

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

UNSTARRED QUESTION NO:1782

ANSWERED ON:22.08.2012

DELAY IN DAK DELIVERY L

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

(a) whether there are a large number of complaints for delay in delivery of postal articles particularly speed post letters, money orders and registered post;

(b) if so, the details thereof, State-wise;

(c) whether the business of the postal department has gone down due to unsatisfactory performance of the speed post;

(d) if so, the details thereof;

(e) whether the mails remain for days in regional sorting centre due to shortage of staff and other reasons; and

(f) if so, the action taken by the Government to post adequate staff at sorting centres and make the postal delivery system efficient and competitive?

Answer

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

(a) & (b) Complaints regarding delay in delivery or any other service failure in respect of postal articles including speed post letters, money orders and registered posts are received from time to time. A statement of complaints received, settled and settlement percentage w.r.t. speed post letters, money orders and registered post for the last three years, i.e., for 2009-10, 2010-11 and 2011-12 is given in Annexure-1, Annexure-II and Annexure- III.

(c) No, Madam. The volume as well as revenue of Speed Post has continuously increased over the years. The figures for the last four financial years are as follows:

Speed Post	2008-09	2009-10	2010-11	2011-12
Volume (in Crore)	21.14	24.08	27.45	39.19
Revenue (Rs. in Crore)	515	614	749	900

(d) Does not arise in view of (c) above.

(e) Except for exceptional situations like natural calamities or civil disturbances, mails, in general, do not remain unsorted in Regional Sorting Centres.

(f) The Department carries out establishment reviews of Post Offices and Sorting Centres periodically as per set norms and timelines to provide justified staff for delivery and sorting. Shortages in manpower requirement are met by redeployment or by engaging outsourced workforce or through overtime till regular recruitment is done.

For faster processing of mails in sorting centres, Automated Mail Processing Centres have been set up at four metropolitan cities. To improve delivery services some measures that have been taken in the recent past include rationalization of country's entire mail network, introduction of mechanized delivery and training to delivery staff to improve their performance.