

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

UNSTARRED QUESTION NO:2402

ANSWERED ON:28.03.2012

DELIVERY OF POSTAL ARTICLES

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

- (a) the number of Post Offices functioning in the country alongwith the number of Postmen, Post Masters and Grameen Dak Sevak posted therein, Statewise and circle-wise;
- (b) whether there is shortage of Postmen in these post offices and as a result of which, the dak delivery system is being affected adversely in the country;
- (c) if so, the details thereof, State-wise including Bihar;
- (d) the measures taken by the Government to ensure timely delivery of postal articles in the country particularly in rural and remote areas; and
- (e) the action taken to cope up with the shortage of postmen and post masters in the post offices?

**Answer**

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

- (a) A Statement is given in the Annexure.
- (b) No Madam, there are adequate staff in Post Offices for efficient dak deliveries.
- (c) In view of (b) above, question does not arise.
- (d) Ensuring timely delivery of mail across the country is a continuous activity and measures are taken to improve mail delivery accordingly. In order to improve the quality of mail operations (which includes delivery of mail), 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 set up Automatic Mail Processing Centre in Delhi and Kolkata to automate mail processing. Other Measures taken by the Department of Posts to improve mail transmission and delivery services include:-
  - i) In North East Region, postmen have been provided vehicles to facilitate speedy delivery,
  - ii) Regular monitoring of mail routing and delivery is undertaken by posting Test Letters and Trial Cards and surprise checks,
  - 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.
- (e) The vacancies as and when arise are filled up by promotion or by direct recruitment according to the provisions in the Recruitment Rules. The Departmental Promotion Committees are meeting periodically to fill up the posts by promotion. Also, Departmental Examinations are held regularly to fill up promotional posts wherever Departmental Examinations are prescribed. The direct recruitment vacancies are being filled up in accordance with the policies of the Government.