

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

**RAJYA SABHA  
UNSTARRED QUESTION NO. 3056  
TO BE ANSWERED ON 19<sup>TH</sup> MARCH, 2026**

**CITIZEN-CENTRIC SERVICES BY INDIA POST**

**3056 DR. PARMAR JASHVANTSINH SALAMSINH:  
SHRI RAJIB BHATTACHARJEE:  
SHRI NARHARI AMIN:  
SHRI AMAR PAL MAURYA:  
DR. DINESH SHARMA:  
SHRI SHAMBHU SHARAN PATEL:  
SHRI SADANAND MHALU SHET TANAVADE:  
DR. ANIL SUKHDEORAO BONDE:  
SHRI BRIJ LAL:**

Will the Minister of Communications be pleased to state:

- (a) the details of role Post Office Savings Banks play in promoting financial inclusion, particularly through the Mahila Samman Savings Certificate;
- (b) how the India Post network is being leveraged to provide essential citizen-centric services like Aadhaar enrollment and Passport Seva Kendras;
- (c) whether the Ministry has entered into strategic partnerships with various banks to enhance the reach of Jan Suraksha Schemes;
- (d) if so, the details thereof; and
- (e) whether technology-based grievance systems, such as CPGRAMS, would be enhanced further to improve customer satisfaction and feedback loops?

**ANSWER**

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

(a) The Department of Posts, through a network of over 1.64 lakh post offices, serves more than 47 crore Post Office Savings Bank (POSB) account holders. POSB plays an important role in financial inclusion through its Savings Schemes such as Post Office Savings Account (POSA), Time Deposit Account (TD), Recurring Deposit Account (RD), Monthly Income Account (MIS), Senior Citizens Savings Scheme (SCSS), Public Provident Fund (PPF), Sukanya Samridhhi Account (SSA), National Savings Certificate (NSC), Kisan Vikas Patra (KVP), and the PM CARES for Children Scheme.

It has been instrumental in distributing funds under social security schemes, pensions, DBT and subsidies through beneficiaries' Post Office Savings Accounts. Moreover, the Sukanya Samridhhi Yojana (SSY) and Mahila Samman Savings Certificate (MSSC), with 3.83 crore and 37.3 lakh accounts respectively, as of February 28, 2026, have played a vital role in contributing towards securing the future of the girl child and the empowerment of women.

(b) (i) India Post has established 13,352 Aadhaar Centres nationwide, utilizing both fixed locations and mobile kits to provide biometric and demographic updates in remote areas. This initiative has processed over 14.72 crore transactions to date, specifically benefiting elderly and rural populations by eliminating the need for long-distance travel. By integrating these services into the postal network, the Department ensures streamlined access to essential identification and Direct Benefit Transfer (DBT) facilities.

(ii) In collaboration with the Ministry of External Affairs, the Department of Posts operates 452 Post Office Passport Sewa Kendras (POPSKs) with the strategic goal of establishing a center in every Lok Sabha constituency. These centers offer comprehensive services, including document verification and biometric capture, and have successfully processed more than 2.09 crore applications and Police Clearance Certificates. This partnership significantly improves the accessibility of passport services for citizens especially in tribal, semi-urban, and rural regions.

(iii) India Post Payment Bank (IPPB) also offers the citizen-centric services such as Digital Life Certificates (DLC), Aadhaar Enabled Payment System (AePS), mobile number updates in Aadhaar for any citizen, and Child Enrolment Lite Client (CELC) services for any child under 5 years old.

(c) & (d) Does not arise as the Department of Posts itself offers Jan Suraksha Schemes such as Pradhan Mantri Jeevan Jyoti Bima Yojana, Pradhan Mantri Suraksha Bima Yojana, and Atal Pension Yojana through Post Office Savings Accounts in Post Offices, with total no. of Accounts being more than 23.68 lakhs, as on 28.02.2026.

(e) The Department of Posts has upgraded its technology-based Complaint Management System (CMS), which was rolled out on 07.03.2025 under Advanced Postal Technology (APT) 2.0. The upgraded system introduces a customer-interactive complaint resolution process, wherein complaints are closed only after sharing the resolution with the complainant and obtaining their consent, with provisions for automatic escalation in case of disagreement.

\*\*\*\*\*