

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

UNSTARRED QUESTION NO:2968

ANSWERED ON:29.08.2012

EXPANSION AND IMPROVEMENT IN POSTAL SERVICES

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

- (a) the details of budget allocations made for the Department of Posts during the last three years and the current year along with the target fixed and achieved during the said periods and the shortfall, if any, in achieving the targets;
- (b) whether the Government proposes to streamline the postal system in the country and make it commercially viable and socially relevant;
- (c) if so, the steps taken by the Government in this regard including the new financial services introduced/likely to be introduced in the post offices along with the post offices identified for the purpose, State-wise;
- (d) whether the Government also proposed to introduce new post office bill and also bifurcate the postal department with a view to streamline the postal system and compete with the challenges posed by courier companies; and
- (e) if so, the details thereof and the steps taken by the Government in this regard so far?

Answer

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

(a) Budget Allocation vis-a-vis Expenditure of the Department of Posts are as under-

Amount in crores of Rupees		
YEAR	BUDGET ALLOCATION	EXPENDITURE
2009-10	12479.00	13608.60
2010-11	11658.33	14067.40
2011-12	14040.48	14369.79
2012-13	14995.48	5047.40 Up to July 2012

REVENUE TARGETS AND ACHIEVEMENT
Amount in crores of Rupees

YEAR	REVENUE TARGETS	TARGETS ACHIEVED	SHORTFALL
2009-10	6552.62	6266.70	285.92
2010-11	6814.59	6962.33	NIL
2011-12	7522.02	7910.51	NIL
2012-13	2597.77	2945.04#	NIL
(Up to July 2012) (Up to July 2012) (Up to July 2012)			

#Provisional figures of SB&CC Revenue are included presently up to July, 2012.

(b) Yes , Madam

(c) Department has taken a number of steps to improve its services available in the Post Office Network. Speed Post services across the country have been restructured under Mail Network Optimization Project (MNOP) of the Department. The Department has also strengthened the tracking system for Speed Post to provide end-to-end information to customers about their articles on its website. Further, to improve the quality of Mail Operations, the Department has taken the following initiatives:-

- (i) Setting up of Automatic Mail Processing Centers in Delhi and Kolkata to automate Mail Sorting
- (ii) Consolidation and optimization of Mail Network

(iii) Popularization of Pin Codes for accurate and fast delivery

Details of number of sorting hubs state-wise for Speed Post operations are furnished in Annexure 'A'.

In addition to above, Department has taken the following steps to make Postal Life Insurance and Rural Postal Life Insurance more competitive:-

i) On line data entry of insurance proposals

ii) Issue of Post -dated cheques and intimation through SMS to insureds

iii) Decentralization of settlements of claims.

iv) Provision of Toll Free Number for grievances handling

PLI/RPLI Services are available in all the Post Offices i.e. 154866 out of which 139040 Post Offices are functioning in rural areas.

Department has also introduced following services during last three years:-

i) Department of Posts became Point of Presence (POP) for NPS from 1-5-2009

1. International Money Transfer Service through Money Gram International was launched in September 2011

iii) A new Savings Scheme called '10 Year National Savings Certificates (IX-Issue) announced by Minister of Finance was started from 1-12-2011.

Department is also performing socially relevant services like disbursement MGNREGA wages and Old Age Pension etc. Details of Post Offices authorized for disbursement of MGNREGA wages/eMO /NPS/MGIMTS (state-wise) are indicated in Annexure-'B' and Annexure 'C'.

(d) and (e) The proposal to bring in a new legislation in place of the Indian Post Office Act, 1988 is at the stage of inter-ministerial consultation. There is no provision for bifurcation of Department of Posts in the Draft Post Office Bill.