

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

**LOK SABHA
UNSTARRED QUESTION NO. 545
TO BE ANSWERED ON 6TH DECEMBER, 2023**

UPGRADATION OF POST OFFICES

545. SHRI DHANUSH M. KUMAR:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government has fulfilled in its objective of modernisation /upgradation of the Post Offices, if so, the details thereof and if not, the reasons therefor;
- (b) the reason for slow modernisation /upgradation of the Post Offices particularly in rural and backward areas of Tamil Nadu;
- (c) the new scope of activities assigned to the Post Offices under the modernization process; and
- (d) the total investment made in modernisation project during the current year in the State of Tamil Nadu?

ANSWER

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

- (a) Yes Sir; the Government has substantially fulfilled in its objective of modernisation / upgradation of the Post Offices. Under IT Modernisation Project, all 25,070 Departmental Post offices in the country have been computerised. The Department has also modernised 1,36,778 Branch Post Offices of the country by providing mobile devices with SIM based connectivity for carrying out online postal, financial and insurance transactions. Department of Posts Information Technology Modernization Project 2.0 has been approved by the Government for continuation of the Technology Project in February 2022 with an outlay of Rs. 5785 Crore for a period of eight years.
- (b) The modernisation/upgradation of the Post Offices has not been slow. In Tamil Nadu Postal Circle, all 2564 Departmental Post Offices have been computerised and new mobile devices with SIM based connectivity have been rolled out in 9275 Branch Post Offices.
- (c) The new scope of activities assigned to the Post Offices under the modernisation process are as under:-
 - i. **Core Banking Services:** This facility enables customers to transact their Post Office Savings Bank (POSB) accounts from any Post Office across the country. Besides, 1000 Automated Teller Machines (ATMs) have been installed across the country which are inter-operable.
 - ii. **Postal Life Insurance (PLI):** This service is being provided through Core Insurance solution (CIS), through which customers can make premium payment in any Post Office.

- iii. **Core System Integrator (CSI):** This project has been implemented for providing solutions for Mail operations, Retail Products, Logistics and Human Resources.
- iv. **DARPAN (Digital Advancement of Rural Post offices for a New India):** Customers in the rural areas can avail the facility of booking of Registered and Speed Post article, booking of Money Orders, Post Office Savings Bank transactions, Postal Life Insurance (PLI) /Rural Postal Life Insurance (RPLI) premium payment and indexing of PLI/RPLI maturity claims through the DARPAN smartphone devices.
- v. **Jeevan Pramaan - Digital Life certificates:** This is a biometric enabled digital service for pensioners for submitting their Life Certificates digitally in Jeevan Pramaan Centres established in all the Head Post Offices across the country.

(d) Under IT Modernisation Project, a total expenditure of Rs. 445.41 Crore has been made during the current year. The Project has been implemented centrally pan – India. Hence, State/Union Territory (UT) wise expenditure is not applicable.
