



Dak Samvaad

February 2026



Vasant Panchami
Delivering the Light of Knowledge



भारतीय डाक
डाक सेवा-जन सेवा



India Post
Dak Sewa-Jan Sewa

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Hon'ble Prime Minister Inaugurates Poojappura Head Post Office

On 23rd January, 2026, the Hon'ble Prime Minister of India, Shri Narendra Modi, inaugurated the state-of-the-art Poojappura Head Post Office in Thiruvananthapuram, Kerala. This modern facility embodies India Post's vision for citizen-centric services with upgraded infrastructure, enhanced digital connectivity and expanded service delivery to the public. This inauguration signifies India Post's commitment to strengthening postal services in the state and supporting the Government's priorities of financial inclusion, digital empowerment and seamless logistics.



Strengthening Postal Infrastructure and Citizen Services

Shri Jyotiraditya M. Scindia, Union Minister for Communications & Development of North Eastern Region inaugurated six renovated Post Offices across Madhya Pradesh during his visit from 8th-11th January 2026. The upgraded facilities include Sub-Post Offices at Kolaras, Jagatpura, Badarwas, Pichhore, Katthamil, and the City Post Office. Equipped with improved customer amenities, these offices will offer seamless access to services of the India Post, including mail and parcel delivery, savings and insurance schemes, digital services, and financial inclusion initiatives-enhancing efficiency and outreach, particularly in semi-urban and rural areas. The Minister also announced a seventh Postal Training Centre at Shivpuri, with an estimated investment of ₹111 crore, strengthening the postal training ecosystem and placing Shivpuri alongside Saharanpur, Vadodara, Mysuru, Guwahati, Madurai, and Darbhanga as a premier training hub.



Bharat Sampark : Engaging India's Young Minds



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As part of the outreach initiative “BHARAT SAMPARK—Engaging India's Young Minds,” the Union Minister of Communications & Development of the North Eastern Region (DoNER), Shri Jyotiraditya M. Scindia, visited the Indian Institute of Technology Delhi campus and held an interactive session with students.

During the interaction, students engaged with the Union Minister on a wide range of issues, including technology adoption, logistics, innovation, research collaboration, and opportunities for youth participation in public institutions. The Union minister encouraged students to become active partners in nation-building and public service transformation.

Responding to students' questions on career opportunities and live engagement with government institutions, the Union Minister stated that India Post is undergoing significant technological upgradation and organizational transformation. He highlighted the expanding role of India Post in logistics, citizen-centric services, financial inclusion, and digital service delivery, and invited students to associate with the Department through internships, live projects, and innovation-driven collaborations.

During the visit, he also visited the N-Gen Post Office at IIT Delhi, a youth-centric, digitally enabled postal facility with student-designed interiors, free Wi-Fi, QR-based services and dedicated counters to enhance student engagement.



Business Meet 2025-26 (Q 3): Driving Growth and Transformation

The Hon'ble Union Minister for Communications, Shri Jyotiraditya M. Scindia, chaired a high-level Q3 Business Review Meeting to accelerate the growth and transformation of India Post. The Hon'ble Minister of State for Communications, Dr. Chandra Sekhar Pemmasani, joined the meeting virtually. This meeting took place in the presence of the Secretary (Posts), Ms. Vandita Kaul. The review focused on circle-wise and vertical-wise performance, service quality, operational efficiency and revenue growth, aligned with the vision of Viksit Bharat. The Hon'ble Minister emphasised strengthening parcels, logistics and international mail through disciplined execution and replication of best practices.

India Post achieved ₹10,155 crore in revenue during the first three quarters of FY 2025-26, registering an 8.2 percent year-on-year growth. Rajasthan emerged as the best-performing circle overall, while Karnataka led in Post Office Savings Bank. Citizen Centric Services recorded exceptional growth, with leading performances from Delhi, Maharashtra and Rajasthan. In Postal Life Insurance, Uttar Pradesh emerged as the top performer. Reviewing verticals, the Hon'ble Minister commended the strong growth of Citizen Centric Services, Parcels, Postal Life Insurance and Post Office Savings Bank, and directed vertical heads to undertake field visits to strengthen on-ground performance.



Partnership to Strengthen Logistics and Rural Service Delivery



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The Department of Posts signed landmark Memorandum of Understanding with the Department of Agriculture & Farmers Welfare and the Ministry of Rural Development, reinforcing the role of India Post as a pan-India logistics backbone and a key enabler of rural development. Both the MoUs were signed in the presence of the Union Minister of Communications and Development of North Eastern Region, Shri Jyotiraditya M. Scindia, and the Union Minister of Rural Development and Agriculture & Farmers' Welfare, Shri Shivraj Singh Chouhan.

Under the partnership with the Department of Agriculture & Farmers Welfare, India Post will provide end-to-end, secure, traceable and time-bound logistics support for the movement of pesticide, seed and fertilizer samples collected by field inspectors, leveraging its extensive nationwide and last-mile network, including remote and rural areas.

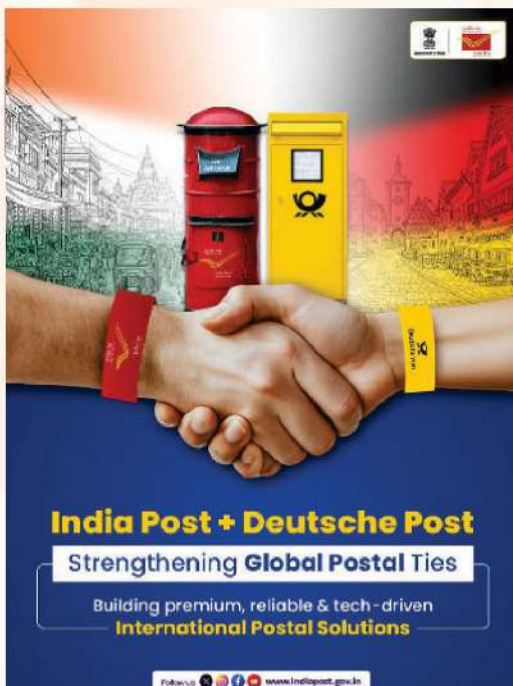
Through its collaboration with the Ministry of Rural Development, India Post Payments Bank will facilitate doorstep banking services such as savings, payments and remittances through its digitally enabled platform, while empowering Self-Help Group members with electronic tablets and PoS devices to promote cashless transactions, improved record-keeping and stronger financial and market linkages.

Together, these partnerships mark a significant step towards expanding last mile connectivity and empowering rural communities through reliable logistics and digital financial services.



India Post-SSL Collaboration

Further advancing financial inclusion, the Department of Posts signed an agreement with Stock Holding Services Limited (SSL) to extend regulated capital market services to citizens through India Post's extensive nationwide network. Under the agreement, citizens will be able to access SSL's services through digital utilities such as onboarding links and QR codes available on official platforms and at selected post offices, enabling facilities including opening of demat and trading accounts, mutual fund investments, participation in IPOs and other permitted investment products. Key focus of the partnership with SSL is advancing financial awareness and investor education, supported by the Department of Posts, conducting investor education and financial literacy programmes to encourage informed participation in financial markets, particularly among first-time investors and citizens in rural and semi-urban areas.



India-Germany Postal Cooperation

During the month, India Post further strengthened its global and institutional partnerships as India and Germany deepened cooperation in Postal, Express and Logistics services. A Joint Declaration of Intent (JDI) and a Letter of Intent (LoI) were exchanged between the Department of Posts and German counterparts. The Joint Declaration of Intent was signed by Ms. Vandita Kaul, Secretary (Posts), on behalf of the Government of India, and Dr. Philipp Ackermann, Ambassador of the Federal Republic of Germany to India, on behalf of the Government of Germany. The Letter of Intent was signed by Mr. Jitendra Gupta, Director General, Postal Services, for the Department of Posts, and Mr. Tobias Meyer, CEO, Deutsche Post AG / DHL Group, for Deutsche Post. The partnership aims to enhance collaboration in cross-border e-commerce, time-

definite international deliveries, network connectivity and last-mile operations. The partnership also focuses on digitalization, operational efficiency and sustainable logistics, with the objective of improving international service quality and expanding global market access, particularly for MSMEs and small exporters.

Postal Channel Enabled with Export Benefits for MSMEs and Small Exporters

The Department of Posts (DoP), Ministry of Communications, has operationalised the extension of export benefits—Duty Drawback, Remission of Duties and Taxes on Exported Products (RoDTEP) and Rebate of State and Central Taxes and Levies (RoSCTL)—for exports made through the postal channel, with effect from 15th January 2026, in pursuance of notifications issued by the Central Board of Indirect Taxes and Customs (CBIC).

This initiative is a major step towards simplifying and broadening access to exports, especially for MSMEs, artisans, start-ups and small exporters, who largely depend on the postal network for low and medium value international consignments. With automated IGST refunds already in place, the availability of export incentives through the postal channel further reduces costs, improves liquidity, and enhances the competitiveness of Indian exporters.

India Post Delivers First-Ever ONDC Order

India Post marked a significant milestone by successfully delivering its first online order as a logistics service provider under the Open Network for Digital Commerce (ONDC), reinforcing its role in enabling affordable and accessible e-commerce logistics. The integration of the Department of Posts with ONDC allows sellers using ONDC-enabled buyer applications to select India Post for end-to-end parcel services, including pickup, booking, transmission and delivery, leveraging its extensive nationwide postal network and last-mile reach.

Currently, India Post is live on ONDC under the “Click & Book” model, enabling sellers to digitally generate pickup requests, choose India Post as their logistics partner and have parcels collected directly from their premises. The initiative strengthens last-mile delivery and supports MSMEs and small sellers in expanding their market reach through seamless and cost-effective logistics.

Major Revamp of ATM Infrastructure

In a major step towards making banking services more accessible and user friendly, the Department of Posts has revamped its ATM infrastructure across the country.

887 ATMs installed at various post offices are helping citizens access essential banking services close to their homes. The initiative is especially beneficial for people living in rural, and underserved areas, thereby supporting the Government’s vision of ensuring financial inclusion through digital transformation.

Through these ATMs, customers can conveniently withdraw cash, check account balances, and carry out other basic banking transactions.

New Year Celebrations

Marking the dawn of New Year with warmth and gratitude, Shri. Jyotiraditya M. Scindia, Hon'ble Union Minister of Communications, extended heartfelt greetings and appreciation to customers and stakeholders across the country, thanking them for their continued trust in India Post. As part of a special outreach initiative, personalised New Year greeting and appreciation letters were delivered to valued customers in various States, celebrating their enduring partnership and shared growth journey with the Department, reinforcing trust, goodwill, and citizen engagement at the very start of the year.





Hon'ble Minister of State for Communications and Rural Development, Dr. Chandra Sekhar Pemmasani, extended warm New Year greetings to the India Post family. Reflecting on the year gone by, he acknowledged the dedication and collective efforts of postal employees in strengthening connectivity, expanding citizen access to services, and reinforcing public trust.

Encouraging to carry this momentum forward, the Hon'ble Minister called for renewed purpose, pride in service, and continued commitment to transformation in the year ahead, reaffirming the spirit of Dak Sewa, Jan Sewa.



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In her New Year message, Secretary (Posts), Ms. Vandita Kaul reiterated India Post's continued focus on innovation, digital enablement and citizen-centric service delivery. She emphasised trust and service as the foundational values of the Department and reaffirmed its commitment to strengthening institutional capacity and service excellence in the year ahead.

77th Republic Day Celebrations



India Post proudly celebrated the **77th Republic Day** across all 23 Postal Circles, the national flag was hoisted at Post Offices nationwide, reaffirming the Department's unwavering commitment to service, trust, and national unity.



On 26th January 2026, during the Republic Day Parade at the historic Ridge Ground in Shimla, the Postman contingent of Himachal Pradesh Postal Circle participated with pride and distinction. Symbolising discipline, dedication and patriotism, the contingent presented an impressive march-past, reflecting the service ethos of the Department of Posts.

On the eve of the 77th Republic Day, post offices across the country were illuminated in the colours of the National Flag, radiating a vibrant sense of patriotism and national pride. From urban centres to small towns, post office buildings were beautifully decorated with tricolour lighting, symbolising unity, constitutional values and India Post's deep connection with the nation and its people.



Delivering Pride



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India Post was entrusted with the prestigious responsibility of delivering invitations for the President of India's At-Home Reception from Rashtrapati Bhavan to distinguished citizens across the country.



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These special protocol deliveries reached Padma awardees, educators, artists, entrepreneurs, sportspersons, and social contributors across metros, villages, forests, and remote regions of the country. The invitations demanded the utmost care, confidentiality, and timeliness. India Post fulfilled this responsibility with precision and dedication, ensuring secure and prompt delivery nationwide while upholding its legacy of trust and efficiency.

Gyan Post: Nurturing Young Minds

On the occasion of Vasant Panchami, all 23 Postal Circles organised book distribution programmes for children, sharing publications on philately and moral stories. The initiative aimed to promote reading habits, introduce young minds to the fascinating world of postage stamps, and instil values through engaging stories reinforcing India Post's role in nurturing learning, curiosity, and creativity.

As part of the programme, children were also presented with postcards featuring a special message from the Hon'ble Minister of Communications, Shri Jyotiraditya M. Scindia, and Hon'ble Minister of State for Communications, Dr. Chandra Sekhar Pemmasani, encouraging the children to ignite curiosity, embrace education as a source of strength, and pursue learning with passion.



N-Gen Post Offices: Reimagined for a New India

India Post continued its modernisation drive with the expansion of N-Gen Post Offices, transforming traditional postal spaces into contemporary, youth centric, and citizen friendly service hubs.

A total of 45 N-Gen Post Offices have been inaugurated across leading academic institutions, including IIT Hyderabad, IIM Ahmedabad, SVNIT Surat, IIT Madras, Pune University, and Kashmir University, among others. Of these, 11 were inaugurated in January 2026 alone.

Designed with active student participation, these post offices feature modern interiors, digital services, free Wi-Fi, and creative spaces, blending India Post's age-old legacy of trust with new-age innovation, strengthening India Post's connect with young users.





Jadavpur University, West Bengal



Maulana Azad National Institute of Technology, Madhya Pradesh



Kurukshetra University, Haryana



PCI Chandigarh, Punjab



SVNIT Surat, Gujarat



IIM Ahmedabad, Gujarat



BITS Pilani, Rajasthan

Postal Heroes



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Even as winter conditions intensified, India Post's service remained uninterrupted. At 21,499 feet in Rangrik under Kaza Sub Office, with temperatures dropping to -19°C , ABPM Samtan Dolkar ensured seamless postal operations, proving once again that distance and weather are no barriers to commitment.



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In the dense forests of Bastar, Chhattisgarh, the dedicated efforts of Branch Postmaster Shri Rambati Poyam are helping India Post reach beyond physical barriers to deliver not just services, but trust, security, and self-reliance to remote villages. By facilitating access to schemes such as Sukanya Samriddhi Yojana, Recurring Deposits, and Time Deposits, India Post is not just enabling

financial access, but empowering families with the confidence and security to shape a better future.

When Service Speaks Beyond Words



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In Khandwa Division under Indore Postal Region, a unique situation arose during outreach for Postal Life Insurance (PLI) when a marketing executive engaged with a customer who was hearing and speech impaired. Despite communication barriers, the challenge was transformed into an opportunity for inclusive service. Shri Junaid Khan, Marketing Executive, Khandwa Head Post Office, sensitively sought assistance from a Helpline. Through a video call, communication was established in sign

language, and based on the interaction, complete details of the Postal Life Insurance scheme were provided to the customer in written form. This thoughtful and inclusive effort enabled the customer to benefit from life insurance coverage, exemplifying India Post's commitment to accessibility, empathy and responsible public service.



Special Features



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In a remarkable journey marked by faith and devotion, India Post safely and securely transported the grand idol of **Ram Lalla from Karnataka to Ayodhya** for installation at the Ram Mandir Ayodhya. Adorned with gold, silver, and diamonds, the idol was delivered with utmost care and precision, reflecting demonstrating India Post's unwavering commitment to precision, security, and dignity in service delivery.



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Established in 2003, Postal Training Centre Guwahati delivers structured, modern training to postal officers and staff across the North Eastern Region, nurturing capable, confident, and future-ready Dak Karmayogis. Equipped with state-of-the-art classrooms, expert faculty, and comprehensive residential facilities, the Centre fosters professional excellence and service-oriented values, strengthening the quality and efficiency of India Post.

Nestled amid the serene landscapes of Guwahati, the institute provides an inspiring environment where Dak Karmayogis learn, grow, and prepare to serve with dedication.

Philately Corner: Stamps and Stories



On National Youth Day, a set of Picture Postcards was released by Secretary (Posts) Ms. Vandita Kaul, Director General Postal Services Shri. Jitendra Gupta, Members of the Postal Services Board and senior officers, inspiring youth with the timeless ideals of Swami Vivekananda.



A Special Cover was released at the 3rd World Telugu Conference - 2026 in Guntur, Amaravati, Andhra Pradesh Circle, celebrating the richness of Telugu language, literature and cultural heritage. The release took place in the gracious presence of Hon'ble Minister of State for Communications, Dr. Chandra Sekhar Pemmasani and Hon'ble Chief Minister of Andhra Pradesh Shri. Nara Chandrababu Naidu





As part of the 150 years of Vande Mataram celebration and the 77th Republic Day of India, Central Region, Tiruchirappalli, Tamil Nadu Circle released a limited edition Thematic picture postcard featuring Braille inscriptions.

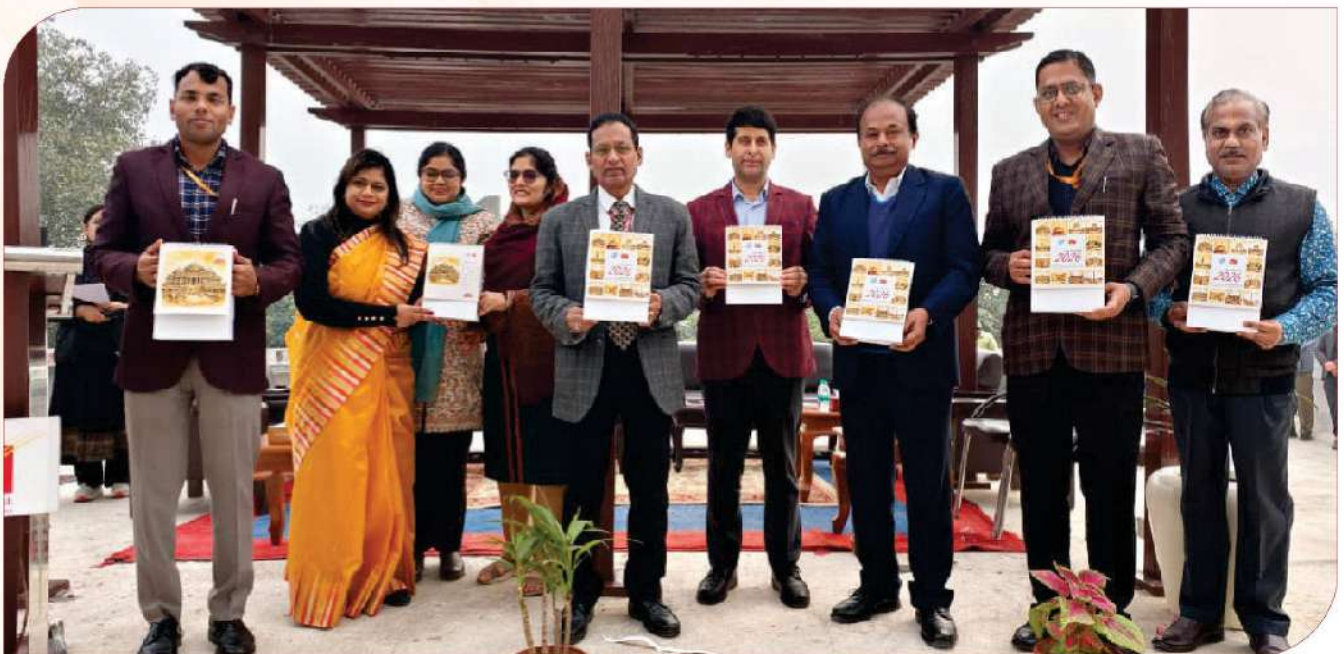


India Post released a Special Postal Cover at Mumbai GPO commemorating the historic Battle of Longewala (1971), a defining moment of the 1971 India-Pakistan War that symbolises exceptional courage and strategic brilliance. The cover honours the valour of the 23rd Punjab Regiment and the decisive role of the Indian Air Force's 122 Squadron, whose coordinated defence and air support repelled a major enemy offensive.

The release was carried out by Shri. Amitabh Singh, Chief Postmaster General, Maharashtra Circle, in the presence of Smt. Amruta Fadnavis and other distinguished dignitaries, as a tribute to bravery, sacrifice and national pride.



A Special Cover on the FIDE Global Conference on Chess in Society and Education was released by Shri. Nirmaljit Singh, Chief Postmaster General, Odisha Circle. The release took place in the august presence of Padma Vibhushan Grandmaster Viswanathan Anand, Mr. Arkady Dvorkovich, President, FIDE and other dignitaries.



On the occasion of New Year-2026, Col. Akhilesh Kumar Pandey, Chief Postmaster General, Delhi Circle released the Philatelic Desk Calendar for Year 2026, depicting the postage stamps of historical monuments of Delhi

Highlights



The INA Postal Stamp Gallery at the birthplace of Netaji Subhas Chandra Bose in Cuttack, Odisha Circle was inaugurated by the Hon'ble Vice President of India, Shri. C. P. Radhakrishnan in the august presence of H.E. Dr. Hari Babu Kambhampati, Hon'ble Governor of Odisha, Shri. Mohan Charan Majhi, Hon'ble Chief Minister of Odisha, and other dignitaries. The gallery showcases a curated collection of postage stamps and philatelic items highlighting the Indian National Army (INA), the freedom struggle, and the life and ideals of Netaji Subhash Chandra Bose. A Special Cover was also released to commemorate this event.



Maharashtra Circle organized a multi-faceted event at the iconic Mumbai General Post Office, marking the official rollout of 200 electric vehicles for postmen staff to strengthen eco-friendly and efficient last-mile delivery.

On the occasion, Shri. Amitabh Singh, Chief Postmaster General, Maharashtra Circle, released a Special Postal Cover commemorating the launch of the 200 e-bikes and presented the first album to Smt. Amruta Fadnavis in the presence of Shri. Manoj Kumar, DPS (Mails & BD), Maharashtra Circle, Ms. Simran Kaur, DPS (HQ), Maharashtra Circle and other dignitaries



The District Level Philatelic Exhibition VADOPEX-2026 was organized by the Vadodara East Division, Gujarat Circle on 9th January 2026 at Akota Atithi Gruh, Vadodara, to promote philately and showcase the rich heritage of India Post. The exhibition was inaugurated by Shri. Dinesh Kumar Sharma, Postmaster General, Vadodara Region.

A Special Cover featuring traditional Pithora paintings by Padma Shri. Paresh Rathwa was released, highlighting India Post's support for art and culture. The event saw enthusiastic participation from philatelists, the Baroda Philately Society, Indian Space Research Organisation, students, and exhibitors, making VADOPEX-2026 a successful celebration of philately and postal heritage.



The 5th District Level Philately Exhibition KENDUJHARPEX was organised at Government Women's College, Keonjhar, Odisha Circle in coordination with the District Philatelic Association of Keonjhar. The closing ceremony on 10.01.2026 was graced by Chief Postmaster General, Odisha Circle, who shared valuable insights on the importance of philately with students and philatelists.



The Hon'ble Union Minister for Tourism and Culture, Shri. Gajendra Singh Shekhawat, visited the India Post Pavilion at Bharat Parv at the Red Fort, Delhi, on 26th January 2026. He was welcomed by Col. Akhilesh Kumar Pandey, Chief Postmaster General, Delhi Circle, who briefed him on services offered at the pavilion, including Aadhaar enrolment, Post Office Savings Bank (POSB), India Post Payments Bank services. The Hon'ble Minister appreciated the initiatives and purchased a 'Ramayana' frame through QR-based digital payment.



The 38th All India Postal Weightlifting, Powerlifting & Best Physique Tournament commenced in Chennai on 27th January 2026, hosted by the Tamil Nadu Circle. The tournament was declared open by Smt. Mariamma Thomas, Chief Postmaster General, Tamil Nadu Circle. The four-day event concluded on 30th January 2026, bringing together postal athletes from across the country in a spirited display of strength, sportsmanship, and camaraderie.



Through a Dak Chaupal organised at Marhaura, Bihar, India Post reached out to local communities to spread awareness about postal services, savings schemes, insurance products and digital facilities. The initiative enabled direct dialogue with citizens, including opening accounts for children under public welfare schemes.



The Dhai Akhar Letter Writing Competition held at Dayalan Primary and Nursery School, Walajapet, Tamil Nadu Circle witnessed enthusiastic participation from young students, promoting handwritten communication and nurturing creativity at an early age.



A PLI & RPLI workshop was held in New Delhi, with participation from 13 Circles, focusing on strengthening service delivery for policyholders nationwide. The workshop included a comprehensive review of Circle-wise performance and key initiatives. The keynote was delivered by Smt. Manisha Sinha, Member (Financial Services), reaffirming a shared commitment to efficiency, outreach, and customer-centric growth. The session took place in presence of Shri. Tanweer Qamar Mohammad, CGM (PLI).



On National Girl Child Day, Tamil Nadu Circle organised a special mural painting event for girl students at Boiler Project Sub Office, promoting awareness on postal savings and financial security for girls.



With the active participation of villagers, Thalarkulam was declared a Sampoorna Bima Gram and Sampoorna Sukanya Gram, reflecting collective trust and cooperation in achieving complete insurance and savings coverage.



As a welfare initiative to promote comfort and dignity at the workplace, the Superintendent of Post Office, Bellary, inaugurated a Feeding Room, reinforcing the Department's commitment to employee well-being.



In Kurud village near Raipur, Chhattisgarh, India Post delivered toolkits to artisans under the Prime Minister Vishwakarma Yojana, supporting traditional livelihoods and empowering local craftsmanship.



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