

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

**LOK SABHA
UNSTARRED QUESTION NO.597
TO BE ANSWERED ON 6TH FEBRUARY, 2019**

NON-DELIVERY AND LATE DELIVERY OF MONEY ORDERS

597. SHRI BHARTRUHARI MAHTAB:
SHRI RAHUL SHEWALE:

SHRI SANJAY DHOTRE:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the complaints of non-delivery and late delivery of money orders to the recipients have increased in the country;
- (b) if so, the details thereof during each of the last three years and the current year, State/UT-wise;
- (c) whether the Government has conducted any enquiry in this regard;
- (d) if so, the details and the outcome thereof along with the number of officials found guilty in such cases and action taken/ being taken against them so far;
- (e) the mechanism put in place by the Government to facilitate efficient handling and curb such complaints in the country; and
- (f) the other steps taken by the Government to make the Money Order System a good competitor to the other mode of electronic money transfers 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) & (b) The number of complaints of late delivery of Money Orders to the recipients has shown an increase when considered over the last three years & the current year. However, there was a decline in the number of complaints of non-delivery of Money Orders between 2016-17 & 2017-18, but increase in the current year.

The details of such complaints received i.e. non-delivery and late delivery of Money Orders to the recipients, during each of the last three years and the current year, State/UT wise are as per **Annexure – I**.

(c) & (d) Yes Madam. The Government has conducted enquiries in this regard. In many such cases, delay in payment of Money Orders was due to operational and technical reasons. In other instances, human error was seen to be the cause of delay. A total of 68 officials were found guilty in such cases and disciplinary action has been taken against them by the concerned Authorities.

(e) & (f) The Department has a well laid out procedure for handling such complaints. The following channels are available to the customers to lodge their grievances on non-delivery and late delivery of Money Orders:-

- (i) Through phones, by lodging their complaints at India Post Call Centre (IPCC).
- (ii) Through Postinfo App, by introducing trackability of such 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) On Social Media i.e. Twitter (@indiapostoffice) and Facebook.
- (iv) On online portal, i.e., Centralized Public Grievance Redress & Monitoring System (CPGRAMS).
- (v) On online Computerized Customer Care Centres (CCCC). 20,041 CCCCs are in place across the country for online exchange of information amongst all units for speedy redressal of such complaints.

The following steps have been taken by the Department to curb such complaints and make the Money Order system a good competitor to the other mode of electronic money transfers in the country:-

- (i) A complete online delivery system has been rolled out as part of Core System Integration (CSI) implementation, which enables faster transmission of Money Orders and greater visibility of the delivery process.
- (ii) End to end tracking of Money Orders by customers on the Departmental portal i.e. www.indiapost.gov.in. Value Added Services like SMS alerts at different stages in the electronic money order (eMO) delivery process is provided to Money Order customers.
- (iii) The tracking of Money Orders is now also available in the Interactive Voice Response System (IVRS) in India Post Call Centre (IPCC).
- (iv) Devices have been provided to Branch Postmasters in rural areas under Digital Advancement of Rural Post Office (DARPAN) Project, which will enable the rural customers to receive payment of Money Orders via electronic mode.

Annexure-I

SI No.	Name of the State/UT	Complaints Regarding Non-Delivery of Money Orders				Complaints Regarding Late Delivery of Money Orders			
		Received in 2015-2016	Received in 2016-2017	Received in 2017-2018	Received from April 2018 till Dec. 2018	Received in 2015-2016	Received in 2016-2017	Received in 2017-2018	Received from April 2018 till Dec. 2018
1	ANDHRA PRADESH	238	204	233	305	269	323	350	457
2	ARUNACHAL PRADESH	1	0	0	0	11	9	8	5
3	ASSAM	25	20	26	8	133	147	163	245
4	BIHAR	0	0	0	241	486	550	377	392
5	CHHATTISGARH	0	0	0	0	631	392	640	939
6	DELHI	789	761	813	1508	648	733	516	601
7	GOA	0	0	10	4	0	0	3	4
8	GUJARAT	912	871	562	1462	1140	1209	1164	3162
9	HARYANA	1061	850	822	555	219	151	111	92
10	HIMACHAL PRADESH	78	44	42	53	140	79	96	111
11	JAMMU & KASHMIR	0	0	0	0	41	54	46	388
12	JHARKHAND	135	672	280	434	54	36	30	53
13	KARNATAKA	1480	626	606	979	881	704	906	1446
14	KERALA	310	264	185	846	236	197	138	626
15	MADHYA PRADESH	837	849	523	571	755	869	989	1210
16	MAHARASHTRA	1828	1978	2623	3916	2221	2714	4346	7283
17	MANIPUR	0	0	0	0	0	0	3	3
18	MEGHALAYA	5	8	5	10	7	10	16	31
19	MIZORAM	0	0	0	0	0	0	0	0
20	NAGALAND	1	6	10	4	3	0	0	5
21	ODISHA	1	4	5	82	127	177	96	248
22	PUNJAB	903	840	708	842	255	195	194	214
23	RAJASTHAN	1304	771	662	578	839	557	926	1052
24	SIKKIM	2	0	2	1	0	2	1	3
25	TAMIL NADU	273	214	201	442	659	1528	2586	6207
26	TELANGANA	411	336	276	176	415	340	290	248
27	TRIPURA	11	15	9	25	3	4	2	6
28	UTTAR PRADESH	492	461	334	449	3041	3141	2515	2015
29	UTTARAKHAND	258	293	277	310	433	513	686	744
30	WEST BENGAL	269	155	138	208	6633	5870	4126	3854
	UT								
1	ANDAMAN & NICOBAR ISLANDS	0	0	0	0	55	38	39	23
2	CHANDIGARH	0	0	0	0	1	2	2	46
3	DAMAN & DIU	2	1	2	3	0	0	1	2
4	DADRA & NAGAR HAVELI	1	1	3	2	0	0	0	0
5	LAKSHADWEEP ISLANDS	0	0	0	0	0	0	0	0
6	PUDUCHERRY	12	9	12	71	24	30	14	116
	Total	11639	10253	9369	14085	20360	20574	21380	31831
