

Distribution of Post

4010. SHRI JAYSINH CHAUHAN : Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether the distribution of post is not being done timely by the postal employees;

(b) if so, the details thereof and reasons therefor; and

(c) the steps taken/proposed to be taken by the Government for the timely distribution of post?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA) : (a) to (c). In general, distribution of mail is done as per norms laid down by the Department. However, instances of delays do occur due to various reasons such as cancellation/late running of buses, trains and planes, natural calamities like floods, landslides and due to sudden and exceptionally heavy volume of mails like Corporate mail and Greetings mail. Difficulties are encountered in the conveyance of mails by State Road Transport buses or private buses in some States. Delivery mails in large cities and towns, especially in the newly developed colonies and suburbs, is also under stress due to inadequate delivery manpower. The additional work, is however, being managed through re-deployment of the staff to the extent possible. Where ever the instances of delay in delivery caused by postal employees are noticed, suitable action is taken against such employees.

2. The Department has taken various steps to improve the despatch and delivery of mails. These are :

- Sorting of machineable mail in Bombay and Madras on Letter Sorting Machines to expedite sorting.
- Installation of very Small Aperture Terminals (VSATs) to speed up transmission of money orders. 72 such VSATs are already operational.
- A new service called Express Parcel Service has been introduced for speedier transmission of parcels from the 8 metropolitan cities to major State capitals. Besides, the Speed Post Service is strengthened for speedier transmission and delivery of premium mail.
- In the case of mails posted in bulk, the mailers are encouraged to do pre-sorting to ensure expeditious transmission of such mails to the destination.
- Special arrangements are made to sort and despatch Corporate Mails and Festival Greeting Mails posted in the peak season of June to December.
- Rationalisation of mail processing by prioritised and segmented handling of mails

of different categories according to their time-sensitivity.

- Regular check of payments of money orders, particularly in villages and efforts to ensure supply of adequate funds for money order payment.
- The transmission and delivery of mails and money orders is continuously monitored at various levels and routing of mails is revised periodically after review.
- Use of Private Airlines, in addition to Indian Airlines for conveyance of mails.
- Supply of mopeds to postmen serving in heavier beats of selected cities.
- Computerisation of registration sorting work in major Mail Offices in a phased manner.
- Modernisation of Mail Offices to improve the efficiency of operation by supplying modern operational equipments and furniture

Excess Billing

4011 SHRI MANIKRAO HODLYA GAVIT : Will the Minister of COMMUNICATIONS be pleased to state

(a) the number of complaints pending before the Delhi Telephone Authorities regarding excess telephone bills, as on April 1, 1996;

(b) the number out of them are from Members of Parliament;

(c) the time by which these are likely to be disposed of;

(d) the amount involved in these complaints for settlement;

(e) whether there are bills pending against the former MPs and Ministers; and

(f) if so, the details thereof?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA) : (a) The total number of complaints pending before the Delhi Telephone Authorities regarding excess billing as on 1-4-1996 is 2002.

(b) Five complaints were from MPs out of the above complaints:

(c) These complaints are expected to be disposed of in a period of about 2 months.

(d) An amount of Rs. 255.77 lacs is involved in these complaints.

(e) Yes, Sir.

(f) Outstanding telephone bills against former MPs and Ministers as on 30-11-96 furnished in the enclosed Statement.