

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

UNSTARRED QUESTION NO:1468  
ANSWERED ON:04.03.2015  
SPEED POST SERVICE  
Gaikwad Dr. Sunil Baliram;Patel Shri Devji Mansingram

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

- (a) the number of complaints received by the Government for delayed delivery of speed post during the last three years and the current year;
- (b) the steps taken to tone up the functioning of the Speed Post Service;
- (c) whether there is any scheme for same day delivery of speed post in the country owing to growing competition posed for courier companies;
- (d) if so, the details thereof; and
- (e) the number of districts of the country including Rajasthan that have been covered under said scheme, location-wise?

**Answer**

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

(a) Number of complaints received regarding delayed delivery of Speed Post during the last three years and the current year, is as follows:

Complaints on delayed delivery of Speed Post

2011-12	2012-13	2013-14	2014-15
			(up to December 2014)

67,735 78,877 1,19,783 1,35,826

(b) The Department has undertaken an initiative under "Mail Network Optimisation Project" to improve the quality of mail operations across the country including Speed Post Service involving the following steps:

- i. The operational network for Speed Post has been restructured across the country into "hub and spokes" network model. Operational processes have been re-designed in order to simplify operations and improve efficiency.
- ii. For enhanced customer convenience, the online tracking system for Speed Post is strengthened. As a result, end-to-end tracking status is available for a majority of Speed Post articles.
- iii. An online performance monitoring system for Speed Post is set up to improve operational efficiency. As a result, the transit time (time between booking and delivery) for Speed Post has improved across the country
- iv. Infrastructure up gradation of Mail processing units has been taken up under the scheme "Up gradation of Speed Post Centres"
- v. Reasons for delay in delivery are regularly analysed and remedial action taken is reviewed through fortnightly Video Conferences.
- vi. A provision has been made to capture the mobile number of the sender as well as the addressee of the Speed Post article at the time of booking. The system would send an SMS (short messaging service) intimating the arrival of the article to the addressee and the delivery information to the sender on the mobile numbers so captured.

(c) & (d) There is no scheme for same day delivery of Speed Post in the country. Speed Post articles delivered as per established norms for local delivery. As part of improvement of delivery in Speed Post Services, the articles received in a delivery Post Office are targeted to be delivered on the same day of their receipt.

(e) In view of above, question does not arise