

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

UNSTARRED QUESTION NO:3693
ANSWERED ON:19.04.2010
EFFICIENCY OF MAIL TRANSMISSION
Singh Shri Bhola

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

- (a) whether the Department of Posts has posted the test letters to Members of Parliament to test the efficiency of mail transmission and delivery services in the country,
- (b) if so, the details thereof;
- (c) whether there has been some delay in delivery of these letters to the Members of Parliament;
- (d) if so, the reasons therefor, and
- (e) the corrective steps taken/being taken by the Government in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT)

- (a): Yes, Madam. Test letters were posted to Members of Parliament to test the efficiency of mail transmission and delivery.
- (b): A total of 56 test letters were posted to 28 Members of Parliament who are Members of Standing Committee on Information Technology. The said test letters were posted to their Delhi addresses as well as their residential addresses in respective States. These test letters were posted on 18-11-09 at 1500 hrs. at Sansad Marg Head Post Office, New Delhi.
- (c): Yes, Madam. Delay was noticed in some cases.
- (d): The incidents of delay in delivery of mail could arise as a result of the dependence of the Department on mail-carrying agencies that are not within the control of the Department and occasionally because of sudden increase in mail volumes received at mail offices/post offices.
- (e): In order to improve the quality of mail transmission and delivery services, an initiative has been taken to optimize mail office network, improve quality, enhance efficiency of network and reduce cost of operations.

Other measures taken by the Department of Posts to improve mail transmission and delivery services are;

1. Regular monitoring of mail routing and delivery is undertaken by posting Test Letters and Trial Cards.
2. Surprise checks on delivery of mails by the supervisory staff and officers.
3. Live mail survey at regular intervals both in rural and urban areas to identify weak links and streamline the mail transmission and delivery system.
4. To cope up with the seasonal mails, separate centers with adequate manpower are opened to give expeditious handling to such mail.
5. Enhanced use of Pin Code and its popularization.
6. Vehicles have been provided to postmen in the North-East Circle to increase the efficiency of mail delivery.