



Message from the Minister – Department of Posts

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12 years of India Post

There was a period when many believed India Post had entered the twilight of its relevance. The arrival of mobile phones diminished letters. India herself has emerged as the second largest mobile subscribers base! 'E'-mail displaced postcards and envelopes. Instant messaging compressed distances that once took days to traverse. Across the world, postal administrations were confronting the same question of purpose in an increasingly digital age. India was no exception. To many observers, the Department of Posts appeared destined to remain a public utility sustained by the government because of its legacy and reach rather than its future potential. Yet history often reserves its most remarkable transformations for institutions that possess something technology alone cannot replicate. India Post possessed trust, a trust in the familiar dakiya, a trust in the institution, a trust that India Post delivers. Over the last twelve years, under the leadership of Prime Minister Narendra Modi, that trust has been converted into a foundation for renewal. The story of India Post since 2014 is the story of an institution that looked beyond the decline of letters and rediscovered its place in the life of a nation. A useful way to understand this transformation is to follow the journey of an ordinary citizen and the relevance of India Post in that lifecycle. A child born in a remote village today enters a world where identity reaches the doorstep. India Post has facilitated 14.96 crore Aadhaar enrolments and updates, carrying a crucial public service into communities where access was once difficult. Identity is often the first key that unlocks opportunity. School admissions, welfare benefits, healthcare and financial inclusion all begin there.

As that child grows, another institution quietly enters the family's aspirations. The post office, once associated primarily with savings certificates and money orders, has emerged as one of the country's most important engines of financial inclusion. Launched by PM Modi in 2018, India Post Payments Bank has emerged as a major driver of financial inclusion, with more than 13.44 crore accounts opened to date. Remarkably, 12.98 crore of these accounts were opened at the customer's doorstep. Around 77% belong to rural India and 49% belong to women. The postman who once delivered money orders now helps deliver financial independence.

The same story continues through adolescence and youth. To empower girl child, Sukanya Samridhi Accounts (SSA) Scheme was introduced in January 2015. The opening of 3.88 crore Sukanya Samridhi accounts has connected the future of millions of young girls with a culture of long-term savings. Passport services, once concentrated in major urban centres, have travelled closer to citizens through 454 Post Office Passport Seva Kendras since its inception in 2017. Today, POPSKs have processed more than 2.2 crore applications. Over 100 N-GEN Post offices today service across leading universities in India as modern, youth-centric service hubs with campus-friendly amenities like cafes, Wi-Fi zones, and recreational areas. For many young Indians, the journey to higher education, employment or opportunity abroad begins with a service provided through the neighbourhood post office.

As citizens enter the workforce, the transformation of India Post becomes visible in another way. The digital economy has altered the movement of goods as dramatically as the internet altered the movement of information. India Post recognised this shift early. Newly introduced products of India Post- such as 24 Speed Post and 48 Speed Post have accelerated deliveries across 6 major metropolitan cities. Specialised parcel solutions support the rapidly expanding e-commerce ecosystem. International shipments move with greater speed and reliability. Beneath this visible change lies an extensive technological overhaul. Through PM GatiShakti, more than 1.65 lakh postal assets have been mapped using GIS technology, allowing routes and networks to be planned with unprecedented precision. The institution itself has undergone a comparable restructuring. APT 2.0 is delivering measurable benefits such as faster service delivery, reduced manual intervention, improved decision-making, and enhanced customer satisfaction. The initiative is part of India Post's broader digital transformation strategy aimed at building a more agile and technology-driven postal ecosystem. Developed indigenously by the Centre for Excellence in Postal Technology (CEPT), the system runs on the government's MeghRaj 2.0 cloud and is supported by BSNL's nationwide connectivity.

For entrepreneurs and artisans, the post office has become a gateway to markets that were once difficult to access. Through more than 1,000 Dak Ghar Niryat Kendras, local producers have shipped 14.03 lakh export consignments valued at Rs. 335.58 crore. The significance of this initiative extends beyond trade. It reflects a larger shift in the geography of opportunity. A small producer in a rural district can now participate more directly in global commerce. Even the idea of an address is being reimagined. For decades, many Indian addresses depended on local memory and landmarks. Directions often involved a temple, a banyan tree, a market crossing or a familiar shopkeeper. The introduction of DIGIPIN brings precision to this landscape. By assigning a unique digital identity to every 4mX4m grid across the country, the initiative has implications that extend well beyond postal delivery. Emergency response, navigation, service delivery and digital inclusion all stand to benefit.

Perhaps the most striking aspect of this 12-year journey is that India Post has modernised without severing itself from the source of its credibility. Institutions survive technological disruption when they identify the enduring value they bring to society. For India Post, that value has always been trust. Today, the Department of Posts operates through a network of 1.65 lakh post offices, supported by 4.74 lakh personnel. Behind those numbers lies an institution that accompanies citizens through the milestones of life. It helps establish identity, facilitates savings, expands financial access, supports enterprise, enables mobility and brings government services closer to the people. India Post's transformation over the last 12 years deserves attention. Few organisations, public or private, have travelled so far while remaining so recognisably themselves. For 171 years, India Post has carried the trust of the Indian people. Over the last 12 years, it has transformed that trust into a platform for inclusion, commerce and citizen service. Guided by the spirit of Dak Sewa, Jan Sewa, it enters its next chapter not just as India's legacy, but as an indispensable institution of its future.

India Post is no longer just delivering mail - it is delivering transformation. From every village to every city, from citizen services to international trade, we are building a postal network that is fast, future-ready, and globally respected.

Sincerely yours,

Jyotiraditya M. Scindia
Minister of Communications,
Government of India