GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF POSTS

LOK SABHA
UNSTARRED QUESTION NO. 129
TO BE ANSWERED ON 7TH DECEMBER, 2022

MODERNISATION OF POSTAL DEPARTMENT

†129.   DR. BHARATIBEN DHIRUBHAI SHIYAL:
          DR. NISHIKANT DUBEY:

Will the Minister of COMMUNICATIONS be pleased to state:

(a)   whether the Government is working on any action plan to digitise and modernise the working of postal department;

(b)   if so, the details thereof and the steps taken/ proposed for digitisation, State/UT-wise;

(c)   whether the department has any action plan to ensure fast communication between source and destination;

(d)   if so, the details thereof and if not, the reasons therefor;

(e)   the steps taken/proposed to be taken to increase the business of the Department of Posts and Communications along with the details of profit and loss incurred as a result thereof;

(f)   the total investment made in the modernisation project during each of the last three years and the current year in States, including Jharkhand;

(g)   the total number of Post Offices modernised and converted into Multi-Service Centres in the country under the 'Public Internet Access Programme — National Rural Internet Mission', State/UT-wise along with citizen centric services delivered by them; and

(h)   the total number of Post Offices yet to be modernised and converted into Multi-Service Centres in the country, State/UT-wise?

ANSWER

MINISTER OF STATE FOR COMMUNICATIONS
(SHRI DEVUSINH CHAUHAN)

(a)   The Department has implemented 'Information Technology (IT) Modernisation Project' for digitisation and modernisation of Postal Department.

(b)   The details of the steps taken for digitization of the Postal Department are as under:
   i.   All the 25,099 Departmental Post Offices have been computerized and networked. The Department has also modernized 1,29,854 Branch Post Offices in the rural areas of the country by providing Subscriber Identification Module (SIM) based hand held point of sale devices for providing postal and financial services. The Postal Circle wise (including all State and Union Territories (UTs)) number of Post Offices modernised is given in "**Annexure -1".**

ii. A central server based integrated, modular and scalable solution for all the operations of Department of Posts including Banking, Insurance, Mails, Human Resources and Finance & Accounts has been provided. The Project also involved creation of Information Technology (IT) Infrastructure like Data Centre (DC), Disaster recovery Centre (DRC) and setting up Wide Area Network (WAN).

iii. Core Banking Services (CBS) and Core Insurance Services (Postal Life Insurance and Rural Postal Life Insurance) have been provided in all the Post Offices in the country.

iv. Automated Teller Machine (ATM), Internet Banking, Mobile Banking, National Electronic Fund Transfer (NEFT), Real Time Gross Settlement (RTGS) and e-Passbook facilities are provided to customers.

(c) & (d)   Yes Sir. The details are as below:

i. All the Post Offices have been networked on a single Wide Area Network (WAN) to ensure fast transmission of information among all Post Offices.

ii. Department has started sharing Electronic Advance Data (EAD) of international postal articles with other postal administrations to improve security, reduce delay in handling and expedite processing in Customs.

iii. A robust system for online track and trace with Management Information System (MIS) from booking to delivery has been put in place.

(e)   In order to increase the business, Department regularly reviews its offerings and takes appropriate action to offer value additions to make them more customer and business centric. Further, new products and services are introduced as per customer's requirements and market needs. In the recent past, Department has also set up dedicated bulk mail/ Parcel Processing centres and established Nodal delivery centres for mechanisation of the Parcel delivery and increase the revenue from Parcel business. Moreover, commercial exports have been enabled through Postal channel by introduction of Postal Bill of Exports by Customs.

The Department in tie up with Government organizations is providing various citizen centric services viz. Aadhaar enrollment & updation facilities, Post Office Passport Seva Kendras, Passenger Reservation facilities, Digital Life certificates etc.

The details of revenue receipt, revenue expenditure and revenue deficit for the last three financial years is given in "**Annexure -2**".

(f)   The total investment in the 'Information Technology (IT) Modernisation Project' in the last three years and current year is as under:

Financial Year	Expenditure (Rupees in crore)
2019-20	410.69
2020-21	814.09
2021-22	778.06
2022-23 (up to October 2022)	549.57

The project has been implemented centrally pan -India. Hence, State/ Union Territory (UT) - wise expenditure is not applicable.

(g) & (h)   1,54,953 Post Offices including 1,29,854 Rural Branch Post Offices are modernised and enabled for multifunctional delivery of Government Services. 13,352 Aadhaar Enrolment and updation Centres and 429 Passport Seva Kendra are functional in Post Offices. Further, 1,20,196 Post offices are providing Common Service Centre (CSC) Services. The Postal Circle-wise (including all State and UTs) details are given in "**Annexure -3**. 4493 Branch Post Offices are pending for modernisation. The Postal Circle-wise (including all State and UTs) details are given in **"Annexure -4".**

Annexure referred to in reply of Para (b) for Lok Sabha Unstarred Question No. 129 to be answered on 7th December, 2022 regarding "Modernisation of Postal Department"

Postal Circle wise (including State/UT) list of Modernised Post Offices :

Sl No	Name of the Postal Circle (including State/UT)	Number of Departmental Post Offices Modernised	Number of Branch Post Offices Modernised	Total Number of Post Offices Modernised
1	Andhra Pradesh	1,565	9,029	10,594
2	Assam	623	3,391	4,014
3	Bihar	1,075	8,007	9,082
4	Chhattisgarh	353	3,050	3,403
5	Delhi	382	64	446
6	Gujarat (including UT of Dadra and Nagar Haveli and Daman and Diu)	1,208	7,635	8,843
7	Haryana	508	2,187	2,695
8	Himachal Pradesh	471	2,325	2,796
9	Jammu & Kashmir (including UTs of Jammu &Kashmir and Ladakh)	263	1,415	1,678
10	Jharkhand	467	2,682	3,149
11	Karnataka	1,698	7,926	9,624
12	Kerala (including UT of Lakshadweep)	1,509	3,555	5,064
13	Madhya Pradesh	1,015	7,261	8,276
14	Maharashtra (including State of Goa)	2,213	10,735	12,948
15	North East (including States of Arunachal Pradesh, Manipur, Meghalaya, Tripura, Mizoram and Nagaland)	343	2,527	2,870
16	Odisha	1,212	7,068	8,280
17	Punjab (including UT of Chandigarh)	753	3,099	3,852
18	Rajasthan	1,314	8,978	10,292
19	Tamilnadu (including UT of Puducherry)	2,597	9,265	11,862
20	Telangana	826	4,970	5,796
21	Uttar Pradesh	2,540	15,119	17,659
22	Uttarakhand	395	2,317	2,712
23	West Bengal (including State of Sikkim and UT of Andaman and Nicobar Islands)	1,769	7,249	9,018
	Total	**25,099**	**1,29,854**	**1,54,953**

Annexure referred to in reply of Para (e) for Lok Sabha Unstarred Question No. 129 to be answered on 7th December, 2022 regarding "Modernisation of Postal Department"

Details of Revenue Receipt, Revenue Expenditure and Revenue Deficit for the last three financial years :

Particulars	Amount (In Crore Rupees)		
Financial Year	2021-22	2020-21	2019-20
Net Revenue Receipt	10860.79	10632.31	13558.2
Net Revenue Expenditure	29721.43	28327.61	28371.34
Revenue Deficit	18860.64	17695.3	14813.14

Annexure referred to in reply of Para (g & h) for Lok Sabha Unstarred Question No. 129 to be answered on 7th December, 2022 regarding "Modernisation of Postal Department"

Postal Circle wise (including State/UT) list of Post Offices providing Post Office Passport Seva Kendra (POPSK) services, Aadhaar services and Common Service Centre (CSC) Services :

Sl No	Name of the Postal Circle (including State/UT)	Number of Post Offices providing POPSK Services	Number of Post Offices providing Aadhaar Services	Number of Post Offices providing CSC Services
1	Andhra Pradesh	20	578	9,362
2	Assam	15	216	1,981
3	Bihar	35	582	3,306
4	Chhattisgarh	7	161	2,781
5	Delhi	5	261	58
6	Gujarat (including UT of Dadra and Nagar Haveli and Daman and Diu)	25	878	7,505
7	Haryana	11	289	1,590
8	Himachal Pradesh	6	254	2,195
9	Jammu & Kashmir (including UTs of Jammu &Kashmir and Ladakh)	6	87	412
10	Jharkhand	14	207	1,833
11	Karnataka	23	869	8,048
12	Kerala (including UT of Lakshadweep)	8	1,050	4,631
13	Madhya Pradesh	18	473	8,012
14	Maharashtra (including State of Goa)	39	1,293	12,014
15	North East (including States of Arunachal Pradesh, Manipur, Meghalaya, Tripura, Mizoram and Nagaland)	5	122	1,135
16	Odisha	20	473	7,843
17	Punjab (including UT of Chandigarh)	9	503	1,276
18	Rajasthan	24	600	9,165
19	Tamilnadu (including UT of Puducherry)	30	1,436	8,710
20	Telangana	14	266	3,571
21	Uttar Pradesh	48	1,424	15,392
22	Uttarakhand	6	214	1,644
23	West Bengal (including State of Sikkim and UT of Andaman and Nicobar Islands)	41	1,116	7,732
	Total	**429**	**13,352**	**1,20,196**

Annexure referred to in reply of Para (g & h) for Lok Sabha Unstarred Question No. 129 to be answered on 7th December, 2022 regarding "Modernisation of Postal Department"

Postal Circle wise (including State/UT) list of Branch Post Offices which are yet to be Modernised :

Sl No.	Name of the Postal Circle (including State/UT)	Number
1	Andhra Pradesh	14
2	Assam	0
3	Bihar	225
4	Chhattisgarh	1,009
5	Delhi	77
6	Gujarat (including UT of Dadra and Nagar Haveli and Daman and Diu)	4
7	Haryana	8
8	Himachal Pradesh	0
9	Jammu & Kashmir (including UTs of Jammu &Kashmir and Ladakh)	23
10	Jharkhand	859
11	Karnataka	0
12	Kerala (including UT of Lakshadweep)	1
13	Madhya Pradesh	518
14	Maharashtra (including State of Goa)	742
15	North East (including States of Arunachal Pradesh, Manipur, Meghalaya, Tripura, Mizoram and Nagaland)	67
16	Odisha	212
17	Punjab (including UT of Chandigarh)	10
18	Rajasthan	0
19	Tamilnadu (including UT of Puducherry)	0
20	Telangana	418
21	Uttar Pradesh	229
22	Uttarakhand	13
23	West Bengal (including State of Sikkim and UT of Andaman and Nicobar Islands)	64
	Total	4,493

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