

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

STARRED QUESTION NO:317
ANSWERED ON:13.12.2006
DELAY IN DELIVERY OF MONEY ORDERS
Renge Patil Shri Tukaram Ganpatrao

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

- (a) whether the Government has investigated the complaints regarding delay in delivery of money orders;
- (b) if so, the details thereof during the last three years, State-wise;
- (c) the number of persons found guilty for this; and
- (d) the action taken against the erring persons during the last three years, circle-wise?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI DAYANIDHI MARAN)

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

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (d) OF LOK SABHA STARRED QUESTION NO. 317 FOR 13TH DECEMBER, 2006 REGARDING DELAY IN DELIVERY OF MONEY ORDERS.

(a) Yes, Sir. All complaints regarding delay in delivery of money orders are looked into by the Department at all levels. While specific instances are resolved individually, system defects that come to notice are rectified to avoid recurrence of such instances. An enquiry is initiated on receipt of a complaint regarding delay in payment of a money order and if no confirmation about its payment is received, a duplicate money order is issued and payment effected immediately. Enquiries have revealed that the reasons for delayed delivery include cancellation/late running of trains/airlines/buses, incomplete and wrong addresses on the money orders, non-use of Postal Index Number (PIN) Code, growth of unplanned colonies in some areas, heavy seasonal workload during wage period and festival time, non-availability of addressees, change in address without intimation to the concerned Postmaster etc. If the delay in payment is seen to have occurred due to improper conduct of an employee

action under departmental rules is taken against the employee at fault. Investigation and settlement of complaints is an ongoing process. There is a continuous review and monitoring of the money order service to improve its efficiency for timely payment.

(b) The State-wise details of instances of delay in delivery of money orders is given in Table below: -

NAME OF STATE	DELAY CASES OF MONEY ORDERS IN 2003-04	DELAY CASES OF MONEY ORDERS IN 2004-05	DELAY CASES OF MONEY ORDERS IN 2005-06
Assam	2437	2731	2899
Andhra Pradesh	1590	3948	2911
Arunachal Pradesh	0	0	0
Bihar	2365	2628	2042
Chhattisgarh	6409	4319	2464
Delhi	36934	58479	38449
Goa	1576	1298	990
Gujarat	2027	4527	5816
Haryana	1619	4220	8017
Himachal Pradesh	1686	2435	3261
Jammu & Kashmir	1382	1619	1393
Jharkhand	2112	3772	4080
Karnataka	1966	3936	4801
Kerala	3301	6162	4631
Madhya Pradesh	752	1856	3379
Maharashtra	53377	49114	28410
Manipur	0	0	0
Meghalaya	57	205	586

Mizoram	0	0	0
Nagaland	0	0	5
Orissa	1746	4715	2728
Pondicherry	0	0	0
Punjab	3319	5469	4916
Rajasthan	2014	3492	3683
Sikkim	165	152	23
Tamil Nadu	2814	8412	14398
Tripura	740	850	1432
Uttar Pradesh	8212	22927	23167
Uttaranchal	2980	5441	4854
West Bengal	16236	13777	4012
Total	157816	217434	173347

(c)The number of persons found guilty for this during the last three years is 203.

(d)The action taken against erring persons during the last three years, circle-wise is given in Table below: -

NAME OF CIRCLE	NO OF PERSONS FOUND GUILTY	ACTION TAKEN AGAINST THE ERRING PERSONS DURING THE LAST THREE YEARS
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Assam	1	The official has been proceeded against under departmental rules and punishment meted out to him.
Andhra Pradesh	7	All the officials have been proceeded against under departmental rules and punishment meted out to them.
Bihar	29	All the officials have been proceeded against under departmental rules and punishment meted out to them.
Chhattisgarh	0	Does not arise
Delhi	4	All the officials have been proceeded against under departmental rules and punishment meted out to them.
Gujarat	1	The official has been proceeded against under departmental rules and punishment meted out to him.
Haryana	0	Does not arise
Himachal Pradesh	1	The official has been proceeded against under departmental rules and punishment meted out to him.
Jammu & Kashmir	0	Does not arise
Jharkhand	4	All the officials have been proceeded against under departmental rules and punishment meted out to them.

Karnataka	72	All the officials have been proceeded against under departmental rules and punishment meted out to them.
Kerala	31	All the officials have been proceeded against under departmental rules and punishment meted out to them.
Madhya Pradesh	6	All the officials have been proceeded against under departmental rules and punishment meted out to them.
Maharashtra	0	Does not arise
North East	0	Does not arise
Orissa	2	All the officials have been proceeded against under departmental rules and punishment meted out to them.
Punjab	0	Does not arise
Rajasthan	6	All the officials have been proceeded against under departmental rules and punishment meted out to them.
Tamil Nadu	12	All the officials have been proceeded against under departmental rules and punishment meted out to them.
Uttar Pradesh	21	All the officials have been proceeded against under departmental rules and punishment meted out to them.
Uttaranchal	6	All the officials have been proceeded against under departmental rules and punishment meted out to them.
West Bengal	0	Does not arise
Total	203	