

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

UNSTARRED QUESTION NO:5821  
ANSWERED ON:29.04.2015  
DELAY IN DELIVERY OF MAILS  
Nayak Shri B.V.

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

- (a) whether normal mails sent through post offices take upto a month's time to reach their destination and if so, the details thereof and reaction of the Government thereto;
- (b) whether one of the main reasons for delay in delivery of posts is shortage of staff;
- (c) if so, the details thereof along with the steps taken by the Government to fill the vacant posts; and
- (d) the steps taken by the Government to ensure that mails sent through post offices reach their destination on time?

**Answer**

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

a) Madam, it is not correct that normally mails are delivered up to a month's time. Normal mail sent through post offices are delivered to their destination on an average within six days. The Department has fixed different norms for delivery of various categories of mail. The normal mail is usually delivered within the fixed norms. Moreover, complaint for delay in delivery of normal mail is only 0.0025% of the total volume.

(b) & (c) Shortage of staff is not the main reason for delay in delivery. Whenever shortage of staff arises due to retirement, death or extra volume of mail, it is always met by engaging extra manpower and sometimes by doubling of postmen's beats. Moreover, vacant posts are regularly filled up following the due recruitment process.

Major reasons for delay in delivery of mail are as follows:

- I. Cancellation/ late running of planes, trains and state transport buses carrying mail.
- II. Addresses with incorrect Pin codes and without Pin codes
- III. Natural calamities like floods, cyclones, landslides, etc.
- IV. Civil disturbances like bandhs, hartals, transport strikes, etc.
- V. Constraints in intra-city movement of mail, such as traffic density, road conditions, rush hour etc.

(d) The Department has taken following measures to ensure timely delivery of normal mail:-

- i. The network for mail delivery has been restructured and the mail processes streamlined.
- ii. Automatic Mail Processing Centres have been established in Delhi and Kolkata in order to expedite mail sorting.
- iii. The core mail operations have been streamlined by bringing in standardization and improvement in operational processes relating to mail processing, transmission and delivery.
- iv. Mail Quality Measurement Service Programme has been conducted for normal mails through an independent agency which has revealed significant improvement in delivery performance and outstation mail is delivered in six days across the country.
- v. Officers at various levels in the Department pay regular visits to post offices and mail offices as a part of their duties for checking the delay in processing and delivery of mail.
- vi. Online tracking mechanism has been made available for Registered Post articles and Parcels. Besides monitoring of delivery performance for Registered Post and Parcels are done through defined Key Performance Indicators (KPIs).