

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 3217
ANSWERED ON 21ST AUGUST, 2025**

IT MODERNIZATION AND POSTAL SERVICES IN ANDHRA PRADESH

3217 SHRI SANA SATHISH BABU:

Will the Minister of Communications be pleased to state:

- (a) the total funds allocated, released, and utilized under the IT modernization project and related postal initiatives in Andhra Pradesh over the last five years, district-wise;
- (b) the number and types of new services introduced via the postal network in Andhra Pradesh, including e-commerce parcel delivery, India Post Payments Bank, and DBT schemes, especially in Kakinada, along with service outcomes; and
- (c) the progress in computerization, networking, and digital delivery in Andhra Pradesh's postal network, and reasons for any gaps between allocation and utilization?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS AND RURAL DEVELOPMENT
(DR. PEMMASANI CHANDRA SEKHAR)**

(a) Sir,

Government has approved Information Technology Modernization Project 2.0 (**DOP IT 2.0**) for a period of eight years commencing from 2022-23. The Project is being implemented centrally and covers whole India, including Andhra Pradesh. Under Field Infra component of the Project, funds are allocated to Circles for procurement of Computers, Printers, Scanners etc. Details of funds allocated and utilized by Andhra Pradesh Circle during last three Financial Years, Division/Unit wise, is attached as **Annexure-I**.

(b) Sir,

- A) A list of new services / initiatives introduced via the postal network in Andhra Pradesh, including Kakinada, is attached as **Annexure-II**.
- B) A list showing product wise transactions of India Post Payments Bank's Kakinada Branch since 2018 to till date is enclosed as **Annexure-III**. In the current Financial Year 2025-26, till 31-07-2025, DBT amount of Rs. 186 Crores has been credited in 2.94 lakh accounts through IPPB's Kakinada Branch.

(c) Sir,

All post offices in the Andhra Pradesh Circle are fully computerized with network connectivity. Digital delivery of Postal, Financial, Insurance and Government services are carried out in Andhra Pradesh through Android based Mobile Application. As shown in **Annexure-I**, there is no gap between funds allocation and utilisation by Andhra Pradesh Circle under Field Infra component of IT 2.0 during last three financial years.

Annexure-I referred to in answer to part(a) & part (c) of Rajya Sabha Unstarred Question No. 3217 to be answered on 21.08.2025.

The I.T. Modernization Project 2.0 fund has been allotted from FY 2022-23. The Division/Unit wise allotment and utilization status for FYs 2022-23, 2023-24 and 2024-25, is as follows: -

(Amount in Rs.)

Unit/Office	Fund Allotted				Fund Utilized			
	2022-23	2023-24	2024-25	Total	2022-23	2023-24	2024-25	Total
Andhra Pradesh Circle Office	8,610,126	3,178,998	1,420,000	13,209,124	8,610,126	3,178,998	1,419,805	13,208,929
Kurnool Regional Office	67,406	407,925	5,973,771	6,449,102	67,174	407,925	5,973,763	6,448,862
Anantapur Division	235,272	588,867	0	824,139	235,272	588,862	0	824,134
Chittoor Division	244,700	383,900	0	628,600	244,700	383,900	0	628,600
Cuddapah Division	244,700	212,632	0	457,332	244,610	212,632	0	457,242
Hindupur Division	241,667	473,254	0	714,921	241,667	473,254	0	714,921
Kurnool Division	244,882	5,274,005	707,279	6,226,166	244,882	5,274,000	707,279	6,226,161
Nandyal Division	297,668	267,752	0	565,420	297,668	267,752	0	565,420
Proddatur Division	246,969	295,092	0	542,061	246,969	295,090	0	542,059
Tirupati Division	244,610	299,910	18,950	563,470	244,610	299,910	18,950	563,470
Vijayawada Regional Office	95,407	99,950	9,390,291	9,585,648	95,043	99,950	9,390,291	9,585,284
Bhimavaram Division	249,668	217,939	314,048	781,655	249,668	217,939	314,048	781,655
Eluru Division	249,918	214,016	277,163	741,097	249,918	214,016	277,163	741,097
Gudivada Division	249,753	222,120	133,000	604,873	249,753	222,120	133,000	604,873
Gudur Division	248,204	481,106	89,626	818,936	248,204	481,106	89,626	818,936
Guntur Division	246,467	214,968	228,555	689,990	246,467	214,968	228,545	689,980

Machilipatnam Division	242,675	284,301	34,450	561,426	242,675	284,301	34,450	561,426
Narasaraopet Division	249,500	300,660	0	550,160	249,499	300,659	0	550,158
Nellore Division	244,475	299,940	263,728	808,143	244,475	299,940	263,728	808,143
Prakasam Division	249,773	299,074	269,479	818,326	249,773	299,074	269,479	818,326
Tadepalligudem Division	247,053	431,940	139,476	818,469	247,053	431,939	139,476	818,468
Tenali Division	249,948	250,301	156,509	656,758	249,948	250,301	156,509	656,758
Vijayawada Division	247,570	299,990	144,080	691,640	247,570	299,990	144,080	691,640
Markapur Division	249,589	288,680	145,950	684,219	249,589	288,680	145,950	684,219
Visakhapatnam Regional Office	83,083	5,601,680	5,749,336	11,434,099	83,080	5,601,680	5,749,327	11,434,087
Amalapuram Division	248,370	0	105,410	353,780	248,370	0	105,410	353,780
Anakapalle Division	249,520	0	242,820	492,340	249,520	0	242,820	492,340
Kakinada Division	244,700	0	132,000	376,700	244,700	0	132,000	376,700
Parvathipuram Division	248,888	0	0	248,888	248,887	0	0	248,887
Rajahmundry Division	249,624	0	120,500	370,124	249,624	0	120,500	370,124
Srikakulam Division	247,358	0	224,934	472,292	247,358	0	224,934	472,292
Visakhapatnam Division	248,697	0	0	248,697	248,697	0	0	248,697
Vizianagaram Division	249,760	0	125,000	374,760	249,760	0	125,000	374,760
PSD Vijayawada	0	0	4,593,645	4,593,645	0	0	4,593,613	4,593,613
Total	16,068,000	20,889,000	31,000,000	67,957,000	16,067,308	20,888,985	30,999,747	67,956,040

Annexure-II referred to in answer to part (b) (A) of Rajya Sabha Unstarred Question No. 3217 to be answered on 21.08.2025

I. New services / initiatives by India Post Payments Bank (IPPB)

- a) Digital account with Biometric and Face authentication (No need of physical documents)
- b) Aadhaar Enabled Payment System (AePS)- Cash deposit and withdrawal
- c) Low cost Insurance services
- d) Life insurance services
- e) Digital life certificate
- f) Child enrolment services (CELC)
- g) Mobile update in Aadhar through CELC
- h) Merchant on boarding
- i) Loan services through 3rd party tie ups
- j) Payments to DOP Saving Bank accounts digitally
- k) The India Post Payments Bank is facilitating DBT beneficiaries in Kakinada, Andhra Pradesh by opening their Aadhaar-seeded accounts for receiving DBT directly into their accounts. IPPB is also having various State /Central level DBT Mandates for Schemes viz. PM Kisan, MGNREGA, EPFO (for issuance of DLC services), GSWS (AP Govt.), and Social Welfare (AP Govt.).

II. New services / initiatives in Mail and Parcel Sector

a) The Department has set up 8 Nodal Delivery Centres (NDCs) and 12 Parcel Hubs to ensure efficient processing and delivery of Parcels in Andhra Pradesh Circle. Following Parcel delivery services, including e-commerce Parcels, of the Department are available for customers all over India including therein Andhra Pradesh Circle –

- i. Speed Post Parcel.
- ii. India Posts Parcel (Retail).
- iii. India Posts Parcel (Contractual)
- iv. Logistics Posts.

b) According to the Post Office Regulation of 2024, all parcels are now classified as accountable articles to enhance the tracking services for every parcel booked by the Department of Posts.

- c) Application Program Interface (API) integration, capturing second delivery address, en-route cancellation, system assisted sorting, system enabled settlement of errors, are a few technology interventions which have been made to improve parcel services.
- d) Computerization, infrastructure and site upgradation of sorting and mail processing offices have been carried out under the Mail Network Optimization Project which includes installation of IT equipments for Mail handling and improved office layout for efficient mail processing.
- e) Introduced real time delivery updation of various postal products i.e. Speed Pos, Registered Letters, Parcel etc. through in house developed mobile based delivery app.
- f) SMS notification of booking and delivery information for accountable mail to the customers.
- g) End to end tracking facilities provided for accountable articles viz. Speed Post, Registered Post etc.
- h) 'Gyan Post' a new mail service launched by India Post on 1st May 2025 to make the delivery of educational, social, cultural and religious books more affordable across India through Department's vast Postal Network. Printed educational materials sent under 'Gyan Post' are trackable and cost effective.

III. New services / initiatives in Business Development

- a) Booking and delivery of PM Vishwakarma toolkits.
- b) Physical verification of PMEGP KVIC units.
- c) Registration of PM Suryagarh Yojana.

Annexure-III referred to in answer to part (b) (B) of Rajya Sabha Unstarred Question No. 3217 to be answered on 21.08.2025

IPPB's PRODUCTS DATA SINCE INCEPTION (2018 TO TILL DATE)- KAKINADA BRANCH	
PRODUCTS	DETAILS
ACCOUNTS (Numbers)	5,87,366
DIGITAL LIFE CERTIFICATE (Numbers)	5,034
MERCHANT ONBOARDING (Numbers)	12,346
CELC MOBILE UPDATES (Numbers)	67,931
GENERAL INSURANCE (In Rs.)	2.86 Cr
AEPS NOP (Numbers)	1,99,007
AEPS VALUE (In Rs.)	77.40 Cr
CASA BALANCE (In Rs.)	78.83 Cr
POSB LINKED ACCOUNTS (Numbers)	12,443
LOAN DISBURSEMENT (In Rs.)	1 Cr
LIFE INSURANCE (In Rs.)	1.18 Cr
