

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

UNSTARRED QUESTION NO:5328
ANSWERED ON:13.12.2010
COMPLAINTS IN POSTAL SERVICES
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) the number of complaints received about failure in reaching the destination of booked registered letters, parcels and speed post from various categories of post offices during the last three years and the current year, category-wise;
- (b) the number of complaints redressed out of them and the number of outstanding complaints alongwith the reasons for pending; and
- (c) the time by which the pending complaints are likely to be redressed?

Answer

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

(a) & (b) A statement is given in the Annexure.

(c) The settlement of postal complaints is an on-going process. Top priority is attached at the levels of Post Office, Divisional, Regional and Circle Office to settle the complaints in expeditious manner. With the modern technology, complaints are being resolved more speedily than before. In addition, Dak Adalats are held every six months at Divisional and Regional levels for on the spot redressal of grievances.