

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

STARRED QUESTION NO:180
ANSWERED ON:22.11.2010
MONEY ORDER SERVICE
Bhoi Shri Sanjay;Choudhary Shri Bhudeo

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

- (a) the number of users of money order service during the last three years and the current year;
- (b) whether complaints about the non-delivery of money orders have been received;
- (c) if so, the number of complaints received during the last three years and the current year;
- (d) the action taken by the Government in this regard; and
- (e) the steps taken/being taken by the Government to streamline the money order service in the country?

Answer

THE MINISTER OF HUMAN RESOURCES DEVELOPMENT, SCIENCE AND TECHNOLOGY AND EARTH SCIENCES AND COMMUNICATIONS AND INFORMATION TECHNOLOGY(SHRI KAPIL SIBAL)

(a) to (e) 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 (e) OF THE LOK SABHA STARRED QUESTION NO. 180 FOR 22nd NOVEMBER, 2010 REGARDING "MONEY ORDER SERVICE".

(a) Information about number of money orders booked is compiled after the end of financial year. Number of Money Orders booked during last three years is given below:-

Financial Year	Number of Money Orders Booked
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2007-08	9,10,46,000
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2008-09	8,66,93,000
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2009-10	7,05,71,000
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(b) to (d) Number of complaints of non delivery of money orders received during last three years and the current year are as under:-

Financial Year	Number of complaints received for non-delivery of money orders
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2007-08	13627
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2008-09	10563
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2009-10	6328
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2010-11	1088
(till 30.6.2010)	

All complaints regarding non-delivery of money orders are looked into promptly by the Department at various levels. On receipt of complaint, an enquiry is initiated and duplicate money order is issued at the cost of the Department.

(e) To streamline the money order service, the Department has strengthened its handling of public grievance system. Customer Care centers have been set up at all major post offices with facility of the registration and tracking of status of complaint at India Post web site has been made available. Technology based transmission of money system was introduced from October 2008 for remittance of money orders. At present the service is offered from more than 10000 computerized post offices where money is transmitted through electronic means throughout the country. As a result of these measures, number of complaints are on the decline.