

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

**LOK SABHA
UNSTARRED QUESTION NO. 1792
ANSWERED ON 29TH JULY, 2026**

POST OFFICE PASSPORT SEVA KENDRA IN HANSI

†1792. SHRI JAI PARKASH:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether a long-standing need has been felt for a Post Office Passport Seva Kendra (POPSK) in Hansi under the Hisar Lok Sabha Constituency and if so, the current status of the establishment or sanctioning of the POPSK in Hansi;
- (b) if the said Kendra has not been established yet, the details of the proposals received in this regard, their current status and the tentative timeline for its setting up;
- (c) whether a monitoring mechanism has been established by the Government to oversee the quality of postal and telecommunication services, swift redressal of grievances and service standards in the Hisar Lok Sabha Constituency;
- (d) if so, the details thereof; and
- (e) the additional steps being taken by the Government to improve postal, mobile network and internet services in the region?

ANSWER

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

- (a) A Post Office Passport Seva Kendra (POPSK) has already been established and is functioning at Hisar in the Hisar Lok Sabha constituency which caters to the requirements of Hansi.
- (b) Does not arise, in view of (a) above.
- (c) & (d) Yes, Sir. The Government monitors the quality of postal and telecommunication services and ensures compliance with prescribed service standards, and timely redressal of public grievances in the country including in the Hisar Lok Sabha constituency. Postal services are monitored by the Department of Posts through Mail Monitoring Units at various levels, periodic inspections, review meetings, key performance indicators (KPIs) and Management Information System (MIS) based systems, online monitoring tools. Public grievances are addressed through the Centralized Public Grievance Redress and Monitoring System (CPGRAMS), the India Post Grievance Portal, and other prescribed channels.

Telecommunication services are monitored by the Department of Telecommunications (DoT) in accordance with the Quality of Service Regulations prescribed by the Telecom Regulatory Authority of India (TRAI). Telecom Service Providers (TSPs) maintain Customer Service Centres,

Complaint Centres, Nodal Officers, and Appellate Authorities to ensure effective grievance redressal.

(e) The Department of Posts, under the Advanced Postal Technology project 2.0, has enabled end-to-end digital service delivery across more than 1.70 lakh postal establishments, while rural post offices have been equipped with smartphones to provide postal, banking, insurance, and citizen-centric services.

Further, telecom infrastructure is being expanded and upgraded by Telecom Service Providers based on techno-commercial considerations. The Government is also implementing schemes under the Digital Bharat Nidhi to extend mobile connectivity to uncovered rural and remote areas, while the BharatNet project is being executed to provide high-speed broadband connectivity to Gram Panchayats, thereby significantly strengthening mobile and internet services in the region.
