

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

**LOK SABHA
UNSTARRED QUESTION NO. 3557
TO BE ANSWERED ON 17TH MARCH, 2021**

COMPLAINTS RELATED TO POSTAL SERVICES

3557. MS CHANDRANI MURMU:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the number of complaints received separately for non-delivery and late delivery of registered letters, parcels and articles, received from different post offices in the country during each of the last three years, State/UT-wise;
- (b) the number of complaints resolved out of them along with the details of complaints still pending with the Government, State/UT-wise and the reasons for the said pendency;
- (c) the steps taken by the Government to resolve the complaints and the action taken by the Government against the postal employees responsible for the same; and
- (d) the measures taken by the Government to rectify the loopholes and meet the shortage of employees in this department?

ANSWER

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

- (a) The number of complaints received separately for non-delivery and late delivery of registered letters, parcels and articles, received from different post offices in the country during each of the last three years, State/UT-wise are placed at **Annexures I, II & III** respectively.
- (b) The number of complaints resolved out of them during each of the last three years is given below:-

Description	Years		
	2017-18	2018-19	2019-20
Complaints resolved regarding non-delivery of registered letters, parcels and articles	35916	34789	12952
Complaints resolved regarding late delivery of registered letters, parcels and articles	566392	1033981	485081

Therefore, all the complaints received during each of the last three years have been resolved.

- (c) The steps taken by the Government to resolve the complaints are as under: -

- i). Technology upgradation has been implemented across various grievance redressal platforms i.e. Centralized Public Grievance Redress And Monitoring System (CPGRAMS), India Post Call Centre (IPCC) and Social Media (Twitter & facebook) platform. MIS reports generated on these platforms are helpful in expediting resolution of grievances.

ii). All Postal Circles have nominated Public Grievance Nodal Officers to monitor the grievances. The details of all Nodal Officers are available on India Post Website i.e. www.indiapost.gov.in.

iii). Daily review of the pending grievances on each platform is done at various levels i.e. Divisional, Regional, Circle and Directorate.

iv). To resolve the grievances of the citizens including those in remote areas of the country, Dak Adalats are held at Divisional, Regional and Circle levels.

v). Special grievance redressal drives are run by the Department periodically to resolve the pending grievances on each platform.

Disciplinary action has been taken against 1362 postal employees responsible for non-delivery and late delivery of postal articles.

(d) The measures taken by the Government to rectify the loopholes are given below: -

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 postal articles i.e. 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 and Money Orders 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.

To meet the shortage of employees in the Department, recruitment process is continuously pursued with Staff Selection Commission, through Departmental Promotion Committees, Departmental examination and also by individual Postal Circles as per the provisions of the relevant Recruitment Rules.

Annexure I

S. No.	Name of the State/UT	Complaints received in 2017-18 regarding non – delivery of the following:-				Complaints received in 2017-18 regarding late delivery of the following:-			
		Total complaints received regarding non-delivery	Registered letters	Parcel	Articles	Total complaints received regarding late delivery	Registered letters	Parcel	Articles
1.	Andhra Pradesh	755	288	152	315	12063	5450	1600	5013
2.	Arunachal Pradesh	7	2	0	5	108	20	51	37
3.	Assam	808	372	97	339	64918	8614	3997	52307
4.	Bihar	112	49	12	51	15692	1272	599	13821
5.	Chhattisgarh	72	17	13	42	15104	2862	2341	9901
6.	Delhi	9473	325	1050	8098	35038	2143	1198	31697
7.	Goa	0	0	0	0	331	120	112	99
8.	Gujarat	1495	433	200	862	45050	7703	18361	18986

9.	Haryana	2319	759	247	1313	73926	21702	23669	28555
10.	Himachal Pradesh	111	45	22	44	5051	1987	2312	752
11.	Jharkhand	13	6	2	5	2136	1105	827	204
12.	Karnataka	402	115	127	160	22097	8220	4007	9870
13.	Kerala	167	58	67	42	38441	5871	8219	24351
14.	Madhya Pradesh	1055	169	396	490	11457	3317	1568	6572
15.	Maharashtra	3217	1609	642	966	94618	11346	2402	80870
16.	Manipur	795	26	126	643	2317	140	108	2069
17.	Meghalaya	2820	734	1399	687	1837	407	757	673
18.	Mizoram	15	2	2	11	192	12	11	169
19.	Nagaland	254	62	177	15	1158	251	369	538
20.	Odisha	497	274	223	0	21819	7296	14523	0
21.	Punjab	87	22	39	26	7681	3119	2580	1982
22.	Rajasthan	400	101	107	192	5133	1904	921	2308

23.	Sikkim	6	0	0	6	512	117	97	298
24.	Tamil Nadu	1338	598	442	298	24001	13638	5078	5285
25.	Telangana	1157	23	1063	71	6265	1980	1337	2948
26.	Tripura	123	29	13	81	1007	549	235	223
27.	Uttar Pradesh	3596	1805	557	1234	25315	12961	2289	10065
28.	Uttarakhand	3346	432	724	2190	4733	922	794	3017
29.	West Bengal	355	105	107	143	25354	5874	9127	10353
	UT								
1.	Andaman & Nicobar Islands	0	0	0	0	1582	395	401	786
2.	Chandigarh	8	0	3	5	2	0	0	2
3.	Dadra & Nagar Haveli and Daman & Diu	0	0	0	0	0	0	0	0

4.	Jammu & Kashmir	1112	510	211	391	1279	579	246	454
5.	Ladakh	0	0	0	0	54	10	17	27
6.	Lakshadweep	0	0	0	0	4	1	3	0
7.	Puducherry	1	0	1	0	117	36	81	0
	Total	35916	8970	8221	18725	566392	131924	110237	324231

Annexure II

S. No.	Name of the State/UT	Complaints received in 2018-19 regarding non – delivery of the following:-				Complaints received in 2018-19 regarding late delivery of the following:-			
		Total complaints received regarding non-delivery	Registered letters	Parcel	Articles	Total complaints received regarding late delivery	Registered letters	Parcel	Articles
1.	Andhra Pradesh	224	99	61	64	12921	5490	2056	5375
2.	Arunachal Pradesh	12	5	0	7	7539	261	5681	1597
3.	Assam	2163	757	648	758	53784	8139	3194	42451
4.	Bihar	272	112	23	137	6405	1463	1060	3882
5.	Chhattisgarh	36	13	16	7	14901	2925	1306	10670
6.	Delhi	6861	486	714	5661	56179	3616	3956	48607
7.	Goa	1	0	0	1	123	98	16	9
8.	Gujarat	1817	483	234	1100	44713	6648	22097	15968

9.	Haryana	989	312	281	396	134786	44948	38754	51084
10.	Himachal Pradesh	45	9	14	22	14664	6241	4821	3602
11.	Jharkhand	8	5	2	1	1308	871	253	184
12.	Karnataka	294	92	90	112	79275	27021	6637	45617
13.	Kerala	99	26	67	6	47478	5148	14359	27971
14.	Madhya Pradesh	1545	413	513	619	88892	17432	15070	56390
15.	Maharashtra	955	478	190	287	172348	10720	4075	157553
16.	Manipur	430	212	156	62	1576	210	106	1260
17.	Meghalaya	1670	1289	162	219	1352	240	508	604
18.	Mizoram	20	1	1	18	385	21	4	360
19.	Nagaland	106	34	37	35	2269	223	723	1323
20.	Odisha	409	300	109	0	25989	6256	19733	0
21.	Punjab	66	22	25	19	6029	2770	1413	1846
22.	Rajasthan	234	70	77	87	22600	6343	4789	11468

23.	Sikkim	6	0	0	6	166	24	67	75
24.	Tamil Nadu	1107	560	349	198	38507	19334	16578	2595
25.	Telangana	934	70	714	150	15119	5359	2852	6908
26.	Tripura	206	121	42	43	7983	3384	1464	3135
27.	Uttar Pradesh	9783	4818	689	4276	71358	29027	9372	32959
28.	Uttarakhand	1328	144	336	848	5106	1004	1052	3050
29.	West Bengal	2050	267	857	926	97726	13756	38113	45857
	UT								
1.	Andaman & Nicobar Islands	0	0	0	0	1656	249	663	744
2.	Chandigarh	2	0	2	0	0	0	0	0
3.	Dadra & Nagar Haveli and Daman & Diu	5	2	3	0	64	48	16	0

4.	Jammu & Kashmir	1107	508	209	390	627	216	47	364
5.	Ladakh	0	0	0	0	55	1	10	44
6.	Lakshadweep	0	0	0	0	7	3	2	2
7.	Puducherry	5	1	4	0	91	28	63	0
	Total	34789	11709	6625	16455	1033981	229517	220910	583554

Annexure III

S. No.	Name of the State/UT	Complaints received in 2019-20 regarding non – delivery of the following:-				Complaints received in 2019-20 regarding late delivery of the following:-			
		Total complaints received regarding non-delivery	Registered letters	Parcel	Articles	Total complaints received regarding late delivery	Registered letters	Parcel	Articles
1.	Andhra Pradesh	87	29	15	43	7008	2531	1008	3469
2.	Arunachal Pradesh	17	2	0	15	6539	1148	5274	117
3.	Assam	1866	485	541	840	46624	5780	2685	38159
4.	Bihar	252	99	15	138	4993	1383	1047	2563
5.	Chhattisgarh	22	4	9	9	1807	550	239	1018
6.	Delhi	1146	124	172	850	39008	3871	3022	32115
7.	Goa	0	0	0	0	4973	1357	3	3613
8.	Gujarat	206	64	33	109	1636	304	609	723

9.	Haryana	382	94	110	178	40919	12820	11239	16860
10.	Himachal Pradesh	2	0	0	2	9602	3843	2874	2885
11.	Jharkhand	87	43	25	19	921	513	221	187
12.	Karnataka	190	49	61	80	63474	19648	6028	37798
13.	Kerala	96	27	62	7	3466	2234	929	303
14.	Madhya Pradesh	3855	872	936	2047	27848	8216	5134	14498
15.	Maharashtra	242	121	48	73	18898	8595	3744	6559
16.	Manipur	317	212	73	32	698	31	216	451
17.	Meghalaya	3	1	0	2	1028	198	452	378
18.	Mizoram	12	0	0	12	424	1	2	421
19.	Nagaland	10	5	3	2	1698	566	617	515
20.	Odisha	21	16	5	0	1586	503	1083	0
21.	Punjab	434	214	139	81	5457	2663	1152	1642
22.	Rajasthan	158	48	42	68	21969	7874	2895	11200

23.	Sikkim	0	0	0	0	201	34	77	90
24.	Tamil Nadu	424	210	75	139	30911	19027	7073	4811
25.	Telangana	119	19	37	63	11900	3986	2291	5623
26.	Tripura	122	68	10	44	7115	3634	1217	2264
27.	Uttar Pradesh	2536	889	922	725	61328	22748	8246	30334
28.	Uttarakhand	104	25	33	46	3786	722	788	2276
29.	West Bengal	184	33	50	101	57481	13795	20693	22993
	UT								
1.	Andaman & Nicobar Islands	0	0	0	0	313	42	66	205
2.	Chandigarh	7	4	3	0	12	2	2	8
3.	Dadra & Nagar Haveli and Daman & Diu	3	2	1	0	31	10	21	0

4.	Jammu & Kashmir	23	10	2	11	1346	596	122	628
5.	Ladakh	1	1	0	0	58	7	18	33
6.	Lakshadweep	0	0	0	0	11	3	5	3
7.	Puducherry	24	15	9	0	12	8	4	0
	Total	12952	3785	3431	5736	485081	149243	91096	244742
