

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

**LOK SABHA  
UNSTARRED QUESTION NO. 2934  
ANSWERED ON 17<sup>TH</sup> DECEMBER, 2025**

**IT MODERNISATION 2.0 IN INDIA POST**

**2934. SHRI APPALANAIDU KALISSETTI:**

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the details of the number of post offices selected for modernisation under IT Modernisation 2.0, State-wise and district-wise for Andhra Pradesh;
- (b) the current status of implementation including the number of post offices modernised so far, State and district-wise for Andhra Pradesh;
- (c) the details of funds allocated, released and utilised under the scheme, State, year and district-wise for Andhra Pradesh;
- (d) the major technology and infrastructure upgrades introduced, including digital-payment systems, automation, logistics-management and cybersecurity enhancements;
- (e) the number of postal employees trained in Andhra Pradesh and the nature of such training;
- (f) the key challenges encountered in implementation in Andhra Pradesh and steps taken to address them; and
- (g) whether any expansion beyond IT Modernisation 2.0 is proposed and if so, the details thereof?

**ANSWER**

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

- (a)&(b) The details of the post offices identified, district wise in Andhra Pradesh for implementation under IT Modernisation 2.0 Project is attached as **Annexure-I**.
- (c) IT Modernisation 2.0 Project, commenced from 2022-23 onwards for further eight (08) years. The details of funds allocated under the scheme, State, year, Division / Unit-wise and utilized under IT 2.0 project during the period from 2022-2023 to 2024-2025 (Upto March-2025) is attached as **Annexure-II**.
- (d) The Department of Posts has launched a major digital transformation platform and rolled out Advanced Postal Technology (APT) under the IT Modernization Project 2.0. APT is an indigenous digital platform, designed and built in-house by the Centre for Excellence in Postal Technology (CEPT).

The APT Application uses a microservices and open API architecture, making it secure, scalable, and future-ready. It is hosted on the MeghRaj 2.0 Cloud. The digital infrastructure enabled through APT, is agile and scalable to meet the growing customer expectations- such as Dynamic QR code payment for customers to promote digital payments using Point of Sale (POS) Machine & One Time Password (OTP) based login.

The security and performance audit of APT application has been carried out through Standardisation Testing and Quality Certification (STQC). To monitor the cyber security, Chief Information Security Officer (CISO) / Deputy Chief Information Security Officer (Dy. CISO) have been nominated for the Department.

(e) Total 25,824 postal employees have been trained in Andhra Pradesh on various modules of APT (IT 2.0). The training was imparted through workshops, online & hands-on training in live environment to the end users.

(f) The Key challenges encountered in implementation and steps taken to address the same are as under: -

**1. Adequate infrastructure to support IT 2.0 application:** The needed infrastructure was upgraded to meet IT 2.0 specifications/requirements.

**2. Completion of Trainings to end users within the schedule:** Each Division identified User Champions, who were trained by Master Trainers on various IT 2.0 modules. After completing their training, these User Champions trained the end users in their respective Divisions

**3. Escalation of the issues:** To address the technical issues, teams were formed at the Division, Region, and Circle levels and WhatsApp groups were created with all stakeholders to enable immediate issue escalation, prompt rectification and finally solution through the help of CEPT.

**4. Addressing Language Barriers in Technology Implementation:** To address language barriers Standard Operating Procedures (SOPs) were provided in the local language and training—including hands-on sessions—were also conducted in the local language.

(g) No Sir.

**Annexure-I**

**Annexure-I referred to in answer to part (a) & part (b) of Lok Sabha Unstarred Question No. 2934 to be answered on 17.12.2025.**

The details of the post offices identified, district wise in Andhra Pradesh for implementation under IT Modernisation 2.0 Project, is as follows: -

<b>District</b>	<b>No. of Post Offices selected for IT Modernisation 2.0</b>	<b>No. of Post Offices Modernised</b>
Alluri Seetharamaraju	434	434
Anakapalle	402	402
Anantapur	478	478
Annamayya	446	446
Bapatla	352	352
Chittoor	417	417
Cuddapah	324	324
Dr B.R. Ambedkar Konaseema District	327	327
East Godavari	280	280
Eluru	436	436
Guntur	286	286
KAKINADA	274	274
Krishna	403	403
Kurnool	366	366
Nandyal	401	401
Nellore	208	208
NTR	257	257
Palnadu	438	438
Parvathipuram Manyam	318	318
Prakasam	668	668
Puducherry UT	1	1
SPSR NELLORE	435	435
Sri Satya Sai	467	467
Srikakulam	502	502
Tirupathi	472	472
Visakhapatnam	157	157
Vizianagaram	526	526
West Godavari	338	338
YSR KADAPA	257	257
<b>Grand Total</b>	<b>10670</b>	<b>10670</b>

**Annexure-II**

**Annexure-II referred to in answer to part (c) of Lok Sabha Unstarred Question No. 2934 to be answered on 17.12.2025.**

The I.T. Modernization Project 2.0 fund has been allocated from FY 2022-23. The State/Division/Unit wise allotment and utilization status for FYs 2022-23, 2023-24 and 2024-25, is as follows: -

(Amount in Rs.)

**(a) State wise**

State	For FY 2022-23		For FY 2023-24		For FY 2024-25	
	Fund allotted	Fund utilized	Fund allotted	Fund utilized	Fund allotted	Fund utilized
Andhra Pradesh	1,60,68,000	1,60,67,308	2,08,89,000	2,08,88,985	3,10,00,000	3,09,99,747

**(b) Division/Unit wise**

Division/Unit	For FY 2022-23		For FY 2023-24		For FY 2024-25	
	Fund allotted	Fund utilized	Fund allotted	Fund utilized	Fund allotted	Fund utilized
Andhra Pradesh Circle Office	86,10,126	86,10,126	31,78,998	31,78,998	14,20,000	14,19,805
Kurnool Regional Office.	67,406	67,174	4,07,925	4,07,925	59,73,771	59,73,763
Anantapur Division	2,35,272	2,35,272	5,88,867	5,88,862	0*	0*
Chittoor Division	2,44,700	2,44,700	3,83,900	3,83,900	0*	0*
Cuddapah Division	2,44,700	2,44,610	2,12,632	2,12,632	0*	0*
Hindupur Division	2,41,667	2,41,667	4,73,254	4,73,254	0*	0*
Kurnool Division	2,44,882	2,44,882	52,74,005	52,74,000	7,07,279	7,07,279

Nandyal Division	2,97,668	2,97,668	2,67,752	2,67,752	0*	0*
Proddatur Division	2,46,969	2,46,969	2,95,092	2,95,090	0*	0*
Tirupati Division	2,44,610	2,44,610	2,99,910	2,99,910	18,950	18,950
Vijayawada Regional Office	95,407	95,043	99,950	99,950	93,90,291	93,90,291
Bhimavaram Division	2,49,668	2,49,668	2,17,939	2,17,939	3,14,048	3,14,048
Eluru Division	2,49,918	2,49,918	2,14,016	2,14,016	2,77,163	2,77,163
Gudivada Division	2,49,753	2,49,753	2,22,120	2,22,120	1,33,000	1,33,000
Gudur Division	2,48,204	2,48,204	4,81,106	4,81,106	89,626	89,626
Guntur Division	2,46,467	2,46,467	2,14,968	2,14,968	2,28,555	2,28,545
Machilipatnam	2,42,675	2,42,675	2,84,301	2,84,301	34,450	34,450
Narasaraopet	2,49,500	2,49,499	3,00,660	3,00,659	0*	0*
Nellore Division	2,44,475	2,44,475	2,99,940	2,99,940	2,63,728	2,63,728
Prakasam Division	2,49,773	2,49,773	2,99,074	2,99,074	2,69,479	2,69,479
Tadepalligudem	2,47,053	2,47,053	4,31,940	4,31,939	1,39,476	1,39,476
Tenali Division	2,49,948	2,49,948	2,50,301	2,50,301	1,56,509	1,56,509
Vijayawada	2,47,570	2,47,570	2,99,990	2,99,990	1,44,080	1,44,080
Markapur Division	2,49,589	2,49,589	2,88,680	2,88,680	1,45,950	1,45,950
Visakhapatnam Regional Office	83,083	83,080	56,01,680*	56,01,680*	57,49,336	57,49,327
Amalapuram	2,48,370	2,48,370	0*	0*	1,05,410	1,05,410
Anakapalle Division	2,49,520	2,49,520	0*	0*	2,42,820	2,42,820
Kakinada Division	2,44,700	2,44,700	0*	0*	1,32,000	1,32,000
Parvathipuram	2,48,888	2,48,887	0*	0*	0*	0*
Rajahmundry Division	2,49,624	2,49,624	0*	0*	1,20,500	1,20,500

Srikakulam Division	2,47,358	2,47,358	0*	0*	2,24,934	2,24,934
Visakhapatnam Division	2,48,697	2,48,697	0*	0*	0*	0*
Vizianagaram Division	2,49,760	2,49,760	0*	0*	1,25,000	1,25,000
PSD Vijayawada	-	-	-	-	45,93,645	45,93,613
<b>Total</b>	<b>1,60,68,000</b>	<b>1,60,67,308</b>	<b>2,08,89,000</b>	<b>2,08,88,985</b>	<b>3,10,00,000</b>	<b>3,09,99,747</b>

(\*Procurement was made centrally at Regional Offices)

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