



Message from the Minister of Communications

Namaskar!

The past year has unfolded as a magnificent odyssey for India Post, a radiant testament to our steadfast dedication to envelop every corner of Bharat with trust, ingenuity, and unwavering pride. Inspired by the sagacious leadership of Hon'ble Prime Minister Shri Narendra Modi ji, the Department of Posts has strengthened its reach, modernised its systems, and renewed its commitment to deliver trust and opportunity to every citizen of Bharat.

A pivotal milestone dawned with the Post Office Act, 2023, infusing fresh vitality into our cherished postal legacy as it took effect on 18 June 2024, with Rules and Regulations proclaimed by 16 December 2024. This transformative reform laid the foundation for the nationwide unveiling of the Advanced Postal Technology (APT) platform on 4 August 2025. Forged indigenously by CEPT and cradled on the MeghRaj 2.0 Cloud, APT introduces QR-code payments, OTP-enabled delivery, and DIGIPIN integration to every threshold. With over four lakh devoted employees meticulously trained, we are sculpting a future where technology stands as a luminous bridge to progress.

At the core of our mission beats the pulse of financial inclusion. The Post Office Savings Bank (POSB) tenderly nurtures 36.56 crore accounts, safeguarding a treasure of ₹21.29 lakh crore in deposits as of 31 August 2025, a 14 percent growth that mirrors the deep trust of our people. The India Post Payments Bank (IPPB) has blossomed gloriously, embracing 12.43 crore customers a 41 percent surge through 1.65 lakh access points, with deposits soaring 85 percent to ₹21,307 crore and ₹34,878 crore disbursed via 11.67 crore AePS transactions. The addition of 108 new access points in the North East, adorned with the Digital Payments Award 2024–25, heralds our leadership. The Sukanya Samridhi Yojana, with 3.64 crore accounts 84 percent through Post Offices welcomed 41 lakh new savers between March 2024 and August 2025, while Postal Life Insurance (PLI) and Rural Postal Life Insurance (RPLI) uphold 1.19 crore policies with a ₹1.85 lakh crore corpus, their premium income flourishing by 15.6 percent to ₹18,782 crore in FY 2024–25.

The Department of Posts (DoP) has unveiled a significant enhancement to its Speed Post services, introducing revised tariffs effective from October 1, 2025, alongside a suite of innovative features designed to elevate its stature as India's preferred delivery service. These updates include OTP-based delivery for heightened security, real-time tracking for seamless visibility, and online booking for unmatched convenience. Crafted with a vision to bolster reliability, safeguard customers, and enrich their experience, these advancements reflect DoP's unwavering commitment to delivering excellence across the nation.

Our logistics network has blossomed into a vibrant ecosystem, with 188 Parcel Hubs, 234 Nodal Delivery Centres, and 1,860 Packaging Units weaving a resilient framework. The 86 National Routes, stretching 60,000 kilometres daily, link over 400 cities in harmony, while our Amazon partnership in the North East delivered 1.07 lakh parcels, yielding ₹90.88 lakh. Citizen services gleam brightly through 450 Post Office Passport Seva Kendras processing 1.85 crore applications for ₹667 crore, and 13,352 Aadhaar Centres managing 13.23 crore transactions, a 37.96 percent rise for ₹608.08 crore. In the distant reaches of Chhattisgarh, 236 new Branch Post Offices kindle hope, while Dak Chaupals, now 67,888 strong with a 420.65 percent surge, have embraced 43.19 lakh lives, 45 percent women.

Direct Benefit Transfers have cascaded like a lifeline, channeling ₹90,941.13 crore to 10.5 crore beneficiaries. Gyan Post, launched on 1 May 2025, and Dak Ghar Nirayat Kendras, with 1,013 units handling 11.27 lakh shipments valued at ₹262.98 crore, a 192.20 percent growth, unlock gateways to knowledge and trade. Rozgar Mela welcomed 1,47,569 new colleagues (1,30,486 GDS, 17,083 DR) from 1,80,985 offers by 17 September 2025, while Dak Karmayogi e-Learning has engaged 5.02 lakh employees for 1.02 crore courses, a 328.75 percent leap. Our Jan Bhagidari efforts, from 13,934 Post Offices in Har Ghar Tiranga to 6.95 crore voter messages, bind us in a shared tapestry of national pride.

Each of these triumphs embodies the soul of Dak Seva, Jan Seva-service that reaches every hamlet and touches every heart. As we stride toward Viksit Bharat @2047, let us advance with pride, purpose, and an unshakable faith that every letter delivered and every citizen uplifted draws us closer to a more empowered Bharat.

Jai Hind!

Sincerely yours,

Jyotiraditya M. Scindia

Minister of Communications,

Government of India