

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

UNSTARRED QUESTION NO:2181
ANSWERED ON:07.12.2011
NON-DELIVERY OF POSTAL ARTICLES
Tanwar Shri Ashok

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

- (a) whether the cases of postal articles such as VPP, Speed Post and Registered letters not reaching to concerned persons/organisations have been noticed;
- (b) if so, the details thereof alongwith the number of cases noticed for each, kind or article during the last three years and the current year;
- (c) the details of the complaints received and resolved in this connection during the said period; and
- (d) the measures taken by the Government to ensure delivery of postal articles to addressee?

Answer

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

- (a) The complaints regarding loss of postal articles and delay in delivery are received from customers from time to time.
- (b)&(c) A statement of complaints received and resolved during the year 2008-09, 2009-10, 2010-11 and for the quarter ending June 2011 is annexed.
- (d) In order to improve the quality of mail operations across the country, an initiative has been undertaken to consolidate and optimize the existing mail network, bring in greater standardization in mail processes and strengthen monitoring mechanism. The Department has also taken action for setting up of Automatic Mail Processing Centre in Delhi and Kolkata to automate mail processing. Other Measures taken by the Department of Post to improve mail transmission and delivery services include:-
 - i) Regular monitoring of mail routing and delivery is undertaken by posting Test Letters and Trial Cards;
 - ii) Surprise checks on delivery of mails by the supervisory staff and officers;
 - iii) Live mail survey at regular intervals both in rural and urban areas to identify weak links and streamline the mail transmission and delivery system;
 - iv) To cope up with the seasonal mails, separate centers with adequate manpower are opened to give expeditious handling to such mail;
 - v) Enhanced use of Pin Code and its popularization; and
 - vi) Providing vehicles to postmen in the NE Region to expedite mail delivery.