

**GOVERNMENT OF INDIA  
MINISTRY OF COMMUNICATIONS  
DEPARTMENT OF POSTS**

**LOK SABHA  
UNSTARRED QUESTION NO.3659  
TO BE ANSWERED ON 2<sup>ND</sup> JANUARY, 2019**

**COMPLAINTS OF LOSS OF ARTICLES AND DELAY IN DELIVERY**

3659. SHRI BHARTRUHARI MAHTAB:  
SHRI SANJAY DHOTRE:  
SHRI RAHUL SHEWALE:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the complaints of loss of articles and delay in delivery sent by post have increased in the country;
- (b) if so, the details thereof including the number of such complaints received during each of the last three years and the current year, State/UT-wise and the reasons therefor;
- (c) the policy of the Department of Posts to compensate the losses to the customer on account of lost of articles;
- (d) whether the Government has conducted any training programmes to improve behaviour and working skill of staff of Post offices in the country during the said period; and
- (e) 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) and (b) The number of complaints regarding loss of articles and delay in delivery sent by post in the country has shown an increase when considered over the last three years. However, between the years 2016-17 and 2017-18, there was a decline in the number of such complaints.

The details of such complaints i.e. loss of articles and delay in delivery received during each of the last three years and the current year, State/UT-wise is as per **Annexures- I & II.**

The increase in the complaints on loss of articles and delay in their delivery is due to the rise in the awareness among the customers as the Department has made the grievance redressal system robust by reaching out to them by taking the following measures :

- (i) Providing the facility of lodging grievances through their phones by rolling out India Post Call Centre.
- (ii) Introducing trackability of complaints on the mobile App of the Department, i.e., Postinfo App. Till date this App has been downloaded by 1.9 million users.
- (iii) Facilitating lodging of grievances from their desktops using Social Media i.e. Twitter(@indiapostoffice) and Facebook.
- (iv) Facilitating online lodging of grievances on CPGRAMS( Centralized Public Grievance Redress & Monitoring System).

(c) The policy of the Department of Posts to compensate losses to the customers on account of lost articles is as follows for different categories of articles :

Product	Compensation Policy
Speed Post	In the event of the loss of inland Speed Post article or loss of its contents or damage to the contents, compensation shall be double the amount of Speed Post charges paid or one thousand rupees, whichever is less.
Express Parcel	In case of the loss or damage of the Express Parcel or contents thereof, the compensation payable shall be restricted to one thousand rupees or the actual value of the parcel or the content lost, which ever is less.
Business Parcel	In case of the loss or damage of the Business Parcel or contents thereof, the compensation payable shall be restricted to five hundred rupees or the actual value of the parcel or the content lost, which ever is less.
Registered articles	Compensation upto a limit of Rs 100/- for loss of articles as an act of grace and not in consequence of any legal liability.
Insured articles	Compensation not exceeding the amount for which the article has been insured.
International Registered articles	For loss/total theft/total damage of International Registered article – 30 SDR( at prevailing rates) shall be payable.
International EMS Merchandise	Sum of postage paid and declared value of the content subject to upper ceiling of 30 SDR (at prevailing rates) per item shall be payable.
International EMS Document	Postage paid subject to upper ceiling of 30 SDR (at prevailing rates) per item shall be payable.
International Air Parcels	For loss/total theft/ total damage – Up to 40 SDR (at prevailing rates) per parcel and 4.50 SDR(at prevailing rates) per Kg shall be payable.
International tracked Packet Service	The Compensation payable shall be restricted to Rs 1,000/- or the actual value of the contents damaged or lost, whichever is less.
Unregistered Articles	No Compensation will be payable.

(d) and (e) Yes Madam, the Government has conducted training programmes to improve behaviour and working skill of the staff of Post Offices in the country. The details are at **Annexure III.**

Annexure-I					
COMPLAINTS REGARDING LOSS OF ARTICLES					
Sl No.	State	Received in 2015-16	Received in 2016-17	Received in 2017-18	Received from April 2018 upto September 2018
1	Andhra Pradesh	865	765	755	209
2	Arunachal Pradesh	5	8	7	3
3	Assam	303	560	808	189
4	Bihar	0	65	112	0
5	Chhatisgarh	620	159	72	25
6	Delhi	1837	2277	9473	3432
7	Goa	2	2	0	1
8	Gujarat	3349	3024	1495	1233
9	Haryana	265	5789	2319	199
10	Himachal Pradesh	70	102	111	43
11	J & K	107	268	1112	1107
12	Jharkhand	10	7	13	4
13	Karnataka	1009	588	402	266
14	Kerala	482	215	167	29
15	Madhya Pradesh	1157	1597	1055	965
16	Maharashtra	4523	5231	3217	955
17	Manipur	114	689	795	306
18	Meghalaya	3393	5820	2820	1550
19	Mizoram	19	14	15	18
20	Nagaland	120	175	254	96
21	Odisha	65	56	497	357
22	Punjab	61	63	87	66
23	Rajasthan	107	218	400	187
24	Sikkim	8	4	6	0
25	Tamil Nadu	1111	1267	1338	822
26	Telangana	1389	1483	1157	885
27	Tripura	104	115	123	105
28	Uttar Pradesh	3318	3522	3596	9183
29	Uttarakhand	4223	3442	3346	1292
30	West Bengal	288	368	355	661
	<b>UT</b>				
1	Andaman & Nicobar Islands	0	0	0	0
2	Chandigarh	3	9	8	2
3	Daman & Diu and Dadra & Nagar Haveli	0	1	0	0
4	Lakshadweep	0	0	0	0
5	Puducherry	1	1	1	1
	<b>Total</b>	<b>28928</b>	<b>37904</b>	<b>35916</b>	<b>24191</b>

Annexure-II					
COMPLAINTS REGARDING DELAY IN DELIVERY					
SI No.	State	Received in 2015-16	Received in 2016-17	Received in 2017-18	Received from April 2018 upto September 2018
1	Andhra Pradesh	13331	8798	12063	10472
2	Arunachal Pradesh	98	101	108	54
3	Assam	15673	28911	64918	40028
4	Bihar	7701	17763	15692	3840
5	Chhatisgarh	9722	14641	15104	14132
6	Delhi	43533	45109	35038	30421
7	Goa	232	269	331	112
8	Gujarat	57462	104847	45050	23320
9	Haryana	126638	128537	73926	28123
10	Himachal Pradesh	6807	4607	5051	3122
11	Jammu and Kashmir	433	469	1333	682
12	Jharkhand	2131	2032	2136	1260
13	Karnataka	11118	14203	22097	28244
14	Kerala	11404	21705	38441	40260
15	Madhya Pradesh	9691	11367	11457	7412
16	Maharashtra	78253	74330	94618	161656
17	Manipur	750	1335	2317	989
18	Meghalaya	2991	4118	1837	969
19	Mizoram	174	183	192	199
20	Nagaland	581	892	1158	2169
21	Odisha	19282	22803	21819	24685
22	Punjab	5089	5909	7681	6029
23	Rajasthan	3491	4620	5133	3693
24	Sikkim	330	351	512	166
25	Tamil Nadu	13469	15112	24001	27753
26	Telangana	6613	10097	6265	6214
27	Tripura	1061	1138	1007	1036
28	Uttar Pradesh	21619	31486	25315	31989
29	Uttarakhand	3297	2981	4733	2748
30	West Bengal	21276	20019	25354	20610
	<b>UT</b>				
1	Andaman & Nicobar Islands	1281	2442	1582	1656
2	Chandigarh	1	2	2	0
3	Daman & Diu and Dadra & Nagar Haveli	34	42	0	0
4	Lakshadweep	0	0	4	6
5	Puducherry	112	102	117	84
	<b>Total</b>	<b>495678</b>	<b>601321</b>	<b>566392</b>	<b>524133</b>

**Training programmes conducted to improve behaviour and working skill of staff of Post offices in the country from 2015-16 to 2018-19(up to September 2018)**

Year	Total Number of officials/officers trained
2015-16	80572
2016-17	101428
2017-18	107331
2018-19(upto September 2018)	75612
Total	364943

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