

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

UNSTARRED QUESTION NO:1341

ANSWERED ON:21.03.2012

REVENUE OF POSTAL DEPARTMENT

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

- (a) whether the revenue generated by the Department of Posts has been declining in comparison to expenditure;
- (b) if so, the details thereof during the last three years and the current year alongwith the reasons therefor;
- (c) whether the Department has hired Chartered Aircraft from the Air India during the last three years and the current year;
- (d) if so, the details thereof and the expenditure incurred on such hiring; and
- (e) the steps taken/being taken by the Government to improve the financial condition of postal department and to provide prompt services to its consumers?

Answer

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

(a) For years 2008-09 and 2009-10 percentage increase of expenditure were more than the revenue. The situation has reversed from the year 2010-11 when the percentage growth of revenue is more than the expenditure.

(b) The position of last three years and up to January, 2012 of current year is as under;

(Rupees in crores)

Year	Revenue	% Increase	Expenditure	% Increase
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2008-09	5862.33	6.69	9756.24	34.14
2009-10	6266.70	6.90	13346.94	36.80
2010-11	6962.33	11.10	13793.67	3.35
2011-12#	6240.10	3.78	11534.84	2.00

(up to
Jan.12)

Note-The revenue and expenditure for 2010-11(upto January, 2011) is Rs. 6012.93 crores and Rs. 11308.93 crores respectively.

As could be seen from the above figures, revenue is increasing consistently over the years. It is a fact that expenditure has increased during 2008-09 and 2009-10 which is due to payment of arrears on account of VI CPC, MACP & GDS Committee's Report. The increase in expenditure during the year 2010-11 is 3.35% in comparison to increase in revenue i.e. 11.10%. Whereas the increase in revenue for the year 2011-12(upto Jan. 12) corresponding to the previous year is 3.78% against the expenditure of 2.00% during the same period.

(c) Yes, Madam.

(d) One freighter aircraft was chartered from the erstwhile Indian Airlines in August 2007 for carriage of mail in North Eastern Region(Kolkata-Guwahati-Imphal-Agartala-Kolkata route). Subsequently, three freighter aircrafts were chartered in July, 2009 from the erstwhile National Aviation Company of India Limited(NACIL) for carriage of mail between metro cities(Delhi, Mumbai, Kolkata, Chennai and Bangalore) in addition to the freighter aircraft operating in the North Eastern Region.

The expenditure incurred on freighter operation during the last three years and the current year is Rs.248.19 crores.

(e) The Business Development & Marketing Directorate under Department of Posts offers a number of premium services like Speed Post, Express Parcel Post, Logistics Post etc. to generate additional revenue for the Department.Further, the Department of Posts reviews its services and products from time to time in view of the changing market scenario, changing customer needs, industry benchmarks etc and takes steps/action to modify services features accordingly for revenue growth and for providing prompt services.

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 Automatic Mail Processing Centre(AMPC) 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 Pine code and its popularization
- vi) Providing vehicles to postmen in the NE Regions to expedite mail delivery

Further, a thorough review of whole web based Computerised Customer Care System has been done and the system has been made `Sevottam` Compliant with dynamic feature and better monitoring and control at all levels. The modified version of Computerised Customer Care System software has been made operational in around 11000 offices of the Department of Posts. The new system has been designed keeping in view the requirements for making the Grievance Redressal Mechanism in the Department of Posts `Sevottam` Compliant.

Services standards have been revised and an updated Citizens` Charter has been hosted on the website of the Department of Posts.