

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

UNSTARRED QUESTION NO:4751
ANSWERED ON:22.04.2015
CORRUPTION CASES IN POSTAL DEPARTMENT
Pandey Shri Ravindra Kumar

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

- (a) whether there has been an increase in the cases of financial irregularities in Postal Department;
- (b) if so, the details thereof and the total number of cases reported and disclosed in the Postal Department during the last three years and the current year, State/ Union Territory-wise;
- (c) the action taken by the Government against the persons involved therein;
- (d) whether the Government has set up any effective mechanism for the redressal of public grievances; and
- (e) if so, the details thereof?

Answer

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

- (a) to (c) Information is being collected. The same will be put up on the table of the House later.
- (d) & (e) Yes, Madam. In addition to the mandatory availability of Complaint and Suggestions Book in all post offices, the Department has also set up a web based mechanism of Computerized Customer Care (CCC) centers. Complaints/ grievances are monitored at the Divisional Level, Regional Level, Circle Level and also centrally at the Directorate level. Another, mechanism for redressal of public grievances is the Grievance Redressal Mechanism (GRM) which is a web based grievance redressal mechanism designed and managed by the Department of Administrative Reforms and Public Grievances (DAR & PG). A complaint can also be lodged manually at any post office / office of transaction/ office of the Divisional Superintendents of post offices. The Government will ensure effective monitoring and appropriate action.