GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF POSTS

LOK SABHA
UNSTARRED QUESTION NO. 2812
TO BE ANSWERED ON 11ᵀᴴ MARCH, 2020

COMPUTERIZATION OF POST OFFICES

†2812. SHRI RAVINDRA KUSHWAHA:

Will the Minister of COMMUNICATIONS be pleased to state:

(a)   whether the Government has taken any steps to make post-offices competitive vis-a-vis their private counterparts;

(b)   if so, the details thereof; and

(c)   the total number of post-offices in rural areas of the country, State/UT-wise along with the number of post-offices which have been computerised and those which are under the process of computerisation as on date, State/UT-wise?

ANSWER

MINISTER OF STATE FOR COMMUNICATIONS,
HUMAN RESOURCE DEVELOPMENT AND
ELECTRONICS & INFORMATION TECHNOLOGY
(SHRI SANJAY DHOTRE)

(a)   Yes Sir.

(b)   Under the Information Technology Modernization Project, the Department of Posts has harnessed technology to provide delivery of services in a competitive environment. These include :

  i)   All 25487 Departmental Post Offices are computerized. Moreover, 129076 Branch Post Offices are provided with SIM based Handheld Devices to provide networked services to the rural population on par with urban customers under Digital Advancement of Rural Post Office for A New India (DARPAN) Project.

  ii)   Network connectivity has been provided to Departmental Post Offices through a single Wide Area Network (WAN). As on date 27362 locations including administrative and mail offices are operating in the WAN system.

  iii)   Financial Services Integrator (FSI) has been implemented for solutions for Core Banking and Core Insurance in Post Offices. This provides multiple service delivery channels through internet banking, ATM, Interactive Voice Response

System (IVRS) and SMS among others. 997 ATMs have been installed which are inter-operable.

iv) Core System Integrator (CSI) project has been implemented for providing solutions for Mail Operations, Retail Products, Logistics and Human Resources.

v) Mobile App based delivery has been introduced to provide real time delivery information. Postmen have been provided with smartphones.

vi) Department has introduced electronic clearance of letter boxes through a mobile app based 'Nanyatha' App to provide for a mechanism to check the clearance of letter boxes.

vii) Online Track and Trace system for Speed Post is provided for real time tracking.

viii) Short Messaging Service (SMS) is utilized for giving the delivery status of an article to the customer.

ix) Dynamic Queue Management System (DQMS) has been implemented in the Post Offices having six or more than six counters.

(c)   All the Departmental Post Offices in the Country are computerized. Details of State/UT-wise number of computerized Departmental Post Offices is annexed as **Annexure-I.**

Annexure-1 referred to in reply of para (c) of Lok Sabha Unstarred Question No.2812 to be answered on 11th March 2020 raised by Hon'ble Member of Parliament Shri Ravindra Kushwaha regarding "Computerization of Post Offices".

Sl. No.	Name of the State	Urban	Rural	Number of Post Offices
	All the Departmental Post Office in the Country are computerized. Details of State/UT-wise computerized departmental post office.			
1	Andhra Pradesh	632	958	1590
2	Assam	226	398	624
3	Bihar	424	636	1060
4	Chhattisgarh	261	90	351
5	Gujarat	622	629	1251
6	Haryana	325	181	506
7	Himachal Pradesh	119	352	471
8	Jharkhand	234	233	467
9	Karnataka	857	849	1706
10	Kerala	533	967	1500
11	Madhya Pradesh	691	328	1019
12	Maharashtra	1146	964	2110
13	Goa	47	57	104
14	Arunachal Pradesh	24	26	50
15	Manipur	28	28	56
16	Meghalaya	26	42	68
17	Mizoram	17	22	39
18	Nagaland	17	26	43
19	Tripura	32	52	84
20	Odisha	542	668	1210
21	Punjab	395	330	725
22	Rajasthan	604	730	1334
23	Tamil Nadu	1474	1326	2800
24	Telangana	414	428	842
25	Uttarakhand	196	198	394
26	Uttar Pradesh	1665	892	2557
27	West Bengal	963	758	1721
28	Sikkim	12	11	23

Sl. No.	Name of the UT	Urban	Rural	Number of Post Offices
1	Delhi	387	5	392
2	Dadra and Nagar Haveli and Daman and Diu	4	6	10
3,4	Jammu & Kashmir including Ladakh	179	88	267
5	Lakshdweep	6	3	9
6	Chandigarh	41	2	43
7	Puducherry	24	10	34
8	Andaman & Nicobar	12	15	27
	Total	13179	12308	25487

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