

**ADDRESS BY THE HON'BLE PRESIDENT OF INDIA  
SMT DROUPADI MURMU  
ON THE OCCASION OF CALL ON BY THE PROBATIONERS OF  
INDIAN POSTAL SERVICE**

**Rashtrapati Bhavan, August 11, 2023**

At the outset, I would like to congratulate you all for clearing the civil services examination and making it to the Indian Postal Service. I welcome you all to Rashtrapati Bhavan.

As you know, the Department of Posts, with its remarkable 160-year journey, stands as a beacon of service to our nation. Its extensive network of nearly 1,60,000 Post Offices makes it the largest postal network in the world. Throughout its history, the Department of Posts has been connecting people across the country and delivering goods till the last mile.

As you take up your domain roles, you must shoulder the responsibility of steering the esteemed legacy of this institution into a brighter future and a world with even higher connectivity.

Dear probationers,

You all are aware of the emotional connect people have about writing and posting letters. The joy of receiving and holding a letter in hand is still recalled fondly by older generation. The image of the postman, or Dakiya, cycling down the streets with his bag of letters, holds a special place in our memories. It is the Department of Posts that safeguards this nostalgia, preserving the tradition of letter writing. In an era dominated by digital communication, it remains a vital bridge, connecting individuals and weaving communities together.

Across our diverse land, the Indian postal network acts as a unifying thread, binding together our vast array of cultures and traditions. From the Himalayan peaks to the southern shores, India Post extends its services to doorsteps, carrying not just parcels but also the dreams and aspirations of millions. Your role as officers of Indian

Postal Service revolves around serving the people of this nation and therefore a customer-centric approach is required.

My dear young officers,

Technology has revolutionized the way we communicate. In an age marked by instant messaging and social media, the Department of Posts must evolve to stay relevant. Your credibility and trust among millions of citizens are your strength.

I am happy to know that the Department is actively modernizing its services to adapt to the digital landscape. An extensive IT induction and modernization project, focusing on business process re-engineering, is underway. As young probationers, your innovative ideas will be invaluable in this transformative journey.

The commendable role of your department in financial inclusion deserves a special appreciation. The department has undertaken strategic initiatives to bridge the financial gap and empower marginalized communities. Through its innovative approach, the Department of Posts has become a channel for economic empowerment, ensuring that even the remotest regions have access to basic financial services.

Department of Posts has played a pivotal role in disbursing government subsidies, welfare payments, and pensions. This seamless distribution of funds through post offices has reduced the dependency on intermediaries and minimized leakages. The officers of Indian Postal Service through their untiring efforts, have ensured that the intended beneficiaries receive their entitlements directly and promptly.

The future of postal services in India is promising as our nation strides towards becoming the world's third-largest economy. Automation and digital advancements will enhance efficiency, while last-mile connectivity will remain a priority, especially in remote regions. Your commitment to financial inclusion will continue to empower the underserved, contributing to our country's economic growth. The expectations from Indian Postal Service officers are high

and I am confident that you will live upto the expectations of our nation.

In the end, I wish you all a successful and fruitful career and a bright future in service of the nation.

Thank you,

Jai Hind!