, Madhya Pradesh, marks an important step in this direction. Envisaged as a modern training facility, the Centre will focus on capacity building, new-age technologies and contemporary postal operations. It will also enable postal employees from Madhya Pradesh and neighbouring States to access specialised training closer to their places of service. Today, our postal employees do far more than deliver letters and parcels. They increasingly facilitate digital services, financial inclusion, doorstep banking and a wide range of citizen services. Investing in their capabilities is therefore an investment in the quality and reach of public service.

Reimagining the Post Office as a Citizen-Service Centre

The investment in people is being matched by an equally strong focus on the spaces in which those services are delivered. The renovated Shivpuri Head Post Office, inaugurated under Jan Sewa Connect, embodies this approach. The same vision is reflected in the transformation of the Guna Head Post Office. Renovated at an approximate cost of ₹38 lakh, the facility has customer-focused improvements. A token system reduces waiting time at counters, while a digital display provides clear information on service timelines. A post office is no longer simply a place for a transaction. It is becoming a modern citizen-service space, where infrastructure, technology and human interaction come together to make public services easier to access. Modern facilities must also be matched by faster and more reliable services. Booking performance for the Department's 24-Speed Post Parcel and 24-Speed Post has exceeded targets, an encouraging early sign of public confidence in time-bound delivery.

Preserving India's Stories for Generations

While India Post prepares for the future, it continues to preserve the stories that shape our past and present. Postage stamps are miniature chronicles of India, documenting personalities, milestones, achievements and moments of national and international significance. The release of Commemorative Postage Stamps marking two decades of BRICS cooperation, 2006–2026, carrying the theme "BRICS: Two Decades of Cooperation, 2006–2026", celebrates an important milestone in India's engagement with the world. From India's role on the global stage, philately also takes us to the depths of our civilisational heritage. A commemorative postage stamp in the sacred memory of Sant Malookdas Ji Maharaj honours a legacy of devotion, knowledge, compassion, service and public welfare. Together, these issues show how India Post carries India's stories across generations.

Taking Seva Beyond the Post Office

The meaning of Seva extends beyond the services delivered at our counters. This spirit found expression through the Department's participation in Swachhata Hi Seva, part of the Government of India's Swachh Bharat Mission. Across post offices and postal establishments, employees took the Swachhata Pledge and participated in cleanliness drives and Shramdaan, reaffirming that cleanliness is not merely an administrative responsibility, but a shared civic commitment. This connection with communities is strengthened by the vast network of people who form the backbone of India Post's last-mile presence.

Strengthening the Last Mile

India Post's strength lies in its unparalleled reach, with our Gramin Dak Sevaks at its heart. The Department has notified more than 23,000 vacancies under the GDS Online Engagement, Schedule-II, July 2026 cycle, covering Branch Postmaster, Assistant Branch Postmaster and Dak Sevak positions. This recruitment will further strengthen India Post's frontline workforce across rural India. The role of a Gramin Dak Sevak now extends well beyond traditional mail delivery. At the village level, GDS personnel are part of a technology-enabled ecosystem supporting last-mile delivery, doorstep banking through India Post Payments Bank and access to citizen-centric services. By strengthening this network, we strengthen the bridge between citizens and essential public services.

LOOKING AHEAD

India Post's transformation is not defined by any single initiative. It is a continuous journey that brings together people, performance, infrastructure, technology, heritage and public participation. Each step brings us closer to an India Post that is more capable, responsive and connected, while remaining rooted in the timeless principle that has defined it for generations: Dak Sewa, Jan Sewa.

Jai Hind!

Jyotiraditya M. Scindia

Minister of Communications and Minister of Development of North Eastern Region
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