GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:2943
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BANKING SERVICES AT POST OFFICES
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the number of Post Offices located in the Country, State-wise;

(b) whether the Government has any proposal to train and equip the functioning of post offices to handle the banking needs including provision of ATM facility to the customers;

(c) if so, the details thereof; and

(d) the steps taken by the Government to make the post offices a profitable organization?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT)

(a) The number of post offices located in the country is 1,55,015 (as on 31.03.2009). State and Union Territory-wise list containing number of post offices is given in the Annexure.

(b) & (c) There is a proposal to introduce Core Banking Solution(CBS) in 4,000 post offices for ensuring "anytime, anywhere and any branch banking" in these 4000 post offices. There is a financial outlay of Rs.106 crores for development of CBS software, customer relations management, training, project management unit, centralised back office etc. during the 11th Five Year Plan. The project aims at provision of delivery channels like ATM, internet, phone and mobile banking services besides streamlining the existing operations of savings schemes /savings certificates. Till now, 117 officers have been imparted CBS appreciation training and 60 operative officials have attended workshop on Core Banking.

(d) Government has taken the following steps to make the post offices a profitable organization:

(i) Modernize mail operations through improved transmission of mails, parcel and logistics between major cities, setting up of automatic mail processing centres for faster processing of mails and rationalization of the existing mail network.

(ii) Induction of technology in speed post network and financial services so as to increase the efficiency of operations.

(iii) Leveraging the postal network to provide various utility services.

(iv) Utilizing technology for improving productivity in post offices.

(v) Imparting need based training to all staff.