

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF POSTS**

**LOK SABHA
UNSTARRED QUESTION NO. 260
TO BE ANSWERED ON 12th DECEMBER, 2018**

POST OFFICES IN RURAL AREAS

†260. SHRIMATI JAYSHREEBEN PATEL:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the number of post offices in the country at present along with the number of post offices located in villages and cities out of the same;
- (b) the State-wise number of post offices set up in villages, tehsil and at district level during the last three years;
- (c) the total budget allocated for the said purpose during the last three years;
- (d) the population based international norm for providing facility of post office and the rank held by India in this regard;
- (e) the details of facilities provided to public at post offices; and
- (f) the number of digitized post offices in the country along with the details thereof?

ANSWER

**THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)**

- (a) Madam, the number of post offices in the country as on 31/03/2018, State and UT-wise in villages and cities, is at **Annexure-I**.
- (b) The State-wise number of post offices set up in villages, tehsils and at district level under the Scheme "Rural Business & Access to Postal Network" during the years 2015-16, 2016-17 and 2017-18 is at **Annexure-II**.
- (c) The budget allocated for these post offices during the last three years is at **Annexure-III**.
- (d) The Government is not aware of any established population based international norms for providing facility of post office.
- (e) An indicative list of various types of public facilities (products/services) available in the post offices is at **Annexure-IV**.
- (f) 1,28,767 Branch Post Offices and 25,585 departmental post offices have been digitized/computerized in the country as on 06.12.2018. The details of the same are at **Annexure-V** and **Annexure-VI** respectively.

ANNEXURE-I

State/UT-wise Number of Post Offices in villages (Rural areas) and cities (Urban areas) of the Country
(as on 31-03-2018)

S.No.	Name of the States/UTs	No. of Post Offices in villages (Rural Areas)	No. of Post Offices in cities (Urban Areas)	Total No of Post Offices
1	Andhra Pradesh	9,707	783	10,490
2	Assam	3,631	381	4,012
3	Bihar	8,625	459	9,084
4	Chhattisgarh	2,898	289	3,187
5	Delhi (NCT)	83	471	554
6	Gujarat	8,116	776	8,892
7	Dadra & Nagar Haveli	37	1	38
8	Daman & Diu	14	4	18
9	Haryana	2,318	375	2,693
10	Himachal Pradesh	2,661	131	2,792
11	Jammu & Kashmir	1,508	191	1,699
12	Jharkhand	3,190	270	3,460
13	Karnataka	8,624	1,039	9,663
14	Kerala	4,177	877	5,054
15	Lakshadweep	4	6	10
16	Madhya Pradesh	7,473	807	8,280
17	Maharashtra	11,381	1,233	12,614
18	Goa	203	53	256
19	Arunachal Pradesh	273	29	302
20	Manipur	644	57	701
21	Meghalaya	465	26	491
22	Mizoram	349	35	384
23	Nagaland	302	28	330
24	Tripura	633	78	711
25	Odisha	7,615	600	8,215
26	Punjab	3,408	411	3,819
27	Chandigarh	9	42	51
28	Rajasthan	9,679	632	10,311
29	Tamil Nadu	10,226	1,817	12,043
30	Puducherry	57	38	95
31	Telangana	5,280	531	5,811
32	Uttarakhand	2,513	210	2,723
33	Uttar Pradesh	15,747	1,924	17,671
34	West Bengal	7,658	1,110	8,768
35	Andaman & Nicobar Islands	85	15	100
36	Sikkim	197	12	209
Total		1,39,790	15,741	1,55,531

ANNEXURE-II

Number of post offices set up in villages, tehsils and district level under the Scheme "Rural Business & Access to Postal Network" during the last three years

Sl. No.	Name of State/UT	Number of Branch Post Offices (BOs) and Sub Post Offices (SOs) set up in villages, tehsils and district level during 2015-16	Number of Branch Post Offices (BOs) and Sub Post Offices (SOs) set up in villages, tehsils and district level during 2016-17	Number of Branch Post Offices (BOs) and Sub Post Offices (SOs) set up in villages, tehsils and district level during 2017-18
1	Andhra Pradesh	6	8	15
2	Assam	7	0	3
3	Bihar	16	9	10
4	Chhattisgarh	13	9	27
5	Delhi NCT	4	2	1
6	Gujarat (including UTs of Dadra & Nagar Haveli & Daman Diu)	6	6	28
7	Haryana	10	8	7
8	Himachal Pradesh	3	3	6
9	Jammu & Kashmir	3	2	2
10	Jharkhand	10	11	28
11	Karnataka	5	9	7
12	Kerala(including UT of Lakshadweep)	4	2	1
13	Madhya Pradesh	6	8	11
14	Maharashtra(Including Goa State)	10	10	21
15	North East (including Meghalaya, Manipur, Tripura, Nagaland, Mizoram & Arunachal Pradesh States)	14	8	2
16	Odisha	10	11	13
17	Punjab(including UT of Chandigarh)	2	7	9
18	Rajasthan	10	7	16
19	Tamil Nadu(including UT of Puducherry)	12	8	9
20	Telangana	4	5	14
21	Uttarakhand	4	4	5
22	Uttar Pradesh	6	11	16
23	West Bengal(including UT of Andaman & Nicobar Islands and Sikkim State)	3	5	9
Total		168	153	260

ANNEXURE III

The budget allocated for opening of Branch Post Offices (BOs) and Sub Post Offices (SOs) during the last three financial years i.e. 2015-16, 2016-17 and 2017-18:

Sub Scheme	Budget allocated during 2015-16 (Rs. in Crores)	Budget allocated during 2016-17 (Rs. in Crores)	Budget allocated during 2017-18 (Rs. in Crores)
Rural Business & Access to Postal Network	1.62	1.00	3.16

AN INDICATIVE LIST OF VARIOUS FACILITIES (PRODUCTS/SERVICES)
AVAILABLE IN POST OFFICES

- 1. Traditional Mail:**
 - Post card
 - Inland letter card
 - Book post
 - Envelopes
 - Business Reply Service
 - Parcels
 - Add on features - Registration, cash on delivery, VPP & Insurance

- 2. Premium Products:**
 - Speed Post
 - Business Post
 - Express Parcel Post
 - Logistic Post

- 3. E-enabled services:**
 - e-Post
 - E-Bill Post

- 4. Money Transfer:**
 - Electronic Money Order (eMO)
 - Instant Money Order (iMO)
 - International Money Transfer

- 5. Financial Services:**
 - Post Office Savings Bank Accounts - on CBS Platform – Saving Bank, Recurring Deposit, Time Deposit, Monthly Income Scheme, Senior Citizen Savings Scheme, PPF, NSC, KVP, Sukanya Samriddhi yojana.
 - ATM Cards

- 6. Life Insurance:**
 - Postal Life Insurance - for urban /semi urban areas
 - Rural Postal Life Insurance – for rural areas

7. Retail Services:

- Bill collection
- Data collection / Survey
- Forms of Universities, etc.
- Payment of wages to beneficiaries of MGNREGS, Payment of Social Security Pension, Pradhan Mantri Matru Vandana yojana etc.
- Booking of Railway Tickets (service available in selected post offices)
- Post office Passport Seva (service available in selected post offices)
- Aadhaar Enrolment and Updation(service available in selected post offices)
- Employment Registration (available in Head Post Offices)

Annexure-V

Postal circle-wise number of Branch Post Offices rolled out under Digital Advancement of Rural Post offices for a New India (DARPAN) as on 06.12.2018		
Sl. No.	Postal Circle (State/UT)	No. of Branch Post Offices Rolled out
1	Andhra Pradesh	8,887
2	Assam	3,385
3	Bihar	7,913
4	Chhattisgarh	2,775
5	Delhi NCT	88
6	Gujarat (including UTs of Dadra & Nagar Haveli & Daman Diu)	7,641
7	Haryana	2,183
8	Himachal Pradesh	2,315
9	Jammu & Kashmir	1,303
10	Jharkhand	2,647
11	Karnataka	7,938
12	Kerala (including UT of Lakshadweep)	3,555
13	Madhya Pradesh	7,259
14	Maharashtra (Including Goa State)	10,644
15	North East (including Meghalaya, Manipur, Tripura, Nagaland, Mizoram & Arunachal Pradesh States)	2,340
16	Odisha	6,951
17	Punjab (including UT of Chandigarh)	3,096
18	Rajasthan	8,977
19	Tamil Nadu (including UT of Puducherry)	9,264
20	Telangana	4,968
21	Uttar Pradesh	15,104
22	Uttarakhand	2,316
23	West Bengal (including UT of Andaman & Nicobar Islands and Sikkim State)	7,218
TOTAL		1,28,767

ANNEXURE-VI**Postal Circle-wise number of Departmental Post Offices (Head Post offices and Sub-Post offices) Computerized as on 06.12.2018**

Sl.No.	Postal Circle (State/UT)	No. of Post Offices Computerized
1	Andhra Pradesh	1,594
2	Assam	625
3	Bihar	1,058
4	Chhattisgarh	349
5	Delhi NCT	407
6	Gujarat (including UTs of Dadra & Nagar Haveli & Daman Diu)	1,341
7	Haryana	504
8	Himachal Pradesh	469
9	Jammu & Kashmir	266
10	Jharkhand	463
11	Karnataka	1,717
12	Kerala (including UT of Lakshadweep)	1,507
13	Madhya Pradesh	1,021
14	Maharashtra (Including Goa State)	2,216
15	North East Region (including Meghalaya, Manipur, Tripura, Nagaland, Mizoram & Arunachal Pradesh States)	340
16	Odisha	1,204
17	Punjab (including UT of Chandigarh)	768
18	Rajasthan	1,335
19	Tamil Nadu (including UT of Puducherry)	2,834
20	Telangana	852
21	Uttar Pradesh	2,554
22	Uttarakhand	393
23	West Bengal (including UT of Andaman & Nicobar Islands and Sikkim State)	1,768
Total		25,585
