

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

STARRED QUESTION NO:137
ANSWERED ON:30.11.2011
INTRODUCTION OF NEW SERVICES IN POST OFFICES
Lagadapati Shri Rajagopal;Rao Shri Kavuri Samba Siva

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

- (a) whether the Department of Posts (DoP) is planning to forge tie-ups with banks, insurance companies, educational institutions, retailers etc. to introduce new services and to streamline the delivery of services;
- (b) if so, the details thereof;
- (c) the extent to which the above move is likely to help DoP to bring down its losses and improve the performance and revenue;
- (d) whether there have been complaints about delay in cash transactions in the post offices, particularly in the rural areas; and
- (e) if so, the details thereof and the corrective steps taken by the Government in this regard?

Answer

THE MINISTER 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 LOK SABHA STARRED QUESTION NO. 137 FOR 30TH NOVEMBER, 2011 REGARDING "INTRODUCTION OF NEW SERVICES IN POST OFFICES"

(a) Forging tie ups with banks, educational institutions, retailers etc. is a continuous process and such cases are processed and finalized as and when an opportunity presents itself. However, currently Department is not processing any new tie-ups with banks, insurance companies, educational institutions, retailers etc. to introduce new services.

(b) Does not arise in view of (a) above.

(c) Does not arise in view of (a) above.

(d) Yes, a few complaints are received occasionally and corrective action is taken immediately.

(e) Amongst the various services of Department of Posts, the following services primarily deal with cash transactions:-

Money Order Savings Bank & Savings Certificates

(i) Details of complaints relating to these services, including that about delay in cash transactions, are as under:

(Year 2010-11)

Name of Service	Traffic/number of accounts and number issued & discharged (in lakhs)	Number of complaints received including rural areas traffic/ number of accounts and number of certificates issued & discharged	Percentage of complaints with respect to the number of certificates issued & discharged
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Money Order	577	1.97	0.0034
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Savings Bank	3243	0.15	0.00005
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& Savings

(ii) Corrective steps taken by the Government in this regard, inter-alia, include:

A mechanism has been set up in the Department for prompt disposal of complaints through Customer Care Centres in all Postal Divisions. Instructions are issued and reiterated to Divisions for cent-percent handling & settlement of web based complaints. All complaints are to be handled/settled in a time bound manner.

Pendency of complaints is monitored and reviewed by Secretary, Department of Posts in video conferences held with heads of Circles on a regular basis.

Department of Posts has introduced an "Instant Money Order" Service that is instant, convenient, reliable and affordable. It is a web based money transfer service available at designated Post Offices in the country.

With the introduction of "Electronic Money Order" service, the Department has now done away with the physical transmission of money order forms. Instead the information is sent from one point to another electronically making the process of transfer of money faster and simpler.

To improve the service quality and operational efficiency, Department of Posts has embarked on an IT modernization programme. One of the key components of this IT modernization programme is to introduce a centralised core banking solution with alternate delivery channels facilitating any time any where banking environment. This core banking environment will enable faster transfer of funds and easier withdrawals.

Line limits for cash conveyance at various levels of Post Offices have been reviewed and revised keeping in view their cash requirements.