

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

UNSTARRED QUESTION NO:466
ANSWERED ON:14.07.2014
WITHDRAWAL OF POSTAL SERVICES
Mullappally Shri Ramachandran

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

- (a) whether the Government has reviewed the quality of services rendered by the Department of Posts;
- (b) if so, the details thereof;
- (c) whether some services have been withdrawn recently by the Department of Posts;
- (d) if so, the details thereof along with the names of services and the reasons therefor; and
- (e) the corrective steps taken by the Government in this regard?

Answer

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

(a) Yes, Madam.

(b) The Quality of Services is regularly being monitored at Directorate and Circle level. The Department has conducted Market Research and Customer Satisfaction Surveys for seven major products namely Speed Post, Commercial Mail, International Parcel, Express Parcel post, Postal Life Insurance, Savings Bank and Money Transfer in the year 2011, 2012 & 2013.

The Department has taken various initiatives to improve the quality of mail related services across the country in the recent time, which include the following :

The online Track and Trace system for Speed Post has been improvised for the benefit of the common people. Online Track and Trace system for Registered Post and Parcel has also been introduced so that people can track the status of their article on the website of the Department of Post (www.indiapost.gov.in.)

As part of Mail Network Optimization Project (MNOP), the operational network for mail delivery has been restructured and the processes have been redesignated.

An online monitoring system has been developed for more effective monitoring of Speed Post and Registered Post. As result, the quality of Speed Post has improved.

In order to expedite mail sorting, Automated Mail Processing Centre (AMPCs) have been established in Delhi and Kolkata.

(c) to (e) Parcel services of the Department of Posts have been rationalized considering the market, customer demands, and for improving the quality of service. Express Parcel and Business Parcel services have been introduced by Department w.e.f. 02.12.2013 in place of Express Parcel Post which stands withdrawn. Express Parcel is a premium parcel service available for retail as well as bulk customers, which offers time bound, safe and secure home delivery of parcels. To have minimal transit time these parcels will be given airlift wherever needed. At present Express Parcel is available between 47 cities. Business Parcel aims to provide an economical distribution solution to corporate customers by providing surface transmission of the parcels.

The Certificate of Posting and Telegraph Money Order services have been withdrawn by the Government. Rule 195 of the Indian Post Offices Rules 1933 on Certificate of Posting was deleted vide GSR 58(E) dated 31.1.2011. The Gazette notification with regards to withdrawal of Telegraph Money Order service is to be placed on the Table of House in the ongoing Budget Session of the Parliament.