TASK FORCE FOR POST OFFICE NETWORK

666.   SHRI DUSHYANT CHAUTALA:

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a)   whether the Government has finalised consultations on the report submitted by the task force regarding leveraging the Post Office network and whether recommendations include internet based access to postal life insurance and rural postal life insurance;

(b)   if so, the details thereof;

(c)   whether the Government has also fixed any time frame for the implementation of those recommendations; and

(d)   if so, the details thereof and the present status regarding implementations of these recommendations?

ANSWER

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
(SHRI RAVI SHANKAR PRASAD)

(a) & (b)   Consultation with various stakeholders including service unions etc. is underway. The task force on leveraging the Post Office network in its report (para 11.6.1. of Chapter 11) has recommended to 'make insurance selling and servicing IT driven to optimize the input-output ratio and enhance customer satisfaction and also enrich the work life of human resources'. Internet access to Postal Life Insurance and Rural Postal Life Insurance has been provided under Core Insurance Solution (CIS) that has commenced from February, 2014, which is in line with this recommendation.

(c) & (d)   The task force has made a total of 181 recommendations, out of which 149 recommendations have already been implemented or are under implementation. Subsequent to the implementation of the IT Modernization Project, that is changing the operational procedures in the Department and based on the inputs received from various stakeholders including service unions etc., the remaining recommendations of the task force shall be considered. Use of technology has been given a thrust in the last two years. As on date Core Insurance Solution (CIS) has been rolled out in 25406 Post Offices. Besides this, Core Banking Solution (CBS) has been rolled out in 21267 Post Offices and 908 ATMs have been installed.

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