

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

**LOK SABHA
UNSTARRED QUESTION NO. 515
TO BE ANSWERED ON 16TH SEPTEMBER, 2020**

SAVING ACCOUNTS IN POST OFFICES

†515. SHRI NIHAL CHAND:
SHRIMATI JASKAUR MEENA:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the number of saving accounts opened so far in post offices of country during the last two years and the details thereof including Ganganagar of Rajasthan;
- (b) the facilities provided by the Government to account holders through India Post payment banks and whether there has been any increase in the opening of new accounts during the last two years; and
- (c) whether the Union Government has any mechanism to know the satisfaction level of services/ facilities being provided to the customers and if so, the details thereof?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS, EDUCATION AND
ELECTRONICS & INFORMATION TECHNOLOGY
(SHRI SANJAY DHOTRE)**

(a) Sir, the number of Saving Accounts opened in post offices of country during the last two years and the details thereof including Ganganagar (Shriganganagar) of Rajasthan is as under.

Sl. No.	Financial Year	No of Savings Account opened
1.	2018-19	1,11,44,268
2.	2019-20	88,15,236
3.	2018-19 In Ganganagar (Shriganganagar), Rajasthan	13,476
4.	2019-20 In Ganganagar (Shriganganagar), Rajasthan	16,791

(b) The facilities being provided to the account holders through the India Post Payment Bank include: -

- i. Paperless banking
- ii. Opening of account and transactions through biometric authentication
- iii. Doorstep banking
- iv. Online banking through IPPB application available in multiple languages

- v. QR(Quick Response) Card and Assisted UPI(Unified Payment Interface)
- vi. Linkage with Post Office Savings Account
- vii. Digital payment from IPPB account to customer's Recurring Deposit account, Time Deposit account, Sukanya Samriddhi Yojana Account or Public Provident Fund Account standing in the Post Office.

Number of accounts being opened in India Post Payments Bank (IPPB) have been continuously increasing. The details of account opened in India Post Payments Bank (IPPB) during last two years is as under:-

Sl. No.	Financial Year	No of IPPB accounts opened
1.	2018-19	55,67,872
2.	2019-20	1,81,91,458

(c) Yes, Sir. The Department of Posts has an elaborate mechanism of various channels for receiving continuous feedback from its customers to know their satisfaction level of services/facilities being provided to them and take appropriate remedial steps.

They *inter-alia* include-

- i) Customer Relationship Management Platform
- ii) India Post Call Centre (Toll Free No 1800 266 6868)
- iii) Twitter Seva
- iv) Customer feedback facility on the Department's website
(www.indiapost.gov.in/VAS/Pages/CustomerFeedback.aspx)
- v) Centralized Public Grievance Redress And Monitoring System Portal
- vi) Complaints and suggestions received through mail, email etc.
