

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

STARRED QUESTION NO:153

ANSWERED ON:10.08.2011

POSTAL SERVICES

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

- (a) whether the quality of services rendered by the Postal Department was subjected to any comprehensive review in the recent past;
- (b) if so, the details thereof;
- (c) whether the Government is aware that public mostly prefer private postal/ courier services to those run by Government Post Offices;
- (d) if so, the details thereof and the reasons therefor; and
- (e) the steps taken/being taken by the Government to improve the services in post offices so as to meet the challenges from private companies?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF HUMAN RESOURCES DEVELOPMENT 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. 153 FOR 10TH AUGUST, 2011 REGARDING "POSTAL SERVICES".

(a) & (b) Department of Posts reviews the quality of services rendered at various administrative levels viz. Divisional, Regional and Circle on a regular basis. The reviews are carried out through a number of systems put in place for the purpose which inter-alia include periodical inspection & surprise visits of the post offices as well as review of the prescribed reports and statements. Based on results of such reviews, appropriate steps are taken to improve the quality of services.

(c) & (d) Department of Posts provides a number of services to its customers in the areas of mail transmission & delivery, Small Savings, Insurance and retail etc. Department of Posts had introduced Speed Post Service to meet the customers' need for a faster and time bound express mail delivery service. Presence of other private postal/courier service providers, however, is a source of competition to the Department of Posts. This competition provides the Department of Posts and 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.

There is no data available regarding preference of public for private postal/courier service providers 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 by a 21.95% growth in Speed Post revenue in the year 2010-11 over the year 2009-10.

(e) The Department has taken a number of steps to improve the services in the Post Offices to meet the challenges from private companies. The details are as under:

A project for Mail Network Optimization has been initiated in March, 2010 with the objective 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 'SpeedNet', which is a web-based Track and Trace Software for Speed Post.

Monitoring and review of quality of Speed Post operations in eighty seven 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 109 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.

Introduction of web based Track and Trace system called "SpeedNet" for Speed Post articles.

Launch of Project Arrow in the year 2008 to make visible, tangible and noteworthy improvement 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 spread across the country have been covered under this project.