

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 2620
TO BE ANSWERED ON 11TH AUGUST, 2023**

POST OFFICE AND SUB POST OFFICE IN NER

2620 SHRI BHUBANESWAR KALITA:

Will the Minister of Communications be pleased to state:

- (a) whether it is a fact that in almost all post offices/sub-post offices in North Eastern Region (NER), there is no separate counter for senior citizens and physically challenged people, if so, the details thereof;
- (b) whether it is also a fact that in the main General Post Office (GPO) of Guwahati, the special counters for senior citizens and physically challenged people is closed or opened only occasionally, if so, the reasons therefor; and
- (c) whether Government is taking any action to help the senior citizens and physically challenged people by providing separate counter in all the post offices of NER?

**ANSWER
MINISTER OF STATE FOR COMMUNICATIONS
(SHRI DEVUSINH CHAUHAN)**

- (a) In all post offices, including post offices in North Eastern Region (NER), priority treatment is accorded to facilitate senior citizens and physically challenged people availing services at post offices counters. A separate counter has been provided for senior citizens and physically challenged people in Guwahati General Post Office (GPO), Shillong General Post Office (GPO), Aizawl Head Post Office (HO) and Silchar Head Post Office (HO).
- (b) The counter for senior citizens and physically challenged people is functioning on a regular basis in Guwahati General Post Office (GPO).
- (c) To help the senior citizens and physically challenged people, all the post offices, including post offices in the North Eastern Region (NER), have been advised to provide an easily identifiable or dedicated counter (wherever feasible), priority in dealing at the counters, adequate seating arrangement and drinking water facility.
