

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

STARRED QUESTION NO:185

ANSWERED ON:09.03.2011

COURIER SERVICES

Ramkishun Shri ;Viswanathan Shri P.

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

- (a) whether the private courier companies are providing better services as compared to the Speed Post Service;
- (b) if so, the reaction of the Government thereto;
- (c) whether the Government has taken note of deficiencies in the services and other complaints with respect to the Speed Post Service of the Government;
- (d) if so, the details thereof;
- (e) whether the Government has reviewed the functioning of the Speed Post Service in the country; and
- (f) if so, the details thereof and the steps taken thereon?

Answer

THE MINISTER OF HUMAN RESOURCE DEVELOPMENT AND COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI KAPIL SIBAL)

(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. 185 FOR 9TH MARCH, 2011 REGARDING "COURIER SERVICES".

(a) & (b) India Post provides a number of services to the people of India in the areas of transmission of mail, small savings, insurance and retail etc. Presence of other private services providers in these areas including that of mail transmission is a source of competition to the Department of Posts. This competition provides the Department of Posts an opportunity as well as impetus to improve its quality of service in its various areas of operations so as to meet the expectations of the customers and increase its volume of business.

In the area of mail transmission, Department of Posts has introduced Speed Post Service to meet the customers' need for a faster and time bound express mail service.

There is no authoritative data available regarding quality of service of private courier companies viz-a-viz Speed Post Service. However, Speed Post Service has been able to face the competition and gain the trust and the confidence of the customers, which is reflected in the steady growth of traffic of Speed Post articles booked as well as revenue generated in the country over the years. The revenue of Speed Post grew at an annual rate of 19 % in the year 2009-10 over that of last year.

(c) & (d) Yes, Madam. Department of Posts takes note of the deficiencies in services and complaints received in connection with Speed Post Service. Occasional complaints arise which are on account of dependence on external agencies for transmission and last mile delivery of Speed Post. The number of complaints received during the last 03 financial years and the percentage of complaints with respect to the Speed Post traffic is given as under:

Year Number of Traffic Complaint percentage w.r.t.
Complaints in lakh Traffic

2007-08	122868	1773	0.069
2008-09	148627	2114	0.070
2009-10	174040	2408	0.072

A mechanism has been set up in the department for prompt disposal of complaints through Customer Care Centre in all Postal Divisions. Instructions are issued to Divisions for cent-percent handling & settlement of web-based complaints. All Speed Post complaints are to be handled/settled in a period of maximum 15 days and the pendency of Speed Post complaints in the States is

closely monitored. Department has introduced Customer Care Centres in major cities and provided the Track & Trace system to help the customers to track their Speed Post articles.

(e) & (f) Yes, Madam. The Department has prepared an action plan for making Speed Post 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 monitor 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 twenty 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 conferences.

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.