

**GOVERNMENT OF INDIA  
COMMUNICATIONS AND INFORMATION TECHNOLOGY  
LOK SABHA**

UNSTARRED QUESTION NO:457  
ANSWERED ON:23.07.2003  
MONITORING OF DISTRIBUTION OF MAIL  
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**Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:**

- (a) the modus operandi to monitor the postal delivery functions;
- (b) the shortcomings detected during the past two years of monitoring, State-wise and the nature thereof;
- (c) the efforts made by the Government to remove the shortcomings and the nature thereof; and
- (d) the achievements of the Government in this regard?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SH THIRUNAVUKKARASAR)

(a) Delivery of mail is monitored through various methods as under:

- (i) All India Live Mail Survey is conducted once a year simultaneously all over the country.
- (ii) National Test Letter Run is conducted amongst important cities across the country on monthly basis.
- (iii) Live Mail Survey is carried out once a month in selected post offices.
- (iv) Test Letter is posted at the Circle level to monitor delivery efficiency.
- (v) Divisional Test Letter Run is conducted at the divisional level.
- (vi) Test Letters and Trial Cards are posted to monitor the delivery efficiency and the bottlenecks in the routing system.

(b) During monitoring in last two years, instances regarding delivery of mails beyond prescribed norms of delivery were noticed. Instances of delay in delivery of mail due to non-carriage of mail by flights, late running of mail carrying planes, trains and state transport buses were also noticed.

Statement of All India Mail Survey Reports (Rural & Urban) in respect of all Postal Circles for the years 2001 & 2002 is given in Annexure-I & II. The statistics of this report indicate the percentage of registered mail, ordinary mail and money orders delivered within prescribed norms.

(c) EFFORTS MADE BY THE GOVERNMENT TO REMOVE THE SHORTCOMINGS AND THE NATURE THEREOF

- (i) Segmentation of mail into various channels, called Green Channel, Metro Channel, Rajdhani Channel, Business Channel etc, for faster transmission and speedy delivery.
- (ii) Regular monitoring of mail routing and delivery is undertaken by posting Test Letters and Trial Cards.
- (iii) Progressive mechanization of delivery by provision of mopeds for delivery work in outlying areas of big cities.
- (iv) Rationalisation/restructuring of delivery, with a view to deploy adequate manpower in the expanding urban conglomeration.

(v) Surprise checks on the delivery of mails by the supervisory staff and officers.

(vi) To cope up with the seasonal mails, separate centres with adequate manpower are opened to give expeditious handling of such mail.

(d) ACHIEVEMENT OF THE GOVERNMENT

Modernisation and computerisation of mail offices is underway with a view to speed up the processing of registered articles thereby expediting their delivery. So far, sixty nine Computerised Registration Sorting Centres in major mail offices have been computerised.

ANNEXURE - I

STATEMENT OF LIVE MAIL SURVEY RESULTS FOR 2001 & 2002(Urban Mail)

	% of mail delivered within norms		% of mail delivered within norms		% of mail delivered within norms	
	Un-regd. Letters	Regd./Insured letters	Un-regd. Letters	Regd./Insured letters	Money orders	Money orders
	2001	2002	2001	2002	2001	2002
Andhar Pradesh	99.1	59	98.9	80.1	97.3	54.1
Assam	90.7	88.6	92.9	91	93.9	68.3
Bihar	90.7	87.9	81.6	87.3	59.2	56.7
Chhatishgarh	93.8	92.3	95.7	96.6	85.5	87.7
Delhi	97.8	92.6	95.3	97	80.3	89.6
Gujarat	99.1	98.2	98.8	98.9	81.2	89.5
Haryana	98.9	94.6	96.1	94.3	92.2	81.5
Himachal	82	72.3	75.3	74.8	45.2	64
J&K	78.4	81.6	77.6	82.6	67.5	54.9
Jharkhand	98.5	98.3	94.8	97.9	95.8	95.1
Karnataka	97.8	99.2	98.3	98.7	89.4	90.9
Kerala	94.8	97.9	91.9	91.5	75.9	82.2
M.P.	89.8	97.9	86	94.9	81.2	89.7
Maharashtra	95.4	97.8	92.2	94.1	91	96.2
North-East	96.9	94	93.5	65.9	83.4	68.2
Orissa	95.2	93.9	95	96.8	77.9	74.8
Punjab	90.8	97.1	87.2	97.2	81.1	92.4
Rajasthan	99.8	100	99.5	100	99.7	99.9
Tamil Nadu	90.1	77.5	91	89	70.3	74
U.P.	72	80.2	73.2	66	80	69.5
Uttranchal	75.4	80	70.9	70.8	62.9	63.4
West Bengal	90.3	91	88.1	88.4	79	80.4
Average						

ANNEXURE - II

Statement of Live Mail Survey results for 2001 & 2002 (Rural mail)

Circle name	Percentage of mail delivered within norms		Percentage of mail delivered within norms		Percentage of mail delivered within norms	
	Un-registered letters	Registered/Insured Mail	Un-registered letters	Registered/Insured Mail	Money orders	Money orders
	2001	2002	2001	2002	2001	2002
Andhra Pr.	98.9	98.9	97.6	98.3	94.1	91.4
Assam	51.9	81.9	47.1	81.2	44.3	26.8

Bihar	90.4	83.9	90.6	90.2	95.5	78.7
Chhattishgarh	86.6	92.2	87.8	84.1	95.5	88.5
Delhi	88.7	93	100	87.8	100	100
Gujarat	96.5	96.7	98.1	90.4	87.8	92.7
Haryana	97.3	97.9	99.2	97.5	95.8	72.7
Himachal	96.6	89.9	96.5	96.7	96.9	90.2
J & K	81.4	59.9	80.7	88	24	45.5
Jharkhand	79.9	77.1	90.8	77.7	64.7	58.9
Karnataka	94.8	96	94	94.9	94.8	95
Kerala	97.8	98.5	91.3	96.8	76.2	93.8
Madhya Pr.	94.7	93.5	98.8	93.8	81.5	75
Maharashtra	92.4	96.5	93.2	92.9	92.8	89.5
North-East	89.3	91.8	92.8	87.8	91.9	91.3
Orissa	88.5	92.4	92.7	85.3	84.4	69.9
Punjab	87.4	93	98.3	92.6	86.8	75.8
Rajasthan	87.7	95.9	92.6	94.2	80.8	94.9
Tamil Nadu	99.4	99.8	100	99.3	99.7	99.9
Uttar Pr.	92.6	90	92	84.3	72.8	76.1
Uttaranchal	86.6	68	86.5	73.7	80.8	72.8
West-Bengal	80.9	80.1	68.8	73.6	54.5	73.3
Average	89.1	89.2	90.4	89.1	80.2	79.7