

**GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA**

UNSTARRED QUESTION NO:6481
ANSWERED ON:08.05.2000
DELAY IN DELIVERY OF MAIL
DUKHA BHAGAT

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government have received any complaints about delay in the delivery of mail in the country;
- (b) if so, the details thereof and the reasons therefor; and
- (c) the steps taken by the Government for the smooth and timely delivery of mail throughout the country?

Answer

MINISTER OF STATE FOR COMMUNICATIONS

(SHRI TAPAN SIKDAR)

(a)&(b): Yes, Sir. Complaints received the Department include those relating to delays in delivery of mail and during 1998-99, the number of such complaints was 47,869 which worked out to 0.0003% of the total mail traffic handled during the year. Delay in delivery of mail is mostly caused by irregular / late running of trains / state transport buses and Airlines, as the Department is dependent on these agencies for transmission of mails. Delay due to human failure is also noted but only occasionally.

(c) The Department of Posts has an effective system of continually reviewing mail transmission and delivery so as to eliminate delays. The following steps have been taken by the Department for ensuring smooth and timely delivery of mail:

(i) A close coordination is maintained with the authorities of Indian Airlines, Railways and Road Transport for timely transmission of mails.

(ii) Mechanised sorting has been introduced at Mumbai and Chennai and mechanised support is provided in Metro towns and other important cities for delivery of mail through Mopeds.

(iii) Segmentation of mails is done at the initial stage through Green Channel (Local), Metro Channel, Rajdhani Channel, Business Channel, Bulk Mail Channel and Periodical (Patrika) Channel to ensure smooth processing and quicker transmission of mails and delivery.

(iv) Live survey of mails is done and periodic drives are launched to monitor delivery efficiency.

(v) Computerisation of Registration Sorting in major mail offices and mail transmission at transit mail offices in the Metro and other important cities has been introduced for greater efficiency.

(vi) Use of PINCODE is being publicised.

(vii) The qualitative work of the delivery staff is checked by contacting addresses and punitive action is taken against the staff found responsible for delay in delivery.

(viii) The importance attached to delivery services by the Department is underlined by the scheme of Best Postman Award which identifies and provides encouragement for delivery staff in every division in the country every six months.

(ix) Modern technology, like VSAT, is being used to speed up transmission and thus ensure more timely and efficient delivery.