

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

UNSTARRED QUESTION NO:1564

ANSWERED ON:03.08.2005

DEFICIENT SERVICES OF POSTAL DEPARTMENT

Chavda Shri Harisinh Pratapsinh;Patel Shri Jivabhai Ambalal;Rajendran Shri P.

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

- (a) whether the services provided by the Department of Posts have become substandard and unsatisfactory after the entry of private companies in this field;
- (b) if so, whether the Government has made any estimate or conducted any survey to find out the loss suffered;
- (c) whether the Department of Posts still continues to suffer due to the entry of private players;
- (d) if so, the details thereof;
- (e) the steps taken by the Government to rectify the same;
- (f) whether the employee's salary, perks, pension etc. are paid from the Consolidated Fund of India or from the account of the Department of Posts; and
- (g) if so, the details thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

- (a) No, Sir. The services have not become substandard and unsatisfactory as can be seen from the revenue generated and the ratio of complaints to traffic for various services provided by the Department, given in the Annexure. Even where the number of complaints have increased, it is indicative of the greater accessibility through customer care centers and the website and responsiveness of the Department to customer needs.
- (b) Yes, Sir. Market surveys are conducted from time to time to get information about the market, user perception, industry over view etc. Direct feedback from the customers is also obtained through questionnaires, telephone calls, visits and customer meets.
- (c) As can be seen from the revenue figures in the Annexure, the Department has not suffered losses. On the basis of results of market surveys, action to modify existing products or introduce new products is taken from time to time. In fact, it is to meet the competition from couriers that premium products like Speed Post, Express Parcel Post and Business Post have been progressively introduced. A number of value additions like free pick up, door-to-door delivery, Internet based track and trace, volume based discount and credit facility have been provided for Speed Post. As a result of these initiatives, premium products have shown a sustained increase in revenue over the years.
- (d) Does not arise in view of (c) above.
- (e) As pointed out above, the Government has taken various steps to improve the quality of its services and increase its competitiveness. It has been making all out efforts to control expenditure and enhance revenue. It is mobilizing additional resources through better marketing of all its products. It is taking pro-active steps to reach out to its customers and is concentrating on improvement of its quality of services and better customer care.
- (f) Yes, salary, perks etc including pension are paid from the Consolidated Fund of India and from the Budget of the Department of Posts. In other Civil Ministries Pension is paid from a common head of accounts ie.2071, whereas in Department of Posts pension is paid from the Budget of Department of Posts.
- (g) The details are as below:-

(Rs.in Crore)

YEAR SALARY AND WAGES PENSION

2003-04 3938.47 1107.02

Annexure

DETAILS OF REVENUE GENERATED DURING THE LAST FIVE YEARS BY DEPARTMENT OF POSTS

Rs. in Crores	2003-2004	2002-2003	2001-2002	2000-2001	1999-2000
Revenue	4256.93	4009.65	3697.11	3297.81	2020.12

PERCENTAGE OF COMPLAINTS INTERMS OF TOTAL TRAFFIC DURING THE LAST FIVE YEARS

Service Complaint Complaint Complaint Complaint Complaint

	Traffic Ratio for 2003-04	Traffic Ratio for 2003-03	Traffic Ratio for 2001-02	Traffic Ratio for 2000-01	Traffic Ratio for 1999-2000
Speed Post	0.064%	0.059%	0.063%	0.072%	0.078%
Registered Letters	0.123%	0.080%	0.111%	0.106%	0.108%
Registered Parcels	0.050%	0.043%	0.034%	0.040%	0.045%
VPP	0.353%	0.463%	0.350%	0.320%	0.394%
MOs	0.359%	0.584%	0.451%	0.389%	0.371%
SB&CC	0.008%	0.011%	0.012%	0.013%	0.015%