

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
DEPARTMENT OF POSTS**

**LOK SABHA
UNSTARRED QUESTION NO.476
TO BE ANSWERED ON 2ND DECEMBER, 2015**

MONEY ORDERS

476. SHRI S. RAJENDRAN:

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the Government has received complaints of non-delivery and late delivery of money orders to the recipients and if so, the number of such complaints received separately, especially in rural areas during the last three years, State/UT-wise;
- (b) the details of inquiry conducted in this regard and the action taken against those found responsible along with the corrective measures taken to address the complaints and streamline the money order service; and
- (c) whether the Government has introduced/implemented instant money order scheme in the post offices across the country and if so, the details thereof along with the benefits accrued as a result thereof?

ANSWER

**THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
(SHRI RAVI SHANKAR PRASAD)**

- (a) Yes Madam. Complaints of non-delivery and late delivery of money orders to the recipients have been received. The number of complaints received regarding non-delivery and late delivery of money orders to the recipients during the last three years is as follows:

A. Non-delivery of Money Orders:

S. No.	State/ Union Territory	2012-13			2013-14			2014-15		
		Rural	Urban	Total	Rural	Urban	Total	Rural	Urban	Total
States										
1	Andhra Pradesh	484	627	1111	230	496	826	205	177	382
2	Arunachal Pradesh	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
3	Assam	20	55	75	11	51	62	12	49	61

Contd.....2/-

4	Bihar	1198	514	1712	569	244	813	150	65	215
5	Chhattisgarh	125	96	221	181	86	267	40	32	72
6	Goa	7	3	10	16	4	20	3	1	4
7	Gujarat	1546	1714	3260	1285	1465	2750	555	734	1289
8	Haryana	496	360	856	348	316	664	313	268	581
9	Himachal Pradesh	178	48	226	132	37	169	152	30	182
10	Jammu & Kashmir	294	54	348	291	46	337	96	15	111
11	Jharkhand	1120	478	1598	1233	388	1621	1051	369	1420
12	Karnataka	64	375	439	70	360	430	35	310	345
13	Kerala	86	75	161	79	55	134	93	68	161
14	Madhya Pradesh	319	365	684	282	286	568	201	271	472
15	Maharashtra	1202	5395	6597	1272	4327	5599	1025	3081	4106
16	Manipur	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
17	Mizoram	00	04	04	Nil	Nil	Nil	00	02	02
18	Meghalaya	06	02	08	Nil	Nil	Nil	08	05	13
19	Nagaland	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
20	Odisha	398	110	508	301	141	442	469	173	642
21	Punjab	972	1462	2434	949	1053	2002	631	878	1509
22	Rajasthan	348	197	545	266	143	409	230	112	342

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23	Sikkim	1	0	1	2	0	2	1	0	1
24	Tamil Nadu	152	1035	1187	116	1245	1361	208	1056	1264
25	Telangana	-	-	-	-	-	-	79	289	368
26	Tripura	03	01	04	04	01	05	03	01	04
27	Uttar Pradesh	1096	10805	11901	1124	11849	12973	1259	15981	17240
28	Uttarakhand	664	444	1108	580	383	963	426	282	708
29	West Bengal	11	4	15	25	6	31	23	5	28
Union Territories										
1	Andaman & Nicobar Islands	2	0	2	4	0	4	3	0	3
2	Chandigarh	54	20	74	78	24	102	82	32	114
3	Dadra & Nagar Haveli	0	4	4	0	4	4	0	11	11
4	Daman and Diu	0	7	7	0	13	13	1	8	8
5	Delhi	219	3173	3392	168	2609	2777	95	2388	2483
6	Lakshadweep	0	0	0	0	0	0	0	0	0
7	Puducherry	8	8	16	9	11	20	8	14	22
	Total	11073	27435	38508	9725	25643	35368	7457	26707	34164

B. Late delivery of Money Orders

S. No.	State/ Union Territory	2012-13			2013-14			2014-15		
		Rural	Urban	Total	Rural	Urban	Total	Rural	Urban	Total
States										
1	Andhra Pradesh	141	326	467	94	234	328	41	56	97

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2	Arunachal Pradesh	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
3	Assam	28	99	127	20	56	76	20	76	96
4	Bihar	3062	1313	4375	855	367	1222	465	200	665
5	Chhattisgarh	142	146	288	75	140	215	90	47	137
6	Goa	367	51	418	137	18	155	75	5	80
7	Gujarat	633	2381	3014	542	1356	1898	355	759	1114
8	Haryana	516	133	649	524	156	680	301	106	407
9	Himachal Pradesh	132	42	174	111	39	150	43	12	55
10	Jammu & Kashmir	840	214	1054	858	234	1092	426	82	508
11	Jharkhand	82	15	97	51	08	59	105	16	121
12	Karnataka	449	504	953	443	574	1017	336	523	859
13	Kerala	1600	419	2019	612	226	838	281	154	435
14	Madhya Pradesh	326	367	693	406	338	744	290	308	598
15	Maharashtra	1674	872	2546	1732	502	2032	740	638	1378
16	Manipur	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
17	Mizoram	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
18	Meghalaya	07	05	12	10	05	15	17	14	31
19	Nagaland	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
20	Odisha	1138	380	1518	919	473	1392	972	292	1264
21	Punjab	169	149	318	154	129	283	193	119	312
22	Rajasthan	693	642	1335	582	590	1172	817	759	1576
23	Sikkim	7	2	9	24	3	27	48	3	51

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24	Tamil Nadu	387	684	1071	377	693	1070	328	398	726
25	Telangana							39	115	154
26	Tripura	16	01	17	17	Nil	17	10	02	12
27	Uttar Pradesh	1123	2726	3849	1083	2068	3151	874	2023	2897
28	Uttarakhand	220	154	374	195	127	322	135	95	230
29	West Bengal	158	61	219	2668	249	2917	3399	432	3831
Union Territories										
1	Andaman & Nicobar Islands	20	1	21	112	0	112	141	2	143
2	Chandigarh	0	0	0	0	0	0	0	0	0
3	Dadra & Nagar Haveli	0	0	0	0	0	0	0	0	0
4	Daman and Diu	1	7	8	2	8	10	2	7	9
5	Delhi	662	317	979	484	110	594	210	98	308
6	Lakshadweep	0	0	0	0	0	0	0	1	1
7	Puducherry	7	11	18	5	12	17	4	14	18
	Total	14600	12022	26622	13092	8715	21809	10757	7356	18113

(b) Enquiries are conducted to ascertain the actual reason for non-payment or late payment of Money Orders. The cause of delay for payment of money order may be due to several reasons such as absence of payee/non-availability of payee at the time of delivery, death of payee, wrong / incomplete address, incorrect PIN Code or change in address, technical problems in electronic transmission system, delay in transmission of money orders due to natural calamities, civil disturbance like bandhs, hartals, transport strike, constraint of intra city movement. Accordingly, cause of action is decided to settle the complaint. The information regarding number of inquiries conducted in 2012-13, 2013-14 and 2014-15 is at **Annexure-I**.

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If any official is found at fault in late payment or non-payment of money orders, suitable administrative/disciplinary action is taken depending on gravity of lapses noticed. The information regarding the number of officials against whom administrative/disciplinary action has been taken in 2012-13, 2013-14 and 2014-15 is at **Annexure-II**.

In case of non-payment of money order due to service fault, duplicate money orders are issued. The Department has introduced electronic transmission of money orders for their speedy transmission to the office of delivery. Where technological faults in technical transmission are noticed, suitable action for rectification is taken. If there is a problem with cash flow, action is taken to improve the cash flow and authorized balances of Post Offices are revised to meet the cash requirements. Computerized Customer Care Centre (CCC) based Grievance Redress Mechanism is set in place to facilitate efficient handling of complaints.

(c) Yes Madam, the Government has introduced instant money order service on 20th January 2006. This service is now available in 16983 Post Offices across the country as on 31.10.2015. The service is instant, convenient, reliable and affordable. The maximum limit of remitting money is Rs.50,000/- whereas for the ordinary money order it is Rs. 5,000/- only. The tariff charged for this service is also very low as compared to the ordinary money order.

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Annexure I

Number of Inquiries Conducted during the last three years

Ser No	Name of Circle	2012-13	2013-14	2014-15	Total	Remarks
1.	Andhra Pradesh	660	370	437	1467	
2.	Assam	0	0	0	0	
3	Bihar	2278	893	360	3531	
4	Chhattisgarh	509	482	209	1200	
5	Delhi	36	44	60	140	
6.	Gujarat	0	2	1	3	
7.	Haryana	0	0	1	1	
8.	Himachal Pradesh	0	0	0	0	
9.	Jammu & Kashmir	0	0	0	0	
10.	Jharkhand	21	21	28	70	
11.	Karnataka	26	35	55	116	
12.	Kerala	2030	844	453	3327	
13.	Madhya Pradesh	580	480	439	1499	
14.	Maharashtra	197	176	90	463	
15.	North East	0	0	7	7	
16.	Odisha	2026	1834	1906	5766	
17.	Punjab	4	5	6	15	
18.	Rajasthan	247	219	130	596	
19	Tamil Nadu	29	27	63	119	
20	Uttar Pradesh	3891	3045	2618	9554	
21	Uttarakhand	0	0	1	1	
22.	West Bengal	0	0	1	1	
	Total	12534	8477	6865	27876	

Contd.....8/-

Annexure II

Number of Erring officials against whom Administrative /Disciplinary Action has been taken during last three years.

Ser No	Name of Circle	2012-13	2013-14	2014-15	Total	Remarks
1.	Andhra Pradesh	1	0	2	3	
2.	Assam	0	0	0	0	
3.	Bihar	16	17	5	38	
4.	Chhattisgarh	0	1	0	1	
5.	Delhi	0	0	5	5	
6.	Gujarat	0	2	1	3	
7.	Haryana	0	0	1	1	
8.	Himachal Pradesh	2	1	1	4	
9.	Jammu & Kashmir	0	0	0	0	
10.	Jharkhand	0	0	0	0	
11.	Karnataka	23	23	24	70	
12.	Kerala	11	6	18	35	
13.	Madhya Pradesh	3	5	4	12	
14.	Maharashtra	0	0	0	0	
15.	North East	0	0	1	1	
16.	Odisha	0	0	0	0	
17.	Punjab	4	5	6	15	
18.	Rajasthan	9	10	18	37	
19.	Tamil Nadu	19	26	29	74	
20.	Uttar Pradesh	3	4	2	9	
21.	Uttarakhand	0	0	2	2	
22.	West Bengal	0	0	1	1	
	Total	91	100	120	311	
