

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

**LOK SABHA  
STARRED QUESTION NO. 2  
TO BE ANSWERED ON 2<sup>ND</sup> FEBRUARY, 2022**

**MODERNISATION OF POST OFFICES**

\*2. MS. DEBASREE CHAUDHURI:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government has undertaken any programme for computerisation and modernisation of Post Offices in the country;
- (b) if so, the details thereof, State-wise including West Bengal;
- (c) the number of Post Offices computerised as on date in each State including West Bengal; and
- (d) the number of Post Offices yet to be computerized?

**ANSWER**

**MINISTER OF RAILWAYS, COMMUNICATIONS &  
ELECTRONICS AND INFORMATION TECHNOLOGY  
(SHRI ASHWINI VAISHNAW)**

- (a) to (d) A statement is laid on the Table of the House.

**STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (d) OF THE LOK SABHA STARRED QUESTION NO. 2 FOR 2<sup>ND</sup> FEBRUARY, 2022 REGARDING 'MODERNISATION OF POST OFFICES'.**

(a) Yes, Sir.

(b) & (c) Under the Information Technology Modernisation Project, the Department of Posts has computerised and modernised Post offices to provide better delivery of services. Details are as follows:

All the 25,109 Departmental Post Offices in the country including 1,770 Departmental Post Offices in West Bengal Postal Circle, have been computerised. The State wise list including UTs is at **Annexure-I**.

The Department has also modernised 1,29,238 Branch Post Offices including 7,249 Branch Post Offices in West Bengal by providing Subscriber Identification Module (SIM) based Hand Held Point of Sale Devices, for carrying out online postal and financial services. The State wise details including UTs is at **Annexure-II**.

Core Banking Services (CBS) have been provided in 25006 Post Offices in the country including 1,737 Post Offices in West Bengal Circle. The State wise list including UTs is at **Annexure-III**. This facility enables customers to transact their Post Office Savings Bank (POSB) accounts from any Post Office across the country.

Besides there are interoperable Post Office ATMs available in 1000 locations including 65 locations of West Bengal Postal Circle. State wise list including UTs is at **Annexure-IV**.

Postal Life Insurance (PLI) services are being provided through Core Insurance Solution (CIS). Through this solution, the customers can make premium payment online as well as at any Post Office. It has also enabled Central Processing Centres (CPCs) to provide faster claim settlement and after-sales service.

(d) All 25109 Departmental Post Offices have been computerised.

**Annexure to reply of Lok Sabha Starred Question No. 2 for answer on 02.02.2022.****State wise (including UTs) number of Departmental Post Offices which are computerised.**

<b>S. No.</b>	<b>Name of Postal Circle</b>	<b>State / UT Covered</b>	<b>Number of Departmental Post Offices Computerised</b>
1	Andhra Pradesh	Andhra Pradesh	1570
2	Assam	Assam	624
3	Bihar	Bihar	1073
4	Chhattisgarh	Chhattisgarh	352
5	Delhi	Delhi	380
6	Gujarat	Gujarat, Dadra and Nagar Haveli, Daman and Diu	1203
7	Haryana	Haryana	506
8	Himachal Pradesh	Himachal Pradesh	471
9	Jammu & Kashmir	Jammu and Kashmir, Ladakh	263
10	Jharkhand	Jharkhand	467
11	Karnataka	Karnataka	1698
12	Kerala	Kerala, Lakshadweep	1509
13	Madhya Pradesh	Madhya Pradesh	1015
14	Maharashtra	Maharashtra, Goa	2213
15	North-East	Arunachal Pradesh, Manipur, Meghalaya, Tripura, Mizoram, Nagaland	341
16	Odisha	Odisha	1209
17	Punjab	Punjab, Chandigarh	768
18	Rajasthan	Rajasthan	1315
19	Tamil Nadu	Tamil Nadu, Puducherry	2596
20	Telangana	Telangana	824
21	Uttar Pradesh	Uttar Pradesh	2548
22	Uttarakhand	Uttarakhand	394
23	West Bengal	West Bengal, Sikkim, Andaman and Nicobar Islands	1770
	<b>Grand Total</b>		<b>25109</b>

**Annexure-II**

**Annexure to reply of Lok Sabha Starred Question No. 2 for answer on 02.02.2022.**

**State wise (including UTs) number of Branch Post Offices computerised in the country.**

<b>S. No.</b>	<b>Name of Postal Circle</b>	<b>State / UT Covered</b>	<b>Number of Branch Offices computerised</b>
1	Andhra Pradesh	Andhra Pradesh	8938
2	Assam	Assam	3383
3	Bihar	Bihar	7981
4	Chhattisgarh	Chhattisgarh	2855
5	Delhi	Delhi	63
6	Gujarat	Gujarat, Dadra and Nagar Haveli, Daman and Diu	7633
7	Haryana	Haryana	2184
8	Himachal Pradesh	Himachal Pradesh	2320
9	Jammu & Kashmir	Jammu and Kashmir, Ladakh	1318
10	Jharkhand	Jharkhand	2650
11	Karnataka	Karnataka	7929
12	Kerala	Kerala, Lakshadweep	3553
13	Madhya Pradesh	Madhya Pradesh	7260
14	Maharashtra	Maharashtra, Goa	10642
15	North-East	Arunachal Pradesh, Manipur, Meghalaya, Tripura, Mizoram, Nagaland	2527
16	Odisha	Odisha	7021
17	Punjab	Punjab, Chandigarh	3097
18	Rajasthan	Rajasthan	8971
19	Tamil Nadu	Tamil Nadu, Puducherry	9266
20	Telangana	Telangana	4967
21	Uttar Pradesh	Uttar Pradesh	15114
22	Uttarakhand	Uttarakhand	2317
23	West Bengal	West Bengal, Sikkim, Andaman and Nicobar Islands	7249
	<b>Grand Total</b>		<b>129238</b>

**Annexure III****Annexure to reply of Lok Sabha Starred Question No. 2 for answer on 02.02.2022.****State wise (including UTs) number of Post Offices migrated on Core Banking Solution (CBS).**

<b>S. No.</b>	<b>Name of Postal Circle</b>	<b>State / UT Covered</b>	<b>Number of CBS Post Offices</b>
1	Andhra Pradesh	Andhra Pradesh	1569
2	Assam	Assam	624
3	Bihar	Bihar	1072
4	Chhattisgarh	Chhattisgarh	352
5	Delhi	Delhi	380
6	Gujarat	Gujarat, Dadra and Nagar Haveli, Daman and Diu	1201
7	Haryana	Haryana	506
8	Himachal Pradesh	Himachal Pradesh	454
9	Jammu & Kashmir	Jammu and Kashmir, Ladakh	260
10	Jharkhand	Jharkhand	462
11	Karnataka	Karnataka	1698
12	Kerala	Kerala, Lakshadweep	1501
13	Madhya Pradesh	Madhya Pradesh	1015
14	Maharashtra	Maharashtra, Goa	2199
15	North-East	Arunachal Pradesh, Manipur, Meghalaya, Tripura, Mizoram, Nagaland	333
16	Odisha	Odisha	1208
17	Punjab	Punjab, Chandigarh	768
18	Rajasthan	Rajasthan	1313
19	Tamil Nadu	Tamil Nadu, Puducherry	2596
20	Telangana	Telangana	824
21	Uttar Pradesh	Uttar Pradesh	2547
22	Uttarakhand	Uttarakhand	387
23	West Bengal	West Bengal, Sikkim, Andaman and Nicobar Islands	1737
	<b>Grand Total</b>		<b>25006</b>

**Annexure-IV**

**Annexure to reply of Lok Sabha Starred Question No. 2 for answer on 02.02.2022.**

**State wise (including UTs) number of Automated Teller Machines (ATM).**

<b>S. No.</b>	<b>Name of Postal Circle</b>	<b>State / UT Covered</b>	<b>Number of ATMs</b>
1	Andhra Pradesh	Andhra Pradesh	59
2	Assam	Assam	26
3	Bihar	Bihar	45
4	Chhattisgarh	Chhattisgarh	14
5	Delhi	Delhi	26
6	Gujarat	Gujarat, Dadra and Nagar Haveli, Daman and Diu	41
7	Haryana	Haryana	20
8	Himachal Pradesh	Himachal Pradesh	22
9	Jammu & Kashmir	Jammu and Kashmir, Ladakh	13
10	Jharkhand	Jharkhand	18
11	Karnataka	Karnataka	76
12	Kerala	Kerala, Lakshadweep	52
13	Madhya Pradesh	Madhya Pradesh	52
14	Maharashtra	Maharashtra, Goa	75
15	North-East	Arunachal Pradesh, Manipur, Meghalaya, Tripura, Mizoram, Nagaland	22
16	Odisha	Odisha	44
17	Punjab	Punjab, Chandigarh	26
18	Rajasthan	Rajasthan	64
19	Tamil Nadu	Tamil Nadu, Puducherry	97
20	Telangana	Telangana	36
21	Uttar Pradesh	Uttar Pradesh	89
22	Uttarakhand	Uttarakhand	18
23	West Bengal	West Bengal, Sikkim, Andaman and Nicobar Islands	65
	<b>Grand Total</b>		<b>1000</b>

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