

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

UNSTARRED QUESTION NO:1391
ANSWERED ON:04.03.2015
PROJECT ARROW
Patil Shri Sanjay(Kaka) Ramchandra

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

- (a) the objective of 'Project Arrow' ;
- (b) whether the project has been implemented in all the post offices in the country;
- (c) if not, the reasons therefor, location-wise;
- (d) the performance of the project especially in 'Core Operations' of the post offices; and
- (e) the details of post offices in various States including Maharashtra benefited by the Project Arrow?

Answer

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

- (a) The objective of 'Project Arrow' is to improve the quality of services offered by Post Offices by improving the core operations and their ambience (Look and Feel).
- (b) No, Madam.
- (c) It is proposed to cover all Departmental Post Offices under Project Arrow in a phased manner. Post Offices are being added to the project year after year based on availability of funds. Details of post offices not yet covered under the Project are given at Annexure - 1.
- (d) As on date, 2615 post offices have been covered under 'Look and Feel' activities of the Project. As a result, the infrastructure and ambience at post offices has improved. As part of core operations, the quality of performance of post offices is measured regularly in the area of delivery of mail, money remittance and savings bank services. The following improvements have been made with respect to core operations:
 - (i) The percentage of various categories of mail delivered by post offices on the day of receipt itself has improved.
 - (ii) On an average, 92% of money orders are delivered by the post offices to payee on the day of receipt itself. 96% of money orders (booked) are transmitted electronically leading to faster delivery.
 - (iii) 98% of savings bank accounts in these post offices are digitized.
 - (iv) Through improved infrastructure, waiting time at post office counters for availing various services has been brought down.
- (e) Details of Post offices benefited by the Project in various States, including Maharashtra, are given at Annexure-2.