

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

UNSTARRED QUESTION NO:366
ANSWERED ON:07.07.2004
IMPROVEMENT IN POSTAL DELIVERY SYSTEM
Singh Shri Brij Bhushan Sharan

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

- (a) whether the Department of Posts has any system for constant review of postal dispatch and delivery;
- (b) if so, the details thereof; and
- (c) the steps taken to improve the system alongwith the discrepancies found in this regard during the last two years?

Answer

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

(a) Yes, Sir.

(b) Transmission and delivery of mail is constantly reviewed through various methods as under:

(I) All India Live Mail Survey is conducted once in 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 conducted once in a month in selected post offices.

(IV) Circle Test Letter Run is conducted at the Circle level.

(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 routeing system.

(c) During review 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. Based on the results of the All India Live Mail Survey (Rural & Urban) conducted during 2002 and 2003, the percentage of registered mail, ordinary mail delivered within prescribed norms, was as follows::

Year	URBAN (Average % of mail delivered within norms)		RURAL (Average % of mail delivered within norms)	
	Unregd.	Regd.	Unregd.	Regd.

2002	91	88.4	89.2	89.1
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2003	92.3	92.1	89.7	89.2
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STEPS TAKEN TO IMPROVE THE SYSTEM:

1. Regular monitoring of mail routeing, transmission, and delivery is undertaken by posting Test Letters and Trial Cards.
2. Periodical review of mail transmission routes and modes is carried out to provide quicker and more reliable mode of transmission of mails.
3. Regular monitoring is being carried out at various levels, to ensure timely mail dispatches, transmission, delivery, and for making prompt supplementary or alternative arrangements as required from time to time.
4. Rationalization/restructuring of mail handling systems with a view to deploying adequate manpower as per requirement.
5. Progressive mechanization of mail conveyance and delivery.