

भारतीय डाक  
डाक सेवा-जन सेवा



India Post  
Dak Sewa-Jan Sewa

# INDIA POST

## REWIND 2024

Year End Review

e-Patrika

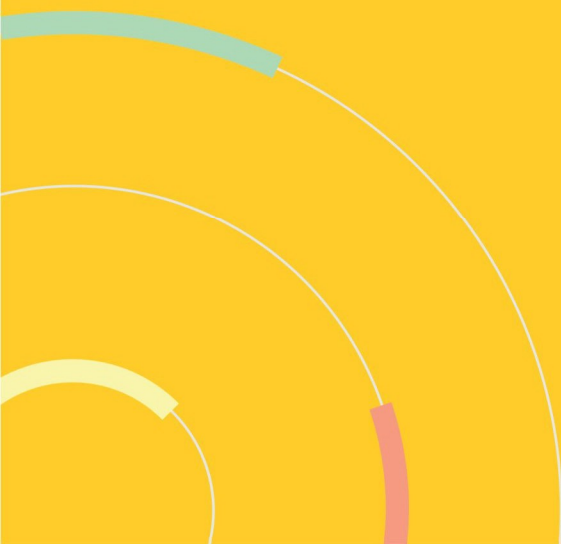


# Year-End Review

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**Ministry of Communications  
Department of Posts**

The Department of Posts has marked a year of significant achievements, advancements, and milestones, reflecting its commitment to enhancing service delivery and contributing to the nation's development. A comprehensive review of the key initiatives and developments for the year 2024.







## **Jyotiraditya M Scindia**

Union Minister for Communications  
and Development of North Eastern Region,  
Govt. of India.



As we stand at the threshold of a new year, I extend my warmest greetings to every member of the India Post family and the citizens of this nation who place their trust in our services. This year has been a celebration of our shared journey of Vikas (development) and Virasat (legacy), reflecting the essence of India Post's indomitable spirit and its pivotal role in the nation's progress.

2024 has been a transformative chapter in India Post's illustrious history. Guided by innovation, we have embraced cutting-edge technology to redefine how we serve the nation. From advanced tracking systems and mobile apps to seamless digital payments, our strides in digitisation have made our services faster, more transparent, and people-centric.

As we look ahead to 2025, India Post is steadfast in its mission to blend its rich Virasat with the aspirations of Atmanirbhar Bharat. Our vision to transform into a logistics powerhouse will continue to strengthen rural empowerment, expand digital services, and deepen collaborations to serve the nation better. I express my heartfelt gratitude to every India Post employee, our esteemed partners, customers and well-wishers who inspire us to achieve more every day.

On behalf of the Ministry of Communications and India Post, I wish you a prosperous, healthy, and joyous New Year. May 2025 bring renewed hope, success, and endless possibilities for all.



1.

# MODERNISING POSTAL LEGISLATION

The Post Office Act, 2023: The Parliament passed the new postal legislation, "The Post Office Act, 2023" (43 of 2023), which received the assent of the President of India on December 24, 2023. The Act came into force on June 18, 2024, replacing the Indian Post Office Act of 1898.

## Identification & Deletion of Article law

### The Indian Post Office Act, 1898

Government Centric Act containing 11 Chapters, 77 Sections.

vs

### The Indian Post Office Act, 2023

Citizen Centric Act simplified & consolidated to only 16 Sections



## National Addressing Standards



### The Indian Post Office Act, 1898

No Provision for National Addressing Standards

vs

### The Indian Post Office Act, 2023

Provisions for prescribing standards for addressing

## Providing Operational freedom

### The Indian Post Office Act, 1898

Lengthy decision-making procedure hindering progress

vs

### The Indian Post Office Act, 2023

Reduced decision making layers for faster and responsive services.



## Fostering Innovation, Fueling Competition



### The Indian Post Office Act, 1898

Exclusive privilege of conveying letters reserved to the Government.

vs

### The Indian Post Office Act, 2023

Liberal policies promoting competition among various players.



# ADVANCING MAIL AND PARCEL DELIVERY

A bar chart comparing the number of people who moved to the UK in May 2019 and October 2024. The chart features two bars: a teal bar for May 2019 and a red bar for October 2024. The red bar is significantly taller than the teal bar. To the right of the red bar is an illustration of a hand truck with two cardboard boxes on it. The background is split horizontally into a light yellow top half and a light blue bottom half.

Month	Number of People
May 2019	4.33 lakh
Oct 2024	5.35 crore

**e-Clearance of Letter Boxes:** A system for electronic clearance of letter boxes has been implemented, enhancing transparency and tracking for 53,854 letter boxes across India.

### Click N Book Service:

Avail Our 'Click N Book' services, visit : **[www.indiapost.gov.in](http://www.indiapost.gov.in)**

## Nodal Delivery Centres & Transshipment Centres:



### Transshipment Centres, Hyderabad

The establishment of 233 Nodal Delivery Centres has enhanced the speed and efficiency of parcel delivery, covering over 1,600 PINCODES and handling 30% of total parcels delivered across India. 9 new transshipment centres along national highways have been set up to streamline vehicle movement and parcel exchange. These centres are located in key cities including Guwahati, Chennai, Bengaluru, and Ludhiana.



## MoU with Amazon:

In collaboration with Amazon Seller Services, India Post signed an MoU to strengthen logistics operations. The partnership will leverage the extensive postal network for faster parcel deliveries, enhancing e-commerce logistics across the country.



MOU between Department of Posts and Amazon India





3.

## EMPOWERING CITIZENS THROUGH SERVICES

**Aadhaar Services for Defence Personnel:** Aadhaar centres were extended to Defence personnel, including the highest centre at Siachen, with 110 operational centres in Army Postal Service locations.



Permanent Aadhaar Enrolment Centre - 2 CBPO, Kolkata

**KYC Verifications:** The Department entered into MoUs with Unit Trust of India and Specified Undertaking of the Unit Trust of India to provide door-to-door KYC verification services for mutual fund investors. As of October 2024, 400,000 KYC verifications have been successfully completed.

**Physical verification of Prime Minister's Employment Generation Programme (PMEGP) units:** An MoU was signed between the Department of Posts and the Khadi & Village Industries Commission (KVIC) on 20.08.2024 for physical verification of Prime Minister's Employment Generation Programme (PMEGP) units. This verification will facilitate the adjustment of government subsidy to the loan account of beneficiaries under the Prime Minister's Employment Generation Programme. The Prime Minister's Employment Generation Programme (PMEGP) is one of the key initiatives by the Indian government to promote self-employment and entrepreneurship at the grassroots level. This is a crucial step, as it ensures that the funds provided for the establishment of small businesses and industries are being used appropriately. The second installment of loans under PMEGP is only disbursed after the physical verification is completed by India Post, ensuring that funds are used for the creation of productive assets, thus directly contributing to economic growth at the local level. 1,33,000 units will be verified by DoP under this project.



**MoU for Passport Services:** The Department renewed its MoU with the Ministry of External Affairs for the continued operation of Post Office Passport Seva Kendras (POPSKs), aiming to expand the network to 600 centres by 2028-29, significantly improving access to passport services across the country.



Renewal of MOU between Department of Posts and Ministry of External Affairs for extending services of Post Office Passport Seva Kendra

**Har Ghar Tiranga Campaign:** The Department played an active role in the Har Ghar Tiranga Campaign by distributing over 49 lakh National Flags to citizens, fostering patriotism and unity.



Har Ghar Tiranga at Hikkim (Himachal Pradesh) - The world highest Post Office



**Dak Chaupal :** The Department of Posts launched the innovative "Dak Chaupal" (Dak Community Development Program) in September 2023 across the country. This initiative embodies the Department's commitment to enhancing service delivery by ensuring that Government services reach citizens' doorsteps, bridging the last mile, and fostering effective community engagement. Financial Literacy & Empowerment: The initiative focuses on imparting knowledge about financial instruments and Government schemes while promoting inclusion in financial systems, particularly among marginalised groups, thereby fostering financial awareness and accessibility for all. Dak Chaupal has achieved remarkable milestones, fostering meaningful citizen engagement and community empowerment. Notably, it has garnered substantial participation from women, reflecting its success in promoting inclusivity and making a tangible impact at the grassroots level.



The initiative has demonstrated tangible and intangible impacts on service delivery, financial empowerment, and citizen engagement. A significant outreach has been achieved, with 44% female participation, showcasing the initiative's role in promoting gender inclusivity. Opening over 2.98 lakh Sukanya Samridhi Accounts and 1.44 lakh Mahila Samman Savings Scheme accounts highlights the program's contribution to financial empowerment.



Dak Chaupal organised at Gangwal Branch Office  
Bahraich, Uttar Pradesh



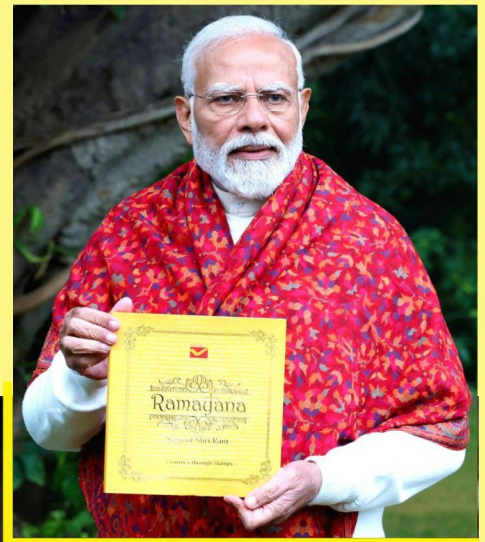
Dak Chaupal organised at Mahora Branch Office  
Aurangabad, Maharashtra



4.

## PHILATELY: PRESERVING HERITAGE THROUGH STAMPS

**Ram Janmbhoomi Temple Stamps:** To mark the consecration of the Shri Ram Janmbhoomi Temple, a set of six commemorative stamps was released by Hon'ble Prime Minister Shri Narendra Modi, featuring special design elements such as water, sand, and fragrance from the sacred site. Hon'ble PM also released a book "Ramayana-The saga of Shri Ram", which was a collection of Stamps issued on Lord Ram and Ramayana by more than 20 countries.



Release of Shri Ram Janmbhoomi Temple Stamp and book on Stamps issued by Lord Ram and Ramayana by more than 20 countries by Hon'ble Prime Minister Shri Narendra Modi



**Commemorative Stamps:** Commemorative Postage Stamps on 25 issues were released during the period 1st January 2024 to 31st October, 2024, commemorating contributions made by various Personalities/ Important Events/ Occasions /Institutions/ Achievements and Joint Issues with friendly nations. Some of the significant commemorations were, Bharat – The Mother of Democracy, XXXIII Olympics Paris 2024, Supreme Court of India – 75 Years, Diamond Jubilee of Rajbhasha and 150th Anniversary of Universal Postal Union, etc. Stamps were also issued to commemorate great personalities like Karpoori Thakur, Ram Chandra, Mahatma Hansraj, Bhagwan Mahaveer, Mukesh. Stamps were issued to showcase heritage of India such as Cultural Heritage of Western Odisha, Legendary Poets of Odisha, Yakshagana etc.



Union Minister of Communications & Development of the North Eastern Region, Shri Jyotiraditya M Scindia, and Union Minister of Youth Affairs & Sports and Labour & Employment, Dr Mansukh Mandaviya, Released Special Commemorative Postage Stamp on XXXIII Olympics Paris 2024.

**Release of joint commemorative postal stamp between India and Romania:** On September 17, 2024, a commemorative postage stamp was unveiled to mark 75 years of diplomatic relations between India and Romania. The stamp, themed around traditional folk costumes, celebrates the cultural heritage of both nations and their enduring friendship, reaffirming the commitment to deepening collaboration across various sectors.



Release of Postage Stamp by Shri Jyotiraditya M. Scindia, Minister of Communications and Development of the North Eastern Region, External Affairs Minister Dr. S. Jaishankar, and Her Excellency Mrs. Daniela-Mariana Sezonov Tane, Ambassador of Romania to India.



**Customise My Stamp** is a personalised sheet of Postage Stamps wherein Corporates, Organisations and Institutions can get customised sheets printed. From 1st January 2024 to 31st October 2024, 38 Customise My Stamps have been released.

On 20th September, 2024 on the **first anniversary of PM Vishwakarma Scheme**, Corporate My Stamp on 18 Trades were released digitally by the Hon'ble Prime Minister of India.

Watch the opening video on : <https://www.youtube.com/watch?v=Nha4o9LRt08>



**The Philatelic Advisory Committee (PAC)**, a distinguished panel of eminent personalities, convened on 26th November 2024 to deliberate on the annual calendar for commemorative postage stamps and explore new philatelic initiatives. The meeting was chaired by Hon'ble Minister of State for Communications and Rural Development, Dr. Chandra Sekhar Pemmasani, and graced by the presence of Shri Devusinh Chauhan, Member of Parliament (Lok Sabha), Shri S. Selvaganabathy, Member of Parliament (Rajya Sabha), Secretary Posts, Ms. Vandita Kaul, and Director General Posts, Shri Sanjay Sharan, along with other esteemed members.





**Letters & Travels:** The Department of Posts organized a 14 All-Women Bike Rally, covering over 2,000 km across Bengaluru, Puducherry, Rameshwaram, Kanniyakumari, Munnar, and Mysuru to promote Dhai Akhar – the National Letter Writing Competition. As part of the event, Shri Rajendra Kumar, Chief Postmaster General, Karnataka Circle, released 4 Picture Postcards on “Biking and Letters” at Bengaluru GPO. Over 2,000 students participated in the competition, writing on this year's theme: The Joy of Writing: Importance of Letters in a Digital Age. The rally reached over 5 lakh people through social media, spreading awareness about the timeless art of letter writing and encouraging participation in Dhai Akhar.

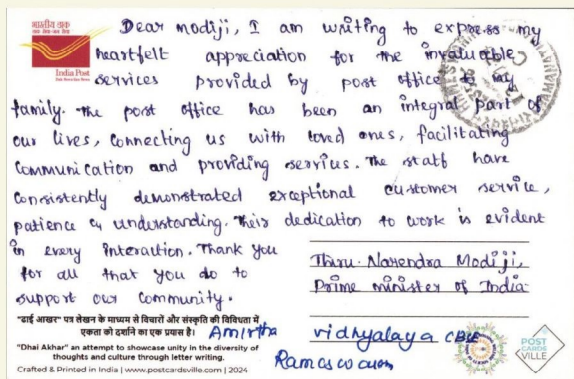


The bike rally at Kanniyakumari joined by local Postwomen following them on their vehicles

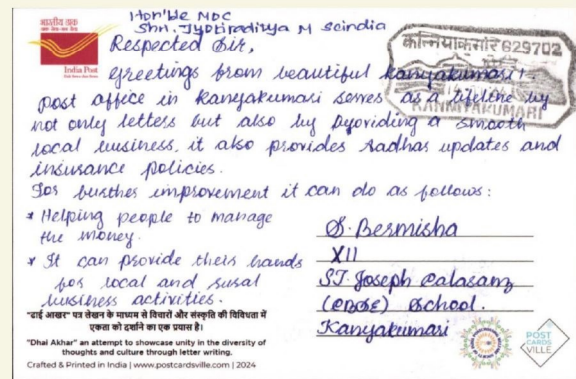


Release of picture Postcards on Letters & Travels

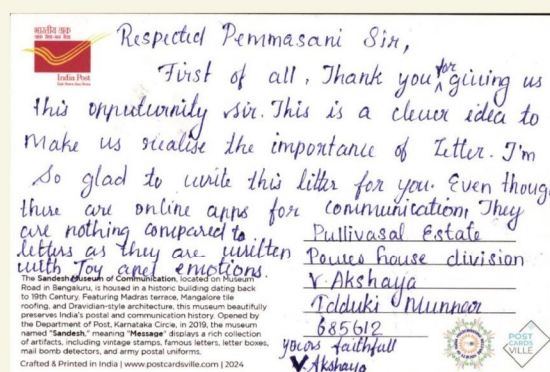
A postcard writing initiative was also designed to encourage students to share their experiences directly with the Hon'ble Ministers, creating a unique and meaningful connection between the youth and their leaders.



Message to Modi



Sandesh to Scindia



Pen to Pemmasani



5.

## BUILDING A SKILLED AND FUTURE-READY WORKFORCE

**Training on iGOT Karmayogi:** Achieved a significant milestone with **25 lakh course completions** on the **iGOT Karmayogi** platform, fostering a citizen-centric and future-ready workforce. Recognising outstanding contributions during National Learning Week on **14th November 2024, Karmayogi Bharat awarded** certificates of appreciation to RAKNPA, Uttar Pradesh Circle, and Telangana Circle. Additionally, the Department has successfully created 42 digital courses this year, taking the total number of courses to 150 which are now accessible on both the **iGOT Karmayogi** platform and its in-house **Dak Karmayogi platform**, further strengthening capacity-building efforts.



Hon'ble Minister of Communications and Development of North Eastern Region, Shri Jyotiraditya Scindia, engaged in an insightful interactive session with iGOT Karmayogi officers.

### National Standards for Civil Service Training Institutions (NSCSTI)

The onboarding of 7 Training Units (1 RAKNPA) and 6 PTCs) on the Portal has been successfully completed

### Gramin Dak Sevaks Workshop:

Leadership training for 100 Gramin Dak Sevaks marked the start of skill enhancement programs.

### Rozgar Mela 25,133

individuals were engaged in the first tranche of the Rozgar Mela on October 29, 2024.





6.

## DRIVING SUSTAINABILITY AND SERVICE EXCELLENCE

**Special Campaign 4.0:** Cleanliness drives resulted in the weeding out of 70,000 files, disposal of over 80,000 grievances, over 46,000 sqft space was freed and earnings of Rs. 1.15 crore from scrap sales..



**Swachhata Hi Seva 2024:** More than **36,000 Trees** were planted under the banner of **#EkPedMaa KeNaam** during the SHS campaign and Special Campaign 4.0. **Safai Mitra Suraksha Shivirs** were organised for Sanitation worker. Voluntary Shramdaan activities in identified Cleanliness Target Units (CTUs) were conducted by teams from post offices. Wall Arts on the exterior of post Office Buildings were created to propagate public awareness on Swachhta.



Carbyns Cove Beach, Sri Vijay Puram (Port Blair)



Postal Training Centre, Saharanpur



**Infrastructure Development:** Construction of 56 new postal buildings and renovation of 95 improved service delivery.



Newly built Kartagi Sub Post Office, Karnataka

**E-KYC:** The Department of Posts (DOP) has successfully introduced electronic Know Your Customer (e-KYC) processes across all post office branches nationwide. This initiative modernises service delivery, improves security protocols, and aligns with global digitisation trends. The e-KYC implementation streamlines identity verification, significantly enhancing customer experience and operational efficiency.



**DIGIPIN:** Department of Posts have taken initiations with the aim to establish a digital public infrastructure for a standardised, interoperable, geocoded addressing ecosystem ensuring simplified addressing solutions for citizen centric delivery of public and private services to enable **"Address as a Service"** in the country. In this regard, the Department of Posts have released the beta version of a National Addressing Grid 'DIGIPIN' for taking public comments and expert opinions.



7.

## EXPANDING GLOBAL OUTREACH

More than **1,000 Dak Ghar Niryat Kendra (DNKs)** to facilitate commercial export through postal channel across the country have been opened. It facilitates e-commerce businesses, MSMEs, and exporters by providing a streamlined process for shipping goods internationally. It offers services like faceless customs clearance, packaging, and shipping at competitive rates, integration with e-commerce platforms, enabling hassle-free delivery of international parcels. The initiative aims to support small and medium enterprises by providing them access to global markets, while leveraging India Post's vast network and expertise in logistics. Approximately 18,000 exporters have been onboarded on DNK portal.



Dak Ghar Niryat Kendra at Channapatna Head Post Office, Karnataka



**The 'India Africa Postal Leaders Meet'** organised in India from 21st to 25th June, 2024, with the objective of further strengthening relationships among the administrations of African countries and India in the postal sector. This is an initiative under the “South- South and Triangular Cooperation” programme of the Universal Postal Union, organised with the support of India Post and the United States Postal Service.



India Africa Postal Leaders Meet graced by Hon'ble Minister of State for Communications and Rural Development, Dr. Chandra Sekhar Pemmasani

**International tracked Packets service,** focused on e-commerce deliveries for packets upto 2Kgs have been made available to 41 countries under the umbrella of multilateral and bilateral agreements.



Ms. Vandita Kaul, Secretary (Posts) speaking at the “UPU Regional Strategy Forum for Asia-Pacific 2024” in Mongolia

Department of Posts acceded **Postal Payment Service Multilateral Agreement (PPSMA)** for electronic postal payment service exchange between the signatory parties. At present, there are 20 signatories of the UPU Multilateral agreement. It will facilitate cross-border remittances.



# INDIA POST PAYMENTS BANK

**India Post Payments Bank (IPPB)**, setup under the Department of Posts, Ministry of Communications with 100% equity owned by Government of India, was launched on September 1, 2018, by Hon'ble Prime Minister Narendra Modi. Since its inception, IPPB has been instrumental in advancing financial inclusion across India, particularly in rural and underserved areas. Leveraging the extensive postal network, the bank offers a range of services, including savings and current accounts, virtual debit cards, domestic money transfers, bill and utility payments, insurance services, and more. During its journey so far, IPPB has garnered over 11 crore customers, reflecting its significant impact on the nation's financial landscape. With a robust network of 650 banking outlets and over 1.64 lakh access points through Post Offices, IPPB continues to bring banking services to the doorstep of every citizen, supporting the government's financial inclusion objectives.

**2.68 crore  
accounts**  
opened in  
2024

**59%  
female  
account  
holders**

**77%  
accounts  
in  
rural India**

**1.04 crore  
Customers**  
availed  
Mobile Banking  
services

**69 Lakh  
Virtual  
Debit Card**

**₹ 2,600  
crore+**  
disbursed  
through **AEPS**

**312 crore  
transactions**  
₹ 1.56 Lakh crore  
remitted  
through UPI

**3.62 crore  
IPPB  
customers**  
received  
DBT benefits

**₹ 34,950  
crore  
disbursed  
through DBT**

**1.15 crore  
Aadhaar  
Mobile  
Updated**

**4.40 Lakh  
Digital life  
certificate  
issued**

Direct Benefit transfer to beneficiary through AePS  
(Aadhaar enabled Payment System)





IPPB has been contributing to various government schemes, including **MGNREGA, PM Kisan, PAHAL, Mukhyamantri Ladli Behan Yojana, Mukhyamantri Mazi Ladki Behan Yojana**. From January to November 2024, the bank disbursed approximately –

Scheme	DBT (Count in Crore)	DBT (Amount in Crore)
MGNREGA	4.72	7,587.70
PM Kisan	4.16	8,321.10
PAHAL	5.45	1,009.28
Mukhyamantri Ladli Behan Yojana	1.57	1,793.20
Mukhyamantri Mazi Ladki Behan Yojana	1.16	3,322.19

Nearly 58% of total DBT beneficiaries are women, and the bank is proactively working towards women empowerment, aligning with the government's directions.





Parcel delivery at the farthest mile at interiors of Dal lake, Srinagar, Jammu & Kashmir



The Department of Posts continues to evolve and modernise, ensuring greater accessibility, efficiency, and reliability in its services. With these initiatives and projects, it is poised to meet the growing demands of a digital and connected India.








## DEPARTMENT OF POSTS

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