

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

UNSTARRED QUESTION NO:4227  
ANSWERED ON:19.02.2014  
DELIVERY OF POSTAL ARTICLES  
Dias Dr. Charles;Shanavas Shri M. I.

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

- (a) the procedure in place for monitoring postal distribution works and the details of shortcomings identified during the last three years, State-wise;
- (b) the efforts made by the Government to remove the shortcomings and correct the system;
- (c) the number of complaints received separately regarding non-delivery or late-delivery of registered letters, parcels, speed posts etc. especially from the rural areas during the last three years and the current year and the number out of them redressed along with the number of pending complaints with reasons for their pendency;
- (d) the comprehensive mechanism in place or proposed to be put in place to manage the optimization of delivery of postal articles since the implementation of project arrow and modernization of delivery and management of postal service;
- (e) whether the Government proposes to re-introduce Certificate of Posting and Sea Mail as these were useful to people and earning income for the department; and
- (f) if so, the details thereof?

**Answer**

MINISTER OF THE STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. (SMT.) KILLI KRUPARANI)

(a) & (b) The monitoring of distribution / delivery of postal articles is done in the following ways:-

(i) Review of the performance of postman/delivery staff by the postmaster of the delivery post office concerned;

(ii) Review of delivery of mail by visiting officers/officials;

(iii) Posting of test letters and trial cards; and

(iv) Annual All India Mail Survey Bringing improvement in the quality of delivery of mail is a continuous activity and remedial measures are taken from time to time by the administrative /operative units concerned. As part of Mail Network Optimization Project (MNOP), the Department has developed an online monitoring system to monitor the delivery performance of Speed Post and Registered mail. The performance of various Postal Circles is also reviewed through video conference on fortnightly basis.

(c) The required information is given in Annexure I.

(d) Under MNOP, a comprehensive mechanism has been put in place to monitor the performance of delivery post offices in terms of delivery of Speed Post and Registered mail. This includes the number of articles sent by the linked Sorting Hub/Mail Office, number of articles received by a delivery post office, number of articles delivered by that office (against number of articles received) on the day of receipt, D+1, D+2, D+3 and D+4 (where 'D' denotes the day of receipt at the post office). Besides, the percentage of missent mail and Town Delivery (TD) articles without delivery information is also measured and monitored. As part of Project Arrow, the performance of delivery post offices have been computerized and connected through a web-based data extraction tool. The delivery quality is monitored based on various Key Performance Indicators (KPI's) such as percentage of mail sent for delivery, percentage of mail delivered same day, percentage of mail in deposit and percentage of missent mail.

(e) & (f) No Madam. There is no such proposal to reconsider the introduction of Certificate of Posting and Sea Mail at present.