

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

UNSTARRED QUESTION NO:209

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DELAY IN DELIVERY OF MAIL SERVICES

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

- (a) the sanctioned and actual staff position, Post Offices in villages and small town in the country;
- (b) if so, the details thereof; and
- (c) the steps taken/being taken by the Government to augment staff in Post Offices and strengthen the mail delivery mechanism in the country?

Answer

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

(a) & (b) The sanctioned and actual staff position of the Post Offices in villages and small town in the country is as follows:

Sl.No.	Category	Sanctioned	Working
	Position		Position

(i) Departmental Group C & D staff 265483 207373

(ii) Gramin Dak Sevaks (GDSs) 306129 273336

This figure is for all departmental post offices which includes Post Offices in villages and small towns.

(c) Instructions are in force for filling up all vacant posts of Gramin Dak Sevaks. With regard to departmental vacancies also, the orders have been issued for filling up all the Direct Recruitment vacancies. Further, there is no restriction for filling up the vacancies under promotion quota.

Department of Posts has also been making active efforts to improve the quality of mail sorting, transmission and delivery services.

Measures taken by the Department of Posts to improve mail delivery services are as follows:-

- (i) Regular monitoring of mail routing and delivery through posting Test Letters and Trial Cards.

(ii) Surprise checks on delivery of mails by the supervisory staff and officers.

(iii) Live mail survey at regular intervals both in rural and urban areas to identify weak links and streamline the mail transmission and delivery system.

(iv) Enhanced use of Pin Code and its popularization.

(v) Vehicles have been provided to postmen in the North East Circle to increase the efficiency of mail delivery in addition to the use of a dedicated freighter aircraft for mail transmission to the North-Eastern parts of the country.