

**GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA**

UNSTARRED QUESTION NO:501
ANSWERED ON:28.02.2000
MISSING OF REGISTERED LETTERS
SANJAY PASWAN

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether attention of the Government has been drawn to the news-item captioned 'P & T silence on missing registered letters' appearing in the Hindustan Times dated January 24, 2000;
- (b) if so, the details of Complaints received by the Department of Posts during each of the last three years;
- (c) whether many Consumer Courts in the country have prosecuted the Department of Posts (DOP) in such matters during the said period;
- (d) if so, the total penalty paid by the Department of Posts to the complainants as per the direction by the Consumer Courts during this period; and
- (e) the steps taken by the Government to improve the functioning of Department of Posts particularly in the case of registered letters/parcels/money orders and others for which Department of Posts is charging extra against the ordinary mail?

Answer

MINISTER OF STATE FOR COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) Yes, Sir.

(b) The details of the complaints received during the last three years are as under:

Number of complaints received about

Year	Total No. of complaints received under all categories	Registered letters	Money Orders
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1996-97	7,12,718	2,47,163	2,94,636
1997-98	7,74,021	2,63,806	3,33,966
1998-99	8,13,063	2,58,783	3,88,091

(c) A few of the Consumer Courts have awarded compensations to the consumers for non-delivery/damage to registered articles and non-payment of money orders.

(d) The amount of compensation paid during the last three years is as under:

Year	Amount of compensation paid
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1996-97	Rs.1,80,284-20
1997-98	Rs.2,26,658-60
1998-99	Rs.4,65,834-20

(e) Following steps have been taken to bring improvement in postal services:

- (i) An exhaustive Action Plan is under implementation to monitor transmission /delivery of Registered articles ;
- (ii) Circle Checking Squads have been formed for surprise visits and make enquiries into such complaints ;
- (iii) Punitive action is taken against the officials found at fault;

- (iv) Close liaison is maintained with the financial institutions and bulk users of our services ;
- (v) Transmission of money orders by V.SAT has been introduced in order to reduce delay and ensure greater accuracy ;
- (vi) Line limits for cash conveyance is reviewed periodically to ensure that cash is available for payment of money orders;
- (vii) A senior officer has been nominated in each Circle for close monitoring over public grievances relating to postal services ;
- (viii) Computerised Registration Sorting Centres are set up in a phased manner to ensure greater accuracy and accountability in handling of accountable articles ;
- (ix) Instructions have been issued to the field units to educate the customer about correct manner of lodging complaints so as to facilitate their speedy disposal ;
- (x) Periodic Special drives are launched for speedy disposal of complaints and rectification of system defects ;
- (xi) Computerised Customer Care Centres have been set up at 127 important places for the responsive public grievance redressal.