

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

UNSTARRED QUESTION NO:2358  
ANSWERED ON:09.08.2010  
DIVERSIFICATION OF POSTAL BUSINESS  
Jagannath Dr. M.

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

- (a) whether the traditional relevance of post offices has been severely affected due to the upcoming of new era of Communication Technology;
- (b) if so, whether an alternate plan to diversify the functions, business and mandate has been brought into practice in the recent past for sustainable existence; and
- (c) if so, the details thereof alongwith any feed back report, if any, prepared so far regarding sale of rail/air tickets etc. in the country?

**Answer**

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

(a) No, Madam. The traditional relevance of Post Offices has not been adversely affected in this era of communication technology. The Department of Posts has taken a number of steps to leverage communication technology in order to optimize its resources and improve its quality of services to the citizens.

(b) & (c) The Department of Posts, keeping in view the need and the demand of the common citizen, has introduced a number of new services viz., Instant Money Order Service, Electronic Money Order Service, MoVidesh Service, ePost, ePayment, Express Parcel Post, Logistics Post Service etc. for diversifying its business and functions. The Department, by introducing technology, has been able to provide a number of value additions to its services in order to enhance customer satisfaction as well as to increase the revenue of the Department.

Some of the major steps taken by the Department of Posts in this regard are as under:-

- # Introduction of web based Track and Trace system called "SpeedNet" for Speed Post articles.
- # Web based connectivity of National and State Speed Post Centres spread across the country through SpeedNet leading to enhanced ability to track Speed Post articles.
- # Deployment of International Postal System software at Mumbai, Chennai, Kolkata and Delhi for tracing of international Speed Post articles.
- # Technological upgradation of major Speed Post Centres for improving the efficiency of the operations.
- # Launch of Project Arrow in the year 2008 to make visible, tangible and noteworthy difference in Post Offices that matters to the common man. The project focuses on improving the core operations of the post office as well as on upgrading the support infrastructure. 1000 Post Offices spread across the country have been covered under this project.

Regarding sale of rail tickets, Department of Posts is providing booking of railway reserved tickets through 102 Post Offices across India in association with Ministry of Railways. In addition, some Postal circles are providing e-tickets for rail and air travel.