

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 2890
ANSWERED ON 13th AUGUST, 2026**

BIOMETRIC AUTHENTICATION FAILURES AT POST OFFICES

2890 SHRI RAJINDER GUPTA:

Will the Minister of Communications be pleased to state:

- (a) whether Government maintains data on instances of biometric authentication failure faced by elderly pensioners at post offices and through IPPB doorstep banking services and if so, the details thereof during the last three years;
- (b) the alternative verification mechanism, if any, available for beneficiaries whose biometric authentication does not succeed and the average time taken in such cases to complete the pension disbursement process; and
- (c) the number of GDS-operated doorstep banking points currently functional in rural areas as against the sanctioned strength and whether any assessment has been made of the adequacy of doorstep banking coverage for elderly and mobility-restricted pensioners?

ANSWER

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

- (a) The instances of biometric (fingerprint) authentication failure at India Post Payments Bank (IPPB) doorstep banking services for the last three Financial Years (FY) is as under:

FY	2023-24	2024-25	2025-26
Approx % of Failure	32.7%	14.8%	10.9%

- (b) Alternative verification mechanisms of face authentication and OTP based authentication are available when biometric authentication does not succeed. The time taken for cash disbursement is 1 - 3 min.
- (c) IPPB has enabled more than 1.64 lakh Post Offices (nearly 1.39 lakh in rural areas) to provide IPPB Banking services at the last mile. Since IPPB services are provided through Post Offices, all villages are covered through the IPPB banking services.
