GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF POSTS

RAJYA SABHA
UNSTARRED QUESTION NO. 1125
TO BE ANSWERED ON 11th FEBRUARY, 2021

COMPUTERISATION AND MODERNISATION OF POST OFFICES

1125   DR. FAUZIA KHAN:

Will the Minister of Communications be pleased to state:

(a)   whether Government has undertaken any programme for the computerisation and modernisation of Post Offices in the country;

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

(c)   the number of Post Offices computerised as on date in each State, particularly Maharashtra; and

(d)   the number of Post Offices yet to be computerised?

ANSWER

MINISTER OF STATE FOR COMMUNICATIONS, EDUCATION AND ELECTRONICS & INFORMATION TECHNOLOGY
(SHRI SANJAY DHOTRE)

(a)   Yes. The Department of Posts have modernized and computerised the Post Offices to provide better postal services in the country under the IT Modernization Project.

(b) & (c)   The details are as under:-

   i.   All the **25,409** Departmental Post Offices in the country have been computerized. All **2110** Departmental Post Offices in the state of Maharashtra are computerised. State/ UT-wise number of Departmental Post Offices computerised is annexed as **Annexure-I**. The Department has computerised and modernized **1,29,157** Branch Post offices by providing Subscriber Identification Module (SIM) based Handheld Point of Sale devices for carrying out postal and financial transactions using central server architecture under Digital Advancement of Rural Post Office for A New India (DARPAN) Project. In Maharashtra, **10,573** Branch Post Offices have been rolled out under DARPAN project. State/ UT-wise number of Branch Post Offices rolled out under DARPAN is annexed as **Annexure-II.**

   ii.   The project includes providing Central Server based integrated, modular and scalable solution for all the operations of Department of Posts including Mails, Human Resource, Banking, Insurance and Finance and Accounts. It also involves creation of IT Infrastructure like Data Centre, Disaster Recovery Centre, setting up of a Wide Area Network (WAN) and providing solar powered and portable hand-held computing devices (Micro ATM compliant) to all the Branch Post Offices.

iii.   Post Offices are providing Core Banking Services (CBS) to the Post Office Savings Bank (POSB) customers enabling them to transact their POSB accounts from any post office across the country.

iv.   **1000** ATMs have been installed, with at least one in each District Headquarters in the country. 75 ATMs have been installed in Maharashtra Circle. These ATMs are inter-operable with other banks.

v.   Internet banking services, (e-banking) have been made available for POSB customers from 14.12.2018. Through the e-banking facility, POSB account holders can make deposits into Sukanya Samriddhi Yojana (SSY) and the Post Office Public Provident Fund (PPF) accounts online from their POSB savings account.

vi.   The POSB customers have also been provided with the facility of Mobile Banking from 15.10.2019.

vii.   Postal Life Insurance (PLI) services are being provided through Core Insurance Solution (CIS) which has been rolled out in all thePost offices and through this solution, the customers can make premium payment at any post office and has also enabled central processing centres to provide faster claim settlement and after-sales service.

(d)   All the Departmental post offices have been computerised, However, **1789** new Branch Post Offices opened during the year 2019-2020 in the Left Wing Extremism (LWE) Districts and **1556** Branch Post Offices located at Technically Not Feasible (TNF) locations where connectivity is yet to be established, are yet to be supplied with Subscriber Identification Module (SIM) based Hand Held Devices and hence are still to be computerised.

Annexure-I referred to in reply of Rajya Sabha Un-starred Question No. 1125 to be answered on 11th February, 2021 raised by Hon'ble Member of Parliament Dr. Fauzia Khan regarding "Computerisation and Modernization of Post Offices"

	State/UT-wise & Category-wise Number of Post Offices in the Country (as on 31-03-2020)	
S. No.	Name of the State/UT	Number of Departmental Post Offices
1	Andhra Pradesh	1576
2	Assam	624
3	Bihar	1063
4	Chhattisgarh	352
5	Delhi	384
6	Gujarat	1213
7	Dadar & Nagar Haveli	4
8	Damna & Diu	6
9	Haryana	506
10	Himachal Pradesh	471
11	Jammu & Kashmir	267
12	Jharkhand	467
13	Karnataka	1701
14	Kerala	1500
15	Lakshdweep	9
16	Madhya Pradesh	1013
17	Maharashtra	2110
18	Goa	104
19	North East	0
20	Arunachal Pradesh	50
21	Manipur	56
22	Meghalaya	68
23	Mizoram	39
24	Nagaland	43
25	Tripura	84
26	Odisha	1209
27	Punjab	725
28	Chandigarh	43
29	Rajasthan	1331
30	Tamil Nadu	2802
31	Puducherry	35
32	Telangana	834
33	Uttarakhand	394
34	Uttar Pradesh	2555
35	West Bengal	1721
36	Andaman & Nicobar	27
37	Sikkim	23
	Total	25409

Annexure-II referred to in reply of Rajya Sabha Un-starred Question No.1125 to be answered on 11th February, 2021 raised by Hon'ble Member of Parliament Dr. Fauzia Khan regarding "Computerisation and Modernization of Post Offices"

Total Rollout Status	
Circle	**Total no. of Rollout DARPAN BOs**
Andhra Pradesh	8945
Assam	3374
Bihar	7942
Chhattisgarh	3040
Delhi	68
Gujrat Circle	7595
Haryana	2175
Himachal Pradesh	2314
Jammu & Kashmir	1427
Jharkhand	2715
Karnataka	7898
Kerala	3540
Madhya Pradesh	7216
Maharashtra	10573
North Eastern	2510
Odisha	7035
Punjab	3081
Rajasthan	8943
Tamilnadu	9211
Telangana	4948
Uttar Pradesh	15034
Uttarakhand	2310
West Bengal	7263
Total	**129157**

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