

**GOVERNMENT OF INDIA  
COMMUNICATIONS AND INFORMATION TECHNOLOGY  
LOK SABHA**

STARRED QUESTION NO:142  
ANSWERED ON:24.07.2002  
SPEED POST SERVICE  
RAMAKANT YADAV

**Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:**

- (a) whether the Government are aware that private courier services are providing more prompt services than Speed Post Service resulting in losses to the P&T Department;
- (b) whether the Government have reviewed the functioning of the Speed Post Service in the country;
- (c) if so, the details thereof; and
- (d) the steps taken to tone up the functioning of the Speed Post Service?

**Answer**

THE MINISTER OF PARLIAMENTARY AFFAIRS AND COMMUNICATIONS & INFORMATION TECHNOLOGY (SHRI PF MAHAJAN)

(a) to (d): A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF LOK SABHA IN RESPECT OF PARTS (a) TO (d) OF LOK SABHA STAI QUESTION NO. 142 FOR 24TH JULY, 2002 REGARDING SPEED POST SERVICE.

Speed Post Service was started by the Department in 1986 to provide fast and time-bound delivery service for time sensitive mail. Speed Post has been consistently growing and the revenues from speed Post in the last three years are as under:-

1999-00 Rs. 126.17 crores  
2000-01 Rs. 151.44 crores  
2001-02 Rs. 196.53 crores

Courier industry is highly competitive. The Department's Speed Post Service is, therefore, being reviewed regularly and this has resulted in a number of steps to strengthen the Speed Post Service to meet the challenge from private couriers. The network of Speed Post Centres has been extended to 120 cities at national level and 722 stations in the States. The tariff for speed post has also been restructured on commercial lines to increase market share. To enhance satisfaction of the customers, delivery system has been reorganised by creating nodal offices with dedicated delivery staff and special concession in tariff has been given to the bulk customers as per market practice. All the 120 National Speed Post Centres have been computerized. On line tracking system has been developed for the customers to enable them to ascertain the delivery status of the speed post consignments through internet. Free pick up service facilities from the customers' premises is provided through Departmental staff or franchising. In metro cities 24 hours booking facilities are available through identified postal counters.