

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

**RAJYA SABHA
STARRED QUESTION NO. 221
TO BE ANSWERED ON 12TH MARCH, 2026**

EXPANSION OF POSTAL SERVICES IN ODISHA

221 SMT. MAMATA MOHANTA:

Will the Minister of Communications be pleased to state:

- (a) the number of Post Office Passport Seva Kendras and India Post Payments Bank service points operational in Odisha, including Mayurbhanj district;
- (b) whether these services have improved access to passport, banking and digital financial services in rural and tribal areas; and
- (c) the steps taken to further strengthen last-mile delivery of citizen and financial services through the postal network?

ANSWER

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

- (a) to (c) 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 (c) OF THE RAJYA SABHA STARRED QUESTION NO. 221 FOR 12TH MARCH, 2026 REGARDING “EXPANSION OF POSTAL SERVICES IN ODISHA.”

(a) As on 31.01.2026, a total of 20 Post Office Passport Seva Kendras (POPSKs) are operational across Odisha, with one POPSK at Baripada serving Mayurbhanj district. Further, 8,922 India Post Payments Bank (IPPB) access points are operational in Odisha, out of which 728 are in Mayurbhanj district.

(b) Yes, Sir. POPSKs have significantly improved access to passport services for rural and tribal citizens by reducing travel distance, time and associated costs. As on date, over 2 crore passports, including police clearance certificates, have been processed by 452 POPSKs in the country of which 64 are in tribal areas. Similarly, with 1,64,412 access points, IPPB, which is a fully digital bank, has enhanced access to banking and digital financial services by onboarding over 13 crore customers across the country, out of which 77% are in rural and tribal areas.

(c) The Department of Posts has established 452 POPSKs and 13,352 Post Office Aadhaar Enrolment and Updation Centres, thereby strengthening access to citizen centric services. Post offices now also provide the facility of sale and recharge of BSNL SIM cards. The Post office Savings Bank (POSB) has mobilized small savings, with 37.71 crore live accounts and certificates and has established 892 ATMs as on 28.02.2026. The Sukanya Samridhi Account (SSA) scheme has 3.80 crore live accounts with cumulative deposits amounting to ₹ 2.27 lakh crores. The overall POSB corpus stands at ₹22.37 lakh crore as on 31.01.2026. Further, there are 57.29 lakh active Postal Life Insurance (PLI) policies and 69.45 lakh active Rural Postal Life Insurance (RPLI) policies as on 28.02.2026. The corpus/ Assets Under Management under PLI and RPLI stands at ₹1,94,238.27 crore as on 31.01.2026. Apart from this, financial inclusion is provided through post offices through the Atal Pension Yojana, Pradhan Mantri Jeevan Jyoti Bima Yojana and the Pradhan Mantri Suraksha Bima Yojana.

In addition to the operation of over 13 crore accounts, IPPB offers door step delivery of services, such as child Aadhaar Enrolment and mobile number update in Aadhaar, access to the Aadhaar-enabled payment system for withdrawals from any bank account and generation of digital life certificates for pensioner. IPPB has also partnered with third party financial organization to provide access to loan and investment and insurance products.

Access to Direct Benefits Transfers is available through 1.47 crore POSB and 6.19 crore IPPB accounts.
