

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

UNSTARRED QUESTION NO:3803  
ANSWERED ON:21.04.2008  
DELAY IN MONEY ORDER SERVICE  
Rajbhar Shri Chandra Dev Prasad

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

- (a) whether the delivery of money orders by Branch Post Offices located in Bihar and Eastern Regions takes months consequently people are not interested in sending their money through money orders as number of money orders has declined during the last three years;
- (b) if so, the details thereof; and
- (c) the steps taken/being taken by the Government to improve the system?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI JYOTIRADITYA M. SCINDIA)

- (a) & (b) Some delay in payment of money orders in this region is due to inadequate transport facility affecting the transmission of money orders in rural areas. Most of the areas in this region being heavy payment areas, the payment sometimes exceeds permissible cash limit of rural post offices. Sometimes the heavy payments are seasonal and at other times clustered around the period of the month when labour etc. receive their wages, causing delay in payment. Decline in Money Order traffic is also due to alternative remittance options becoming available to the customers.
- (c) The Department has issued instructions to facilitate payment of money orders like increasing limit of cash handled by postmen, also constant monitoring of delay in payment of money orders at all levels which has brought down the complaint traffic ratio from 0.42% in 2004-05 to 0.21% in 2006-07.