

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

UNSTARRED QUESTION NO:165

ANSWERED ON:08.08.2012

SPEED POST SERVICES

Chavan Shri Harischandra Deoram;Guddu Shri Premchandra;Rani Killi Krupa

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

- (a) the number of speed post centres functioning in the country as on date; State wise;
- (b) the details of new speed post centres proposed by the Government in the year 2012-13;
- (c) whether the Government has taken note of deficiencies in the services and other complaints with respect to the speed post service;
- (d) if so, the details thereof; and
- (e) the measures taken to improve the speed post services and to compete with the private courier companies?

Answer

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

(a) The network and number of the Speed Post Centres has recently been restructured under Mail Network Optimization Project of the Department of Posts. Speed Post Centres are either National Speed Post Sorting Hubs or Intra-Circle Sorting Hubs. There are 89 National Speed Post Sorting Hubs and 105 Intra Circle Sorting Hubs. A list of the Hubs, state-wise, is attached as "Annex – A".

(b) There is no proposal for creating any new Sorting Hub or Intra-Circle Hub in the year 2012-13.

(c) & (d) Department of Posts takes note of the deficiencies in services and complaints received in connection with Speed Post service are processed expeditiously and grievances settled in a time bound manner. The number of complaints received during the last 3 financial years and the percentage of complaints with respect to the Speed Post traffic is given as under:

Year	Number of complaints (in crores)	Speed Post traffic complaints w.r.t. traffic	Percentage of
------	-------------------------------------	--	---------------

2009-10	1,74,040	24.08	0.072
2010-11	2,09,735	27.29	0.076
2011-12	1,97,645	39.20	0.050

The Department of Posts has a well established mechanism for prompt disposal of complaints through Customer Care Centres in all Postal Divisions.

(e) In order to improve the quality of Speed Post service across the country the network has been restructured as stated at (a) above. The Department is shortly going to commission Automatic Mail Processing Centres in Delhi and Kolkata to expedite mail processing. In addition end -to-end track and trace has been provided for Speed Post articles. Above initiatives will help the Department to compete effectively with the private couriers.