

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

STARRED QUESTION NO:158
ANSWERED ON:22.08.2012
NON DELIVERY OF POSTAL ARTICLES
Sardinha Shri Francisco;Singh Shri Bhola

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

- (a) the number of complaints received regarding non-delivery of registered letters, parcels and speed posts to the respective destinations booked from various post offices during the last three years and the current year, category-wise;
- (b) the number of complaints redressed out of the complaints received and the number of pending complaints along with the reasons for their pendency;
- (c) the time by which the pending complaints are likely to be processed;
- (d) the action taken against the postal employees responsible for non-delivery of these articles; and
- (e) the measures taken by the Government to improve delivery of postal articles and check the deficiencies and address shortage of staff in the Department ?

Answer

THE MINISTER OF HUMAN RESOURCE DEVELOPMENT AND COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI KAPIL SIBAL)

(a) to (e) A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (e) OF LOK SABHA STARRED QUESTION NO. 158 FOR 22ND AUGUST, 2012 REGARDING 'NON-DELIVERY OF POSTAL ARTICLES'

(a) Number of complaints received regarding non-delivery of registered letters, parcels and speed post during the last three years and the current year, category-wise is as follows:

Registered letters			Speed Post		
2009-10	2010-11	2011-12	April- 2009-10	2010-11	
2,77,312	2,71,076	2,87,317	79,604	1,74,040	1,91,970

Parcels					
2011-12	April- 2009-10	2010-11	2011-12	April- 2009-10	2010-11
June 2012	June 2012	June 2012	June 2012	June 2012	June 2012
1,83,058	41,794	15,883	17,756	22,865	8,257

(b) Number of complaints redressed out of the complaints received is as follows:

Registered letters			Speed Post		
2009-10	2010-11	2011-12	April- 2009-10	2010-11	
June 10 2012	June 11 2012	June 12 2012	June 10 2012	June 11 2012	June 12 2012
2,68,333	2,62,272	2,79,045	73,077	1,67,653	1,87,625

Parcels					
2011-12	April- 2009-10	2010-11	2011-12	April- 2009-10	2010-11
June 10 2012	June 11 2012	June 12 2012	June 10 2012	June 11 2012	June 12 2012

1,77,779 38,154 14,644 17,756 21,160 6,147

As on 30.6.2012, 6,527 complaint cases of Registered Letters, 3,640 cases of Speed Post and 2,110 cases of Parcels are pending. The major reasons for the pendency are involvement of more than one postal circle / state in processing the complaints, time taken in making detailed inquiry or investigation and non-submission of the required details by the complainant in some cases.

(c) The complaints are processed immediately on receipt. Most complaints are settled in time bound manner. However, some cases which require detailed enquiry involving more than one Circle may take longer time.

(d) During the year 2009-10, 2010-11 and 2011-12 Departmental action had been initiated in 1,287 cases against postal employees and penalties have been imposed in 1,157 cases for non-delivery and loss of articles etc.

(e) Bringing improvement in the delivery services is a continuous process. Some important initiatives taken by the Department in the recent past include setting up of Automated Mail Processing Centre at Delhi and Kolkata for faster processing of mails, complete revamping and optimization of its Mail Network, track and trace facilities for Speed Post, monitoring of mail routing and delivery through an improved Test Letters / Trial Cards, providing vehicles to Postmen in North Eastern Region, sensitization of delivery staff by training and popularizing of PIN Code. Transmission and delivery norms for mails have also been reviewed and revised.

Vacancies in different cadres in the Department of Posts arise due to promotion, resignation, retirement, death or long leave. Filling up of such vacancies is an on-going process, Vacant positions are initially managed through ad-hoc arrangements by redistributing and combination of duties, engagement of outsourced workforce, overtime etc. before regular recruitment takes place. The department has filled up 10,638, 10,403 and 8,427 posts in various cadres during the year 2009-10, 2010-11 and 2011-12.