

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

UNSTARRED QUESTION NO:3721

ANSWERED ON:19.04.2010

SPEED POST SERVICES

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

- (a) whether the Speed Post network covers the entire country particularly to accommodate the needs of the corporate sector;
- (b) if so, the details thereof;
- (c) the steps taken by the Government to meet the requirement of the corporate sector for handling bulk mail especially in the uncovered places/small towns;
- (d) the number of complaints received for loss of articles/delay in transit during the last three years in this regard; and
- (e) the follow up action taken thereon by the Government?

Answer

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

- (a): Yes, Madam. The Speed Post network covers all the States in the country and caters to the needs of the Corporate Sector.
- (b): The Speed Post network comprises of 315 National Centres and 986 State Speed Post Centres spread across the length and breadth of the country. It provides value-added services like Book Now Pay Later (BNPL), free pick up from customers' premises, computerized billing etc. for Corporate customers.
- (c): The network of Speed Post Service is extended taking into account the market requirements, customer needs, potential business, transport connectivity available etc.
- (d): The details of complaints relating to Speed Post received for loss of articles/ delay in transit during the last three years are as under.

Year Speed Post Traffic No. of complaints Complaint percentage
w.r.t. traffic

2006-07 12. 86 Cr 43754 0.034 %

2007-08 17.73 Cr 51258 0.028 %

2008-09 21.14Cr 59729 0.028%

- (e): A mechanism has been set up in the department for prompt disposal of complaints through Customer Care Centre in all Postal Divisions. Instructions are issued to Divisions for cent-percent handling & settlement of web-based complaints. All Speed Post complaints are to be handled/settled in a period of maximum 15 days and the pendency of Speed Post complaints in the States is closely monitored. Department has introduced Customer Call Centres in major cities and provided the Track & Trace system to help the customers to track their Speed Post articles.