

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

**LOK SABHA
UNSTARRED QUESTION NO. 3955
ANSWERED ON 12TH AUGUST, 2026**

**UPGRADATION OF INFRASTRUCTURE AND ADOPTION OF NEW
TECHNOLOGY IN POST OFFICES IN KARNATAKA**

3955. SHRI M MALLESH BABU:

WILL the Minister of COMMUNICATIONS be pleased to state:

- (a) the details of infrastructure upgradation and modernization works undertaken in post offices across Karnataka including the Kolar Lok Sabha Constituency during the last five years;
- (b) the details of funds allocated, released and utilised for infrastructure development, modernization and adoption of new technologies in post offices in Karnataka including the Kolar Lok Sabha Constituency during the last five years, year and district-wise;
- (c) the details of new technologies introduced in post offices including digital services, IT infrastructure, core banking, parcel processing, automation and customer service facilities, and the extent of their implementation in Karnataka particularly in the Kolar Lok Sabha Constituency; and
- (d) the steps taken/being taken by the Government to further modernize post offices, improve digital connectivity, strengthen infrastructure and enhance the quality, accessibility and efficiency of postal services in Karnataka particularly in the Kolar Lok Sabha Constituency?

ANSWER

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

- (a) In Karnataka Postal Circle, during the last 5 years, following infrastructure upgradation and modernization works have been undertaken:

Construction of new Post Office buildings	Renovation and upgradation of Post Office buildings	Facelifting of rented Post Office buildings	Renovation, branding and re-design of Post Office buildings	Preservation and restoration of heritage postal buildings
30	23	77	2	3

In Kolar, during the last 5 years, 6 Post Office buildings have been taken up for various infrastructure upgradation and modernization works.

(b) The year-wise details of fund allocated/released and utilized during the last 5 years for infrastructure development, modernization and adoption of new technologies in Post Offices in Karnataka Postal Circle including Kolar is attached in **Annexure**.

(c) Under the IT Modernization Project 2.0, Department has rolled out Advanced Postal Technology (APT) application across the country, including 1653 Departmental Post Offices (58 Head Post Offices and 1595 Sub Post Offices) of Karnataka Circle including 2 Head Post Offices and 66 Sub Post Offices of Kolar Postal Division, providing an integrated digital platform for booking, processing and delivery. Further, under APT, all kinds of digital payments (QR/Debit Cards/Credit Cards, etc.) have also been enabled for citizens to avail postal services. Besides, 7959 Branch Post Offices of Karnataka Circle, including 359 Branch Post Offices of Kolar Postal Division have been rolled out with Dak MITRA App which provides postal, banking, insurance and citizen centric services.

(d) In addition to steps taken as mentioned in reply to part (a) above, basic amenities such as clean drinking water, waiting areas, clean toilets, enhanced lighting are provided in Post Offices. Rails & ramps and Braille signages are also provided for inclusive access.

Digital Connectivity is ensured through Network Service Provider-1 (NSP-1) and NSP-2 throughout the Circle. In Kolar Postal Division, digital connectivity is being provided in 2 Head Post Offices and 66 Sub Post Offices. Branch Post Offices are functioning with the mobile devices supplied by India Post Payments Bank. Besides, Department of Posts has incurred expenditure centrally for providing digital connectivity across all its Post Offices in India. In Kolar, digital connectivity is provided in 2 Head Post Offices and 66 Sub Post Offices.

Annexure

Details of funds allotted and utilized in Karnataka Postal Circle including Kolar:

(Figure in Rs.)

Year	Infrastructure development		Modernization and adoption of new technologies	
	Fund allotted	Fund utilized	Fund allotted	Fund utilized
2021-22	7,14,54,002	7,40,06,967	1,95,64,100	1,95,64,100
2022-23	6,99,57,347	7,40,69,367	8,44,66,585	8,44,66,457
2023-24	13,56,60,453	13,76,76,420	8,98,00,000	8,97,99,977
2024-25	10,02,66,095	10,09,75,496	2,00,00,000	1,98,39,406
2025-26	13,18,02,175	13,07,81,958	6,08,51,000	6,08,49,940
Total	50,91,40,072	51,75,10,208	27,46,81,685	27,45,19,880
