

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

UNSTARRED QUESTION NO:2224

ANSWERED ON:09.03.2011

DELIVERY OF LETTERS

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

- (a) the norms laid down for delivery of postal letters, articles, etc.;
- (b) whether these norms are being observed;
- (c) if not, the reasons therefor;
- (d) whether the shortage of manpower, especially, postmen has adversely affected efficient services especially in the rural and in the inaccessible terrain/areas; and
- (e) if so, the remedial measures taken by the Government in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SACHIN PILOT)

(a) The norms laid down for delivery of Postal Letters, articles are as follows:

Category of Mail/Area Norms for Delivery

With the District Within 48 hours after the day of posting (D+2)

Within the State Within 48 to 72 hours after the day of posting (D+2 to D+3)

Mails for other States 3 to 5 days depending on the distance involved
and transport links (D+3 to D+5)
Mails from/to Branch Post Offices take a day more

First Class Mails Within 48 to 72 hours after the day of posting (D+2 to D+3)
between Metro Cities -
(Delhi, Mumbai,
Kolkata, Chennai,
Hyderabad, Bangalore)

First class mail Within 48 to 72 hours after the day of posting (D+2 to D+3)
between State Capitals

Registered Mail and 1 to 2 days more than ordinary mail depending on the distance and
Money Order points of handling

Speed Post 24 to 72 hours depending upon distance/destination

Express Parcel Post 48 to 96 hours depending upon destination

(b) & (c) Efforts are made to ensure that the norms for delivery of mail are observed all the time. Occasional delays in delivery of mail,

however, occur due to (i) dependence of the Department on external agencies such as Airlines, Railways, Road Transport Corporations etc. for transmission of mail, (ii) incorrect or incomplete address used by the customers, (iii) non-use of PIN Code, (iv) non-availability of the addressee, (v) mis-sending of mail, and (vi) change in the residence of the addressee without information to the Post Office concerned.

(d) & (e) The shortage of manpower due to promotions, retirement, death or leave is managed by adhoc arrangement, redistribution and combination of duties and by engagement of Short Duty Staff in the post offices and paid substitute for delivery of postal articles specially in rural and in the inaccessible terrain / area. These steps ensure that postal services are not adversely affected anywhere in the country. All the vacancies that arise are filled up according to the provisions in the Recruitment Rules.