

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

STARRED QUESTION NO:321
ANSWERED ON:19.04.2010
DELIVERY OF MAIL
Singh Smt. Meena

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

- (a) whether the Government is satisfied with the timely and efficient delivery of mail across the country;
- (b) if so, the details thereof;
- (c) whether the norms fixed for delivery of mail is observed in letter and spirit;
- (d) if not, the reasons therefor;
- (e) whether the shortage of manpower including postmen is one of the reasons for the poor delivery and distribution of mail; and
- (f) if so, the corrective action taken by the Government in this regard?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI A. RAJA)

(a) to (f) A statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (f) OF THE LOK SABHA STARRED QUESTION NO. 321 FOR 19TH APRIL, 2010 REGARDING `DELIVERY OF MAIL`.

(a) & (b) 100% timely delivery norms for all mail products are not met all the time. The Department receives complaints relating to lack of timely or efficient delivery of mail, though a small percentage compared to the traffic handled (Annexure-I & H), yet this remains a cause of concern for the Department and continuous efforts are made to improve performance in these areas. Bringing improvement in the quality of service pertaining to delivery of mail is a continuous activity, and measures are taken to improve each segment of the mail operations, i.e., from collection to delivery.

(c) & (d) Yes, Madam. This is borne by the results of All India Mail Survey 2008 (Annexure M). However, occasional delays in delivery of mail do occur due to (i) dependence of the Department on external agencies such as Airlines, Railways, Road Transport Corporations etc. for transmission of mail, (ii) incorrect or incomplete address used by the customers, (iii) non-use of PIN Code, (iv) non-availability of the addressee, (v) mis-sending of mail, and (vi) change in the residence of the addressee without information to the Post Office concerned.

(e) & (f) No, Madam, Shortage of manpower in normal course due to death, retirement, leave, resignation etc is sought to be made up by regular recruitment. The short term gap between shortage and recruitment is sought to be made up by redistribution and combination of duties, resorting to overtime, and temporary engagement of retired postal personnel and Gramin Dak Sewaks in Post offices to ensure timely and efficient delivery.