

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

STARRED QUESTION NO:273

ANSWERED ON:12.12.2012

MODERNISATION OF POST OFFICES

Gowda Shri D.B. Chandre;Siddeswara Shri Gowdar Mallikarjunappa

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

- (a) whether the Government has launched a scheme named 'Project Arrow' in the country;
- (b) if so, the salient features of the project, along with the number of post offices which are being covered under the scheme, circle/State-wise;
- (c) whether the expert committee, under the Chairmanship of Shri Ajay Shah, has made any reference to modernise and streamline the functioning of post offices in the country;
- (d) if so, the details thereof along with the action taken by the Government in this regard including the funds allocated and spent thereon, so far; and
- (e) the time frame fixed by the Government to modernise and computerize all the post offices in the country?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI KAPIL SIBAL)

(a) to (e) A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (e) OF LOK SABHA STARRED QUESTION NO. 273 FOR 12TH DECEMBER, 2012 REGARDING "MODERNISATION OF POST OFFICES"

(a) Yes, Madam. The Government has launched a scheme named "Project Arrow" in April, 2008.

(b) The Department's Plan Scheme named "Project Arrow" aims at modernizing selected departmental post offices in the country by improving their ambience and infrastructure under its 'Look and Feel' component and quality of service under its 'Core Operations' component. The salient features of the project are: improvement in Mail Delivery, Money Remittances, Saving Bank Operations and Office Service Levels for the customers as well as standardization and up-gradation of Infrastructure, Branding, Technology and Training activities. As on 31st March 2012, 1736 post offices have been covered under "Look and Feel" activities and 780 more post offices are being undertaken during 2012-2013. Under Core Operations, 15583 post offices were covered by 31st March, 2012 and 3100 more post offices are added during 2012-2013. The circle wise details of post offices covered under both the streams of Project Arrow are given in the Annexure.

(c) & (d) The Expert Committee under the Chairmanship of Shri Ajay Shah submitted a report recommending that India Post Network should harness the rapid IT capacity expansion to deliver three basic integrated products to every Indian citizen, viz., savings account on banking platform, broad based payments network and mechanism to deliver micro loans. No funds were allocated or spent in this regard by the Department.

(e) 24969 post offices have been computerized as on 31.3.2012. 2500 post offices are being modernized under Project Arrow in the 12th Plan in addition to 1736 post offices already modernized. The number of post offices that can be covered in a financial year or during a plan period is restricted by availability of funds. It is therefore not possible to give a specific time frame for completion of computerization and modernization of all post offices in the country.