

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:145

ANSWERED ON:26.07.2010

MODERNISATION OF POST OFFICES

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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the Government has introduced any scheme for modernisation of post offices in the country;
- (b) if so, the details thereof;
- (c) whether all rural post offices have already been included under this scheme;
- (d) if not, the reasons therefor; and
- (e) the time by which all the post offices of the country are likely to be included under this scheme?

Answer

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

(a) & (b) Yes, Madam. Project Arrow has been launched with objective of modernizing the post offices and make visible, tangible and noteworthy differences in the post offices operations that matter to "Aam Aadmi". The project envisages Upgradation of Post Offices in urban and rural areas both in terms of upgrading and enhancing the quality of service in 'core areas' and improving the 'look and feel.' The project aims at creating a conducive and friendly work environment both for the staff and the customers visiting the Post Offices, providing all IT enabled services through secure connectivity, improving the service quality levels in the core business areas e.g. Mail delivery, Remittances both electronic and manual and Postal Savings Scheme. It was launched initially on proof of concept basis in 50 post offices in Phase I. After the successful completion of the Phase I, it was implemented in 450 post office in Phase II and in 500 post offices in Phase III across the country including rural areas. In the current financial year Project Arrow is being extended to 500 more post offices across the country. Project Arrow aims at comprehensive improvement of the core operations of the post office as well as the ambience in which postal transactions are undertaken. The response of the general public and the staff of the department to the initiatives have been overwhelmingly positive.

The initiative Project Arrow - Transforming India Post has also won the Prime Minister's award for Excellence in Public Administration for the year 2008-09.

(c) Head Post Offices and important Sub Post Offices located in rural areas are being covered under Project Arrow in a phased manner.

(d) & (e) Due to budgetary constraints, only about 500 post offices across the country are being modernised and upgraded in every financial year. In view of this it is not possible to say by when all the post offices in the country would be covered under this project.