

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

**LOK SABHA
UNSTARRED QUESTION NO. 509
ANSWERED ON 22ND JULY, 2026**

UPGRADE POSTAL FACILITIES

509. DR. D. PURANDESWARI:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government has implemented systematic measures to modernize branch post offices and enhance digital banking access within the Rajahmundry Parliamentary Constituency;
- (b) if so, the total number of rural post offices successfully equipped with micro-ATMs and biometric devices under the India Post Payments Bank framework during 2025-26;
- (c) whether these upgraded postal facilities have effectively streamlined the disbursement of central welfare pensions to senior citizens residing in the local villages;
- (d) the details of the financial allocations provided to upgrade the physical infrastructure and digital connectivity of these post offices in the Godavari districts; and
- (e) the future steps planned to provide specialized training to local postmasters to assist rural citizens in utilizing digital financial services securely?

ANSWER

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

- (a) Department of Posts has deployed mobile devices, equipped with DREAM (Digital Rural Enterprise Application for Mobile) App across Branch Post Offices within Rajahmundry Parliamentary Constituency, comprising Rajahmundry, Kakinada and Tadepalligudem Divisions, through a Unified Digital Platform for delivery of postal, banking, insurance and other citizen centric services. Besides, these Branch Post Offices are also equipped with biometric devices to enable e-KYC based digital transactions for the customers.
- (b) Department of Posts has set up the India Post Payments Bank (IPPB), to provide IPPB Banking services at the last mile. Total 249 number of rural post offices within Rajahmundry Parliament Constituency have been equipped with micro-ATMs and biometric devices.
- (c) Central welfare pensions received in bank accounts, are being paid to senior citizens residing in local villages by post offices, through Aadhaar Enabled Payment System at their door step through IPPB framework.
- (d) Total financial allocation of ₹82,82,999/- has been spent towards upgradation of the physical infrastructure and digital infrastructure of post offices of East Godavari district in Rajahmundry Parliamentary constituency during 2025-26. This includes expenditure of ₹37,00,732/- and

₹45,82,267/- for upgradation of physical and digital infrastructure of these post offices respectively. Besides, Department of Posts incurs expenditure centrally for providing digital connectivity across all its post offices.

(e) Department of Posts regularly provides structured training to equip the post offices in providing digital financial services. Details are as follows: -

(i) Dedicated learning modules on digital financial literacy, secure digital transactions, cyber security and IPPB services are made available on the Dak Karmayogi Portal and iGOT Karmayogi platforms.

(ii) Training modules and User Manuals are shared with the post offices periodically to enhance digital penetration on POSB services by customer onboarding for Mobile Banking and Internet Banking services and encouraging e-KYC based transactions.

(iii) Regular training sessions, including Refresher Trainings covering certifications, are organized by IPPB equipping the post offices with updated knowledge of banking products, processes, compliance requirements, fraud prevention measures and customer service practices.
