

Delivery of speed post

1598. SHRI AVINASH RAI KHANNA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that most of the Speed Post letters are delivered after a week whereas they should be delivered within 48 hours;

(b) the amount of compensation paid by the Department for late delivery of Speed Post during the last five years including the current financial year *i.e.* 2012-13; and

(c) whether the Department of Posts has constituted any committee to look into the issue of late delivery, which not only results in the loss for Government but also damages the brand Speed Post?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. (SHRIMATI) KRUPARANI KILLI): (a) No Sir. The norm for delivery of Speed Post articles within two days after booking is applicable only in case of 'local articles' (covering areas within municipal city limits) and for Speed Post articles delivered between metro cities (Delhi, Mumbai, Kolkata, Chennai, Bangalore and Hyderabad). The norm for rest of India is between 4 to 6 days. According to delivery information available, 68% of Speed Post articles were delivered within two days of booking across the country in October, 2012.

(b) The amount of compensation paid by the Department for late delivery of Speed Post during the last five years is as below:

| Year | 2008- 2009 | 2009- 2010 | 2010- 2011 | 2011- 2012 | 2012-2013 [upto October 2012] |
|------|---------------|---------------|---------------|---------------|-------------------------------------|
|------|---------------|---------------|---------------|---------------|-------------------------------------|

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|---|----------------|----------------|---------------|---------------|----------------|
| Compensation paid for late delivery of Speed Post | Rs. 1,91,041/- | Rs. 1,28,908/- | Rs.1,55,451/- | Rs.3,89,512/- | Rs. 1,45,804/- |
|---|----------------|----------------|---------------|---------------|----------------|

(c) No, Sir. No Committee has been constituted to look into the specific issue of late delivery of Speed Post articles. However, the performance of Speed Post Service is regularly monitored at the highest level on a fortnightly basis under Project Arrow and Mail Network Optimization Project with a view to improve the

quality of service. Monitoring is done against a set of well defined Key Performance Indicators (KPIs) to ensure a consistent and good quality of service which would in-turn help the Department to contain any loss and/or damage to brand Speed Post.

Money transfer through mobile phone

†1599. SHRI MOTILAL VORA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether it is a fact that the Department of Posts, in collaboration with BSNL, is introducing the facility of money transfer through mobile;
- (b) whether such experiments have been done in the past also;
- (c) whether it is a fact that initially this scheme is being introduced in Punjab, Kerala, Bihar and Delhi only;
- (d) by when it would be launched at the national level; and
- (e) the time within which money will be provided to the concerned person through this process?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. (SHRIMATI) KRUPARANI KILLI): (a) to (c) The Department of Posts has introduced mobile Money Transfer service in collaboration with BSNL with effect from 15th November, 2012 in four Postal Circles viz., Punjab, Bihar, Delhi and Kerala. Introduction of the service was preceded by conduct of trial runs.

(d) The service would be reviewed and extended to other circles in a phased manner.

(e) Under the service, the recipient can receive money instantaneously from designated post office after receiving the secret code from sender.

BSNL offers for customers

1600. SHRI MOHD. ALI KHAN:

SHRIMATI T. RATNA BAI:

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

†Original notice of the question was received in Hindi.