GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF POSTS

LOK SABHA
UNSTARRED QUESTION NO.6199
TO BE ANSWERED ON 4TH APRIL, 2018

SPEED POST NETWORK

†6199. SHRI AJAY NISHAD:

Will the Minister of COMMUNICATIONS be pleased to state:

(a)   whether all district headquarters of the country have not been covered with speed post network and if so, the details thereof, State/UT-wise;

(b)   whether the Government proposes to cover all district headquarters with speed post network, if so, the details thereof along with the time by which all district headquarters are likely to be covered thereunder;

(c)   whether the Government has received any complaint regarding loss of items sent by post and delay in delivery of items in the country;

(d)   if so, the details thereof including the number of such complaints received during each of the last three years, State/ UT-wise and the steps taken/being taken by the Government in this regard; and

(e)   the steps taken/being taken by the Government to improve postal services in the country?

ANSWER

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

(a)   All the district headquarters of the country have been covered with Speed Post network.

(b)   Does not arise in view of (a) above.

(c)   Yes Madam. Complaints are at times received regarding loss of items sent by post and delay in delivery of items.

(d**)**   Information regarding complaints pertaining to loss of items sent by post and delay in delivery of items during last three years is given at **Annexure-A** and **Annexure-B** respectively. The following steps are being taken by Department of Posts in this regard:

(i)   Daily monitoring is done at Circle/Regional/Divisional level for the complaints received through Twitter/India Post Help Centre/Web CCC Portal/CPGRAMS and the cases are being settled within prescribed time limit.

(ii)   For any failure on the part of individuals or system, necessary remedial and punitive action is taken.

(e)   In order to improve the postal services in the country, following initiatives have been taken by the Department which inter-alia includes:

(i)   India Post Help Centre with toll free number 1924 has been put in place for providing customer support.

(ii)   Web based Customer Care facility is being provided through www.indiapost.gov.in.

(iii) Twitter Sewa is being utilized for providing feedback of postal services through Social Media.

(iv)   Department of Posts introduced Project Arrow in 2008 to transform the existing infrastructure and creating Brand Identity of Post Offices across country.

(v)   eIPO (Electronic Indian Postal Order) has been introduced on 9th October, 2017 as a pilot for denomination of Rs.10/-, Rs.20/-, Rs.50/- and Rs.100/- for all purposes. In this service, the customer can purchase Indian Postal Order online without visiting post office.

(vi)   iMO (Instant Money Order) service has been introduced for domestic money transmission for people requiring instant money remittance.

(vii) The Department is implementing the IT Modernization project. The project intends to provide a wider reach to Indian public and especially to rural people through more customer interaction channels like call centre. Help desk, Core Banking Solution (CBS), A.T.M., Net Banking, RTGS (Real Time Gross Settlement), NEFT (National Electronic Fund Transfer) etc. hitherto not available to India Post customers. The project will also upgrade the Postal Life Insurance, Counter, Supervisory, Treasury, Subscriber Account and all Postal Operations, Mails, HR (Human Resource) and accounts software to provide better customer services. The project involves networking of 1.55 lakh Post Offices covering remotest part of the country.

(viii) Core Banking Solution (CBS) has been rolled out under Financial Service Integration (FSI) Project in 23,518 Post Offices and CIS (Core Insurance Solution) (PLI) has been rolled out in 25,566 Post Offices. ATMs installed at 993 locations. ATMs are inter-operable with effect from 31-12-2016.Core System Integrator (CSI) is being rolled in Post Offices.

(ix)   DARPAN (Digital Advancement of Rural Post Office for A New India) has been launched for providing connectivity, hardware & solar power panels to Branch Post Offices in rural areas. 58,605 Rural Branch Post Offices have been rolled out under DARPAN in Assam, Bihar, Karnataka, Maharashtra, Rajasthan, Uttar Pradesh, Andhra Pradesh, Telangana, Jharkhand, Chhattisgarh, Uttarakhand, Odisha, Himachal Pradesh, Madhya Pradesh, Gujarat, Punjab, Delhi, Haryana, Kerala, North East, West Bengal and Jammu & Kashmir Circles till 28.02.2018.

(x)   Online Track and Trace system for Speed Post has been strengthened. Complete end to end status of an article can be tracked on the website of the Department of Posts (www.indiapost.gov.in). Tracking of Speed Post articles through an Android based mobile app "Post Info" has been put in place.

(xi)   Android based mobiles have been provided to postmen for delivery through postman mobile app to capture delivery in real time.

(xii)   The facility of Short Messaging Service (SMS) is also being utilized for giving the delivery status of an article. SMS alerts have been introduced to provide advance intimation to the customers regarding status of the articles in mail flow pipeline.

(xiii)   The performance of Speed Post Service is regularly monitored both in the Directorate and in the Postal Circles with a view to improve the quality of service.

(xiv)   Nodal Mechanized Delivery Centres for delivery of parcels including Speed Post have been established in select cities.

(xv)   Departmental vehicles have been equipped with GPS for monitoring movement on real time basis.

(xvi)   Outsourced Postal Agents scheme has been introduced with a view to extend door pick-up and delivery of various kinds of articles.

(xvii)   Parcel Services have been rationalized and Cash - on - Delivery facility introduced. Department of Posts has collected and remitted more than Rs. 2700 Crores under Cash – on - Delivery till January 2018 since its introduction in December-2013 to the e/Tele commerce customers.

Complaints regarding loss of articles sent by Post and Speed Post, State/UT – wise from last three years

S. No.	State/U.T.	No. of complaints received							
		2014-15		2015-16		2016-17		2017-18 (Upto Dec. 17)	
		Speed Post	Other items	Speed Post	Other items	Speed Post	Other items	Speed Post	Other items
1.	Andhra Pradesh	98	477	225	865	357	765	223	677
2.	Assam	44	73	19	25	172	403	177	528
3.	Bihar	0	0	0	0	19	24	55	57
4.	Chhattisgarh	33	110	24	123	35	161	30	78
5.	Delhi	25	607	22	760	17	712	16	460
6.	Gujarat	469	3704	474	2875	418	2606	304	1949
7.	Haryana	2	48	0	265	2862	2927	774	1539
8.	Himachal Pradesh	16	36	21	38	26	48	12	41
9.	Jammu & Kashmir	1	17	2	32	4	33	14	18
10.	Jharkhand	1	1	1	2	2	3	3	5
11.	Karnataka	180	318	290	719	201	387	248	264
12.	Kerala	38	375	29	482	34	215	15	129
13.	Lakshadweep & Mahe	0	0	0	0	0	0	0	0
14.	Madhya Pradesh	212	361	317	490	305	500	132	505
15.	Maharashtra	1096	15429	1484	4569	1961	4736	3423	3853
16.	Goa	1	1	1	1	0	0	3	3
17.	Tripura	56	85	0	24	0	19	2	11
18.	Arunachal Pradesh	6	18	5	14	6	12	7	13
19.	Manipur	16	125	49	65	105	584	210	584
20.	Mizoram	0	12	0	19	0	14	0	9
21.	Nagaland	10	31	20	39	24	40	18	25
22.	Meghalaya	692	2036	731	2662	663	5157	882	2856
23.	Odisha	35	137	19	65	1	56	123	497
24.	Punjab	6	41	8	43	13	89	14	55
25.	Chandigarh	1	4	1	2	0	4	1	2
26.	Rajasthan			25	25	33	33	31	31
27.	Tamilnadu	11	947	179	841	462	561	477	1598
28.	Pondicherry	2	2	11	11	19	19	21	21
29.	Telangana	122	6266	96	4126	98	596	65	378
30.	Uttar Pradesh	2642	3722	3084	3222	1891	3403	927	2157
31.	Uttrakhand	1007	3252	1890	4305	1786	3508	1096	2819
32.	West Bengal	296	747	221	364	1644	2896	282	670
33.	Sikkim	0	0	0	0	0	0	0	0
34.	A&N islands	0	0	0	0	0	0	0	0
35.	Dadar Nagar Haveli	0	0	0	0	0	0	0	0
36.	Daman & Diu	0	1	0	0	1	1	0	0

Complaints regarding delay in delivery of articles sent by Post and Speed Post, State/UT – wise from last three years

S. No.	State/U.T.	No. of complaints received							
		2014-15		2015-16		2016-17		2017-18 (Upto Dec. 17)	
		Speed Post	Other items	Speed Post	Other items	Speed Post	Other items	Speed Post	Other items
1.	Andhra Pradesh	1883	12275	2052	13331	1886	8798	2260	7819
2.	Assam	2167	2604	1288	5599	12816	15303	18749	28673
3.	Bihar	4041	6164	1807	5837	6273	11656	3734	6433
4.	Chhattisgarh	33	4421	24	8432	35	11023	30	11158
5.	Delhi	19196	20591	19089	29802	19418	30702	12853	16214
6.	Gujarat	3954	29110	7338	50124	33387	45330	11125	37982
7.	Haryana	3303	47835	29171	97459	44356	84181	19572	31601
8.	Himachal Pradesh	974	1375	1470	1585	1228	1578	910	1321
9.	Jammu & Kashmir	132	225	150	240	181	219	235	239
10.	Jharkhand	1437	2068	1532	2039	1224	1375	592	1280
11.	Karnataka	3420	5360	5268	5850	5423	8780	5437	6498
12.	Kerala	3650	10091	3627	11404	4457	21705	763	29176
13.	Lakshadweep	0	2	0	0	0	0	0	4
14.	Madhya Pradesh	2428	2852	2684	4372	3167	4866	2586	2779
15.	Maharashtra	17344	43093	9839	54481	19379	44922	10495	44691
16.	Goa	121	231	189	232	164	269	159	331
17.	Tripura	18	191	71	140	95	152	57	128
18.	Arunachal Pradesh	21	129	23	131	24	143	0	28
19.	Manipur	217	263	478	750	1215	1335	846	2317
20.	Mizoram	0	59	0	71	0	64	0	61
21.	Nagaland	317	606	319	562	190	384	205	464
22.	Meghalaya	496	1646	585	1518	582	2076	641	1788
23.	Odisha	4709	19282	5109	22803	7744	21819	4882	23691
24.	Punjab	1917	5324	2290	6131	2726	7268	2288	6563
25.	Chandigarh	6	8	1	7	1	15	0	2
26.	Rajasthan	-	-	906	906	771	771	615	615
27.	Tamilnadu	6496	19234	13786	28376	18561	26850	17399	63167
28.	Pondicherry	100	10	96	96	128	128	131	131
29.	Telangana	3407	70530	3460	75905	3826	7780	4656	7995
30.	Uttar Pradesh	10241	16891	12039	18377	16142	26030	9997	24026
31.	Uttrakhand	2129	4047	1635	3005	1220	2674	1504	3533
32.	West Bengal	8499	22916	17214	36294	24980	47056	18172	26192
33.	Sikkim	226	298	141	330	137	351	84	200
34.	A&N islands	103	133	119	142	104	117	52	67
35.	Dadar Nagar Haveli	0	0	0	0	0	0	0	0
36.	Daman & Diu	14	23	13	21	16	26	11	19

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