

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

UNSTARRED QUESTION NO:1782

ANSWERED ON:10.08.2011

NON DELIVERY OF MONEY ORDER

Alagiri Shri S. ;Jaiswal Shri Gorakh Prasad ;Rajaram Shri Wakchaure Bhausaheb

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

- (a) the number of users of money order service during 2010-11;
- (b) the number of complaints regarding non-delivery of money orders during each of the last three years and the current year, State-wise;
- (c) whether enquiries have been conducted and action taken against those found guilty;
- (d) if so, the details thereof; and
- (e) the remedial measures taken/being taken by the Government in this regard?

Answer

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

- (a) The number of money orders booked during 2010-11 is 8,74,71,403.
- (b) A statement is given in the Annexure.
- (c) Yes, Sir. Enquiries are conducted in all cases of complaints and action is taken depending on the nature of the shortcomings/faults. In case of serious lapses like fraud, major penalties have been given. In other cases, minor penalties have been imposed.
- (d) During the last three years 172 officials were found guilty for which punishment has been imposed as per rules.
- (e) All complaints regarding delay/non-delivery of money orders are looked by the Department at all levels. While specific instances are resolved individually, system defects that come to the notice are rectified to avoid recurrence of such instances. In case, Money Order (MO) is not received within one month, Duplicate Money Order (DMO) is issued to effect payment. With the introduction of electronic Money Order (eMO) Services, delays and losses during transmission have been eliminated.