

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF POSTS
LOK SABHA
UNSTARRED QUESTION NO.2252
TO BE ANSWERED ON 15TH MARCH, 2017
SPEED POST**

†2252. SHRI HARISH CHANDRA ALIAS HARISH DWIVEDI:
SHRI JANARDAN MISHRA:
SHRI NAGAR RODMAL:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the total number of functioning Speed Post Centres in the country, State/UT-wise;
- (b) whether the Government proposes to establish more such centres in the country and if so, the details thereof, State/UT-wise;
- (c) whether such centres function simultaneously as booking and delivery centres and if so, the details thereof and if not, the reasons therefor;
- (d) the number of complaints received by the Government regarding the delay in delivery of speed posts, State/UT-wise; and
- (e) the corrective measures taken/being taken by the Government in this regard?

ANSWER

**THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)**

- (a) The Department of Posts, under a new operational arrangement has changed the nomenclature of Speed Post Centres into National Sorting Hubs (NSHs) and Intra Circle Hubs (ICHs). As on date there are 90 NSHs and 150 ICHs, which are mapped to the NSHs. The State/UT-wise details are at **Annexure-I**.
- (b) The NSHs/ ICHs are upgraded/ downgraded/ closed or established based on mail volume, geographical locations, operational feasibility etc. At present, the Department has no proposal to establish more such hubs.
- (c) No Madam, these hubs are only processing centres for Speed Post articles.
- (d) The number of complaints regarding delay in delivery of Speed Post, state/UT wise is at **Annexure-II**.
- (e) The Department has taken following corrective measures to improve Speed Post operations and reduce the number of complaints:
 - i. Provisioning of online track and trace facility for the customers.
 - ii. Infrastructure up gradation and site preparation of NSHs/ICHs for efficient processing of Speed Post articles.
 - iii. Introduction of dedicated point to point road transport for fast & secure transmission.
 - iv. Quality Monitoring Cells have been established in the Postal Circles and at the Postal Directorate for monitoring of the mail network for Speed Post.
 - v. Key Performance Indicators (KPIs) and Management Information System (MIS) for Speed Post are available at all levels of operations for effective monitoring.

Contd...2/-

For Lok Sabha Question No. 2252 for 15.03.2017Number of National Sorting Hubs and Intra Circle Hubs (State-wise)

State/UT	NSH	ICH
Andaman Nicobar Islands(UT)	-	1
Andhra Pradesh	4	10
Arunachal Pradesh	1	-
Assam	2	5
Bihar	4	3
Chhattisgarh	1	4
Chandigarh (UT)	1	-
Delhi (UT)	1	-
Dadar Nagar Haweli (UT)	-	-
Daman & Diu (UT)	-	-
Goa	1	-
Gujarat	4	13
Haryana	4	3
Himachal Pradesh	2	4
Jammu& Kashmir	2	-
Jharkhand	3	3
Karnataka	7	6
Kerala	5	3
Lakshdweep&Mahe (UT)	-	-
Madhya Pradesh	4	9
Maharashtra	4	17
Manipur	1	-
Meghalaya	1	-
Mizoram	1	-
Nagaland	1	-
Odisha	3	7
Pudducherry (UT)	-	-
Punjab	3	4
Rajasthan	3	10
Tamil Nadu	7	12
Telangana	2	3
Tripura	1	-
Uttar Pradesh	10	18
Uttarakhand	1	6
West Bengal	4	9
Total	88*	150

* Out of the total 90 NSHs, twoNSHs are established for Army Postal Services.

Contd....3/-

For Lok Sabha Question No. 2252 for 15.03.2017
Number of Complaints received regarding delay in delivery of Speed Post Articles from
01.01.2016 to 31.12.2016 (State/UT-wise)

State/UT	No. of complaints received
Andhra Pradesh	2046
Andman Nicobar Islands (UT)	835
Arunachal Pradesh	21
Assam	10583
Bihar	3246
Chandigarh (UT)	354
Chhattisgarh	1250
Dadar Nagar Haweli (UT)	-
Daman & Diu (UT)	-
Delhi (UT)	3430
Goa	-
Gujarat	3048
Haryana	76292
Himachal Pradesh	449
Jammu & Kashmir	872
Jharkhand	677
Karnataka	21007
Kerala	4568
Lakshdweep&Mahe (UT)	2
Madhya Pradesh	5367
Maharashtra	24298
Manipur	19
Meghalaya	208
Mizoram	21
Nagaland	55
Odisha	7316
Pudducherry (UT)	395
Punjab	3647
Rajasthan	3798
Sikkim	149
Tamil Nadu	18375
Telangana	1112
Tripura	1177
Uttar Pradesh	13065
Uttarakhand	1664
West Bengal	22199
TOTAL COMPLAINTS	229499

The total volume of Speed Post articles handled in the country during the period 01.01.2016 to 31.12.2016 was approximately 40 Crore. The percentage of complaints compared to the total volume of Speed Post articles handled for the said period comes to approximately 0.057%.
