(c) The augmentation of infrastructure facilities in BSNL sometimes gets delayed due to the following reasons:—

(i)  Court Cases by unsuccessful/disgruntled bidder(s).

(ii)  Delay in supply of core and infrastructure equipment by the vendors.

(iii)  Delay in getting permission from local bodies for erection of roof top towers and electricity connections from State Electricity Boards.

**Project Arrow**

4477. SHRI R.C. SINGH: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a)  the aims and objectives of the Project Arrow;

(b)  whether it is a fact that the Department of Posts has proposed to extend 'Project Arrow' scheme to 500 post offices across the country during the current financial year;

(c)  if so, the details of post offices identified for this purpose in the State of Andhra Pradesh; and

(d)  in what manner Project Arrow strengthens the core business of the Department of Posts?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT): (a) Project Arrow has been launched with objective of modernizing post offices and make visible, tangible and noteworthy differences in the post offices operations that matter to "Aam Aadmi". It was launched initially on proof of concept basis in 50 post offices in Phase-I. After the successful completion of the Phase-I, it was implemented in 450 post offices in Phase-II and in 500 post offices in Phase-III across the country including the rural areas. Project Arrow aims at comprehensive improvement of the core operations of the post office as well as the ambience in which postal transactions are undertaken. The response of the general public and the staff of the Department to the initiative has been overwhelmingly positive. The initiative Project Arrow — Transforming India Post has also won the Prime Minister's award for Excellence in Public Administration for the year 2008-09.

(b)  Yes, Sir.

(c)  The details of post offices identified for this purpose in the State of Andhra Pradesh, is given in the Statement (*See* below).

(d)  Project Arrow has helped to improve the core operations of Department of Posts, *viz.,* Mail processing and delivery, Money remittance, Savings Bank operations and quality of Customer Service. Intensive training has been given to officials working in Project Arrow offices to raise the level of services in these offices. A Web based monitoring tool has been designed whereby day-to-day monitoring of 1,000 Post Offices covered till now under Project Arrow is done at Circle level. Through fortnightly video conference, the performance of Project Arrow Post Offices is monitored at the Directorate level and directions to bridge the gaps are given. Project Arrow has significantly improved the quality of services in the post offices and helped to strengthen the core business of the Department of Posts as evidenced in significant increase in delivery efficiency and customer satisfaction in Project Arrow post offices.

*Statement*

*The details of Post Offices identified in the State of Andhra Pradesh for Project Arrow Phase-IV*

| Sl. No. | Circle | Post Office | Status-Computerised/ Non-Computerised | Departmental/Rental | Status |
|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 |
| 1. | Andhra Pradesh | Adilabad H.O. | Computerised | Departmental | Head Office |
| 2. | Andhra Pradesh | Anantapur H.O. | Computerised | Departmental | Head Office |
| 3. | Andhra Pradesh | Bhadrachalam H.O. | Computerised | Departmental | Head Office |
| 4. | Andhra Pradesh | Bhimavaram H.O. | Computerised | Departmental | Head Office |
| 5. | Andhra Pradesh | Buckinghampet H.O. | Computerised | Departmental | Head Office |
| 6. | Andhra Pradesh | Gudivada H.O. | Computerised | Departmental | Head Office |
| 7. | Andhra Pradesh | Gudur H.O. | Computerised | Departmental | Head Office |
| 8. | Andhra Pradesh | Hindupur H.O. | Computerised | Departmental | Head Office |
| 9. | Andhra Pradesh | Jangareddygudem H.O. | Computerised | Departmental | Head Office |
| 10. | Andhra Pradesh | Karimnagar H.O. | Computerised | Departmental | Head Office |
| 11. | Andhra Pradesh | Mahabubabad H.O. | Computerised | Departmental | Head Office |
| 12. | Andhra Pradesh | Mangalagiri H.O. | Computerised | Departmental | Head Office |
| 13. | Andhra Pradesh | Medak H.O. | Computerised | Departmental | Head Office |
| 14. | Andhra Pradesh | Nalgonda H.O. | Computerised | Departmental | Head Office |

| 15. | Andhra Pradesh | Nandyal H.O. | Computerised | Departmental | Head Office |
|---|---|---|---|---|---|
| 16. | Andhra Pradesh | Nizamabad H.O. | Computerised | Departmental | Head Office |
| 17. | Andhra Pradesh | Ongole H.O. | Computerised | Departmental | Head Office |
| 18. | Andhra Pradesh | Peddapalli H.O. | Computerised | Departmental | Head Office |
| 19. | Andhra Pradesh | Proddatur H.O. | Computerised | Departmental | Head Office |
| 20. | Andhra Pradesh | Rajampet H.O. | Computerised | Departmental | Head Office |
| 21. | Andhra Pradesh | Suryapet H.O. | Computerised | Departmental | Head Office |
| 22. | Andhra Pradesh | Tadepalligudem H.O. | Computerised | Departmental | Head Office |
| 23. | Andhra Pradesh | Tekkali H.O | Computerised | Departmental | Head Office |
| 24. | Andhra Pradesh | Wanaparthy H.O | Computerised | Departmental | Head Office |
| 25. | Andhra Pradesh | Adoni H.O. | Computerised | Departmental | Head Office |
| 26. | Andhra Pradesh | Avanigadda H.O. | Computerised | Departmental | Head Office |
| 27. | Andhra Pradesh | Bapatla H.O. | Computerised | Departmental | Head Office |
| 28. | Andhra Pradesh | Bhongir H.O. | Computerised | Departmental | Head Office |
| 29. | Andhra Pradesh | Chirala H.O. | Computerised | Departmental | Head Office |
| 30. | Andhra Pradesh | Dharmavaram H.O. | Computerised | Departmental | Head Office |
| 31. | Andhra Pradesh | Guntakal H.O. | Computerised | Departmental | Head Office |
| 32. | Andhra Pradesh | Huzurabad H.O. | Computerised | Departmental | Head Office |

| 1 | 2 | 3 | 4 | 5 | 6 |
|---|---|---|---|---|---|
| 33. | Andhra Pradesh | Jagtiyal H.O. | Computerised | Departmental | Head Office |
| 34. | Andhra Pradesh | Jangaon H.O. | Computerised | Departmental | Head Office |
| 35. | Andhra Pradesh | Kandukuru H.O. | Computerised | Departmental | Head Office |
| 36. | Andhra Pradesh | Kavali H.O. | Computerised | Departmental | Head Office |
| 37. | Andhra Pradesh | Madanapalle H.O. | Computerised | Departmental | Head Office |
| 38. | Andhra Pradesh | Markpur H.O. | Computerised | Departmental | Head Office |
| 39. | Andhra Pradesh | Miryalguda H.O. | Computerised | Departmental | Head Office |
| 40. | Andhra Pradesh | Narasaraopet H.O. | Computerised | Departmental | Head Office |
| 41. | Andhra Pradesh | Nuzvid H.O. | Computerised | Departmental | Head Office |
| 42. | Andhra Pradesh | Palakol H.O. | Computerised | Departmental | Head Office |
| 43. | Andhra Pradesh | Parkal H.O. | Computerised | Departmental | Head Office |
| 44. | Andhra Pradesh | Parvathipuram H.O. | Computerised | Departmental | Head Office |
| 45. | Andhra Pradesh | Samalkot H.O. | Computerised | Departmental | Head Office |
| 46. | Andhra Pradesh | Siddipet H.O. | Computerised | Departmental | Head Office |
| 47. | Andhra Pradesh | Stn. Jadcherla H.O. | Computerised | Departmental | Head Office |
| 48. | Andhra Pradesh | Trimulghery H.O. | Computerised | Departmental | Head Office |
| 49. | Andhra Pradesh | Zaheerabad H.O. | Computerised | Departmental | Head Office |
| 50. | Andhra Pradesh | Jammikunta LSG | Computerised | Departmental | SO |
| 51. | Andhra Pradesh | Maidkuru LSG | Computerised | Departmental | SO |

| 52. | Andhra Pradesh | Armoor H.O. | Computerised | Partly Departmental and partly Rented | Head Office |
|-----|----------------|-------------|--------------|----------------------------------------|-------------|
| 53. | Andhra Pradesh | Waltair R.S. H.O. | Computerised | Railways | Head Office |
| 54. | Andhra Pradesh | Anakapalle H.O. | Computerised | Rented | Head Office |
| 55. | Andhra Pradesh | Stn Kachiguda H.O. | Computerised | Rented | Head Office |
| 56. | Andhra Pradesh | Bobbili H.O. | Computerised | Rented | Head Office |
| 57. | Andhra Pradesh | Kanigiri H.O. | Computerised | Rented | Head Office |
| 58. | Andhra Pradesh | Machilipatnam H.O. | Computerised | Rented | Head Office |
| 59. | Andhra Pradesh | Mancherial H.O. | Computerised | Rented | Head Office |
| 60. | Andhra Pradesh | Ramachandrapuram H.O. | Computerised | Rented | Head Office |
| 61. | Andhra Pradesh | Srikalahasti H.O. | Computerised | Rented | Head Office |
| 62. | Andhra Pradesh | Vikarabad H.O. | Computerised | Rented | Head Office |
| 63. | Andhra Pradesh | Amadalavalasa H.O. | Computerised | Rented | Head Office |
| 64. | Andhra Pradesh | Gadwal H.O. | Computerised | Rented | Head Office |
| 65. | Andhra Pradesh | Kothagudem Colls H.O. | Computerised | Rented | Head Office |
| 66. | Andhra Pradesh | Kovvur H.O. | Computerised | Rented | Head Office |
| 67. | Andhra Pradesh | Pulivendla H.O. | Computerised | Rented | Head Office |
| 68. | Andhra Pradesh | Razole H.O. | Computerised | Rented | Head Office |
| 69. | Andhra Pradesh | Sattenapalle H.O. | Computerised | Rented | Head Officce |