

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

STARRED QUESTION NO:316  
ANSWERED ON:22.12.2004  
LOWERING RATES FOR LOCAL DELIVERY OF POSTAL ARTICLES  
Bansal Shri Pawan Kumar

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

- (a) whether various courier service providers charge a considerably lower amount for local delivery of letters etc.;
- (b) if so, whether the Government has considered the desirability of lowering the postal rates for local delivery;
- (c) if so, the details thereof; and
- (d) proposal, if any, to improve the postal services in the country to attract more business vis-a-vis the courier companies?

**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. 316 FOR 22ND DECEMBER, 2004 REGARDING LOWERING RATES FOR LOCAL DELIVERY OF POSTAL ARTICLES.

(a) The charges payable for Speed Post service for local delivery are comparable to those payable for couriers in the organized sector for similar service. In addition, the Postal department provides a range of products such as Post Card, Inland Letter Card, Embossed Envelope etc. for which local delivery is made. These products differ in the features of the service offered and are available for a corresponding rate of postage. No courier offers a service costing less than the cheapest products on offer by the Department of Posts.

(b)&(c) No Sir, as the present lower rates for local Speed Post and other postal products are low.

(d) The department has taken many initiatives to attract more business vis-à-vis the courier companies. A Business Development Directorate has been set up since 1996 for focussed management of postal products and services. Business and user friendly strategies such as volume discounts based on business offered, Book Now Pay Later scheme, monthly billing, Pick up services and customized operations are available. Contacts with customers through customer meets and interaction with trade and commerce associations are regular exercises at different levels. Sustained marketing and publicity efforts have been ensured for promotion of postal services.