

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

UNSTARRED QUESTION NO:1183  
ANSWERED ON:13.07.2009  
SPEED POST SERVICE  
Deshmukh Shri K. D.

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

- (a) whether Speed Post Service is not still popular among masses in the country;
- (b) if so, the reasons therefor;
- (c) whether the Government has conducted any review in this regard;
- (d) if so, the details thereof; and
- (e) the steps taken/being taken by the Government to popularise Speed Post Service?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT)

- (a) No, Sir. Speed Post Service is popular among masses in the country.
- (b) Does not arise in view of (a) above.
- (c) & (d) Review of the Speed Post service is an on going process and it is done by assessing the market challenges and emerging opportunities for postal services. Constant review aims to make this product customer friendly and competitive. These reviews are conducted at various levels in the Department of Posts at regular intervals.
- (e) In order to popularize Speed Post, the Department of Posts has been taking a number of steps to improve the quality of Speed Post service in the country such as improvements in booking and delivery. Some of the steps undertaken by the Department in this regard are like track & trace, implementation of the scheme for Business Expansion of Speed Post which incorporates expansion of the network and up gradation of Speed Post Centres, introduction of one India one rate, reduction in local Speed Post charges, extending of credit facility and collection of Speed Post articles from the customers' premises.