

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

UNSTARRED QUESTION NO:2776
ANSWERED ON:07.12.2009
DELAY IN DELIVERY OF POSTAL LETTERS
Singh Shri Radha Mohan

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

- (a) whether the Government has received complaints from the general public especially from rural and remote areas regarding delayed delivery/non-delivery/wrong delivery of postal letters from one place to another in the country;
- (b) if so, the details thereof circle-wise alongwith the reasons therefor;
- (c) the mechanism to redress such complaints; and
- (d) the action taken/proposed to be taken by the Government for the redressal of such complaints?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT)

- (a) Yes, Madam. The complaints from the general public are received from all parts of the country including rural and remote areas regarding delayed delivery/non-delivery/wrong delivery of postal letters.
- (b) The Circle wise detail of complaints received for the year 2008-09 is annexed. The system of acceptance/receipt of complaints in the Department of Posts is readily accessible to the public. Each post office receives complaints. The Department has also introduced the facility to register complaints online at its website www.indiapost.gov.in. from the year 2001.
- (c) The Department has a well defined procedure for handling public grievances. The complaints received are looked into at the levels of Head Post Office, Division Office, Region, Circle and Postal Directorate.
- (d) The Department has set up interconnected web based Customer Care Centres at all Head Post Offices and Division Offices to redress grievances. In addition, regular Dak Adalats are held at Regional and Circle levels to settle complaints on the spot.