

# **Kisan Vikas Patra**

## **Vision**

- India Post's products and services will be the customer's first choice.

## **Mission**

- To sustain its position as the largest postal network in the world touching the lives of every citizen in the country.
- To provide mail parcel, money transfer, banking, insurance and retail services with speed and reliability.
- To provide services to the customers on value-for-money basis.
- To ensure that the employees are proud to be its main strength and serve its customers with a human touch.
- To continue to deliver social security services and to enable last mile connectivity as a Government of India platform.

## **Core Values**

- We will maintain our iconic status as a unique and trusted national institution by:
- Always providing the human touch in all our interactions with society
- Being responsive and reliable
- Demonstrating the highest order of integrity, honesty, transparency and professionalism
- Discharging our responsibilities towards the society in an environment of deep trust, mutual respect and a culture of **service before self**.

## **Strategic Goals**

- Achieve the long term goal of financial self-sufficiency by generating surpluses from services (existing & new) outside our universal service obligation
- Develop, implement and operate a system of standards with accountability for performance
- Develop a scalable and flexible technology infrastructure to support our operations
- Be the preferred, trusted and reliable service partner for all customers
- Ensure that India Post acquires all required people capabilities to deliver its chosen services portfolio
- Be the interface between citizens and the government