

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

**LOK SABHA
UNSTARRED QUESTION NO. 4186
TO BE ANSWERED ON 26TH MARCH, 2025**

COMPUTERIZATION AND DIGITALIZATION OF POST OFFICES

4186. SHRI JAGANNATH SARKAR:

Will the Minister of COMMUNICATION be pleased to state:

- (a) the details of the total number of Head Post Offices (HO), Sub-Post Offices (SO) and Branch Post Offices (BO) currently operational in West Bengal along with a district-wise breakdown;
- (b) whether there has been any increase or decrease in the number of post offices in West Bengal during the last five years and reasons for any closures or relocations;
- (c) whether the Government is aware of shortage of staff, delay in postal deliveries and poor infrastructure in several post offices in West Bengal and if so, the measures being taken to address these issues;
- (d) the status of computerization and digitalization of post offices in West Bengal;
- (e) whether all post offices have been integrated with core banking and digital payment systems, if so, the details thereof; and
- (f) whether there are any pending proposals to set up new post offices in underdeveloped or high-demand areas of West Bengal and if so, the details thereof?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS AND RURAL DEVELOPMENT
(DR. PEMMASANI CHANDRA SEKHAR)**

- (a) There are 8783 post offices including 46 Head Post Offices, 1669 Sub-Post Offices and 7068 Branch Post Offices operational in West Bengal. District-wise details are given in **Annexure**.
- (b) There is an increase of 20 new Post offices, established in West Bengal in the last five years.
- (c) Recruitment to fill up vacant posts is a continuous process and is being done regularly through meetings of Departmental Promotion Committee, departmental examinations, direct recruitment through Staff Selection Commission, GDS online engagement portal and by individual Postal Circles as per the provisions of relevant Recruitment Rules. To expedite safe and secure delivery of parcels, Postal Road Transport Network has been put in place along with facilities of online track and trace facility and real time updation of delivery information etc. Under IT 2.0, various field infra items have been provided for field post Offices through west Bengal circle which includes desktop, printers, laptops, mobile phones, thermal printers, biometrics scanners, pass book printers, tablets, projectors, USB, cameras, VC System, UPS, etc.

(d) & (e) All the Post Offices are computerized in West Bengal. All Post Offices have been migrated to Core Banking platform, except one Sub Post Office (Gajoldoba SO). At present, Digital Payment is available at all Head Post Offices and Branch Post Offices.

(f) Opening of new post offices is an ongoing process. New post offices are opened in needy and justified areas based on prescribed norms. There are two proposals viz. opening of a new Sub-Post office under Pachim Burdwan district and opening of a new Branch post office under Darjeeling District which is under process in West Bengal.

ANNEXURE

Annexure referred to in reply to Part (a) for Lok Sabha Unstarred Question No. 4186 to be answered on 26TH March, 2025 regarding “Computerization and Digitalization of Post Offices”

Name of District	Number of Post Offices (Head Post Offices, Sub-Post Offices and Branch Post Offices)
Kolkata	214
South 24 PGS	805
North PGS	662
Nadia	459
Murshidabad	587
Birbhum	478
Purba Bardhaman	542
Paschim Bardhaman	217
Howrah	344
Hooghly	511
Purulia	445
Paschim Midnapur	596
Purba Midnapur	635
Jhargram	188
Bankura	492
Jalpaiguri	210
Alipurduar	158
Coochbehar	303
Kalingpong	45
Darjeeling	178
Malda	338
Uttar Dinajpur	207
Dakshin Dinajpur	169
TOTAL	8783
