

Ministry of Communication
Demand No. 12
Department Of Posts
1. Postal Operations (CS)

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2025-26			OUTCOMES 2025-26		
	Output	Indicators	Targets 2025-26	Outcome	Indicators	Target 2025-26
177.00	1. Rural Business and Access to Postal Network	1.1. No. of Post Offices (Rural Sub Post Offices and Branch Post Offices) opened by way of relocation / redeployment in the FY 25-26	167	1. Augmentation in digitization of Postal Transactions for the convenience of Customers	1.1. % increase in the no. of transactions in these Posts Offices with reference to the previous financial year	10
		1.2. Improving the rural SOs (Sub Post Offices) by providing infra upgrade in the FY 25-26	38			
		1.3. Providing infrastructure to BOs (Branch Post Offices) in the FY 25-26	2,416			
		1.4. Installation of letter boxes in rural areas in the FY 25-26	11,846			
		1.5. Installation of Signages in rural areas in the FY 25-26	11,846			
		1.6. Provision of cash chests in rural areas in the FY 25-26	3,896			
	2. Mail Operations	2.1. No. of Speed Post processing Centres, out of existing 980 Offices, where Infrastructure Upgraded in FY 2025-26	120			

FINANCIAL OUTLAY (Rs in Cr) 2025-26	OUTPUTS 2025-26			OUTCOMES 2025-26		
	Output	Indicators	Targets 2025-26	Outcome	Indicators	Target 2025-26
		2.2. No. of Self Booking Kiosks to be installed in addition to existing 70 Self Booking Kiosks provided in previous financial year	100			
	3. Parcel Operations	3.1. No. of additional routes on which Road Transport Network is operationalized in the FY 25-26	6			
		3.2. No. of Nodal Delivery Centres to be established in the FY 25-26	4	2. Strengthening of delivery & booking of articles.	2.1. % Increase in no. of articles booked through Self Booking Kiosk with reference to previous financial year	50
		3.3. No. of Parcel Packaging Units (PPUs) to be operationalized in the FY 25-26	60	3. Development and operation of Road Transport Network & Nodal Delivery Centres	3.1. Total weight of Parcel Bags carried by All India Road Transport Network in FY 2025-26 with reference to the 1 Lakh tonnes in the previous financial year (in Lakh tonnes)	1.25
					3.2. No. of Parcel delivered through NDC in FY 2025-26 (in Lakh tonnes)	80
	4. International Relations and Global Business	4.1. No. of existing Office of Exchange (OEs), out of total 8, to be upgraded in the FY 2025-26	2	4. Increase in traffic and self-booking	4.1. % Increase in the Traffic of International Mail with reference to the previous financial year	10
					4.2. Facilitate self-booking for non-commercial international mail	10

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2025-26			OUTCOMES 2025-26		
	Output	Indicators	Targets 2025-26	Outcome	Indicators	Target 2025-26
2025-26	5. Marketing Functions of Department	5.1. No. of Social Media Campaigns conducted for public awareness in FY 2025-26	16	5. Social Awareness, Wider reach/ presence in local media & Promotion of Philately	5.1. No. of people digitally outreached through social media public awareness campaign in FY 2025-26 with reference to 50,000 people per campaign in the previous financial year (people per campaign)	60,000
		5.2. No. of press interactions in FY 2025-26	16		5.2. No. of news items published in local media in FY 2025-26 compared to 100 news items in the previous financial year	120
		5.3. No. of Philately advertising and publicity campaigns organised in FY 2025-26	2 ¹		5.3. No. of new Philately Deposit Accounts (PDAs) opened in FY 2025-26 compared to 10000 PDAs in the previous financial year	12,000
		5.4. No. of Philatelic exhibitions organised in FY 2025-26	30		5.4. No. of visitors in exhibitions (including students) who will gain knowledge about philately in FY 2025-26	40,000
		5.5. No. of offices taken for Service Delivery Excellence Certification in FY 2025-26	23			

2. Human Resource Management

¹ Campaigns (DhaiAkhar & SPARSH)

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2025-26			OUTCOME 2025-26		
	Output	Indicators	Targets 2025-26	Outcome	Indicators	Target 2025-26
39.37	1. Human Resource Management - Upgradation & Expansion of training facilities (as per best practices & industry standards) in Training Centres/Workplace Training Centres (WTC)/Setting up new Regional Training Centres (RTCs)	1.1. No. of Training Programmes conducted in FY 2025-26	2,000	1. Upgraded training facilities for postal workers, focusing on technological integration and holistic skill enhancement	1.1. No. of trained online/offline, officials who are adopting new practices in FY 2025-26 with reference to 1 Lakh officials in the previous financial year (in Lakhs)	1.25
		1.2. No. of officials to be trained in FY 2025-26 (in Lakhs)	1.25			
		1.3. No. of Postal Training Centres (PTCs), out of total 6, to be Upgraded in FY 2025-26	2			
		1.4. No. of Workplace Training Centres (WTCs), out of total 484, to be upgraded in FY 2025-26	60			

3. Estate Management

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2025-26			OUTCOME 2025-26		
	Output	Indicators	Targets 2025-26	Outcome	Indicators	Target 2025-26
120.00	1. Construction and face-lifting of post office buildings and addressing gender concerns leading to	1.1. No. of new Post Offices constructed in FY 2025-26.	45	1. Reduced long term cost, provides stability, security and control	1.1. No. of newly created Post Offices which are made functional and operational in FY 2025-26	40

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	Output	Indicators	Targets 2025-26	Outcome	Indicators	Target 2025-26
	improved customer experience through timely delivery and accurate tracking, staff relations and better postal operations	1.2. No. of existing Postal Buildings / Administrative office / Office space upgraded in FY 2025-26	45	over the premises without increasing cost of lease renewal.	1.2. No. of existing/ Administrative office space made accessible to PwDs in FY 2025-26	40
		1.3. No. of heritage buildings preserved in FY 2025-26.	4			