

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

STARRED QUESTION NO:98

ANSWERED ON:02.03.2016

Delivery of Postal Articles

Kodikunnil Shri Suresh;Rao (Avnathi) Shri Muthamsetti Srinivasa

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

- (a) whether the Government has taken note of inordinate delay in the delivery of postal articles like registered letters, parcels, speed posts, etc. in the country including Kerala;
- (b) if so, the details thereof including the number of complaints received in this regard during each of the last three years and the current year, State/UT-wise; and
- (c) the corrective action taken/being taken by the Government to ensure timely delivery of postal articles?

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.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (c) OF LOK SABHA STARRED QUESTION NO. 98 FOR 2nd March, 2016 REGARDING "DELIVERY OF POSTAL ARTICLES".

(a) Yes, Madam.

(b) The details including the number of complaints received regarding registered letters, parcels, speed posts, etc. in the country including Kerala are given in Annexure-I.

(c) The Government has taken the following corrective actions to ensure timely delivery of postal articles:

- (i) Track & trace facility on the internet has been extended to registered mail in addition to the existing Speed Post articles.
- (ii) SMS based confirmation of receipt of Speed Post article at the delivery Post Office as well as actual delivery has been started.
- (iii) Setting up of Quality Monitoring Cells at Circle and Directorate level for daily monitoring of mail related issues and taking action in case of any irregularity.
- (iv) Setting up of online Key Performance Indicators under Mail Network Optimization Project that give a real time online information on delivery performance for Speed Post and Registered articles.
- (v) 48 state of the art Parcel Centres have been set up for booking, processing and delivery of parcels.
- (vi) Nodal mechanized delivery for parcels has been introduced in 12 cities covering core areas. Delivery on same day has also been introduced in 11 cities in select areas. Delivery in extended office hours is being done in 3 cities in identified Post Offices and delivery on public holidays is underway in 6 cities, on pilot basis.
- (vii) A system of regular visits by senior offices to Post Offices and Mail Offices to check delays in mails transmission/delivery has been set in place and is being monitored on monthly basis.