

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 2102
ANSWERED ON 06th AUGUST, 2026**

DIGITIZATION OF POST OFFICES

2102 # SHRI PRADIP KUMAR VARMA:

Will the Minister of Communications be pleased to state:

- (a) whether various initiatives are being taken by Government for modernisation and digitisation of the postal department and for strengthening the accessibility of citizen services;
- (b) if so, the details of progress made in digitization of post offices, expansion of core banking services, digital payment facilities and other technology based services during the last five years;
- (c) whether Government has taken any special initiative to promote financial inclusion, e-commerce logistics, and access to Government services through the postal network in rural and remote areas; and
- (d) if so, the details thereof?

ANSWER

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

(a) & (b): Several initiatives have been taken for the modernization and digitisation of the Department of Posts (DoP) and for strengthening the accessibility of citizen services, during the last 5 years, as follows:

- (i) Under the IT Modernization Project 2.0, Advanced Postal Technology (APT) has been rolled out across the nation, by August-2025, bringing more than 1.70 lakh Post Offices, Mail Offices and Administrative Units into an integrated digital platform for booking, processing, delivery and digital payments.
- (ii) More than 1.4 lakh Branch Post Offices have also been equipped with mobile and biometric devices for delivery of postal, banking, insurance and citizen centric services.
- (iii) Digital payment facility has been enabled in Post Offices for accepting payments from public through UPI / QR Code / Debit card / Credit card.
- (iv) Post Office Savings Bank (POSB) has been fully computerized on a Core Banking Solution (CBS) platform, offering modern digital services, including ATM access, DBT payment, Internet banking, Mobile banking, NEFT / RTGS, e-Passbook and e-KYC.

(c) & (d): Following initiatives have been taken by the Government to promote financial inclusion, ecommerce logistics, and access to Government services through the postal network in rural and remote areas:

(I) Financial Inclusion:

- (i) Department of Posts, through its nationwide network of post offices, plays a significant role in the last-mile delivery of DBT to the eligible accounts of the beneficiaries.
- (ii) India Post Payments Bank (IPPB), setup under Department of Posts, offers a range of services and products such as savings and current accounts, Virtual Debit Card, Domestic Money Transfer services, bill and utility payments, insurance services for IPPB customers, Post Office Savings Account (POSA) linkage with IPPB accounts, online payment for Post Office Savings schemes, Digital Life Certificate (DLC), Aadhaar Enabled Payment System (AePS), mobile number update in Aadhaar for any citizen and Child Enrolment services for any child of 0-5 years old.
- (iii) 5746 new Branch Post Offices have been sanctioned in March 2023 to provide banking facility within 5 km of all the villages in the country by a brick-and- mortar post office with IPPB touch points.
- (iv) The e-KYC facility, introduced in Departmental Post Offices with effect from 06.01.2025, enabling paperless and faster customer onboarding, has further been extended to Branch Post Offices with effect from 22.06.2026.
- (v) Additionally, Branch Post Office interoperability has also been implemented thereby enabling customers to access savings bank services seamlessly from Branch Post Offices.

(II) E-commerce Logistics:

- (i) Department has entered into partnership with major e-commerce platforms like Amazon, Shiprocket, Decathlon and DTDC for delivery of e-commerce consignments in all pin codes, including rural and remote areas.
- (ii) All India Road Transport Network, covering 88 routes and performing over 62,000 km of daily run, has been operationalized to improve transit predictability of mail and parcels.
- (iii) Integrated and mechanized Delivery Centers have been established to ensure speedy delivery of mail and parcels.
- (iv) Roll out of APT in post offices has provided facilities such as real-time tracking, digital transactions via UPI/QR codes, OTP based booking authentication, Application Programming Interface (API) integration to e-commerce partners and bulk customers.

(III) Access to Government Services:

- (i) Aadhaar enrolment and mandatory biometric update services are being provided through Post Offices, thereby improving access to digital identity services for citizens residing in rural, remote and underserved areas.
- (ii) Citizen-centric services such as Passport Seva, Retail Post, e-Payment, KYC verification are being delivered through the Department's extensive postal network, thereby improving accessibility of Government and digital services across the country.
