

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

**LOK SABHA
UNSTARRED QUESTION NO. 1821
ANSWERED ON 10TH DECEMBER, 2025**

POSTAL SERVICES IN HOWRAH, WEST BENGAL

1821. SMT. SAJDA AHMED:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government has taken any steps to improve and expand postal services in the district of Howrah, West Bengal during the last three years;
- (b) if so, the details thereof, along with the proposal if any, to open new post offices or extend postal facilities in rural and semi-urban areas of the district;
- (c) the details of the post offices where financial services were introduced during the last three years in Howrah district; and
- (d) the details of the post offices that have closed operation in the district of Howrah during the last two years and the reason of the closure thereto?

ANSWER

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

- (a) & (b) Yes, Sir. The Department of Posts has taken the following steps.
 - i. Business hours of selected Post Offices (Howrah HO and Salkia HO) have been extended beyond standard business hours for the benefit of customers.
 - ii. A Dak Ghar Niryat Kendra (DNK) has been established at Howrah HO for providing services and helping small businesses, artisans and MSMEs (micro, small and medium enterprises) to export their products by providing an online platform for documentation and customs clearance.
 - iii. Mobile parcel van facilities have been introduced in the district for door-step booking facilities of postal articles.
 - iv. A Delivery Centre has been created at Howrah HO to make delivery system more efficient in Howrah city area.
 - v. More than 5000 small merchant QR (quick response) codes have been issued by IPPB (Indian Post Payments Bank) to small businessman/ shopkeepers to enable digital payments.
 - vi. POS (Point of Sale) devices are installed in all Sub Post Offices and Head Offices in Howrah District to enable digital payment for postal transactions.
 - vii. Aadhaar enrolment & updation services are being provided through selected Post offices both in rural and urban areas. In addition, Mobile-Aadhaar linking and child (below 5 years) Aadhaar enrolment services have also been provided.
- (c) Postal financial services are being provided through a network of 2 Head Post offices, 82 Sub-Offices and 250 Branch Offices throughout the district in addition to IPPB services.
- (d) Ten (10) Non-Delivery Single handed Sub Post Offices located in urban areas were merged with nearby Post offices for not fulfilling distance and income norms. These Sub Post Offices are Pachal Bazar SO, Jagriti SO, Debendra Ganguly Road SO, Ross Road SO, Cowies Ghat Road SO, A Road Bamungachi SO, Howrah VC Mill SO, Goaberia SO, Andul Road SO and Abhoy Guha Road SO.
