

No. 6-1/2018-PBI (Pt)
Government of India
Ministry of Communications
Department of Posts
(PBI Division)

Dak Bhawan, New Delhi
Dated 27 August 2025

To,
All CPMsG

Subject: Replacement of Existing SIM Cards with Reliance JIO in Branch Post Offices — Regarding.

Madam/Sir,

I am directed to state that India Post Payments Bank (IPPB) has finalized M/s Reliance JIO as the new Telecom Service Provider for supplying SIM cards to be used in Branch Post Offices (BOs), replacing existing SIMs from Airtel and Vodafone Idea.

2. In this regard, the detailed guidelines issued by IPPB for distribution, activation and reporting of the new SIM cards are enclosed reference and necessary action. The salient features of the guidelines are:-

- (i) Existing Airtel and Vodafone SIMs will be replaced by Reliance JIO SIMs.
- (ii) Existing JIO SIMs will continue as per current usage.
- (iii) The distribution will be based on AMS status as on 10 July 2025.
- (iv) SIMs will be distributed along with a buffer, and reporting of receipt and activation will follow formats shared by IPPB.
- (v) Circle SPOCs will play a key role in coordinating and reporting.
- (vi) Network complaints, if any, are to be escalated only through prescribed channels.

3. Therefore, Circles are requested to kindly ensure wide dissemination of the guidelines to all concerned units and complete this transition exercise in close coordination with IPPB Distribution and SIM Operations Teams.

Yours faithfully,

Encl: As above

(Mithilesh Kumar Mandal)
Assistant Director General (PBI-II)

Copy for information to:-

- (i) MD & CEO, IPPB
- (ii) DGM (Distribution), IPPB