

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

**LOK SABHA
UNSTARRED QUESTION NO. 3373
TO BE ANSWERED ON 9TH AUGUST, 2023**

INDIA POST PAYMENTS BANK

†3373. SHRI PARBATBHAI SAVABHAI PATEL:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether India Post Payments Banks have launched WhatsApp Banking Services;
- (b) the manner in which the said service is likely to empower the customers to avail the banking services through their mobile phones across the country including Gujarat; and
- (c) whether the said service is likely to enable the people to avail services at their doorsteps and if so, the details thereof?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS
(SHRI DEVUSINH CHAUHAN)**

(a) Yes, India Post Payments Bank has launched WhatsApp Banking Service. The WhatsApp Banking number of IPPB is 88007 56000.

(b) & (c) IPPB WhatsApp Banking works on a conversation mode which enables the customer to get information on various products and services of the bank. This enables customers to access the information from the messaging app without downloading banking app or visiting post office. It provides the customers with the facility of locating their preferred post office just by entering pincode. It also enables the customers to book doorstep service requests for banking services like opening of Account, Aadhaar Enabled Payment System (AePS), Domestic Money Transfer (DMT), citizen centric services i.e. Aadhaar mobile update, Child Aadhaar Enrolment, insurance, loan referral services etc.

Customers can type “Hi” in the WhatsApp chat and are guided to options where they can select the required services. Once doorstep banking option is selected, the customer is prompted to select the type of doorstep services from among banking transactions, banking services or loan referral. Further, the customer is also guided to choose transaction type. This is followed by filling up of details like name, date of birth, address and pin code to enable the post office to get in touch with the customer for providing the requested service.
