

GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF POSTS

LOK SABHA
UNSTARRED QUESTION NO. 2302
TO BE ANSWERED ON 1ST AUGUST, 2018

POST OFFICES

†2302. SHRIMATI JAYSHREEBEN PATEL:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the number of post offices in the country in villages and cities separately;
- (b) the number of new post offices opened at villages, tehsils and at district level during each of the last three years;
- (c) the budget allocated for this purpose during the said period;
- (d) the population required for a post office facility as per the International norms along with the ranking of the country in this regard;
- (e) the details of various types of public facilities available in the post offices; and
- (f) the number of post offices digitised in the country, State/UT-wise?

ANSWER

THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

- (a) Madam, the number of Post offices in the country State and UT-wise in villages and cities separately, is at **Annexure-I**.
- (b) The number of new Post offices opened at villages, tehsils and at district level under the Scheme "Rural Business & Access to Postal Network" during the years 2015-16, 2016-17 and 2017-18 is at **Annexure-II**.
- (c) the budget allocated for these post offices during the said period is at **Annexure-III**.
- (d) The Government is not aware of any established international norms on the population requirement for opening a post office.
- (e) An indicative list of various types of public facilities (products/services) available in the post offices are at **Annexure IV**.
- (f) 66,526 Branch Post Offices and 25,585 departmental post offices have been digitized/ computerized in the country as on 18.07.2018. The details of the same are at **Annexure-V** and **Annexure-VI** respectively.

Annexure-I

| State/UT-wise Number of Post Offices in villages (Rural) and cities (Urban) areas of the Country (as on 31-03-2018) | | | | |
|--|---------------------------|---|---|--------------------------|
| S.No. | Name of the States/UTs | No. of Post Offices in villages (Rural) Areas | No. of Post Offices in cities (Urban) Areas | Total No of Post Offices |
| 1 | Andhra Pradesh | 9707 | 783 | 10490 |
| 2 | Assam | 3631 | 381 | 4012 |
| 3 | Bihar | 8625 | 459 | 9084 |
| 4 | Chhattisgarh | 2898 | 289 | 3187 |
| 5 | Delhi (NCT) | 83 | 471 | 554 |
| 6 | Gujarat | 8116 | 776 | 8892 |
| 7 | Dadra & Nagar Haveli | 37 | 1 | 38 |
| 8 | Daman & Diu | 14 | 4 | 18 |
| 9 | Haryana | 2318 | 375 | 2693 |
| 10 | Himachal Pradesh | 2661 | 131 | 2792 |
| 11 | Jammu & Kashmir | 1508 | 191 | 1699 |
| 12 | Jharkhand | 3190 | 270 | 3460 |
| 13 | Karnataka | 8624 | 1039 | 9663 |
| 14 | Kerala | 4177 | 877 | 5054 |
| 15 | Lakshadweep | 4 | 6 | 10 |
| 16 | Madhya Pradesh | 7473 | 807 | 8280 |
| 17 | Maharashtra | 11381 | 1233 | 12614 |
| 18 | Goa | 203 | 53 | 256 |
| 19 | Arunachal Pradesh | 273 | 29 | 302 |
| 20 | Manipur | 644 | 57 | 701 |
| 21 | Meghalaya | 465 | 26 | 491 |
| 22 | Mizoram | 349 | 35 | 384 |
| 23 | Nagaland | 302 | 28 | 330 |
| 24 | Tripura | 633 | 78 | 711 |
| 25 | Odisha | 7615 | 600 | 8215 |
| 26 | Punjab | 3408 | 411 | 3819 |
| 27 | Chandigarh | 9 | 42 | 51 |
| 28 | Rajasthan | 9679 | 632 | 10311 |
| 29 | Tamil Nadu | 10226 | 1817 | 12043 |
| 30 | Puducherry | 57 | 38 | 95 |
| 31 | Telangana | 5280 | 531 | 5811 |
| 32 | Uttarakhand | 2513 | 210 | 2723 |
| 33 | Uttar Pradesh | 15747 | 1924 | 17671 |
| 34 | West Bengal | 7658 | 1110 | 8768 |
| 35 | Andaman & Nicobar Islands | 85 | 15 | 100 |
| 36 | Sikkim | 197 | 12 | 209 |
| Total | | 139790 | 15741 | 155531 |

| Number of new Post Offices opened at villages, tehsils and district level under the Scheme "Rural Business & Access to Postal Network" during the last three years | | | | |
|---|------------------------------|--|--|--|
| Sl. No. | Name of Postal Circle | Number of Branch Post Offices (BOs) and Sub Post Offices (SOs) opened at villages tehsils and district level during 2015-16 | Number of Branch Post Offices (BOs) and Sub Post Offices (SOs) opened at villages tehsils and district level during 2016-17 | Number of Branch Post Offices (BOs) and Sub Post Offices (SOs) opened at villages tehsils and district level during 2017-18 |
| 1 | Andhra Pradesh | 6 | 8 | 15 |
| 2 | Assam | 7 | 0 | 3 |
| 3 | Bihar | 16 | 9 | 10 |
| 4 | Chhattisgarh | 13 | 9 | 27 |
| 5 | Delhi | 4 | 2 | 1 |
| 6 | Gujarat | 6 | 6 | 28 |
| 7 | Haryana | 10 | 8 | 7 |
| 8 | Himachal Pradesh | 3 | 3 | 6 |
| 9 | Jammu & Kashmir | 3 | 2 | 2 |
| 10 | Jharkhand | 10 | 11 | 28 |
| 11 | Karnataka | 5 | 9 | 7 |
| 12 | Kerala | 4 | 2 | 1 |
| 13 | Madhya Pradesh | 6 | 8 | 11 |
| 14 | Maharashtra | 10 | 10 | 21 |
| 15 | North East | 14 | 8 | 2 |
| 16 | Orissa | 10 | 11 | 13 |
| 17 | Punjab | 2 | 7 | 9 |
| 18 | Rajasthan | 10 | 7 | 16 |
| 19 | Tamil Nadu | 12 | 8 | 9 |
| 20 | Telangana | 4 | 5 | 14 |
| 21 | Uttarakhand | 4 | 4 | 5 |
| 22 | Uttar Pradesh | 6 | 11 | 16 |
| 23 | West Bengal | 3 | 5 | 9 |
| Total | | 168 | 153 | 260 |

The budget allocated for opening of Branch Post Offices (BOs) and Sub Post Offices (SOs) during the last three financial years i.e 2015-16, 2016-17 and 2017-18:

| Sub Scheme | Budget allocated during 2015-16 (Rs in Crores) | Budget allocated during 2016-17 (Rs in Crores) | Budget allocated during 2017-18 (Rs in Crores) |
|---|---|---|---|
| Rural Business & Access to Postal Network | 1.619 | 1.002 | 3.16 |

**AN INDICATIVE LIST OF VARIOUS FACILITIES (PRODUCTS/SERVICES) AVAILABLE
IN POST OFFICES**

1. **Traditional Mail:**
 - Post card
 - Inland letter card
 - Book post
 - Envelopes
 - Business Reply Service
 - Parcels.
 - Add on features - Registration, cash on delivery, VPP & Insurance
2. **Premium Products:**
 - Speed Post
 - Business Post
 - Express Parcel Post
 - Logistic Post
3. **E-enabled services:**
 - e-Post
 - E-Bill Post
4. **Money Transfer:**
 - Electronic Money Order (eMO)
 - Instant Money Order (iMO)
 - International Money Transfer
5. **Financial Services:**
 - Post Office Savings Bank Accounts - on CBS Platform – Saving Bank, Recurring Deposit, Time Deposit, Monthly Income Scheme, Senior Citizen Savings Scheme, PPF, NSC, KVP, Sukanya Samriddhi yojana.
 - ATM Cards.
6. **Life Insurance:**
 - Postal Life Insurance - for urban /semi urban areas
 - Rural Postal Life Insurance – for rural areas
7. **Retail Services:**
 - Bill collection.
 - Data collection / Survey
 - Forms of Universities, etc.
 - Payment of wages to beneficiaries of MGNREGS, Payment of Social Security Pension, Pradhan Mantri Matru Vandana yojana etc.
 - Booking of Railway Tickets (service available in selected post offices)
 - Post office Passport Seva (service available in selected post offices)
 - Aadhaar Enrolment and Updation(service available in selected post offices)
 - Employment Registration (available in Head Post Offices)

| State/UT-wise number of Branch Post Offices rolled out under Digital Advancement of Rural Post offices for a New India (DARPAN) as on 18.07.2018 | | |
|---|---|--|
| Sl. No. | States/UTs | No. of Branch Post Offices Rolled out |
| 1 | Andhra Pradesh | 2,229 |
| 2 | Arunachal Pradesh | 21 |
| 3 | Assam | 3,266 |
| 4 | Bihar | 2,944 |
| 5 | Chhattisgarh | 1,940 |
| 6 | Goa | 138 |
| 7 | Gujarat (including UTs of Daman & Diu and Dadra & Nagar Haveli) | 6,969 |
| 8 | Jharkhand | 2,618 |
| 9 | Haryana | 2,122 |
| 10 | Himachal Pradesh | 1,866 |
| 11 | Jammu & Kashmir | 1,232 |
| 12 | Kerala (including UT of Lakshadweep) | 3,495 |
| 13 | Karnataka | 3,105 |
| 14 | Nagaland | 230 |
| 15 | Meghalaya | 274 |
| 16 | Maharashtra | 3,299 |
| 17 | Manipur | 388 |
| 18 | Madhya Pradesh | 6,301 |
| 19 | Mizoram | 224 |
| 20 | Orissa | 2,609 |
| 21 | Punjab (including UT of Chandigarh) | 3,057 |
| 22 | Rajasthan | 6,224 |
| 23 | Sikkim | 0 |
| 24 | Tamil Nadu(including UT of Puducherry) | 0 |
| 25 | Tripura | 592 |
| 26 | Telangana | 2,883 |
| 27 | Uttarakhand | 619 |
| 28 | Uttar Pradesh | 7,143 |
| 29 | West Bengal (including UT of Andaman & Nicobar Islands) | 650 |
| 30 | Delhi NCT | 88 |
| | Total | 66,526 |

**Postal Circle-wise number of Departmental Post Offices Computerized as
on 18.07.2018**

| Sl.No. | States / UTs (Circle) | No. of Post Offices Computerized |
|---------------|---|---|
| 1 | Andhra Pradesh | 1,594 |
| 2 | Assam | 625 |
| 3 | Bihar | 1,058 |
| 4 | Chhattisgarh | 349 |
| 5 | Delhi NCT | 407 |
| 6 | Gujarat(including UTs of Dadra & Nagar Haveli& Daman Diu) | 1,341 |
| 7 | Haryana | 504 |
| 8 | Himachal Pradesh | 469 |
| 9 | Jammu & Kashmir | 266 |
| 10 | Jharkhand | 463 |
| 11 | Karnataka | 1,717 |
| 12 | Kerala (including UT of Lakshadweep) | 1,507 |
| 13 | Madhya Pradesh | 1021 |
| 14 | Maharashtra (Including Goa State) | 2,216 |
| 15 | North East Region (including Meghalaya, Manipur, Tripura, Nagaland, Mizoram & Arunachal Pradesh States) | 340 |
| 16 | Odisha | 1,204 |
| 17 | Punjab (including UT of Chandigarh) | 768 |
| 18 | Rajasthan | 1,335 |
| 19 | Tamil Nadu (including UT of Puducherry) | 2,834 |
| 20 | Telangana | 852 |
| 21 | Uttar Pradesh | 2,554 |
| 22 | Uttarakhand | 393 |
| 23 | West Bengal (including UT of Andaman & Nicobar Islands and Sikkim State) | 1,768 |
| Total | | 25,585 |
