

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF POSTS**

**RAJYA SABHA
UNSTARRED QUESTION NO. 2608
TO BE ANSWERED ON 25TH MARCH, 2022**

SERVICES AND PROFIT OF INDIA POST

2608 SHRI ABIR RANJAN BISWAS:

Will the Minister of Communications be pleased to state:

- (a) the profit of India Post since 2016, year-wise;
- (b) the details of the services which are being provided by the India Post;
- (c) whether the services which are provided by the India Post are running at a profit;
- (d) if so, the details of the profit since 2016, service-wise and year-wise; and
- (e) the reasons for not taking appropriate steps when the recovery is less than the service cost in the postal business of India Post?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS
(SHRI DEVUSINH CHAUHAN)**

- (a) The revenue and expenditure of Department of Posts since 2016 is as follows:

	In Crores					
Year	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Revenue	12939.79	11511.00	12832.76	13195.68	13558.20	10632.31
Expenditure	18946.97	23480.95	25248.59	27173.06	28371.34	28327.61

- (b) Departments of Posts provides the following services:-

- (i) Mail and Parcel services.
- (ii) Money Remittances
- (iii) Post Office Savings Schemes
- (iv) Postal Life Insurance
- (v) Other retail services

(c) & (d) Keeping in view the overall revenue and expenditure of the Department, services offered by the Department of Posts as a whole do not entail any profit to the Department.

(e) Department regularly reviews its offerings and takes appropriate action including introduction of new products and services to offer value additions to make them more customer and business centric with a view to recover the cost of operation and generate additional revenue. Further, Department also regularly monitors its expenditure to control the revenue expenditure gap.
