GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF POSTS

LOK SABHA
UNSTARRED QUESTION NO.5304
TO BE ANSWERED ON 28TH MARCH, 2018

VACANCIES IN POSTAL DEPARTMENT

†5304. SHRI VINOD KUMAR SONKAR:

Will the Minister of COMMUNICATIONS be pleased to state:

(a)   the details of vacancies in the postal department of the country, State/ UT-wise and post-wise;

(b)   whether the postal services are affected due to the said vacant posts and if so, the details thereof and steps taken by the Government to fill up the vacancies; and

(c)   whether the Government proposes to launch any mechanism for taking feedback for the services offered and problems faced by the customers of post offices and if so, the details thereof and if not, the reasons therefor?

ANSWER

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

(a)   Postal Circle-wise and post-wise vacancies in the Department of Posts are as under:

Name of Postal Circle	Multi Tasking Staff	Postman	Postal Assistant / Sorting Assistant	Postmaster Grade (I, II, III) / Lower Selection Grade / Higher Selection Grade (I, II)	Inspector Posts / Asst Superintendent Posts	Total
Andhra Pradesh	194	414	831	227	31	1697
Assam	362	269	247	95	4	977
Bihar	103	172	392	453	1	1121
Chhattisgarh	99	252	333	452	17	1153
Delhi	681	645	627	109	1	2063
Gujarat	433	1075	1035	791	86	3420
Haryana	178	249	437	132	8	1004
Himachal Pradesh	17	39	174	61	6	297
Jammu & Kashmir	175	204	230	58	16	683
Jharkhand	83	253	153	274	14	777
Karnataka	341	897	975	363	32	2608

Name of Postal Circle	Multi Tasking Staff	Postman	Postal Assistant / Sorting Assistant	Postmaster Grade (I, II, III) / Lower Selection Grade / Higher Selection Grade (I, II)	Inspector Posts / Asst Superintendent Posts	Total
Kerala	0	594	624	359	17	1594
Madhya Pradesh	328	746	162	249	29	1514
Maharashtra	2615	4552	3117	1028	78	11390
North East	42	67	82	78	8	277
Odisha	98	128	283	372	20	901
Punjab	108	454	609	234	11	1416
Rajasthan	274	316	788	373	36	1787
Tamilnadu	635	1073	895	2665	85	5353
Telangana	264	297	644	220	39	1464
Uttar Pradesh	1471	2338	3123	1497	28	8457
Uttarakhand	205	399	409	86	1	1100
West Bengal	546	951	895	766	52	3210
Total	**9252**	**16384**	**17065**	**10942**	**620**	**54263**

(b)   Shortage of staff is due to vacancies arising on account of retirement, promotion, death and deputation. Recruitment to fill up vacant posts is done periodically by holding departmental examination, direct recruitment through Staff Selection Commission and also by individual Circle as per the provisions of the relevant recruitment rules. This is an ongoing process. Vacant posts are being manned by appropriately redeploying the available staff to ensure that postal services are not affected.

(c)   The Department of Posts has a well laid out procedure for handling public grievances for, and feedback on, its services. A monitoring mechanism to ensure the quality of services and prompt redressal of public grievances is in place. The facility of feedback is available on Centralized Public Grievance Redress And Monitoring System (CPGRAMS) for customers. The customers can also give their feedback on social media platforms i.e. on Twitter and Facebook and on India Post Help Centre 1924. Dak Adalats are organized on quarterly basis at Circle and Divisional level for the customers. Department of Posts has launched an online customer feedback survey for three months from 16.02.2018 to 15.05.2018 on India Post website (www.indiapost.gov.in) and on mobile application of the Department, viz. Postinfo App. This survey is to reflect the Customer's viewpoint on a particular service of a particular post office. In addition to the above, the customer complaint / suggestion book is available in each post office.

****