GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

STARRED QUESTION NO:6
ANSWERED ON:07.07.2014
DELIVERY OF POSTAL ARTICLES
Karandlaje Km. Shobha;Kateel Shri Nalin Kumar

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

(a) whether the Government has taken note of inordinate delay in delivery of postal articles like registered letters, parcels, speed posts etc. in the country;

(b) if so, the details thereof including the number of complaints received during each of the last three years and the current year, State/UT-wise;

(c) whether the Government has any mechanism to closely monitor the distribution of postal articles in the country and if so, the details thereof; and

(d) the corrective action taken/being taken by the Government to ensure timely delivery of postal articles?

Answer

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

(a) to (d) A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (d) OF LOK SABHA STARRED QUESTION NO. 6 FOR 7TH JULY, 2014 REGARDING "DELIVERY OF POSTAL ARTICLES"

(a) The norms for delivery of various categories of mails are 2 to 3 days for local area and between metro cities, and 2 to 7 days for rest of the country. A majority of articles is delivered within prescribed norms. However, occasional delay occurs due to the following reasons:

(i) Late running or cancellation of trains/ flights/ buses used for carriage of mail;

(ii) Incomplete address written on the article;

(iii) Change of address without intimation to the post office concerned;

(iv) Mis-sending of mail

(b) The details of complaints received Circle-wise (normally co-terminus with States) during the previous three financial years and the financial year ended 31st March 2014 are given at Annexure 1, 2 & 3 for Registered Letters, Parcels and Speed Post respectively.

(c) Regular mechanisms to monitor mail delivery are in place. As part of Mail Network Optimization Project (MNOP), an online monitoring system has been developed to monitor the transmission and delivery of mail articles such as Speed Post, Registered mail and Parcels. This enables real time information and remedial action to clear bottlenecks. Reasons are invariably analysed for prompt corrective action and systemic changes wherever called for. Performance of Post Offices and Postal Circles with respect to mail services is also reviewed through fortnightly video conferences. Regular monitoring of delivery of postal articles is also undertaken through the following mechanisms:

i) Monitoring of mail routes and delivery by posting Test Letters through third party independent monitors.

ii) Surprise checks on delivery of mail by the supervisory staff and the officers.

iii) Live Mail Survey at regular intervals both in rural and urban areas to identify weak links and streamline the mail transmission and delivery system.

iv) Mail Motor Vehicles in the North East Region have been enabled with Geographical Positioning System (GPS) in order to monitor their movement.

(d) The Department has taken various measures to ensure timely delivery of postal articles. Apart from regular monitoring as detailed

in part (c) above, the network for mail delivery has been restructured and the mail processes streamlined. The online Track and Trace system for Speed Post has been improvised for the benefit of the common people. Online Track and Trace system for Registered Post and Parcels has also been introduced so that people can track the status of their article on the website of the Department of Posts (www.indiapost. gov.in). In order to expedite mail sorting, Automated Mail Processing Centres (AMPCs) have been established in Delhi and Kolkata.