

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

**LOK SABHA
UNSTARRED QUESTION NO. 32
TO BE ANSWERED ON 2ND FEBRUARY, 2022**

NEGLIGENCE OF POSTMEN

†32. SHRI RODMAL NAGAR:
SHRIMATI QUEEN OJA:
DR. BHARATIBEN DHIRUBHAI SHIYAL:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether negligence on part of the postmen in delivery of door to door postal mails particularly in rural areas is bringing a slur on the reputation of the postal department and indirectly benefitting the private companies;
- (b) if so, whether the Government proposes to issue any guidelines regarding the timely and door to door delivery of mail by postmen and if so, the details thereof; and if not, the reasons therefor; and
- (c) whether the Government proposes to launch any nation-wide helpline for redressal of such complaints and if so, the details thereof and if not, the reasons therefor?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS
(SHRI DEVUSINH CHAUHAN)**

- (a) No Sir.
- (b) Detailed instructions for timely and correct delivery of postal mails by Postmen are issued from time to time. Online monitoring of delivery performance of postmen is carried out through Business Intelligence (BI) tools and Postman Mobile Application (PMA) tools at the level of Division, Circle and Directorate.
- (c) The Department of Posts has Nation-wide Helpline for redressal of grievance regarding postal services. Department has also provided 'Any time Any where' registration and resolution of grievances with the help of social media platforms (Twitter, Facebook & Instagram) & online portal of Centralized Public Grievance Redress and Monitoring System (CPGRAMS). All efforts are made to resolve the grievances within the prescribed time-period.
