

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

**LOK SABHA
UNSTARRED QUESTION NO.3551
TO BE ANSWERED ON 2ND JANUARY, 2019**

E-MARKET PLACE

3551. KUMARI SHOBHA KARANDLAJE:
SHRI PRATHAP SIMHA:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the India Post has recently launched e-Market Place to provide end to end support to rural artisans, SHGs, women entrepreneurs and online retailers to sell their products using e-commerce portal and if so, the details thereof;
- (b) whether the Government has launched internet banking facility for Post Office Savings Bank customers recently and if so, the details thereof;
- (c) whether the Government has launched a scholarship programme for school children with the objective of bringing philately to the mainstream education system and if so, the details thereof including the number of students selected for the said scholarship during each of the last three years and the current year, State/UT-wise;
- (d) the objective of instituting Meghdoot awards to the postal employees; and
- (e) the new citizen centric initiatives launched by the Department of Posts during the said period to bring governance to the doorstep of citizens?

ANSWER

**THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)**

- (a) India Post has launched its e-Commerce Portal on 14.12.2018 to provide end to end support to sellers including Rural Artisans, Self Help Groups, Women Entrepreneur and Online Retailers to sell their product. The e-Commerce Portal can be accessed at <https://ecom.indiapost.gov.in>
- (b) India Post has started internet banking facility for the customers of the Post Office Savings Bank in CBS Post Offices. The Scheme provides for an intra-operable (i.e within the POSB Accounts only) internet banking facility for the Post Office Savings Bank Customers of CBS Post Offices.

(c) Yes, Department of Posts launched a nationwide Deen Dayal SPARSH (Scholarship for Promotion of Aptitude & Research in Stamps as a Hobby) Scholarship scheme in 2017-18 which is a philately scholarship scheme for the students who have good academic record and also pursue Philately as a hobby. Details are in **Annexure A**.

(d) The objective of Meghdoot Award is to encourage officials by recognizing their performance. Instituted in 1984 for employees under the Department of Posts, the purpose of the award is to motivate the staff to work with greater enthusiasm and improve their performance.

(e) Department of Posts has taken several citizen centric initiatives to bring Governance near the vicinity of the citizens as detailed below:

- i) **Aadhaar Updation & Enrolment Facility in Post Offices:-** Department of Posts has set up 13,352 Aadhaar Enrolment and Updation Centres in order to extend enrolment/updation facilities to common citizens through Post office network.
- ii) **Post Office Passport Seva Kendra:-** In order to extend passport services to common citizens, Department of Posts and Ministry of External Affairs have agreed to utilize the Post Offices as Passport Seva Kendra, 254 POPSKs have been opened across the country till date.
- iii) Department has rolled out India Post Call Centre (IPCC) with Interactive Voice Response System (IVRS) and Agent based service at Varanasi on 01 June 2018. This is a new citizen centric initiative to bring governance to the door step of Citizens. The Citizens can dial toll free number 1800 266 6868 from anywhere in the country and inquire about the services provided by the Department of Posts as well as lodge any complaint with regard to their article. The Department has received 14,65,040 calls from 01 June 2018 till 30 November 2018.
- iv) Besides above, initiatives like Electronic Money Order (eMO), Instant Money Order (iMO), Jeevan Pramaan Centres are also introduced by Department of Posts as part of Citizen Centric initiatives.

Deen Dayal SPARSH Yojana

Year	Total no. of entries Received	Total no. of Students participated	Total no. of students selected.
2017-18	22137	20652	841
2018-19	83861	74555	916

State/UT wise details of Students selected

S. No.	Postal Circle	State/UTs	Number of students selected 2017-18	Number of students selected 2018-19
1.	Assam		16	40
2.	Andhra Pradesh		40	40
3.	Bihar		40	40
4.	Chhattisgarh		40	40
5.	Delhi	(UT)	40	40
6.	Gujarat	Gujarat	40	40
7.		Daman and Diu (UT)	0	0
8.		Dadar and Nagar Haveli (UT)	0	0
9.	Haryana		40	40
10.	HP		40	40
11.	J&K		0 (*)	40
12.	Jharkhand		40	40
13.	Karnataka		40	40
14.	Kerala	Kerala	40	41 (**)
15.		Lakshadweep (UT)	0	0
16.	Madhya Pradesh		40	40
17.	Maharashtra	Maharashtra	37	40
18.		Goa	03	0

19.		Arunachal Pradesh	01	0
20.	North East	Manipur	13	26
21.		Meghalaya	03	04
22.		Mizoram	0	03
23.		Nagaland	07	0
24.		Tripura	05	07
25.		Odisha		40
26.	Punjab	Punjab State	35	29
27.		Chandigarh (UT)	05	11
28.	Rajasthan		40	40
29.	Tamil Nadu	Tamil Nadu	38	34
30.		Pondicherry (UT)	02	06
31.	Telangana		40	40
32.	Uttar Pradesh		40	35
33.	Uttarakhand		36	40
34.	West Bengal	West Bengal	40	37
35.		Andaman and Nicobar (UT)	0	03
36.		Sikkim	0	0
TOTAL			841	916

(*) Deen Dayal SPARSH Yojana could not be implemented in J&K Circle in 2017-18 as due to winter season in J&K Circle most of the schools remain closed.

(**) Two students of Class-VIII got the same marks in final selection and both of them were selected. 10 students were selected from Class-VI, VII and IX and 11 students from Class-VIII in Kerala Circle.
