

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

**RAJYA SABHA  
UNSTARRED QUESTION NO. 972  
TO BE ANSWERED ON 13<sup>TH</sup> FEBRUARY, 2025**

**MERGER OF RAILWAY MAIL SERVICE OFFICES WITH SPEED POST HUBS**

**972 SHRI A. A. RAHIM:**

Will the Minister of Communications be pleased to state:

- (a) the number of Railway Mail Service (RMS) offices that have been permanently closed since the issuance of the directive from the Department of Posts to merge RMS offices with Speed Post hubs;
- (b) the number of temporary employees who are expected to lose their jobs due to this directive, State-wise;
- (c) the number of permanent employees facing relocation as a direct result of this directive, State-wise; and
- (d) the manner in which Government plans to address the increased transit delays and costs resulting from relocating mail offices away from railway premises?

**ANSWER**

**MINISTER OF STATE FOR COMMUNICATIONS AND RURAL DEVELOPMENT  
(DR. PEMMASANI CHANDRA SEKHAR)**

- (a) Review of the mail processing network is a dynamic and ongoing process, where processing centers are relocated/merged in order to enhance operational efficiency, optimize resource utilization, and streamline mail processing for improved service delivery. No RMS office has been closed permanently. Instead Registered Processing hubs have been merged with nearby Speed Post processing hubs for operational convenience.
- (b) No such case has come to the notice of the Department.
- (c) Permanent employees of the Department of Posts have a transfer liability, and their postings are governed by extant transfer policies.
- (d) The relocation of mail offices away from railway premises has been undertaken to bring in efficiencies by co-locating different processing hubs, for optimal resource utilization, to achieve improved mail processing and reliability in mail delivery. The co-location of processing hubs offers greater advantages for the Road Transport Network operations by way of reduced number of handlings, arrival/departure timings as per operational requirements and deploying additional vehicles to cater to seasonal surges.

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