

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

UNSTARRED QUESTION NO:1436  
ANSWERED ON:04.03.2015  
LETTER BOXES AND POST DELIVERY  
Chaudhary Shri P.P.

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

- (a) whether the Government has received complaints regarding insufficient letter boxes and miserable condition of the existing ones;
- (b) if so, the details thereof and the number of letter boxes removed during the last three years and the current year, state-wise and the reasons therefor;
- (c) whether the Department of Posts follows any standard operating procedure for delivery of general posts and installation of letter boxes;
- (d) if so, the details thereof along with the actions taken to install new letter-boxes; and
- (e) the steps taken by the Government to improve the postal delivery and delivery to goods of e-commerce companies for increasing the revenue?

**Answer**

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

(a)&(b) Yes, Madam. The Postal Circle-wise number of complaint received regarding insufficient letter boxes and miserable condition of the existing ones is at Annexure-I. The Postal Circle-wise number of letter boxes removed during last three years (2011-12 to 2013-14) and current year (2014-15 upto 26.02.2015) is at Annexure-II. Letter boxes are removed from a particular area due to lack of sufficient receipt of mail pieces in the letter box and also a lack of justification of retaining the letter box as per laid down norms.

(c)&(d) Yes, Madam. The following standard operating procedure is followed by the Department of Posts for delivery of general post:

- (i) General (ordinary) post is posted in the letter boxes and/ or handed over at the counters of the post offices.
- (ii) After clearing the letter boxes such post is then forwarded to the parent mail sorting office for sorting and onward dispatch to the mail sorting office of the destination.
- (iii) At the destination mail sorting office, the post is sorted delivery post office-wise and dispatched to delivery post office concerned.
- (iv) At the delivery post office, the post is sorted beat-wise and handed over to the postman for delivery to the addressees.
- (v) The post is delivered at the given address of the addressee.

As per the prescribed norms for installation of letter boxes, letter boxes are installed in villages having population of 300 or above. The target for installation of new letter boxes in the rural areas during 12th Plan is 66666, out of which 12,023 stand installed during 2013-14. The target for installation of new letter boxes during current financial year 2014-15 is 8332.

(e) Department of Posts is giving immense priority to improve the postal system of delivery. To check and monitor, the delivery system under the 'Mail Network Optimization Project (MNOP)' has been implemented in the Department. Further, steps were taken to improve the e-commerce by way of introducing Cash on Delivery Services (COD). Delivery network is being strengthened by technology induction with special focus on Rural Information and Communication Technology (RICT).