

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

UNSTARRED QUESTION NO:5822  
ANSWERED ON:04.05.2005  
LATE DELIVERY OF MAILS  
Agarwal Shri Dharendra;Mahato Shri Bir Sing

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

- (a) the reasons for late delivery of Mails by postmen in various parts of the country;
- (b) whether the Government has held any officer/employee guilty therefor;
- (c) if so, the number of persons found guilty in this regard by the Government during the last three years; and
- (d) the action taken by the Government in this regard?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

- (a) The incidents of delay in delivery of mail are due to cancellation/late running of trains and state transport buses carrying mails, missending of mails, incomplete and illegible address of the addressee, non-use of PIN code, occasional heavy seasonal work load around New Year, Diwali festival etc., non-availability of addressee, change in the residence of the addressee without intimation to the concerned Postmaster etc.
- (b) Yes, Sir. In a few cases, negligence on the part of the concerned staff is noticed for delay in delivery of mail.
- (c) Three hundred ninety three employees were found defaulters during three preceding years.
- (d) Departmental action under relevant rules was initiated against these erring officials to the extent found responsible for negligence of duty causing delay in delivery of mail. Punishments like reduction in pay, withholding of increments and promotion, recovery of compensation paid to the client etc. were imposed on them. Besides, a few other officials were transferred to other stations as a matter of ample precaution and as a preventive measure.