

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

STARRED QUESTION NO:563

ANSWERED ON:06.05.2015

MONEY ORDER SERVICE

Poddar Smt. Aparupa;Reddy Shri Ch. Malla

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

(a) whether the Government has received complaints of non-delivery and late delivery of money orders to the recipients and if so, the number of such complaints received separately, especially in rural areas during the last three years, State/UT-wise;

(b) the details of inquiry conducted in this regard and the action taken against those found responsible along with the corrective measures taken to address the complaints and streamline the money order service; and

(c) whether the Government has introduced/implemented instant money order scheme in the post offices across the country, and if so, the details thereof along with benefits accrued as a result thereof?

**Answer**

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

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