

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

UNSTARRED QUESTION NO:2460
ANSWERED ON:04.12.2002
COMPLAINTS ON SPEED POST SERVICE
CHANDRAKANT BHAURAO KHAIRE

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

- (a) whether the Government have received complaints with regard to non-delivery of speed post in time and the articles getting lost;
- (b) if so, the reasons therefor;
- (c) the number of complaints received in connection with irregularities in speed posts during the year 2001-2002 alongwith the number of those disposed off;
- (d) whether the Government propose to expand the said service in neighbouring countries viz. Nepal, Bhutan and Bangladesh; and
- (e) if so, by when the said is likely to be done?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. S PASWAN)

- (a) & (b): Yes, Sir. Sometimes, complaints are received about delay in delivery and loss of speed post articles. The reasons are mainly attributable to misconnection of transport and lapses in handling.
- (c) During the year 2001-2002, 98416 complaints were received and 97274 complaints have been disposed off.
- (d) & (e): India Post already has Speed Post service with neighbouring countries viz. Nepal, Bhutan and Bangladesh for both documents and merchandise.