

Ministry of Communications
Department of Posts
Demand No. 12
Output Outcome Monitoring Framework 2026-27

1. Postal Operations

FINANCIAL OUTLAY (Rs in Cr)	Output 2026-27			Outcomes 2026-27		
	Output	Indicators	Targets	Outcome	Indicators	Targets
324.99	1. Strengthen the rural postal network and enhance citizen centric service delivery. (Rural Business)	1.1 Number of Branch Offices (BOs) standardised and branded during the FY 2026-27.	167	1. Augmentation in digitization of Postal Transactions for the convenience of Customers	1.1 (%) increase in the number of Postal transactions in these Posts Offices with reference to the previous financial year	10%

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1.2 Number of SOs (Sub Post Offices) upgraded in term of critical infrastructure during the FY 2026-27.	2416		
1.3 Number of BOs (Branch Post Offices) upgraded in term of critical infrastructure during the FY 26-27	11846		
1.4 Number of letter boxes installed in rural areas in the FY 26-27	11846		
1.5 Number of Signages installed in rural areas in the FY 26-27	3896		
1.6 Provision of cash chests in rural areas in the FY 26-27			

2. Mail Network Optimization	2.1 Total no. of unregistered L1 and L2 Mail offices upgraded in the FY 2026-27*	28	2. Strengthening of articles handling capacity	2.1 (%) Increase in articles delivered on D+0 from delivery offices in comparison to previous financial year**	2%
	2.2 Total no. of branches of delivery post offices upgraded in the FY 2026-27	1700			
3. Parcel Network Optimization	3.1 Construction of Parcel Hubs (L2) in the FY 2026-27 (in Numbers)	16	3. Increase in Handling Capacity	3.1 (%) increase in parcel handling capacity in comparison to previous financial year	15%
	3.2 Establishment of Parcel Packaging Units (PPUs) in the FY 2026-27 (in Numbers)	100	4. Provide reliable packaging to customers to ensure reliability in parcel transmission and delivery	4.1 (%) increase in number of PPU transactions in comparison to previous financial year	10%

4. Strengthen India Post's role in international trade facilitation	4.1 Number of exporters workshops to be organized in the FY 2026-27.	100	5. Increase in shipment booked and export value	5.1 (%) Increase in the shipments booked through online mode (DNK Portal) in comparison to previous financial	10%
	4.2 Number of Office of Exchange (OEs), out of total 8, to be upgraded in the FY 2026- 27	1		5.2 (%) increase in export value booked through online mode (DNK Portal) in comparison to financial year	10%
5. Marketing Functions of Department	5.1 No. of Social Media Campaigns conducted for public awareness in FY 2026-27	20 per year	6. Social Awareness, Wider reach/ presence in local media & Promotion of Philately	6.1 No. of people digitally outreached through social media public awareness campaign in FY 2026-27 with reference to 60,000 people per campaign in the previous financial year	80,000 people per campaign

			5.4 Number of Philately advertising and publicity campaigns to be organized in FY 2026-27	2 Campaigns (Dhai Akhar & SPARSH)	8. Promotion of Philately	8.1 No. of new Philately Deposit Accounts (PDAs) to be opened in FY 2026-27 as compared to 12000 PDAs in the previous financial year.	15000
			5.5 Number of Philatelic exhibitions to be organized in FY 2026-27	33		8.2 Number of visitors in exhibitions (including students) who will gain knowledge about Philately in FY 2026-27	45000

*** Description of L-1 & L-2 Mail Offices:**

L-1 Unregistered (Unaccountable) Hubs: National-level sorting offices for letters, postcards, inland letter cards, registered newspapers, magazines, and periodicals; bags are exchanged with all L-1 hubs nationwide, all L-2 hubs within the circle, and mapped post offices.

L-2 Unregistered (Unaccountable) Hubs: Circle-level sorting offices mapped to an L-1 hub; bags are exchanged with all L-1/L-2 hubs within the circle and mapped post offices.

**** D+0** refers to the delivery of postal articles on the same day as their receipt at the delivery office. An increase in delivery of articles on D+0 from delivery offices indicates enhanced operational efficiency, enabling articles to be sorted, processed, and delivered without carryover to the next working day.

2. Human Resource Management

FINANCIAL OUTLAY (Rs in Cr)	Output 2026-27			Outcomes 2026-27		
	Output	Indicators	Targets	Outcomes	Indicators	Targets
35.00	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 Number of Training Programmes conducted in FY 2026-27 1.2 Number of officials to be trained in FY 2026-27 (in Lakh)	3500 1.25 Lakhs	1. Upgraded training facilities for postal workers, focusing on technological integration and holistic skill enhancement	1.1 Number of trained online/offline, officials who are adopting new practices in FY 2026-27 with reference to 1.25 Lakh officials in the previous financial year	1.25 Lakhs

3. Estates Management

FINANCIAL OUTLAY (Rs in Cr)	Output 2026-27			Outcomes 2026-27		
	Output	Indicators	Targets	Outcome	Indicators	Targets
120.01	1. Construction and face-lifting of post office buildings and addressing gender concerns leading to improved customer experience staff relations and better postal operations	1.1 Number of new Post Offices' buildings constructed in FY 2026-27. 1.2 Number of existing Postal Buildings / Administrative office / Office space upgraded in 2026-27 1.3 Number of heritage buildings preserved in FY 2026-27.	45	1. Reduced long term cost, provides stability, security and control over the premises without increasing cost of lease renewal.	1.1 Number of newly constructed Post Offices' buildings which are functional and operational in FY 2026-27 1.2 Number of existing buildings/Administrative office space made accessible to PwDs in FY 2026-27	40