

No. Y-28/5/2025-PE-II
Government of India
Ministry of Communications
Department of Posts
(Establishment Division)

Dak Bhawan, Sansad Marg,
New Delhi - 110001.

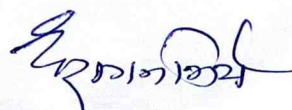
Dated: 27th March, 2026

OFFICE MEMORANDUM

Subject: Duties and Responsibilities of Secretary (Posts) & Chairperson of the Postal Services Board and the Director General (Postal Services) - reg.

This is with reference to this Division's OM of even number dated 30.07.2018 towards duties and responsibilities of Secretary (Posts) and Director General (Postal Services). The Competent Authority has ordered revision of Duties and Responsibilities of Secretary (Posts), Chairperson Postal Services Board and Director General (Postal Services) as under:

Sl. No.	Line Items	Secretary (Posts)	DGPS
1	Legislative matters	Legislative matters, including matters related to the Post Office Act 2023, any other Act of the Department of Posts and Post Office Rules 2024, including Subordinate Legislation, except as specifically assigned to the Director General (Postal Services)- including amendments to the act & Rules, interpretation of statutory provisions, and formulation or modification of Rules framed under the Act.	Legislative matters specifically assigned to the Director General (Postal Services) under the Post Office Act, 2023 and its subordinate legislation and any other Act of the Dept. and subordinate legislation.
2	Matters relating to the Department of Posts	Policy matters including policy matters related to duties and responsibilities assigned to the Director General (Postal Services)	Implementation, enforcement and day-to-day management of Acts for ensuring compliance with their provisions thereby transforming legislative intent into operational actions.
3	Pension matters	Pension related matters other than those assigned to DGPS.	Pension related matters other than those assigned to Secretary (Posts).



4	Establishment related policies and norms of the Department of Posts.	Establishment matters other than those assigned to DGPS.	Establishment matters other than those assigned to Secretary (Posts).
5	All administrative powers as mentioned in schedule No. 1-C of Postal Manual Vol.III	Other than those assigned to DGPS	Other than those assigned to Secretary (Posts)
6	Court Cases involving policy issues and/or having financial implications.	Court Cases involving policy issues and/or having financial implications.	Legal matters and Court Cases other than those involving policy issues and/or having financial implications.
7	Planned Schemes and Projects.	Matters relating to formulation of Planned Schemes and Projects.	Implementation of Planned Schemes and Projects.
8	International Relations and International Mails	(i) International Relations and International Mails (ii) International tie ups, including the power to correspond with the Universal Postal Union and Restricted Postal Unions and foreign postal administrations and other international bodies/fora.	(i) Implementation and monitoring of International Mails (ii) International Mails related products development.
9	Vigilance and Investigation	Vigilance matters	Investigation.
10	Postal Research & Development Wing	Sectoral Research and Development.	i. Network related Research and Development. ii. Material Management & related Research and Development.
11	Statistical Wing	Policy related Data and Statistics.	Operations related Data and Statistics.

12	Training and Human Resource Development.	Policy matters of Government of India related to training, capacity building etc.	Implementation of Training. Monitoring quality of training programmes of RAKNPA and PTCs. Co-ordination with other Departments with reference to training programmes organized by other Ministries/Departments/Organizations
13	Postal Accounts and Finance Wing (PAF), including budgetary matters	Budgetary Control	Accounting and Operations.
14	DIGIPIN and Digital Address Code (DAC), a Central Sector Scheme.	Matters relating to DAC (Digital Address Code) a Central Sector Scheme: The policy framework, conceptualization, legislative and subordinate legislation on matters related to the DAC, its cross sectoral implementation at national and international level.	Implementation & development of use cases for DIGIPIN and the Digital Address Code (DAC) in the operations of Dept. of Posts
15	Matters related to Group 'A', 'B' and 'C' Cadres.	<ul style="list-style-type: none"> i. Redeployment and redesignation of Group 'A' posts. ii. Transfer/Posting of all Group 'A' officers of the Department of Posts iii. Promotion matters of Group 'A' officers of the Department of Posts iv. Recruitment Rules of all Group 'A', 'B' and 'C' cadres of the Department of Posts v. Cadre restructuring of all Group 'A', 'B' and 'C' cadres of the Department of Posts 	<ul style="list-style-type: none"> i. Recruitment of Group 'B' and 'C' Cadre staff. ii. Transfer/Posting of all Group 'B' & 'C' officers of the Department of Posts iii. Redeployment and redesignation of Group 'B' and 'C' posts. iv. Promotion matters of Group 'B' & 'C' officers of the Department of Posts

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16	Petitions.	Petitions related to Group 'A' Officers of the Department of Posts	Petitions related to Group 'B' and 'C' cadre staff.
17	Philately	Policy Matters	Operations
18	Financial Services Matters	(i) Policy Matters (ii) Inter ministerial and International Policy matters	(i) Operations of Savings Bank /Certificates, Financial Services other than India Post Payments Bank (IPPB). (ii) Matters relating to the compliance of the Department of Posts with the Prevention of Money Laundering Act (PMLA), 2002.
19	Estates	Policy matters related to Estates, including Estates Monetization Policies etc.	Maintenance, Operations & Management
20	Postal Life Insurance (PLI), Rural Postal Life Insurance (RPLI) Schemes and Operations.	Policy Matters.	Operational Authority vested in DGPS.
21	Appointing and disciplinary powers mentioned in Part-II of the Schedule of CCS (CCA) Rules, 1965.	Group 'A'.	Authority vested in DGPS up-to Group 'B'.
22	Information Technology Project 2.0 of Department of Posts	All matters related to strategic policy formulation, overall Governance and Architecture of IT 2.0.	All matters related to O&M including oversight of development, deployment, performance monitoring under IT Project 2.0
23	Matters relating of Centre of Excellence in Postal Technology (CEPT), Software Development Centre and Data Migration Centre	International consultancy, Strategic Cooperation with Foreign Postal Administrations and Commercialization of Software solutions for Foreign Postal Administration. CEPT Policy matter.	CEPT O&M matters and Life cycle Management (development, deployment, maintenance and enhancement) of the existing and new applications managed in-house.

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24	Postal Operations	Matters related to international organizations & inter-ministerial consultations pertaining to Postal Operations Division	All matters related to policy and operations for the products & services handled by PO Division
25	Medical cases	All Medical cases as decided by Nodal Ministry.	--
26	Corporate Planning	Formulation, processing, and monitoring of Annual Plans and budget-related work appraisal and approval of departmental schemes.	--
27	Matters relating to Rule 8 of the CCS (Pension) Rules, 2021	Authority vested in Secretary (Posts).	--
28	Communication Strategies and Policies of the Government of India.	Authority vested in Secretary (Posts).	--
29	Write-Off losses.	Authority vested in Secretary (Posts).	--
30	Official Language, implementation of Official Language policy	Authority vested in Secretary (Posts).	--
31	Matters relating to the India Post Payments Bank (IPPB)	Policy matters, Operation and Delivery of Services and Implementation of Planned Schemes.	--
32	Parliament Assurances.	Authority vested in Secretary (Posts).	--
33	All other matters not specifically entrusted to Director General (Postal Services).	Authority vested in Secretary (Posts).	--
34	Citizen Centric Services	--	Authority vested in DGPS.

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35	Formulation of the Annual Business Plan of the Department of Posts, assignment of targets and monitoring of performance	--	Authority vested in DGPS.
36	Staff Relations, Welfare, Sports.	--	Authority vested in DGPS.
37	Planning of the network of the Department of Posts, including franchises	--	Authority vested in DGPS.
38	Branch Post Office infrastructure.	--	Authority vested in DGPS.
39	Engineering Wing.	--	Authority vested in DGPS.
40	Engagement and Conduct Rules of Gramin Dak Sevaks (GDS) and related matters.	--	Authority vested in DGPS.
41	Media, Marketing, social media, Publicity, implementation of Communication Strategies in the Department of Posts.	--	Authority vested in DGPS.
42	Customer satisfaction, Quality Assurance and Inspections/Visits.	--	Authority vested in DGPS.
43	Rural business including Viksit Bharat - Guarantee for Rozgar and Ajeevika Mission (Gramin) (VB-G RAM G) Act, 2025 and social security payments.	--	Authority vested in DGPS.
44	Tariff and Costing including cost advisor	Policy matters	Operation/Implementation.
45	RTI matters.	--	Authority vested in DGPS.

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This OM supersedes all previous orders issued in this regard and takes immediate effect.

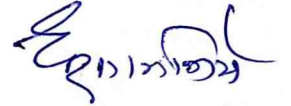


(Raj Kumar)

Deputy Director General (Establishment)

Copy to:

1. PS to Hon'ble MoC
2. PS to Hon'ble MoSC
3. Sr. PPS to Secretary (P)/PPS to DG (Postal Services)
4. Sr.PPS to all Members, Postal Services Board
5. Sr. DDG (Vigilance)/CGM PLI/CGM (Parcel & CCS)/Sr. DDG (PAF)
6. Director, RAKNPA
7. All Chief Postmasters General
8. JS&FA
9. All DDsG/GMs in Postal, PLI and Parcel & CCS Directorates
10. Additional Director General, Army Postal Service, C/O 56 APO
11. All Postmasters General
12. All Directors/AGMs in Postal, PLI and Parcel & CCS Directorates
13. DG P&T Accounts, Civil Lines, New Delhi - 54
14. All Directors of Accounts (Postal)
15. GM CEPT- with a request to upload the OM on the India Post Website.
16. All Sections of Postal Directorate
17. All recognized Unions/Federations/Associations.
18. SO Guard File



(Dhammajyoti Gajbhiye)

Director (Establishment and Planning)