

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

STARRED QUESTION NO:92

ANSWERED ON:15.11.2010

IMPROVEMENT IN POSTAL SERVICES

Das Shri Ram Sundar;Shankar Alias Kushal Tiwari Shri Bhisma

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

(a) whether any study has been commissioned to study the quality of service provided by the private courier service and the Department of Posts;

(b) if so, the outcome thereof;

(c) whether the Government has prepared any action plan for improving speed post and other postal services in the country including rural areas; and

(d) if so, the details thereof along with the steps taken/being taken by the Government in this regard?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI A RAJA)

(a) to (d) 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 (d) OF THE LOK SABHA STARRED QUESTION NO. 92 FOR 15TH NOVEMBER, 2010 REGARDING 'IMPROVEMENT IN POSTAL SERVICES'.

(a) No, Madam

(b) Does not arise in view of (a) above.

(c) & (d) Yes, Madam. The Department has prepared an action plan for making Speed Post and other postal services more effective in the country including rural areas and has taken a number of steps in this regard. The details are as under:

A project for Mail Network Optimization has been initiated in March 2010 in order to make Speed Post and other mail services more effective. The objective of this project is to optimize the existing mail network and effectively manage the same through Key Performance Indicators. The Project, inter-alia, involves:

Development and deployment of data-based Key Performance Indicators to measure the service delivery performance of Speed Post and other mail services.

Suitable upgradation of Speed Net, which is the web-based Track and Trace Software for Speed Post, to measure the Key Performance Indicators.

Monitoring and review of quality of Speed Post operations in eight major cities (that handle majority of the total speed post traffic in the country) with the help of the Key Performance Indicators through fortnightly video conference.

Technological upgradation of 74 Speed Post Centres during the current plan period for improving the efficiency of the operations.

Establishment of 39 premium Speed Post delivery centres during the current plan period for improving the quality of delivery.

Establishment of 25 new Speed Post Centres during the current plan period. Web based tracking of all outward dispatches of international registered mail, international parcels and international EMS articles.

Introduction of track and trace of International parcels and international EMS articles on India Post website.

Introduction of Flat Rate Boxes for international parcels.

Induction of a dedicated freighter aircraft for carriage of mail, parcels and logistics post in the North East Region in order to bring in consistency in mail transmission.

Mechanization of mail delivery in the North-East Region of the country as well as in Andaman & Nicobar Islands to expedite delivery by Postmen:-

During 2008-09, 80 two-wheelers and 20 four-wheelers were provided in these regions.

- # During 2009-10, 30 four-wheelers were provided to Assam Postal Circle.
- # Equipping 75 mail motor vehicles with the Global Positioning System (GPS) devices in the North-East Region in 2009-10, to enable monitoring of the movement of vehicles for mail delivery.
- # Establishment of Logistics Post Centres in major cities to provide distribution solution to large consignments.
- # Introduction of Express Parcel Post Retail service for benefit of individual customers.
- # Establishment of Print to Post facility at Delhi and Kolkata to provide total mailing solution including printing, pre-mailing activities and dispatch.
- # Opening of 124 new Sub Post Offices and 54 new Branch Post Offices during the year 2009-10.
- # Computerization of 12604 post offices as on 30.09.2010.
- # Provision of Internet connectivity to 11838 operative offices through broad band/leased line.
- # Launch of Project Arrow in the year 2008 to make visible, tangible and noteworthy difference in Post Offices that matters to the common man. The project focuses on improving the core operations of the post office as well as on upgrading the support infrastructure. 1530 Post Offices, including all Head Post Offices, spread across the country have been covered under this project.

Under the current five year Plan, a number of Schemes are under implementation in the areas of mail operations, modernization and technological upgradation etc. in order to improve Speed Post and other postal services. The details are given in the Annexure.