

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

UNSTARRED QUESTION NO:1051
ANSWERED ON:11.12.2013
DELAY IN DELIVERY OF DAK
Dias Dr. Charles

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

- (a) whether there is an increase in the number of postal articles handled by the Post Offices during the financial year 2012-13;
- (b) if so, the details thereof;
- (c) the normal time-limit for delivering various postal articles including speed post letters in the country;
- (d) whether a large number of complaints have been received for non-delivery and late delivery of postal articles;
- (e) if so, the details of complaints received in this regard during the last three years and the current year, year-wise; and
- (f) the action taken by the Government in this regard?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY & LAW AND JUSTICE (SHRI KAPIL SIBAL)

- (a) Yes Madam. There is an increase in the number of Speed Post articles handled by the Department of Posts during the Financial Year 2012-13 compared to that in 2011-12. However, the number of unregistered and registered articles decreased in the Financial Year 2012-13 compared to that in 2011-12.
- (b) Details of mail traffic handled by Department of Posts in Financial Year 2011-12 and 2012-13 are given at Annexure 1.
- (c) The normal time limit (delivery norms) for delivery of various postal articles including Speed Post letters in the country is given at Annexure 2.
- (d) No Madam. The percentage of complaints received with respect to mail services in the year 2012-13 was only 1.29% vis-à-vis total mail traffic.
- (e) Details of complaints received for late delivery and non delivery/loss of postal articles for the last three years and current year up to June 2013 are given in Annexure 3.
- (f) The complaints are processed immediately on receipt. Most complaints are settled in a time bound manner. However, some cases which require detailed enquiry involving more than one Circle may take longer time.