

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

UNSTARRED QUESTION NO:4723

ANSWERED ON:22.04.2015

DELIVERY OF POSTAL ARTICLES

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

- (a) Whether irregularities have been reported in the post offices in distribution of postal articles;
- (b) if so, the number of such cases reported and the number of post offices found involved therein, State-wise;
- (c) Whether the incidents of selling of postal letters as scrap in various parts of the country have been reported recently;
- (d) if so, the details thereof, State-wise and whether the Government has conducted any inquiry in this regard; and
- (e) if so, the details and the outcome thereof along with the number of persons found guilty in this regard and the action taken against them including the measures being taken by the Government to ensure proper and timely delivery of postal articles?

Answer

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

(a) Yes, Madam.

(b) A total number of 2071 cases belonging to 242 Post Offices have been reported.

The state-wise figure is as under:

| S. No. | State | Number of cases | Number of Post Offices |
|--------|----------------|-----------------|------------------------|
| 1 | Andhra Pradesh | 76 | 43 |
| 2 | Bihar | 22 | 18 |
| 3 | Delhi | 1788 | 18 |
| 4 | Gujarat | 82 | 78 |
| 5 | Karnataka | 11 | 11 |
| 6 | Madhya Pradesh | 9 | 5 |
| 7 | Maharashtra | 3 | 3 |
| 8 | Tripura | 2 | 2 |
| 9 | Tamil Nadu | 40 | 40 |
| 10 | Uttar Pradesh | 6 | 6 |
| 11 | Uttarakhand | 32 | 18 |
| | Total | 2071 | 242 |

(c) Yes, Madam.

(d) In Gujarat, two cases and in Maharashtra, one case had been reported. The cases had been enquired by the authorities.

(e) Details of disciplinary action taken by the respective authorities are as given below;

In Gujarat, one Postman at Manekbaug had been punished and in another instance, the departmental proceedings are being initiated against the Postal Assistant at Business Development Office, Surat. In Maharashtra, action had been taken against the Sub Postmaster at Vashi Post Office and disciplinary action has been initiated against the Night Guard at the Vashi Post Office.

The Department of Posts has also undertaken the following steps to ensure proper and timely delivery of postal articles:

- (i) As part of Mail Network Optimization Project (MNOP), consolidation and optimization of operational network.
- (ii) Strengthening of end-to-end online tracking system, resulting in increase in online tracking.
- (iii) Regular performance review of the Postal Circles.

(iv) Sensitization of delivery staff by training.

(v) Test letters are being posted to check the efficiency of delivery of mails.

(vi) A system of regular visits by the senior officers to the Post Offices and Mail Offices has been set in place for monitoring the performance.