

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

**LOK SABHA
UNSTARRED QUESTION NO. 605
TO BE ANSWERED ON 6TH DECEMBER, 2023
POST OFFICE PRODUCTS AND SERVICES**

†605. **SHRI GUMAN SINGH DAMOR:**

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the details of the post office products and services along with the steps being taken to make post offices hi-tech;
- (b) whether there is any plan to make post office savings schemes more attractive than nationalized banks, if so, the details thereof and if not, the reasons therefor;
- (c) the names of the Ministries that have been cooperated and tied-up to make the services of post office effective;
- (d) whether there is any plan to expand this cooperation and alliance further; and
- (e) the steps being taken by the Government to increase the postal network in rural areas?

ANSWER

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

- (a) The post office inter-alia provides Mails, Parcels and Logistics, Insurance, Financial services, etc. and also various citizen centric services of the Government. Under Information Technology (IT) Modernisation Project, all the 25,070 Departmental Post Offices have been computerized. The Department has also modernised 1,36,778 Branch Post Offices in the rural areas of the country by providing mobile devices with SIM based connectivity for providing postal and financial services. Information Technology (IT) Modernisation Project 2.0 has been approved by the Government for continuation of the Technology project in the Department of Posts in February 2022 with an outlay of Rs. 5785 crore for a period of 08 years.
- (b) Most of the National Small Savings Schemes provided by post office offer attractive, better and risk-free returns to investors as compared to similar instruments in the market. Interest rates applicable on small savings schemes are periodically reviewed by the Government.
- (c) & (d) In order to provide citizen centric services, cooperation and tie ups with various Ministries and Departments are undertaken and this is an ongoing and dynamic process. This at present inter-alia involves Ministry of External Affairs, Ministry of Railways, Ministry of Electronics and Information Technology, Department of Pension & Pensioners' Welfare, Ministry of Commerce & Industry, Ministry of Tribal Affairs, etc., for services such as Aadhaar enrollment & updation facilities, Post Office Passport Seva Kendras, Passenger Reservation facilities, Digital Life certificates etc.
- (e) Opening of new post offices is an ongoing process. In the last few years, a large number of post offices have been opened, enhancing the strength of post offices to 1,64,972.
