

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

UNSTARRED QUESTION NO:1862  
ANSWERED ON:05.12.2012  
FACILITIES TO DIFFERENTLY ABLED IN POST OFFICES  
Kumar Shri P.

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

- (a) whether many post offices in the country are not accessible to disabled people;
- (b) if so, the details thereof;
- (c) whether the Government has any plan to make the postal facilities more accessible to disabled people; and
- (d) if so, the details thereof and the action taken by the Government in this regard?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (Dr. (SMT.) KILLI KRUPARANI)

- (a) No, Madam. Barring few, most of the Post Offices are accessible to disabled people, all over the country.
- (b) 2924 number of Post Offices functioning in Departmental/Rented building are not accessible to disabled people.
- (c) Yes, Madam.
- (d) Instructions have already been issued to the Postal Circles to make provision for construction of ramps in a phased manner, besides providing lifts with Braille panel, wherever the post offices are accessible through lifts, and provisions of low-height counter(s) in post offices to facilitate when-chair users.