GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:175
ANSWERED ON:24.11.2014
COMPUTERISATION OF POST OFFICES
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Government has any proposal to modernise, computerise and digitalise (paperless) the post offices in the country;

(b) if so, the details thereof, State-wise;

(c) whether the Government has fixed any targets for modernisation/upgradation of the post offices in the country;

(d) if so, the details thereof; and

(e) the steps taken/being taken by the Government to expedite the modernization process of all the post offices in the country?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD)

(a) & (b) All the departmental post offices in the country have been computerized. The details of the same, state-wise , are tabulated below:-

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Sl.No. State   No. of Post Offices
    computerized
1 Andhra Pradesh  2344
2 Assam   632
3 Bihar   1043
4 Chhattisgarh  343
5 Delhi   393
6 Gujarat  1329
7 Haryana   490
8 Himachal Pradesh 462
9 Jammu & Kashmir  252
10 Jharkhand  455
11 Karnataka  1683
12 Kerala   1508
13 Madhya Pradesh  1075
14 Maharashtra  2220
15 North East  378
16 Odisha  1192
17 Punjab   771
18 Rajasthan  1334
19 Tamil Nadu  2578
20 Uttar Pradesh  2540
21 Uttarakhand  383
22 West Bengal  1740
 TOTAL  25,145
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includes the state of Telengana includes the state of Goa includes the states of Arunachal Pradesh, Manipur, Meghalaya, Mizoram,Nagaland,Tripura includes the state of Sikkim

(c) to (e) No specific target has been fixed for the modernization/upgradation of post offices in the country. The Government approved the IT Modernization Project of the department with a total outlay of Rs. 4909 crore in November, 2012. This Project aims at modernization and computerization of all post offices in the country. The Project is being implemented in 8 streams. The Operations and Maintenance (O&M) phase of the Project will continue till April 2023. The Project scope, present status and implementation timelines are furnished as under.

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Sl.No. Project  Scope    Present Status and
       implementation timelines
1 Data Center  Hosting and management of # Primary Data Centre made
 Facility (DCF)  central servers of all  operational w.e.f. 03.04.2013.
    Solutions in Data Centre  # DRC to be operational
    (DC) & Disaster Recovery by December2014
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Centre (DRC).

#	System	Description	Status
2	Network Integrator (NI)	Connecting ~28,800 Post Offices, Mail Offices & Administrative Offices with the Data Centre/DRC through a single Wide Area Network (WAN). Connectivity to be provided by two Network Service Providers at a time to ensure uninterrupted availability.	26000 locations out of total 28,800 locations have been connected with the Data CenterWAN Roll Out expected to be completed by December 2014
3	Financial Services Integrator (FSI)	Development of Software Solutions relating to Post Office Savings Bank and Postal Life Insurance. Implementation of Core Banking and Core Insurance Services through multiple delivery channels like internet, Interactive Voice Response (IVR),Mobile, ATM, and SMS.	# Installation & commissioning of Central Hardware – Completed. # CBS roll out underway. So far rolled out at 881 locations. # PLI Roll out completed at ~3500 locations. # ATM installed and commissioned at 4 locations. # Roll out of Core Banking/ Core Insurance Solutions & installation of ATMs is expected to be completed by 31.03.2016.
4	Core System Integrator (CSI)	Development of Software Solutions relating to Mail Operations,Postal Counters, Remittances, Ret ail, Inventory Management, Management of Human Resources, Finance & Accounts and Integration of all the solutions in a seamless manner.	# Installation & commissioning of Central Hardware – Completed. # Common Infrastructure Solution roll out is under progress in the following manner i. Email migration is completed. Email ids created,distribution is in progress. ii. Anti-Virus: installed on ~34,000 Desktops. iii. Active Directory: under progress. iv. Integration solution (ESB) and SMS gateway : completed. # User Acceptance Testing (UAT) for Software solutions has commenced. # Roll out of all the Solutions is expected to be completed by 31.12.2015.
5	Change Management (CM)	Preparing the Departmental staff and Gramin Dak Sevaks for the change being brought about by induction of Technology; for co-ordinating the training programs brought by other vendors.	# Implementation started on 15.10.2012. # It is an ongoing exercise aligned with the implementation of various other streams of the Project.
6 & 7	Rural ICT Project (Rural Hardware [RH] & Rural System Integrator [RSI]	Providing Hardware, Solar power panels and connectivity to Rural Post Offices. Developing Software Solutions relating to payment of MGNREGS and other government schemes, electronic Money Order & Integration of Extra Departmental Post Offices.	# Letter of Intent issued to the successful bidder in respect of RH RFP. # Contract to be signed shortly to be followed by ,commencement of implementation phase. # RSI vendor already selected, Implementation phase to commence shortly. # Roll out of is expected to be completed by 30.06.2016
8	Mail Operation Hardware (MOH)	Supplying 15,000 Hand-held devices to post offices and hardware to mail offices	# Postmen handheld devices for mail delivery in post offices and hardware for processing of mails in sorting offices are being procured centrally by placing orders on DGS&D. # Procurement is expected to be completed by 30.09.2015.