

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

**LOK SABHA
UNSTARRED QUESTION NO. 2751
TO BE ANSWERED ON 4TH AUGUST, 2021**

POSTAL SERVICES

2751. SHRI G.S. BASAVARAJ:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether with the rapid advancement of electronic and digital communication systems, the role of Department of Posts (DoP) has been greatly diminished with sharp decline in the volume of mails carried and delivered across the country and if so, the details thereof and the reaction of the Government thereto;
- (b) whether the infrastructure and manpower of post offices are underutilized except for the operation of speed post services and if so, the details thereof and the reaction of the Government thereto;
- (c) whether DoP has any plans to expand its saving bank facilities to cover commercial banking operations and if so, the details thereof; and
- (d) whether DoP has obtained a licence from the banking regulator in this regard and if so, the details thereof?

ANSWER

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

(a) No Sir. The role of Department of Posts (DoP) has not diminished with the rapid advancement of electronic and digital communication systems. There has been continuous growth in Speed Post from 2015-16 to 2018-19. As regards Registered Post, volume has remained almost constant from 2015-16 to 2018-19. Decline in volume of Ordinary Letter mail due to advancement of electronic and digital communication is a global phenomenon. Lockdown in several parts of the country during COVID-19 pandemic has, however, affected mail volume in 2019-20 and 2020-21.

Further, computerization and networking of post offices has helped in providing electronic and digital services to the citizens across the country including remote rural areas. E-post, Electronic Money Order, Tracking of Speed Post and Registered articles, provision of Short Messaging Service (SMS) on booking and delivery of mail, e-Post Office, Core Banking in small savings sector, online payment of Postal Insurance premium, Automated Teller Machines (ATMs), launch of India Post Payments Bank (IPPB), are some of the major initiatives taken by Department of Posts.

(b) No, Sir. The infrastructure and manpower of post offices are fully utilized for booking and delivery of mail including Speed Post, Registered Post, Parcels, Unregistered mail, etc. Postmen and Gramin Dak Sewaks are also being engaged by the Department for door step delivery of financial services and Direct Benefit Transfer payments. Postal employees are also engaged in procuring Postal Life Insurance and Rural Postal Life Insurance business. Further, Post offices are also retailing following services utilizing available manpower:

- i. Aadhaar enrolment and updation facility has been provided through more than 13,000 post offices,
- ii. In 426 post offices, Passport Seva Kendras have been set up and the service is provided by postal officials,
- iii. Services of postmen and Gramin Dak Sewaks are used to provide services of India Post Payments Bank at the door step in addition to mail delivery work,
- iv. Common Service Centres to provide various e-governance services have been made functional in more than 27,000 post offices,
- v. Jeevan Praman service is also provided through post offices and by postmen at the door step.

(c) & (d) Department of Posts has obtained a license from the banking regulator in January, 2017 to carry out payment bank business in India. In pursuance of that, India Post Payments Bank (IPPB) has been set up in September, 2018 with 100% equity of the Government of India.
