

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

**RAJYA SABHA  
STARRED QUESTION NO. 107  
TO BE ANSWERED ON 5<sup>TH</sup> DECEMBER, 2024**

**MODERNIZATION OF POST OFFICES**

**107 # SHRI NARHARI AMIN:**

Will the Minister of Communications be pleased to state:

- (a) whether any scheme has been contemplated upon, in order to modernize the post offices in the country and provide modern facilities therein; and
- (b) if so, the details of facilities that are being commenced in post offices under these schemes?

**ANSWER**

**MINISTER OF COMMUNICATIONS AND DEVELOPMENT OF NORTH EASTERN  
REGION  
(SHRI JYOTIRADITYA M. SCINDIA)**

- (a) to (b) A statement is laid on the Table of the House.

**STATEMENT TO BE LAID ON THE TABLE OF RAJYA SABHA IN RESPECT OF PARTS (a) TO (b) OF THE RAJYA SABHA STARRED QUESTION NO.107 FOR 5<sup>TH</sup> DECEMBER, 2024 REGARDING “MODERNIZATION OF POST OFFICES.”**

(a) No new scheme has been contemplated. However, the approved schemes aimed at modernization of post offices and provision of modern facilities are as follows:

- (i) Postal Operations
- (ii) Setting up of India Post Payments Bank
- (iii) IT Modernization Project 2.0.

(b) The facilities provided under the schemes for modernization of post offices and provision of modern facilities include the following.

- (i) For mail and parcel services, track and trace facility is available and delivery status is updated through the Postman Mobile Application. E-Clearance of letter boxes through a mobile app has been implemented.
- (ii) Dakghar Niryat Kendras (DNKs) have been established to support commercial export through the postal channel to facilitate online filing of postal bill of export and self-booking of commercial items.
- (iii) Core banking services have been provided for Post Office Savings Bank (POSB), with 1000 Automated Teller Machines (ATMs) interoperable with other banks and online fund transfer facilities.
- (iv) The India Post Payments Bank (IPPB) has been established, which is a paperless and fully digital payments bank.
- (v) The Core Insurance Solution has been implemented for Postal Life Insurance.

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