

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

UNSTARRED QUESTION NO:5722

ANSWERED ON:07.09.2011

DELIVERY OF MAILS

Siddeswara Shri Gowdar Mallikarjunappa;Tanwar Shri Ashok

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

- (a) whether the Government has conducted any study on handling and delivery of mails by post offices and other courier services;
- (b) if so, the details and the outcome thereof;
- (c) whether the Government has fixed any time frame for delivery of different kinds of mails including Value Payable Post (VPP);
- (d) if so, the details thereof; and
- (e) the action taken by the Government to ensure timely delivery of all mails?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SACHIN PILOT)

- (a) No, Madam
- (b) Does not arise in view of (a) above.
- (c) Yes, Madam. The Department has fixed norms for delivery of mail.
- (d) Norms for delivery of mail are given in Annexure I.
- (e) Improving mail operations is a continuous activity and measures taken in this regard include:
 - i) Regular monitoring of mail routing and delivery by posting Test letters and Trial Cards.
 - ii) Surprise checks on delivery of mails by the supervisory staff and officers.
 - iii) Live mail survey at regular intervals both in rural and urban areas to identify weak links and streamline mail transmission and delivery system.
 - iv) To cope up with the seasonal mails, separate centers with adequate manpower are opened to give expeditious handling to such mail.
 - v) Enhanced use of Pin Code and its popularization.
 - vi) Vehicles have been provided to postmen in the NE Circle to increase the efficiency of mail delivery.
 - vii) In addition, to improve the quality of mail delivery across the country, an initiative has been undertaken to consolidate and optimize the existing mail network, bring in greater standardization in mail processes and strengthen the mail monitoring mechanism.