

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

**LOK SABHA
STARRED QUESTION NO.98
TO BE ANSWERED ON 2nd MARCH, 2016**

DELIVERY OF POSTAL ARTICLES

***98. SHRI KODIKUNNIL SURESH:
SHRI MUTHAMSETTI SRINIVASA RAO (AVANTHI):**

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

- (a) whether the Government has taken note of inordinate delay in the delivery of postal articles like registered letters, parcels, speed posts, etc. in the country including Kerala;
- (b) if so, the details thereof including the number of complaints received in this regard during each of the last three years and the current year, State/UT-wise; and
- (c) the corrective action taken/being taken by the Government to ensure timely delivery of postal articles?

ANSWER

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

- (a) to (c) A Statement is laid on the Table of the House.

Contd...2/-

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (c) OF LOK SABHA STARRED QUESTION NO. 98 FOR 2nd March, 2016 REGARDING “DELIVERY OF POSTAL ARTICLES”.

(a) Yes, Madam.

(b) The details including the number of complaints received regarding registered letters, parcels, speed posts, etc. in the country including Kerala are given in **Annexure-I**.

(c) The Government has taken the following corrective actions to ensure timely delivery of postal articles:

- (i) Track & trace facility on the internet has been extended to registered mail in addition to the existing Speed Post articles.
- (ii) SMS based confirmation of receipt of Speed Post article at the delivery Post Office as well as actual delivery has been started.
- (iii) Setting up of Quality Monitoring Cells at Circle and Directorate level for daily monitoring of mail related issues and taking action in case of any irregularity.
- (iv) Setting up of online Key Performance Indicators under Mail Network Optimization Project that give a real time online information on delivery performance for Speed Post and Registered articles.
- (v) 48 state of the art Parcel Centres have been set up for booking, processing and delivery of parcels.
- (vi) Nodal mechanized delivery for parcels has been introduced in 12 cities covering core areas. Delivery on same day has also been introduced in 11 cities in select areas. Delivery in extended office hours is being done in 3 cities in identified Post Offices and delivery on public holidays is underway in 6 cities, on pilot basis.
- (vii) A system of regular visits by senior offices to Post Offices and Mail Offices to check delays in mails transmission/delivery has been set in place and is being monitored on monthly basis.

Annexure-I													
Complaints received regarding inordinate delay													
S.No.	Name of the State/ Union Territory	Registered letters				Parcels (Un-registered & Registered)				Speed Post			
		2012- 13	2013- 14	2014- 15	2015- 16 (up to Dec 2015)	2012- 13	2013- 14	2014- 15	2015- 16 (up to Dec 2015)	2012- 13	2013- 14	2014- 15	2015- 16 (up to Dec 2015)
		{1}	{2}	{3}	{4}	{5}	{6}	{7}	{8}	{9}	{10}	{11}	{12}
STATES													
1	Andhra Pradesh	2450	2129	2712	3546	2106	1299	1332	833	1786	1679	2311	2091
2	Arunachal Pradesh	48	76	87	63	8	15	24	10	86	94	105	89
3	Assam	3545	2633	2037	748	135	919	567	498	2956	1707	3315	3352
4	Bihar	1104	1467	2303	1384	222	732	1012	702	995	2638	5061	1728
5	Chhattisgarh	8	4	6	2	3	2	2	4	12	10	17	4
6	Goa	236	164	150	171	75	90	81	61	125	139	121	189
7	Gujarat	6787	6481	11489	9972	728	1079	1129	2292	537	750	669	1349
8	Haryana	1627	1288	3860	1145	341	469	695	391	2004	2485	1791	2813
9	Himachal Pradesh	1886	1665	1470	830	242	230	815	452	742	746	699	931
10	Jammu & Kashmir	523	466	445	471	737	681	379	1920	430	442	640	1173
11	Jharkhand	1080	1237	1000	701	586	563	639	559	670	781	986	560
12	Karnataka	2646	3294	3842	4486	2369	2570	3077	3299	3258	8229	10050	12056
13	Kerala	2962	3287	3377	1246	568	553	672	593	2234	2285	3637	4007
14	Madhya Pradesh	5702	5580	4578	2591	1344	977	1100	1459	4006	3590	3015	4551

15	Maharashtra	8611	8254	9396	10872	2006	1322	3231	4822	10962	13676	28444	19260
16	Manipur	189	268	199	152	209	135	110	89	521	465	521	321
17	Mizoram	0	1	27	6	0	1	15	6	0	5	29	18
18	Meghalaya	196	273	205	217	153	126	118	97	534	491	565	387
19	Nagaland	40	35	50	45	106	120	210	228	225	368	385	430
20	Odisha	1476	1526	1932	3729	295	399	1428	1027	1926	2990	4001	3652
21	Punjab	2315	2320	2118	2034	420	972	1458	1178	1191	1133	1104	1133
22	Rajasthan	4372	5251	5448	4505	1457	1901	1871	1762	1996	4373	5303	3048
23	Sikkim	31	28	57	14	0	1	1	0	32	29	26	34
24	Tamil Nadu	7534	9314	7671	14520	1960	7091	2649	4521	2035	3572	4338	4181
25	Telangana*	-	-	333	353	-	-	103	93	-	-	263	303
26	Tripura	136	229	132	135	175	221	196	229	473	553	368	475
27	Uttar Pradesh	3352	2961	3245	2117	1835	2539	2229	1863	3544	3890	4618	4065
28	Uttarakhand	1116	1290	1389	942	236	326	572	374	1307	1324	2071	1656
29	West Bengal	8692	8874	7487	7078	3364	4720	3437	3556	11316	23623	18024	13422
UNION TERRITORIES													
1	Andaman & Nicobar Islands	65	72	186	106	80	73	232	175	234	234	353	694
2	Chandigarh	1271	1287	1331	1495	587	618	689	697	1992	2062	2901	3917
3	Dadra & Nagar Haveli	9	2	1	0	0	1	0	0	8	5	1	10
4	Daman & Diu	11	0	1	0	0	1	0	1	0	2	1	5
5	Delhi	825	1127	1695	1501	655	1019	1789	557	1182	1367	2669	2622
6	Lakshadweep	1	2	11	3	0	0	0	1	2	8	12	4

7	Puducherry	315	94	39	102	42	11	43	13	183	58	62	85
	Total	71161	72979	80309	77282	23044	31776	31905	34362	59504	85803	108476	94615

***The state of Telengana was formed on 02.06.2014.**