

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

UNSTARRED QUESTION NO:328  
ANSWERED ON:23.02.2011  
PROJECT ARROW  
Singh Shri Dhananjay

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

- (a) the details of the nine point agenda of the Project Arrow of the Postal Department;
- (b) the targets set under this project and the extent to which success has been achieved in this regard; and
- (c) the present status of the scheme of providing ATM and rail ticket reservation facilities in the post offices?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SACHIN PILOT)

(a) The Project Arrow focuses on improvement in:-

1. Mail Delivery
2. Remittance
3. Savings Bank operations
4. Office Service Level
5. Branding
6. Infrastructure
- 7 Technology
8. Training

(b) The objective of the Project Arrow is to improve the Core Operational Areas and Look and Feel of identified Post Offices. The project envisages upgradation of identified Post Offices both in urban and rural areas 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 customers and the staff by providing various IT enabled services.

1000 Post Offices have been covered under Project Arrow till March, 2010 as per target and 530 Post Offices will be covered in the year 2010-11.

(c) Introduction of ATM is a part of computerized postal banking service. The introduction of this service is under active consideration. Rail ticket reservation facility is being provided through 120 Post Offices by Passenger Reservation System (PRS) with the help of terminals provided by the Ministry of Railways.