

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

**LOK SABHA
STARRED QUESTION NO. 290
TO BE ANSWERED ON 9TH AUGUST, 2023**

ACCOUNTS IN POST OFFICES

***290. SHRI KANAKMAL KATARA:**

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether it is a fact that a large number of people who opened their accounts in Post Offices under various schemes have been deprived of their money due to the negligence of employees of post offices even though their Fixed Deposits/Term Deposits/MIS matured long ago, if so, the details thereof;
- (b) the number of complaints/petitions/ representations received by senior officers like Chief Post Master General/Director General of Post etc. during the last three years and the current year up to June 2023, year and zone-wise;
- (c) the number of such complaints/petitions/ representations that have been received by the Chief Post Master General and Director General (Posts), Delhi Circle through letters and their Emails during the above period, year-wise, post office-wise and particularly about Yamuna Vihar and Krishna Nagar where important documents relating to customers' MIS/RD/FD have been lost; and
- (d) the details of the reasons for such complaints/ petitions/representations along with the action taken in the matter?

ANSWER

**MINISTER OF RAILWAYS, COMMUNICATIONS AND ELECTRONICS AND
INFORMATION TECHNOLOGY
(SHRI ASHWINI VAISHNAW)**

- (a) to (d) A statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF LOK SABHA IN RESPECT OF PARTS (a) TO (d) OF THE LOK SABHA STARRED QUESTION NO. 290 FOR 9TH AUGUST, 2023 REGARDING “ACCOUNTS IN POST OFFICES.”

(a) No, Sir.

(b) Postal Circle-wise and financial year-wise number of complaints / petitions / representations related to various services received by various authorities in the Department of Posts during last three financial years and the current financial year (up to June 2023) are enclosed in **Annexure A**.

(c) No complaint has been reported where the customer has not received payment due to loss of documents related to MIS/RD/TD in post offices of Delhi Circle including Yamuna Vihar and Krishna Nagar Post Offices.

(d) Does not arise, in view of (c) above.

Annexure-A

Annexure referred to in reply of para (b) for Lok Sabha Starred question no. 290 to be answered on 9th August 2023 regarding “Accounts in Post Offices”

(Number of complaints related to various services)

Circle	2020-21	2021-22	2022-23	2023-24 (up to June 2023)
Andhra Pradesh	13,553	14,480	14,092	6,775
Assam	16,851	22,474	13,163	4,854
Bihar	46,732	47,795	40,792	16,928
Chattisgarh	9,190	10,531	11,031	4,904
Delhi	1,78,737	1,29,351	66,609	32,652
Gujarat	48,094	44,566	50,135	30,684
Haryana	43,902	63,133	81,910	46,697
Himachal Pradesh	6,606	5,997	5,093	2,522
Jammu kashmir	11,768	12,402	9,546	4,342
Jharkhand	12,484	15,270	13,115	5,251
Karnataka	60,034	1,43,017	1,92,971	90,117
Kerala	33,970	39,887	18,813	9,999
Madhya Pradesh	41,662	37,897	37,337	17,605
Maharashtra	1,63,517	1,86,197	1,35,942	77,635
North East	7,737	10,691	7,941	3,519
Odisha	22,157	20,114	14,609	6,514
Punjab	50,997	31,504	52,119	21,063
Rajasthan	64,908	69,791	52,840	21,020
Tamilnadu	63,468	60,895	51,621	30,623
Telangana	49,419	2,30,411	1,69,432	12,826
Uttar Pradesh	1,11,549	1,22,304	1,33,782	60,219
Uttarakhand	14,560	14,245	10,253	8,638
West Bengal	1,01,692	77,220	51,685	23,298
Army Postal Service	1,746	2,594	1,623	697
