

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

UNSTARRED QUESTION NO:2347

ANSWERED ON:15.12.2004

DELIVERY OF DAK

Mahato Shri Bir Sing;Renge Patil Shri Tukaram Ganpatrao

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

- (a) the policies formulated by the Department of Posts for prompt delivery of dak in the rural and urban areas of the country;
- (b) whether there is inordinate delay in delivery of letters and envelopes to the villages which causes inconvenience to the rural people; and
- (c) if so, the remedial measures taken or likely to be taken by the Government in this regard?

Answer

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

- (a) Policies formulated by the Department of Posts for prompt delivery of dak in the rural and urban areas of the country are as under:
 - (i) Segmentation of mail into various channels, called Green Channel for local mail, Metro Channel, Rajdhani Channel, Business Channel, Patrika Channel for faster transmission and speedy delivery.
 - (ii) Regular monitoring of mail routing and delivery is undertaken by posting Test letters and Trial Cards.
 - (iii) Live Mail Surveys at regular interval are conducted both in rural and urban areas to identify weak links and streamline the mail transmission and delivery system.
 - (iv) Modernization, computerisation and automation in mail offices are being done to increase the efficiency of mail transmission and prompt delivery.
 - (v) Progressive mechanization of delivery
 - (vi) Rationalisation/restructuring of delivery, with a view to deploy adequate manpower in the expanding urban conglomeration.
 - (vii) Decentralised monitoring upto point of delivery and surprise checks on the delivery of mails by the supervisory staff and officers.
 - (viii) Co-ordination meeting with Airlines, Railways and State Road Transport authorities are held to sort out problems relating to transmission of mails.
 - (ix) Educating the customer for installation of Mail Box on the ground floor of multi-storeyed buildings and usage of PIN code etc for quick delivery.
 - (x) To cope up with the seasonal mails, separate centres with adequate manpower are opened to give expeditious handling to such mail.
- (b) No, Sir. It happens occasionally due to natural calamities such as flood, landslide etc. Sometimes, factors such as cancellation/late running of trains and state transport buses carrying mails, mis-sending of mail, incomplete address, non-availability of addressee, change in the address of the addressee without intimation to delivery post office etc. also lead to delay in delivery of letters and envelopes.
- (c) Remedial measures taken to improve the mail delivery system
 1. Regular monitoring of mail routing, transmission, and delivery is undertaken by posting Test Letters and Trail Cards.
 2. Periodical review of mail transmission routes and modes is carried out to provide quicker and more reliable mode of transmission of mails.
 3. Regular monitoring is being carried out at various levels, to ensure timely mail dispatches, transmission, delivery and for making prompt supplementary or alternative arrangements as required from time to time.

4. Rationalization/ restructuring of mail handling systems with a view to deploy adequate manpower as per requirement.

5. Progressive mechanization of mail conveyance and delivery.