

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

**LOK SABHA  
UNSTARRED QUESTION NO. 5244  
TO BE ANSWERED ON 24<sup>TH</sup> JULY, 2019**

**MISUSE OF POSTAL LETTERS, PUBLIC TELEPHONES AND E-MAILS**

**5244. SHRI MOHANBHAI KALYANJI KUNDARIYA:**

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government is aware of rising incidents of misuse of postal letters of India Post, public telephones of MTNL/BSNL and e-mails to spread panic at public places/malls/ trains/airports, etc.;
- (b) the number of such cases registered by the Government under the IT Act and other relevant Acts during the last three years and the action taken by the Government thereon;
- (c) whether the Government proposes for compulsory registration of all type of postal services, so as to deter anti-social elements from misusing these services and if so, the details thereof; and
- (d) whether the Ministry, in coordination with the Ministry of Home Affairs, would take some counteractive steps on the issue and if so, the details thereof?

ANSWER

**MINISTER OF COMMUNICATIONS, LAW & JUSTICE AND  
ELECTRONICS AND INFORMATION TECHNOLOGY  
(SHRI RAVI SHANKAR PRASAD)**

(a) & (b) The Government is aware of some incidents of misuse of postal letters, public telephones and e-mails regarding bomb threat etc. in Railways as given in the table below. Action has been taken on them by registering cases under various Sections of IPC/IT Act wherever found appropriate and the details of the last three years are also given in the table below: -

Year	Total threat call/letter received	Case registered under various Sections of IPC/IT Act
2016	90	29
2017	60	22
2018	68	23
2019 (up to May)	28	14

- (c) There is no proposal for compulsory registration of all types of postal services, as the Department of Posts provides many services under Universal Service Obligation. The facility of registration of articles is offered to the customers by the Department as one of its services.
- (d) Provisions under India Penal Code & IT Act are invoked in case such incidents of misuse are seen as indicated in part (a) & (b) of the answer above.

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