

**GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA**

STARRED QUESTION NO:152
ANSWERED ON:06.03.2000
SPEED POST
ADHIR RANJAN CHOWDHURY;SHYAMA SINGH

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) Whether the Speed Post Services rendered by the Department of Posts are indulging in unfair trade practices and not delivering the articles within the stipulated period;
- (b) If so, whether an internal enquiry conducted by Monopolies and Restrictive Trade Practices Commission has revealed that the services rendered by the Speed Posts are not satisfactory; and
- (c) If so, the facts thereof and the steps proposed to be taken by the Government to tone up the functioning of Speed Posts throughout the country?

Answer

MINISTER OF COMMUNICATIONS

(SHRI RAM VILAS PASWAN)

(a), (b) & (c) A statement is laid on the Table of the House.

STATEMENT IN RESPECT OF PARTS (a), (b) & (c) OF LOK SABHA STARRED QUESTION NO. 152 FOR 6TH MARCH, REGARDING SPEED POST SERVICES.

Speed Post Articles are delivered by the Department of Posts adhering to the norms of delivery between one National Speed Post Centre and the other Speed Post Centres evolved depending upon their respective geographical locations and mode of transport available between them. There can be occasions when articles may not be delivered within the stipulated period on account of dislocation of transport services. In such cases, Speed Post charges are refunded in full by the Department of Posts to the sender of the Speed Post article. In an internal enquiry into late delivery of Speed Post articles Monopolies and Restrictive Trade Practices Commission held that the Department of Posts did not fulfil its obligation of delivering the two Speed Post articles in stipulated time and, therefore, the services were not satisfactory. The facts of the case are that two Speed Post articles No. 3882 and 3883 booked on 8.10.1994 from Hauz Khas Post Office and destined for Siliguri and Gangtok were not delivered within delivery norms. The Speed Post charges of Rs. 31/- and Rs. 56/- for these two articles were refunded to the sender due to late delivery. The sender also informed the Monopolies and Restrictive Trade Practices Commission that she did not wish to pursue the matter having received the refund of Speed Post charges. The Commission, however, investigated the matter and directed that Department of Posts should not indulge in unfair trade practice by not making the customer aware of terms and conditions of acceptance of letters/articles and by not delivering them within stipulated time.

The Department of Posts has already taken the following steps to tone up the functioning of the Speed Post Services:

- (a) Delivery through dedicated staff
- (b) Mechanisation of delivery
- (c) Free Pick-up service from the customer's premises
- (d) Computerisation of booking and delivery
- (e) Introduction of Track & Trace System
- (f) Monitoring of quality.