

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

**LOK SABHA
UNSTARRED QUESTION NO. 2649
TO BE ANSWERED ON 10TH MARCH, 2021**

COMPUTERIZATION OF POST OFFICES

2649. SHRI D.K.SURESH:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government has undertaken any programme for the computerization and modernization of post offices in the country;
- (b) if so, the details thereof;
- (c) the total number of post offices modernized/ computerized during each of the last three years, State/ UT-wise; and
- (d) the funds allocated and spent in this regard during the same period under the said programme, State/ UT-wise?

ANSWER

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

- (a) Yes Sir. The Department of Posts has modernized and computerized the Post Offices to provide better postal services in the country under the IT Modernization Project.
- (b) The details are as under: -
 - i. The project includes providing Central Server based integrated, modular and scalable solution for all the operations of Department of Posts including Mails, Human Resource, Banking, Insurance and Finance and Accounts. It also involves creation of IT Infrastructure like Data Centre, Disaster Recovery Centre, setting up of a Wide Area Network (WAN) and providing solar powered and portable hand-held computing devices (Micro ATM compliant) to all the Branch Post Offices.
 - ii. At present there are 25,409 Departmental Post Offices in the country and all are computerized. The Department has computerized and modernized 1,29,157 Branch Post offices by providing SIM based Handheld Point of Sale devices for carrying out postal and financial transactions using central server architecture under Digital Advancement of Rural Post Office for A New India (DARPAN) Project.
 - iii. Post Offices are providing Core Banking Services (CBS) to the Post Office Savings Bank (POSB) customers enabling them to transact their POSB accounts from any post office across the country.
 - iv. **1000** ATMs have been installed, with at least one in each District Headquarters in the country. These ATMs are inter-operable with other banks.

- v. Internet banking services, (e-banking) have been made available for POSB customers from 14.12.2018. Through the e-banking facility, POSB account holders can make deposits into Sukanya Samriddhi Yojana (SSY) and the Post Office Public Provident Fund (PPF) accounts online from their POSB savings account.
- vi. The POSB customers have also been provided with the facility of Mobile Banking from 15.10.2019.
- vii. Postal Life Insurance (PLI) services are being provided through Core Insurance Solution (CIS) which has been rolled out in all the Post offices and through this solution, the customers can make premium payment at any post office and has also enabled central processing centers to provide faster claim settlement and after-sales service.

(c) Computerization of all the Departmental Post Offices in the country was completed in 2014-15. However, funds are regularly allotted to Postal Circles for procurement of computers and peripherals to replace the obsolete computer/hardware items as per requirement.

The Postal Circle wise details of Branch Post Offices computerized/modernized under Digital Advancement of Rural Post Office for A New India (DARPAN) Project is annexed as **Annexure-I**.

(d) i) During the Financial Year 2017-18, Rs. 20.56 Crore were spent centrally. The Postal Circle wise details of funds allocated and spent to replace the obsolete computer/hardware items in 2018-19 and 2019-20 are annexed as **Annexure-II**.

ii) The IT Modernization Project has been implemented centrally by the Department. The total funds spent in the last three years is as under:-

Financial Year	Funds allocated (in Crores)	Funds utilized (in Crores)
2017-18	435.08	415.64
2018-19	378.03	375.32
2019-20	396.81	384.68

Annexure-I referred to in reply of Lok Sabha Un-starred Question No. 2649 to be answered on 10th March, 2021 raised by Hon'ble Member of Parliament SHRI D. K. SURESH regarding 'Computerization of Post Offices'

Sr. No.	Name of Postal Circle	Name of State / UT	Total No. of Rollout DARPAN Branch Post Offices
1	Andhra Pradesh	Andhra Pradesh	8945
2	Assam	Assam	3374
3	Bihar	Bihar	7942
4	Chhattisgarh	Chhattisgarh	3040
5	Delhi	Delhi	68
6	Gujarat	Gujarat	7595
		Dadra and Nagar Haveli and Daman and Diu	
7	Haryana	Haryana	2175
8	Himachal Pradesh	Himachal Pradesh	2314
9	Jammu & Kashmir	Jammu & Kashmir	1427
		Ladakh	
10	Jharkhand	Jharkhand	2715
11	Karnataka	Karnataka	7898
12	Kerala	Kerala	3540
13	Madhya Pradesh	Madhya Pradesh	7216
14	Maharashtra	Maharashtra	10573
		Goa	
15	North East	Arunachal Pradesh	2510
		Manipur	
		Meghalaya	
		Mizoram	
		Nagaland	
		Tripura	
16	Odisha	Odisha	7035
17	Punjab	Punjab	3081
		Chandigarh	
18	Rajasthan	Rajasthan	8943
19	Tamil Nadu	Tamil Nadu	9211
		Puducherry	
20	Telangana	Telangana	4948
21	Uttar Pradesh	Uttar Pradesh	15034
22	Uttarakhand	Uttarakhand	2310
23	West Bengal	West Bengal	7263
		Andaman & Nicobar	
		Sikkim	
	Total		129157

Annexure-II referred to in reply of Lok Sabha Un-starred Question No. 2649 to be answered on 10th March, 2021 raised by Hon'ble Member of Parliament SHRI D. K. SURESH regarding 'Computerization of Post Offices'

Sr. No.	Name of Postal Circle	Name of State / UT	2018-19		2019-20	
			Funds Allocated (in Crores)	Funds Utilised (in Crores)	Funds Allocated (in Crores)	Funds Utilised (in Crores)
1	Andhra Pradesh	Andhra Pradesh	-	-	4.61	4.61
2	Assam	Assam	1.64	1.42	-	-
3	Bihar	Bihar	2.85	2.84	2.64	2.64
4	Chhattisgarh	Chhattisgarh	1.43	1.43	-	-
5	Delhi	Delhi	4.42	3.80	0.88	0.88
6	Gujarat	Gujarat	6.17	6.17	-	-
		Dadra and Nagar Haveli and Daman and Diu				
7	Haryana	Haryana	0.85	0.85	-	-
8	Himachal Pradesh	Himachal Pradesh	0.91	0.91	-	-
9	Jammu & Kashmir	Jammu & Kashmir	1.31	1.30	-	-
		Ladakh				
10	Jharkhand	Jharkhand	0.33	0.32	-	-
11	Karnataka	Karnataka	0.35	0.33	5.00	5.00
12	Kerala	Kerala	5.21	5.21	-	-
13	Madhya Pradesh	Madhya Pradesh	1.39	1.39	1.28	1.28
14	Maharashtra	Maharashtra	0.47	0.44	4.47	4.09
		Goa				
15	North East	Arunachal Pradesh	1.10	0.97	3.49	0.51
		Manipur				
		Meghalaya				
		Mizoram				
		Nagaland				
		Tripura				
16	Odisha	Odisha	4.79	4.79	4.09	4.09
17	Punjab	Punjab	2.15	1.85	-	-
		Chandigarh				
18	Rajasthan	Rajasthan	2.21	2.20	-	-
19	Tamil Nadu	Tamil Nadu	9.24	9.10	-	-
		Puducherry				
20	Telangana	Telangana	0.52	0.51	2.91	2.91
21	Uttar Pradesh	Uttar Pradesh	8.27	8.26	-	-
22	Uttarakhand	Uttarakhand	1.22	1.22	-	-
23	West Bengal	West Bengal	13.51	11.23	-	-
		Andaman & Nicobar				
		Sikkim				
	Total		70.34	66.54	29.37	26.01
