

**GOVERNMENT OF INDIA  
COMMUNICATIONS  
LOK SABHA**

UNSTARRED QUESTION NO:1101  
ANSWERED ON:30.07.2001  
DELAY IN DELIVERY OF MAIL  
MANSUKHBHAID. VASAVA

**Will the Minister of COMMUNICATIONS be pleased to state:**

- (a) whether the Government have any machinery through which delay in delivery of mail can be detected;
- (b) if so, the details thereof;
- (c) whether the Government have detected such cases during the last three years;
- (d) if so, the details thereof; and
- (e) the action taken against the guilty officials?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) Yes, Sir.

(b) to (e): The Department monitors the delivery efficiency of mail through various mechanisms like All India Live Mail Surveys, posting of Trail Cards and Test Letters and surprise checks by supervisory and inspecting officers. On the findings of these surveys and checks, remedial action is taken wherever delay in delivery of mail is noticed. During the surveys it was found that the delivery efficiency of mail in the country is generally satisfactory. However, there are instances of delay to mail due to various reasons which are beyond the control of the Department such as late running/cancellation of mail carrying planes, trains and buses, off-loading of mail by airlines, sudden and unexpected increase in volume of mail, natural calamities, civil disturbances such as bandhs. Sometimes, mail is also delayed due to human failure. Guilty officials are punished for their negligence.