

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

STARRED QUESTION NO:17  
ANSWERED ON:07.07.2014  
MODERNISATION OF POST OFFICES  
Simha Shri Prathap

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

- (a) whether the Government has modernised, computerised and upgraded a number of post offices in the country and if so, the details of the post offices modernised/upgraded during the last three years and the current year, State/ UT-wise;
- (b) whether the Government has achieved the targets fixed for modernisation/upgradation of the post offices in the country and if so, the details thereof and if not, the reasons therefor;
- (c) the time by which the remaining post offices are likely to be modernised/upgraded/ computerised; and
- (d) the steps taken by the Government to expedite the modernisation process of all the post offices in the country?

**Answer**

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

(a) to (d) 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 (d) OF LOK SABHA STARRED QUESTION NO. 17 FOR 7TH JULY, 2014 REGARDING "MODERNISATION OF POST OFFICES"

(a) Yes, Madam. Government is upgrading the post offices by modernising and computersing the departmental post offices in a phased manner. The Department has conceived 'Project Arrow' in April 2008 for improving 'Look and Feel' of the post offices with a focus on infrastructure, branding, IT and human resource and also set-right the core areas under 'Core Operations' by improving the quality of service relating to mail delivery, remittances, Savings Bank and office service levels.

All the departmental post offices have also been computerised.

I. Circle-wise details of post offices modernised under 'Look & Feel' activities of Project Arrow in the last three years are given below:

| Sl. No. | Name of the Circle | 2011-12 | 2012-13 | 2013-14 |
|---------|--------------------|---------|---------|---------|
| 1.      | ANDHRA PRADESH     | 15      | 48      | 8       |
| 2.      | ASSAM              | 05      | 18      | 2       |
| 3.      | BIHAR              | 15      | 48      | 2       |
| 4.      | CHHATTISGARH       | 00      | 15      | 2       |
| 5.      | DELHI              | 05      | 25      | 5       |
| 6.      | GUJARAT            | 15      | 48      | 3       |
| 7.      | HARYANA            | 05      | 22      | 2       |
| 8.      | HIMACHAL PRADESH   | 03      | 15      | 2       |
| 9.      | JAMMU & KASHMIR    | 02      | 20      | 5       |
| 10.     | JHARKHAND          | 02      | 10      | 4       |
| 11.     | KARNATAKA          | 11      | 49      | 3       |
| 12.     | KERALA             | 10      | 35      | 2       |
| 13.     | MADHYA PRADESH     | 07      | 48      | 3       |
| 14.     | MAHARASHTRA        | 20      | 49      | 3       |
| 15.     | NORTH EAST         | 03      | 64      | 24      |
| 16.     | ODISHA             | 08      | 20      | 2       |
| 17.     | PUNJAB             | 00      | 35      | 2       |
| 18.     | RAJASTHAN          | 25      | 50      | 3       |
| 19.     | TAMIL NADU         | 10      | 49      | 3       |
| 20.     | UTTAR PRADESH      | 25      | 49      | 3       |
| 21.     | UTTARAKHAND        | 05      | 14      | 5       |
| 22.     | WEST BENGAL        | 16      | 49      | 12      |
|         | Total              | 207     | 780     | 100     |

II. The Circle-wise details of computerised post offices during the last three years are as under:

| Sl. No. | Name of Circle   | 2011-12 | 2012-13 | 2013-14 |
|---------|------------------|---------|---------|---------|
| 1.      | ANDHRA PRADESH   | 60      | 0       |         |
| 2.      | ASSAM            | 0       | 0       |         |
| 3.      | BIHAR            | 88      | 46      |         |
| 4.      | CHHATTISGARH     | 9       | 3       |         |
| 5.      | DELHI            | 33      | 3       |         |
| 6.      | GUJARAT          | 67      | 2       | Nil#    |
| 7.      | HARYANA          | 35      | 1       |         |
| 8.      | HIMACHAL PRADESH | 0       | 0       |         |
| 9.      | JAMMU & KASHMIR  | 34      | 0       |         |
| 10.     | JHARKHAND        | 24      | 12      |         |
| 11.     | KARNATAKA        | 4       | 0       |         |
| 12.     | KERALA           | 70      | 0       |         |
| 13.     | MADHYA PRADESH   | 16      | 6       |         |
| 14.     | MAHARASHTRA      | 138     | 5       |         |
| 15.     | NORTH EAST       | 13      | 0       |         |
| 16.     | ODISHA           | 7       | 0       |         |
| 17.     | PUNJAB           | 3       | 1       |         |
| 18.     | RAJASTHAN        | 47      | 14      |         |
| 19.     | TAMIL NADU       | 63      | 30      |         |
| 20.     | UTTAR PRADESH    | 175     | 27      |         |
| 21.     | UTTARAKHAND      | 9       | 0       |         |
| 22.     | WEST BENGAL      | 59      | 26      |         |
|         | Total            | 954     | 176     |         |

# All the departmental post offices have been computerized.

(b) The targets under modernisation have been achieved to the extent of availability of Plan funds.

During 11th Plan, 1735 post offices were modernised under Project Arrow against the target of 1759 post offices. The minor shortfall was due to curtailment of Plan funds.

During the 12th Plan, 2,500 post offices are proposed to be modernised under Project Arrow with an outlay of 284.00 crores. During the first two years of the 12th Plan, 880 post offices have been modernised under Project Arrow. Thus, so far, 2615 post offices have been modernised under the 11th and 12th Plan.

(c) & (d) All departmental post offices have been computerized. Modernisation by way of improvement of post office infrastructure and 'Look & Feel' is a continuous process dependent on availability of funds.