

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

UNSTARRED QUESTION NO:126
ANSWERED ON:24.11.2014
FUNCTIONING OF SPEED POST SERVICES
Patle Smt. Kamla Devi

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

- (a) whether the private courier companies are providing better services in comparison to speed post services provided by Department of Posts;
- (b) if so, the reaction of the Government thereto along with the corrective steps taken by the Government in this regard;
- (c) whether the Government has reviewed the functioning of speed post services provided by Department of Posts;
- (d) if so, the details thereof; and
- (e) the steps taken by the Government in this regard?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD)

(a) & (b) No Madam. The share of traffic and revenue of Speed Post has been increasing as given at Annexure-A. A Study on Speed Post conducted through IMRB International also shows that the share of Speed Post in the overall courier market has increased from the range 15.1 % to 18.3% in year 2010-2011 to 16.7% to 19.8% in the year 2011-2012 and 17.4 % to 20.2% in year 2012-13.

(c) Yes, Madam

(d) & (e) Review of the functioning of Speed Post service is a continuous process and is regularly monitored in the Directorate and the Postal Circles. The Department has also taken various steps to improve Speed Post across the country which include the following:

Online Track and Trace system for Speed Post has been strengthened. The status of an article can be tracked on the website of the Department of Posts (www.indiapost.gov.in).

Collection facility of Speed Post articles from the premises of the customers is also provided.

The facility of Short Messaging Service (SMS) is also being utilized for giving the delivery status of an article.

As part of Mail Network Optimization Project (MNOP), the operational network has been restructured and processes have been redesigned.

A regular online monitoring system has been developed for effective monitoring of Speed Post. Monitoring is done against a set of well defined Key Performance Indicators (KPIs) like time taken for delivery, reasons for non-delivery etc. to ensure consistency in quality of service.