

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

UNSTARRED QUESTION NO:1257

ANSWERED ON:21.03.2012

EXPANSION OF POSTAL SERVICES

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

- (a) whether the Government has formulated any comprehensive working plan for the development, expansion and modernization of the postal services;
- (b) if so, the details thereof alongwith the proposed financial allocation in this regard;
- (c) the norms/guidelines for setting up of Speed Post Centres and the number of Speed Post Centres proposed to be set up in the next two years;
- (d) the number of complaints received for late-delivery and non-delivery of speed post articles alongwith the action taken by the Government thereon;
- (e) whether the Postal delivery system of private courier companies is more efficient and prompt than the Postal Department; and
- (f) if so, the corrective steps taken by the Government to provide better services, particularly the speed post service to the customers?

**Answer**

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

(a) Yes, Madam.

(b) Major activities for development, expansion and modernization of postal services as laid out in XII Five Year Plan include Opening of Branch Post Offices, Setting up of Automatic Mail Processing Centers, Development and Deployment of Rural ICT Solution, Deployment of Core Banking, Increasing Insurance, Cover, Establishment of Parcel and Logistics Post Hubs, Upgradation of Speed Post Centers, Human Resource Training to Personnel, Construction of Post offices/administrative offices, Installation of Solar Power Packs and Setting up of Postal Training Centers.

An amount of Rs. 12,000 crore has been proposed for the XII Five Year Plan.

(c) The erstwhile Speed Post Centres have been reconstructed in the form of Speed Post Sorting Hubs for operational purposes. Sorting hubs have been set up taking into account the following factors:-

- (i) Speed Post Mail handled by a city/town
- (ii) Connectivity of city/town in term of air, rail and road.
- (iii) Distance of a city proposed for sorting hub from post offices and other hubs; and
- (iv) Mail generations potential of the city/town under consideration.

No new Speed Post Sorting Hubs are proposed for opening in the next two years.

(d) The total number of complaints received during the year 2011 are 1,48,381 out which 67,420 are for late delivery and 80,961 are for non-delivery of speed articles.

A mechanism has been set up in the department for prompt disposal of complaints through Customer Care Centre in all Postal Divisions. Instructions are issued to Divisions for cent-percent handling and settlement of web-based complaints. While specific instances are resolved individually, system defects that come to notice are rectified to avoid recurrence of such instances.

(e) No, Madam.

(f) Does not arise in view of (e) above.