

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

**LOK SABHA
UNSTARRED QUESTION NO. 3290
TO BE ANSWERED ON 23RD MARCH, 2022**

FUNCTIONAL POST OFFICES

3290. SHRI M. BADRUDDIN AJMAL:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the details of the number of post offices functional in the country at present, district and State-wise;
- (b) the details of the number of new post offices set up in the country including Assam during the last five years and the current year, and State-wise;
- (c) the number of employees currently working in post offices across the country and the exact sanctioned strength for different posts therein;
- (d) the steps taken for strengthening the infrastructure and services of post offices across the country during the said period; and
- (e) the amount of funds allocated/utilized by the Government for the said purpose during the said period, year-wise?

ANSWER

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

- (a) Sir, at present, there are 1,58,595 post offices functional in the country. The district and State-wise details are at **Annexure-I**.
- (b) 5066 new post offices have been set up in the country including 12 new post offices in Assam during the last five years and the current year. The State-wise details are at **Annexure-II**.

(c) There are 1,60,335 employees currently working in postal establishments across the country against the actual sanctioned strength of different posts totalling to 2,41,452. The details of the sanctioned strength and number of employees working for different posts are as follows:

S.No	Category of Posts	Name of the Posts/ Cadre	Sanctioned strength	Number of employees (in Position)
1.	Group C	Multi Tasking Staff	38785	23381
2		Postman	59334	34686
3		Mail Guard	1450	743
4		Postal Assistant	74897	60198
5		Sorting Assistant	18069	12559
6		Lower Selection Grade	30067	22687
7	Group B Non-Gazetted	Higher Selection Grade -II	9428	1054
8		Higher Selection Grade -I	3410	709
9		Inspector Posts	2119	1631
10		Other Cadres	479	54
11	Group B Gazetted		2833	2287
12	Group A		581	346
Total			241452	160335

(d) The Steps taken for strengthening the infrastructure and services to post offices during the last five years and current year are at **Annexure-III**.

(e) The year-wise amount of Scheme funds utilized by the Government for the said purpose during the said period is as follows:

Years	Funds utilized (in Rs. crores)
2016-17	689.64
2017-18	1347.10
2018-19	1013.97
2019-20	873.14
2020-21	1269.96
2021-22 (upto Dec,2021)	815.80

Annexure referred to in reply of para (a) of Lok Sabha Unstarred Question No. 3290 to be answered on 23rd March, 2022 raised by Hon'ble Member of Parliament Shri M. Badruddin Ajmal regarding "Functional Post Offices".

S.No.	Name of State	Name of District	Number of Post Offices functional
1	Andhra Pradesh	Anantapur	942
		Chittoor	893
		Cuddapah (YSR Kadapa)	827
		East Godavari	929
		Guntur	899
		Krishna	803
		Kurnool	764
		Nellore (SPSR Nlr)	768
		Prakasam	906
		Srikakulam	649
		Visakhapatnam	780
		Vizianagaram	685
		West Godavari	764
2	Assam	Dibrugarh	214
		Dhemaji	84
		Lakhimpur	181
		Nagaon	212
		Morigaon	102
		Hojai	77
		Karbianglong	92
		West Karbianglong	28
		Tinsukia	145
		Kamrup Metro	82
		Kamrup	203
		Biswanath	69
		Darrang	105
		Sonitpur	118
		Udalguri	98
		Charaideo	75
		Golaghat	152
		Jorhat	169
		Majuli	48
		Sivasagar	187
		Bajali	40
		Baksa	150
		Barpeta	126

		Name of District	Number of Post Offices functional
		Nalbari	142
		Goalpara	94
		Bongaigaon	72
		Dhubri	129
		Kokrajhar	110
		Chirang	60
		South Salmara- Mankachar	27
		Cachar	234
		Karimganj	149
		Hailakandi	155
		Dima Hasao	74
3	Bihar	Araria	151
		Arwal	90
		Aurangabad	308
		Banka	203
		Begusarai	240
		Bhagalpur	286
		Bhojpur	301
		Buxar	195
		Darbhanga	394
		East Champaran	426
		Gaya	410
		Gopalganj	215
		Jamui	201
		Jehanabad	108
		Kaimur	134
		Katihar	206
		Khagaria	138
		Kishanganj	66
		Lakhisarai	84
		Madhepura	197
		Madhubani	416
		Munger	122
		Muzaffarpur	446
		Nalanda	350
		Nawada	199
		Patna	443
		Purnea	199
		Rohtas	300
		Saharsa	171
		Samastipur	377

S.No.	Name of State	Name of District	Number of Post Offices functional
		Saran	393
		Sheikpura	104
		Sheohar	42
		Sitamarhi	292
		Siwan	320
		Supaul	207
		Vaishali	277
		West Champaran	276
4	Chhattisgarh	Bijapur	185
		Dantewada	123
		Sukma	72
		Bastar	272
		Kondagaon	234
		Kanker	308
		Narayanpur	88
		Bilaspur	150
		Korba	112
		Janjgir	257
		Mungeli	72
		Gaurela / Pendra / Marwahi	54
		Balod	142
		Bemetara	78
		Durg	141
		Kawardha	100
		Rajnandgaon	413
		Raigarh	278
		Jashpurnagar	166
		Surguja	80
		Balrampur	123
		Koria	67
		Surajpur	71
		Baloda Bazar	164
		Dhamtari	130
		Gariaband	126
		Mahasamund	158
		Raipur	135
5	Delhi	Central Delhi	44
		East Delhi	18
		New Delhi	71
		North Delhi	52

S.No.	Name of State	Name of District	Number of Post Offices functional
		North East Delhi	21
		North West Delhi	54
		Shahdara Delhi	29
		South Delhi	56
		South East Delhi	47
		South West Delhi	54
		West Delhi	63
6	Gujarat (including Daman & Diu and Dadra & Nagar Haveli)	Ahmedabad	173
		Gandhinagar	517
		Mahesana	310
		Patan	266
		Sabarkantha	580
		Banaskantha	407
		Amreli	345
		Bhavnagar	324
		Botad	76
		Dev bhumi Dwarka	138
		Gir-Somnath	156
		Jamnagar	237
		Junagadh	295
		Kachchh	493
		Morbi	80
		Porbandar	86
		Rajkot	404
		Surendranagar	326
		Anand	360
		Bharuch	391
		Chhotaudepur	197
		Dahod	227
		Dang	56
		Kheda	201
		Mahisagar	165
		Narmada	151
		Navsari	285
		Panchmahal	219
		Surat	442
		Tapi	182
		Vadodara	421
		Valsad	274
		Daman	13
		Diu	4

S.No.	Name of State	Name of District	Number of Post Offices functional
		Dadara&nagar Haveli	35
7	Haryana	Ambala	138
		Yamunanagar	122
		Panchkula	50
		Bhiwani	149
		CharkhiDadri	76
		Faridabad	68
		Palwal	63
		Gurgaon	107
		Nuh	51
		Rewari	135
		Mahendergarh	119
		Hisar	213
		Sirsa	162
		Fatehabad	138
		Karnal	167
		Jind	163
		Panipat	98
		Kurukshetra	113
		Kaithal	123
		Rohtak	120
		Jhajjar	143
		Sonepat	178
8	Himachal Pradesh	Bilaspur	147
		Chamba	223
		Hamirpur	227
		Kangra	651
		Kinnaur	72
		Kullu	155
		Lahaul&Spiti	46
		Mandi	373
		Shimla	357
		Sirmour	163
		Solan	194
		Una	187
9	Jammu & Kashmir (including Ladakh)	Jammu	195
		Samba	54
		Kathua	128
		Udhampur	110
		Doda	59
		Kishtwar	25
		Ramban	53

S.No.	Name of State	Name of District	Number of Post Offices functional
		Reasi	66
		Rajouri	136
		Poonch	63
		Srinagar	64
		Budgam	75
		Ganderbal	26
		Anantnag	119
		Kulgam	50
		Pulwama	75
		Shopian	19
		Baramulla	137
		Bandipora	54
		Kupwara	79
		Leh	55
		Kargil	54
10	Jharkhand	Bokaro	169
		Chatra	168
		Dhanbad	200
		Dumka	198
		East Singhbhum	273
		Garhwa	190
		Giridih	216
		Gumla	168
		Hazaribagh	171
		Khunti	95
		Koderma	74
		Latehar	121
		Lohardaga	60
		Palamu	303
		Ramgarh	108
		Ranchi	346
		Simdega	103
		Saraikela-Kharaswan	82
		West Singhbhum	193
		Sahibganj	101
		Pakur	105
		Godda	111
		Jamtara	103
		Deoghar	194
11	Karnataka	Bagalkot	329
		Belagavi	340
		Bidar	299

S.No.	Name of State	Name of District	Number of Post Offices functional
		Ballari	447
		Vijayapura	400
		Belagavi	226
		Dharwad	209
		Gadag	168
		Belagavi	155
		Koppal	218
		Kalaburagi	421
		Yadgiri	204
		Haveri	258
		Uttara Kannada	231
		Raichur	287
		Uttara Kannada	251
		Chikkamagaluru	301
		Chitradurga & Davangere	464
		Chickballapur & Kolar	419
		Dakshina Kannada	542
		Hassan	414
		Kodagu	210
		Mandya	353
		Mysuru	269
		Chamarajanagar	325
		Shivamogga	472
		Tumakuru	557
		Udupi	262
		Bengaluru Urban & Rural	241
		Rama Nagar & Bengaluru Rural (Channapatna)	350
12	Kerala (including Lakshadweep)	Kasargod	231
		Kannur	382
		Wayanad	163
		Kozhikode	407
		Malappuram	438
		Palakkad	455
		Thrissur	484
		Ernakulam	391
		Idukki	296

S.No.	Name of State	Name of District	Number of Post Offices functional
		Kottayam	406
		Alappuzha	300
		Pathanamthitta	317
		Kollam	365
		Thiruvananthapuram	414
		UT of Lakshadweep & Mahe	14
13	Madhya Pradesh	Bhopal	126
		Raisen	210
		Vidisha	161
		Hoshangabad	175
		Narsinghpur	181
		Harda	68
		Guna	104
		Shivpuri	213
		Ashoknagar	95
		Gwalior	156
		Datia	138
		Morena	203
		Bhind	257
		Sheopur	65
		Indore	153
		Ujjain	190
		Shajapur	115
		Agar	62
		Khandwa	160
		Khargone	187
		Burhanpur	59
		Barwani	119
		Dewas	173
		Dhar	216
		Sehore	171
		Rajgarh	167
		Ratlam	183
		Jhabua	106
		Alirajpur	66
		Mandsaur	216
		Neemuch	119
		Jabalpur	228
		Katni	169
		Balaghat	476
		Seoni	204

S.No.	Name of State	Name of District	Number of Post Offices functional
		Chhindwara	272
		Betul	221
		Mandla	252
		Dindori	83
		Chhatarpur	225
		Tikamgarh	126
		Niwari	59
		Satna	298
		Panna	153
		Shahdol	101
		Annuppur	109
		Umaria	99
		Rewa	329
		Sidhi	145
		Singrauli	70
		Sagar	237
		Damoh	161
14	Maharashtra (including Goa)	Mumbai	230
		Thane	222
		Palghar	219
		Raigad	443
		Nashik	672
		Ratnagiri	663
		Sindhudurg	371
		Sangli	419
		Kolhapur	564
		Aurangabad	353
		Jalna	177
		Beed	330
		Jalgaon	535
		Dhule	270
		Nandurbar	203
		Nanded	470
		Osmanabad	282
		Latur	289
		Parbhani	187
		Hingoli	121
		Ahmednagar	665
		Pune	792
		Satara	666
		Solapur	535
		Akola	236

S.No.	Name of State	Name of District	Number of Post Offices functional
		Buldhana	351
		Washim	164
		Amravati	455
		Yavatmal	369
		Wardha	183
		Nagpur	347
		Bhandara	137
		Gondia	495
		Chandrapur	560
		Gadchiroli	457
		North Goa	148
		South Goa	107
15	North East (including Tripura, Arunachal Pradesh, Mizoram, Manipur, Meghalaya, Nagaland)	West Tripura	130
		Sepahijala	87
		Gomati	89
		Dhalai	2
		South Tripura	83
		North Tripura	117
		Unakoti	67
		Dhalai	71
		Khowai	65
		Tawang	13
		West Kameng	22
		East Kameng	10
		Papum Pare	25
		KurungKumey	6
		Lower Subansiri	16
		Upper Subansiri	13
		Upper Siang	9
		West Siang	16
		East Siang	24
		LrDibang Valley	19
		Dibang Valley	3
		Lohit	11
		Anjaw	9
		Changlang	29
		Tirap	17
		Longding	13
		KraDadi	3
		Siang	4
		Namsai	23
		Lower Siang	5

S.No.	Name of State	Name of District	Number of Post Offices functional
		Kamle	3
		Shi Yomi	3
		Lepa Rada	6
		PakkeKessang	2
		Aizawl	90
		Lunglei	53
		Saiha	30
		Mamit	47
		Champhai	25
		Saitual	30
		Khawzawl	19
		Serchhip	24
		Lawngtlai	12
		Kolasib	35
		Hnahthial	14
		Bishnupur	42
		Chandel	43
		Churachandpur	86
		Imphal East	63
		Imphal West	92
		Jiribam	7
		Kakching	16
		Kamjong	24
		Kangpokpi	64
		None	24
		Pherzawl	20
		Senapati	42
		Tamenglong	40
		Tengnoupal	27
		Thoubal	67
		Ukhrul	37
		East Khasi Hills	141
		East Jaintia Hills	23
		West Jaintia Hills	53
		Ri-Bhoi	44
		West Khasi Hills	34
		South West Khasi Hills	19
		East Garo Hills	31
		North Garo Hills	7
		West Garo Hills	89
		South West Garo	16
		South Garo Hills	14

S.No.	Name of State	Name of District	Number of Post Offices functional
		East West Khasi Hills	20
		Kohima	33
		Dimapur	37
		Peren	15
		Phek	36
		Mokokchung	50
		Wokha	25
		Zanheboto	19
		Tuensang	22
		Kiphire	14
		Longleng	8
		Mon	30
		Noklak	7
		Tseminyu	15
		Chumoukedima	18
		Niuland	1
16	Odisha	Angul	262
		Balangir	312
		Balasore	504
		Bargarh	278
		Bhadrak	314
		Boudh	118
		Cuttack	386
		Deogarh	78
		Dhenkanal	233
		Gajapati	150
		Ganjam Total	682
		Jagatsinghpur	221
		Jajpur	299
		Jharsuguda	86
		Kalahandi	379
		Kandhamal	268
		Kendrapada	285
		Keonjhar	445
		Khurda	321
		Koraput	262
		Malkangiri	112
		Mayurbhanj	712
		Nabarangpur	194
		Nayagarh	209
		Nuapada	143
		Puri	284

S.No.	Name of State	Name of District	Number of Post Offices functional
		Rayagada	226
		Sambalpur	217
		Sonepur	96
		Sundargarh	414
17	Punjab	Sangrur	202
		Barnala	70
		Ludhiana	389
		Amritsar	284
		Tarn Taran	187
		Bathinda	157
		Mansa	100
		Faridkot	72
		Moga	167
		Ferozepur	126
		Fazilka	142
		Muktsar	136
		Gurdaspur	204
		Pathankot	73
		Hoshiarpur	356
		Jalandhar	202
		SBS Nagar	165
		Kapurthala	289
		Patiala	173
		Fatehgarh Sahib	100
		Ropar	118
		Mohali	96
		Chandigarh UT	51
18	Rajasthan	Ajmer	404
		Bhilwara	393
		Chittorgarh	442
		Dungarpur	296
		Banswara	266
		Kota	187
		Baran	196
		Jhalawar	246
		Bundi	176
		Tonk	221
		Udaipur	457
		Rajsamand	208
		Barmer	481
		Bikaner	268
		Churu	345

S.No.	Name of State	Name of District	Number of Post Offices functional
		Jaisalmer	208
		Jhunjhunu	412
		Jodhpur	347
		Nagaur	544
		Pali	372
		Sikar	470
		Sirohi	176
		Jalore	269
		Sriganganagar	327
		Hanumangarh	236
		Alwar	483
		Bharatpur	400
		Dholpur	187
		Jaipur	99
		Jaipur MFL	469
		Dausa	242
		Sawaimadhopur	214
		Karauli	247
19	Tamil Nadu (including Puducherry)	Ariyalur	220
		Chengalpattu	281
		Chennai	168
		Coimbatore	398
		Cuddalore	467
		Dharmapuri	260
		Dindigul	459
		Erode	355
		Kallakurichi	252
		Kanchipuram	155
		Kanyakumari	267
		Karur	242
		Krishnagiri	299
		Madurai	393
		Mayiladuthurai	368
		Nagapattinam	105
		Namakkal	357
		Nilgiris	182
		Perambalur	147
		Pudukottai	347
		Ramanathapuram	298
		Ranipet	211
		Salem	512
		Sivagangai	320

S.No.	Name of State	Name of District	Number of Post Offices functional
		Tenkasi	233
		Thanjavur	513
		Theni	161
		Thoothukudi	426
		Tiruchirappalli	478
		Tirunelveli	315
		Tirupattur	194
		Tiruppur	368
		Tiruvallur	330
		Tiruvannamalai	494
		Tiruvarur	274
		Vellore	250
		Viluppuram	390
		Virudhunagar	282
		Pondicherry	68
		Karaikkal	28
20	Telangana	Adilabad	151
		Bhadrachalam	300
		Hanamkonda	188
		Jagtial	183
		Janagan	149
		JayashankarBhupalapalli	158
		JogulambaGadwal	104
		Kamareddy	191
		Karimnagar	192
		Khammam	419
		KomaramBheemAsifabad	113
		Mahabubabad	210
		Mahabubnagar	157
		Mancherial	157
		Mulugu	100
		Nagarkurnool	217
		Nalgonda	327
		Narayanpet	119
		Nirmal	124
		Nizamabad	288
		Peddapalli	176
		RajannaSircilla	104
		Rangareddy	269
		Siddipet	258
		Suryapet	217

S.No.	Name of State	Name of District	Number of Post Offices functional
		Vikarabad	200
		Wanaparthi	99
		Warangal	165
		YadagiriBhongir	189
		Hyderabad	98
		Medak	170
		Medchal-Malkajgiri	90
		Sangareddy	251
21	Uttar Pradesh	Bareilly	286
		Pilibhit	155
		Moradabad	158
		Amroha	93
		Sambhal	104
		Rampur	130
		Meerut	252
		Baghpat	147
		Muzaffarnagar	221
		Shamli	99
		Saharanpur	211
		Bijnor	303
		Budaun	324
		Hardoi	333
		Kheri	388
		Shahjhanpur	294
		Chandauli	181
		Varanasi	259
		Bhadohi	103
		Jaunpur	422
		Ballia	354
		Ghazipur	380
		Kanpur Nagar	176
		Kanpur Dehat	302
		Unnao	271
		Farrukhabad	156
		Kannauj	148
		Fatehpur	256
		Banda	207
		Chitrakoot	85
		Hamirpur	130
		Mahoba	97
		Ghaziabad	111
		GautamBuddh Nagar	123

S.No.	Name of State	Name of District	Number of Post Offices functional
		Hapur	106
		Prayagraj	412
		Kaushambi	131
		Pratapgarh	362
		Mirzapur	176
		Sonbhadra	162
		Sultanpur	302
		Amethi	199
		Lucknow	284
		Ayodha	331
		Ambedkar Nagar	372
		Raebareli	448
		Sitapur	418
		Barabanki	362
		Gonda	350
		Balrampur	184
		Basti	294
		SantKabir Nagar	185
		Saddharthnagar	214
		Gorakhpur	414
		Mahraganj	205
		Deoria	285
		Kushinagar	223
		Azamgarh	408
		Mau	201
		Bahraich	292
		Shrawasti	102
		Agra	353
		Aligarh	360
		Hathras	153
		Mathura	219
		Jhansi	213
		Jalaun	245
		Lalitpur	154
		Etah	200
		Kasganj	107
		Etawah	177
		Auraiya	156
		Firozabad	167
		Mainpuri	166
		Bulandshahr	312

S.No.	Name of State	Name of District	Number of Post Offices functional
22	Uttarakhand	Almora	328
		Bageshwar	152
		Chamoli	266
		Rudraprayag	126
		Dehradun	248
		Haridwar	112
		Nainital	159
		U.S.Nagar	110
		Pauri	424
		Pithoragarh	323
		Champawat	83
		Tehri	261
		Uttarakashi	131
23	West Bengal (including Andaman Nicobar Sikkim) & and	Kolkata	219
		North 24 parganas	681
		South 24 Parganas	785
		Birbhum	469
		Murshidabad	588
		Nadia	463
		PurbaBurdawan	553
		PaschimBurdawan	217
		Bankura	489
		Pururlia	443
		Hooghly	497
		PaschimMidnapore	624
		PurbaMidnapore	618
		Jhargram	182
		Howrah	346
		Jalpaiguri	195
		Alipurduar	155
		Coochbehar	303
		Darjeeling	194
		Kalimpong	40
		uttarDinajpur	205
		DakshinDinajpur	164
		Malda	339
		East Sikkim	92
		West Sikkim	50
		North Sikkim	23
		South Sikkim	44
		South Andaman	48
		North Middle Andaman	34
		Carnicober	18
Total			158595

Annexure-II

Annexure referred to in reply of para (b) of Lok Sabha Unstarred Question No. 3290 to be answered on 23rd March, 2022 raised by Hon'ble Member of Parliament Shri M. Badruddin Ajmal regarding "Functional Post Offices".

S.No.	Name of State	Number of new post offices set up during the last five years (2016-17 to 2020-21) and the current year (2021-22)
1	Andhra Pradesh	287
2	Assam	12
3	Bihar	254
4	Chhattisgarh	1152
5	Delhi	10
6	Gujarat (including Daman & Diu and Dadra & Nagar Haveli)	54
7	Haryana	23
8	Himachal Pradesh	21
9	Jammu & Kashmir (including Ladakh)	7
10	Jharkhand	915
11	Karnataka	59
12	Kerala (including Lakshadweep)	12
13	Madhya Pradesh	374
14	Maharashtra (including Goa)	859
15	North East (including Tripura, Arunachal Pradesh, Mizoram, Manipur, Meghalaya, Nagaland)	14
16	Odisha	338
17	Punjab	10
18	Rajasthan	46
19	Tamil Nadu (including Puducherry)	35
20	Telangana	437
21	Uttar Pradesh	114
22	Uttarakhand	18
23	West Bengal (including Andaman & Nicobar and Sikkim)	15
Total		5066

Annexure referred to in reply of para (d) of Lok Sabha Unstarred Question No. 3290 to be answered on 23rd March, 2022 raised by Hon'ble Member of Parliament Shri M. Badruddin Ajmal regarding "Functional Post Offices".

Steps taken for strengthening the infrastructure and services of post offices.

- i) A robust Information & Communication Technology Infrastructure of Data Centers and Wide Area Network of 1,54,347 Post Offices including 1,29,238 Branch Post Offices has been set up across the country to provide for online Banking, Insurance, Postal and other Citizen Centric Services. The Departmental Post Offices have been provided computers and Peripherals and Branch Post Offices Subscriber Identification Module (SIM) based Hand Held Point of Sale (PoS) Devices.
- ii) Core Banking Services (CBS) has been provided in 25,052 Post Offices in the country. 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.
- iii) Postal Life Insurance (PLI) services are being provided through Core Insurance Solution (CIS). Through this solution, the customers can make premium payment at any Post Office. It has also enabled Central Processing Centers (CPCs) to provide faster claim settlement and after-sales service.
- iv) 186 Nodal Delivery Centers have been operationalized across the country for processing the parcel using standard equipment and set up for mechanized doorstep delivery of parcels using two wheelers and four wheelers. 189 Parcels hub have been strengthened under Parcel Network Optimization Project (PNOP) to ensure smooth processing of parcels by providing standard operational equipments such as Roller containers, Bag Opening Table Package/ Trolleys, Bag stands and Sorting Cases.
- v) Semi-Automated Processing Centers have been established at Delhi, Mumbai, Hyderabad, Kolkata, Bangalore, Vijayawada, Lucknow and Jaipur to provide booking facilities to bulk customers by using conveyor Belt and Dynamic Weighment System. 50 national routes have been made operational under the All India Postal Road Transport Network for faster transmission of Parcels. Five Transshipment Centers

have been made functional to ensure smooth handling and processing of Parcels / e-commerce consignments.

- vi) Basic infrastructure equipments like table, chair, almirah, Letter Boxes & signages and cash chests are provided to 6,581 post offices including 94,291 Letter Boxes & Signages, 24,134 Iron Safes to meet their basic infrastructure requirements.
- vii) Short Message Services (SMS) to the pensioners for submitting their Digital Life Certificate in the post offices.
- viii) The facility of Interactive Voice Response System (IVRS) in India Post Call Centre (IPCC) is available for customers 24*7*365. Postal Life Insurance and Financial Services functionalities have been integrated in IPCC which enables IPCC to disseminate citizen centric information to the citizens.
- ix) 96 post offices buildings including 52 small post offices have been constructed.
- x) 13352 Post Offices have been provided with equipment for Aadhaar Enrolment and updation including 371 mobile kits for Aadhaar Services. In addition, 428 PO-PSK (Post Office Passport Seva Kendra) have been set up to provide Passport services.
- xi) India Post Payments Bank (IPPB) has enabled 1.36 lakh Post Offices to provide Banking services and has equipped nearly 1.89 lakh Postmen and Gramin Dak Sevaks (GDS) with a smartphone and biometric device to provide doorstep banking Services. The services provided include Paperless & Instant account opening, Virtual Debit Card, Cash Deposit/ Cash Withdrawal services, Mobile Banking, Bill Payment services, Insurance services, Online Payment for Post Office Savings schemes Digital Life Certificate (DLC), Aadhaar based services which includes Child Enrolment services for any child (0 - 5-year-old) and Mobile number updated in Aadhar, Collection of dues from customers of corporates/ govt. bodies.
- xii) 1,12,026 Post Offices have been on boarded to provide more than 80 Citizen Centric Services across the country.
