

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

**LOK SABHA
UNSTARRED QUESTION NO. 2718
TO BE ANSWERED ON 10TH MARCH, 2021**

LOSS AND DELAY IN DELIVERY OF ARTICLES

2718. SHRI BHARTRUHARI MAHTAB:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the complaints of loss of articles and delay in delivery of articles 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 and the reasons therefor;
- (c) the policy of the Department of Posts to compensate the losses to the customers on account of lost articles and delay in delivery of articles;
- (d) whether the Government has conducted training programmes to improve behaviour and working skill of staff of Post Offices in the country during the said period;
- (e) if so, the details thereof and if not, the reasons therefor; and
- (f) the other steps taken by the Government to improve the postal services in the country?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS, EDUCATION AND
ELECTRONICS & INFORMATION TECHNOLOGY
(SHRI SANJAY DHOTRE)**

- (a) No Sir, the complaints regarding loss of articles have not increased in the country. The complaints regarding delay in delivery of articles have shown an increase in the year 2018-19 when compared with the year 2017-18. However, complaints in this regard have shown a general trend of decline in 2019-20 and in the current year.
- (b) The details of complaints of loss of articles and delay in delivery of articles during each of the last three years and the current year, State/UT-wise are placed at **Annexures I & II** respectively. The increase in the complaints of delay in delivery of articles during 2018-19 was due to the transition in the IT platform of postal operations which in subsequent years helped in better operational management and decline in complaints. This is substantiated by the figures of complaints in this area in 2019-20 and in the current year.
- (c) The policy of the Department of Posts to compensate the losses to the customers on account of lost articles and delay in delivery of articles is as under:-

Product	Compensation Policy
Speed Post	i). In case of loss of 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. ii). In case of delay in delivery of speed post article, the compensation shall be equal to the speed post charges paid.
Business Parcel	In case of loss or damage of Business Parcel or contents thereof, the compensation payable shall be restricted to Rs. 500/- or the actual value of the parcel or the content lost, whichever is less.
Registered Articles	Compensation upto a limit of Rs. 100/- for loss/damage of registered articles.

Insured articles	Compensation not exceeding the amount for which the article has been insured in case of loss of article or any of its contents or for any damage caused to it in course of transmission by post.
International Registered Articles	For loss/total theft/ total damage of International Registered article 30 SDR (at prevailing rates) shall be payable for International Registered articles booked in Post Offices in India.
Outbound International EMS Articles	i). For loss or damage of International EMS Merchandise – Sum of postage paid and the declared value of the content subject to upper ceiling of 30 SDR (at prevailing rate) per item. ii). For loss or damage of International EMS Document – Postage paid subject to upper ceiling of 30 SDR (at prevailing rate) per item. iii). For Delay - Difference between International Speed Post (EMS) and Registered Post charges in case of delay.
International Air Parcels	For loss/total theft/ total damage – upto 40 SDR (at prevailing rates) per parcel and 4.50 SDR (at prevailing rates) per Kg shall be payable for International air parcels booked in Post Offices in India.
International Tracked Packet Service	The compensation payable shall be restricted to Rs. 1000/- or the actual value of the contents damaged or lost, whichever is less.

- (d) Yes Sir, the Government has conducted training programmes to improve behaviour and working skill of staff of Post Offices in the country during the said period.
- (e) The details of the training programmes conducted to improve behaviour and working skill of staff of Post Offices in the country during the said period are at Annexure III.
- (f) The steps taken by the Government to improve the postal services in the country are as under:-
- i). Optimization of mail network of Speed Post, Registered Post and unregistered mail into a Hub and Spoke model under Mail Network Optimization Project (MNOP) to expedite booking, transmission, processing & delivery of mail.
 - ii). Computerization, infrastructure and site upgradation of sorting and mail processing has been done.
 - iii). A new network for parcels has been put in place. Semi-automated processing centres have also been setup to cater to the growing market needs.
 - iv). End to end tracking facility has been provided for accountable articles viz. Speed Post, Registered Post, Parcels.
 - v). Nodal mechanized delivery of parcels from identified delivery offices and hubs in metros, state capitals and important cities with the use of two and four wheelers has been implemented.
 - vi). Introduction of an effective performance management mechanism for mail operations through various Key Performance Indicators (KPIs) to monitor transit time, scanning of articles and delivery efficiency.
 - vii). Real time delivery updation of various postal products i.e. Speed Post, Registered Letters/Parcels, Money Orders and Cash on Delivery (COD) articles through a mobile based delivery application known as Postman Mobile Application (PMA), has been introduced.
 - viii). SMS notifications of booking & delivery information for accountable mail to the customers have been started.
 - ix). Departmental Mail Motor Service (MMS) vehicles have been equipped with Geo Positioning System (GPS) for monitoring their movement on real time basis.
 - x). Introduction of online working at the mail processing hubs to enable real time exchange of data.
 - xi). Introduction of electronic clearance of street letter boxes to bring about electronic visibility in the clearance of letter boxes.

Annexure - I					
COMPLAINTS REGARDING LOSS OF ARTICLES					
S. No.	State	Received in 2017-18	Received in 2018-19	Received in 2019-20	Received in 2020-21 (Till January 2021)
1.	Andhra Pradesh	755	224	87	84
2.	Arunachal Pradesh	7	12	17	15
3.	Assam	808	2163	1866	67
4.	Bihar	112	272	252	114
5.	Chhattisgarh	72	36	22	47
6.	Delhi	9473	6861	1146	437
7.	Goa	0	1	0	1
8.	Gujarat	1495	1817	206	198
9.	Haryana	2319	989	382	373
10.	Himachal Pradesh	111	45	2	20
11.	Jharkhand	13	8	87	38
12.	Karnataka	402	294	190	130
13.	Kerala	167	99	96	49
14.	Madhya Pradesh	1055	1545	3855	956
15.	Maharashtra	3217	955	242	133
16.	Manipur	795	430	317	17
17.	Meghalaya	2820	1670	3	2
18.	Mizoram	15	20	12	7
19.	Nagaland	254	106	10	8
20.	Odisha	497	409	21	12
21.	Punjab	87	66	434	254
22.	Rajasthan	400	234	158	133
23.	Sikkim	6	6	0	1
24.	Tamil Nadu	1338	1107	424	246
25.	Telangana	1157	934	119	193
26.	Tripura	123	206	122	17
27.	Uttar Pradesh	3596	9783	2536	2275
28.	Uttarakhand	3346	1328	104	20
29.	West Bengal	355	2050	184	377
	UT				
1.	Andaman & Nicobar Islands	0	0	0	1
2.	Chandigarh	8	2	7	4
3.	Dadra & Nagar Haveli and Daman & Diu	0	5	3	0
4.	Jammu & Kashmir	1112	1107	23	14
5.	Ladakh	0	0	1	0
6.	Lakshadweep	0	0	0	1
7.	Puducherry	1	5	24	8
	Total	35916	34789	12952	6252

Annexure - II					
COMPLAINTS REGARDING DELAY IN DELIVERY OF ARTICLES					
S. No.	State	Received in 2017-18	Received in 2018-19	Received in 2019-20	Received in 2020-21 (Till January 2021)
1.	Andhra Pradesh	12063	12921	7008	3403
2.	Arunachal Pradesh	108	7539	6539	2047
3.	Assam	64918	53784	46624	1724
4.	Bihar	15692	6405	4993	4554
5.	Chhattisgarh	15104	14901	1807	2075
6.	Delhi	35038	56179	39008	26637
7.	Goa	331	123	4973	4250
8.	Gujarat	45050	44713	1636	1276
9.	Haryana	73926	134786	40919	16863
10.	Himachal Pradesh	5051	14664	9602	3612
11.	Jharkhand	2136	1308	921	479
12.	Karnataka	22097	79275	63474	32854
13.	Kerala	38441	47478	3466	3020
14.	Madhya Pradesh	11457	88892	27848	11048
15.	Maharashtra	94618	172348	18898	8454
16.	Manipur	2317	1576	698	165
17.	Meghalaya	1837	1352	1028	910
18.	Mizoram	192	385	424	301
19.	Nagaland	1158	2269	1698	961
20.	Odisha	21819	25989	1586	1282
21.	Punjab	7681	6029	5457	4944
22.	Rajasthan	5133	22600	21969	22895
23.	Sikkim	512	166	201	16
24.	Tamil Nadu	24001	38507	30911	16659
25.	Telangana	6265	15119	11900	6328
26.	Tripura	1007	7983	7115	5319
27.	Uttar Pradesh	25315	71358	61328	57370
28.	Uttarakhand	4733	5106	3786	3284
29.	West Bengal	25354	97726	57481	8592
	UT				
1.	Andaman & Nicobar Islands	1582	1656	313	287
2.	Chandigarh	2	0	12	49
3.	Dadra & Nagar Haveli and Daman & Diu	0	64	31	0
4.	Jammu & Kashmir	1279	627	1346	2890
5.	Ladakh	54	55	58	20
6.	Lakshadweep	4	7	11	13
7.	Puducherry	117	91	12	36
	Total	566392	1033981	485081	254617

Training programmes conducted to improve behaviour and working skill of staff of Post Offices in the country from 2017-18 to 2020-21 (upto December 2020)

Year	Total Number of officials/officers trained
2017-18	1,07,331
2018-19	3,00,243
2019-20	1,46,082
2020-21 (upto December 2020)	75,163
