

-1-

No. 5/2/2017- MC
Government of Haryana
Monitoring & Coordination Cell

Haryana Civil Secretariat
Dated, Chandigarh, the 17th October, 2017

To

- 1596
18/10/17
1. All the Administrative Secretaries to Government of Haryana.
 2. All the Heads of Departments in Haryana.
 3. All the Divisional Commissioners in Haryana.
 4. All the Managing Directors/Chief Administrators/Chief Executive Officers of Boards/Corporations/Public Sector Undertakings etc;
 5. All the Deputy Commissioners in Haryana.
 6. The Registrars of all Universities in Haryana.

LC
17-10-2017
for further note

Subject: - Regarding Expansion of Speed Post Network.

ALCCA/
23-10-2017
Sir/Madam,

DSE
DK
23/10
9-01

I have been directed to address you on the subject noted above and to enclose herewith a copy of D.O letter No. 51-12/2017-BD&MD dated 27th September, 2017 along with its enclosures received from Sh. A.N. Nanda, Secretary, Department of Posts, Ministry of Communications, Govt. of India, New Delhi on the subject cited above with the request to bring it in the notice of all concerned for strict compliance and proper implementation the use of Speed Post in Govt. Offices.

Yours faithfully,

Dharmender Singh

Dy. Superintendent (M&C)
for Principal Secretary to Govt. Haryana
Monitoring & Coordination Cell
E-Mail Id: cs.coordination@hry.nic.in

Endst. No. 5/2/2017-MC

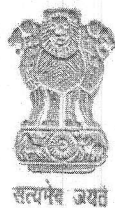
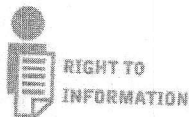
Dated, Chandigarh, the 17th October, 2017

A Copy is also forwarded to Shri Brajesh Kumar, General Manager, Business Development and Marketing Directorate, 5th Floor, Dak Bhawan, New Delhi w.r.t their D.O. No. 51-12/2017-BD&MD dated 27th September, 2017 for information.

[Signature]
Deputy Superintendent
Monitoring & Coordination Cell

ए. न. नन्द
सचिव
A. N. Nanda
Secretary

फोन / Tel. : (+91-11) 2309 6060
फैक्स / Fax. : (+91-11) 2309 6077
ई-मेल / E-mail : secretary-posts@indiapost.gov.in



O/o PSAR, PSMO, PSC & IT, PSE

File/Dairy No. 1395

Date 9/10/17

डाक विभाग
संचार मन्त्रालय
भारत सरकार
डाक भवन, संसद मार्ग
नई दिल्ली-110001
Department of Posts
Ministry of Communications
Government of India
Dak Bhawan, Sansad Marg
New Delhi-110001

27th September, 2017

Dear Sir,

CS
6-10-17
Department of Posts has been entrusted with the privilege of providing postal communications in the country and a range of services have been made available by the Department to this end. Of these, Speed Post is a premium service providing time-bound and express service which ensures delivery of letters and parcels weighing upto 35 kg between across the country.

PSMC
At present, the Speed Post network has expanded even further. The reach of the network is unmatched and the service has become even more customer-friendly. The booking facility is available in all departmental Post Offices across the country. In major cities, booking facility is available round the clock from select offices. Similarly, the delivery of Speed Post is ensured in every nook and corner of the country. In addition to this, the following features have been introduced from time to time to make it more customers-friendly:

- Free pick-up from customer premises
- Credit facility under Book Now Pay later (BNPL) scheme
- Additional discount on advance payment of Speed Post charges
- Attractive discounts for high volume customers
- Complete end-to-end Track and Trace through Internet & android based mobile application
- Delivery information through SMS without any extra cost
- Centralized billing under National Account Facility
- Cash on Delivery (CoD)

3.
As you can see, it makes good business sense to use Speed Post instead of private couriers, which are not regulated by any rules or norms, unlike Department of Posts, which is legally bound by the provisions of the Indian Post Office Act, 1898 to see that the best care is bestowed on mails.

Contd...2/-

4. Additionally, I would also like to mention here that in a test check conducted by Comptroller and Auditor General (CAG) in order to compare the performance/quality of Speed Post Service of Department of Posts with private courier agencies for delivery of mails, it was found that the delivery through Speed Post is better than private couriers. Chapter-III of CAG Report No. 20 of 2015 – Union Government, Communications and IT Sector laid in the Parliament and available with link <http://www.cag.gov.in/content/report-no-20-2015-union-government-communications-and-it-sector> may be seen for reference. The Times of India clipping covering the results of the CAG test check is also enclosed.

5. I shall be grateful if you could direct Departments/PSUs/organisations under you to use Speed Post while also bringing to their notice the statutory position in this regard. The Chief Postmasters General/ Postmasters General located in their station/area will be happy to offer all cooperation, advice and also work out customized packages for any special requirements.

6. I shall also be grateful if a copy of the directions issued by you and the Department /autonomous bodies/PSUs etc. is endorsed to Shri Brajesh Kumar, General Manager, Business Development and Marketing Directorate, 5th Floor, Dak Bhawan New Delhi-110 001.

With regards,

Yours sincerely,

Encl: as above

Shri D.S. Dhesi
Chief Secretary,
Government of Haryana
Harayana, Civil Secretariat
Chandigarh-160009

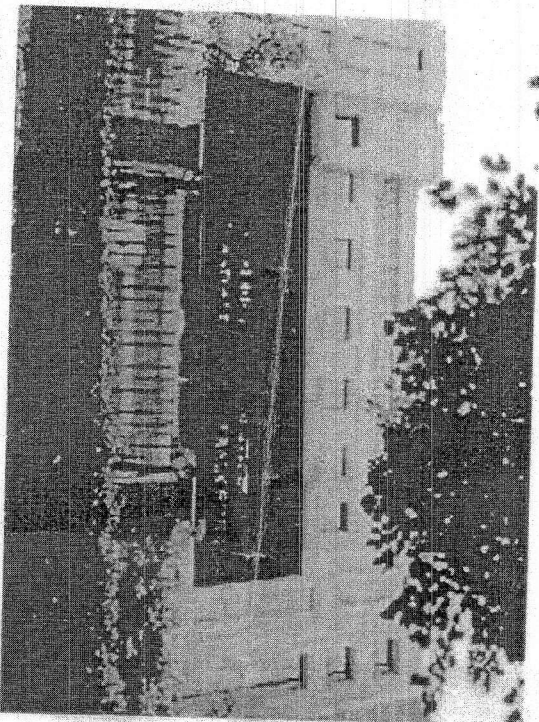

(A.N. Nanda) 27-9-2017

Printed from

THE TIMES OF INDIA

Speed post faster, more reliable than private couriers: CAG

NN | May 20, 2015, 01:37 AM IST



CAG said the performance of speed post has been better not only at local level and in major cities, but it is ... Read More

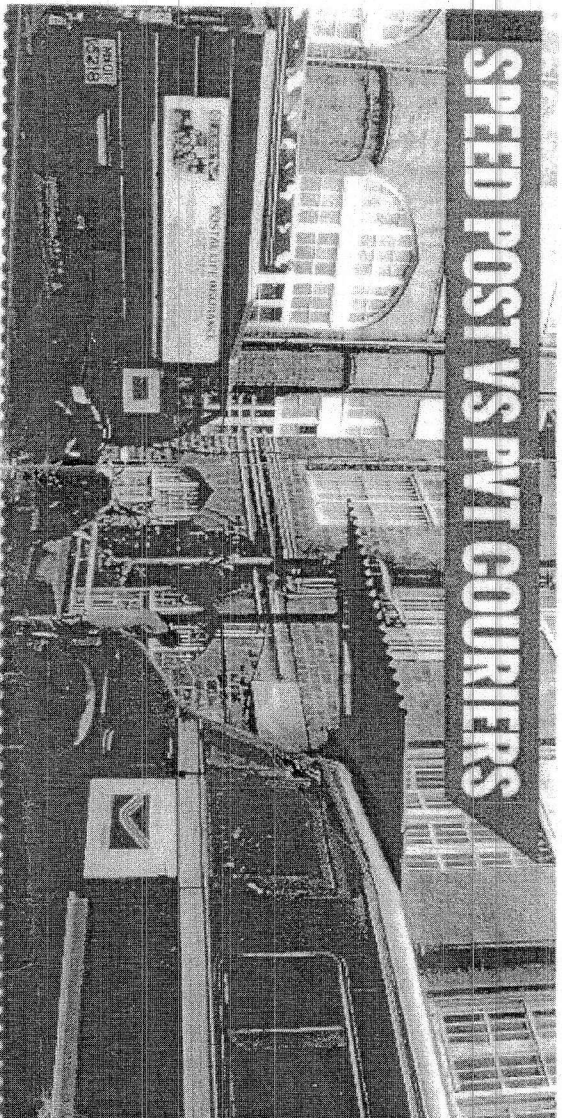
NEW DELHI: Should we depend on private courier services? A Comptroller and Auditor General (CAG) study has found private couriers deliver only 90% of letters compared to 99% by speed post.

In major cities, the performance of speed post is faster and more reliable. The postal service delivers 99% of letters through speed post within 1-9 days as compared to 92% by private courier services that take up to 10 days.

At the local level, the delivery by speed post is 98% compared to 93% by courier services. While the time taken by speed post is 1-11 days at local level, it is 1-12 days in case of private couriers.

In a report on department of posts, tabled in Parliament recently, the official auditor has said the performance of speed post has been better not only at local level and in major cities, but it is the only reliable service at the tehsil and village level.

To compare the performance and quality of speed post with private courier agencies for delivery of mails, a test check was conducted by CAG in eight postal circles -- Gujarat, Maharashtra, Rajasthan, Tamil Nadu, Delhi, Andhra Pradesh, Uttar Pradesh and Madhya Pradesh. Checks were conducted by posting hundreds of letters.



ACCURACY %

LOCAL 98
MAJOR CITY 99
TEHSIL LEVEL 100

ACCURACY %

LOCAL 93
MAJOR CITY 92
TEHSIL LEVEL 83

TIME TAKEN (DAYS)

LOCAL 11
MAJOR CITY 19
TEHSIL LEVEL 17

TIME TAKEN (DAYS)

LOCAL 112
MAJOR CITY 110
TEHSIL LEVEL 123

At the tehsil level only speed post could reach 100% addressees that too within 1-7 days while private couriers could deliver only 83% letters and time ranged from 1-23 days.

Based on the results, it could be concluded that the speed post service of the department of posts (DoP) was better than the services provided by the private couriers," the auditor said.

Speed post was introduced in 1986 to provide a faster and time-bound mail delivery service in major cities. However, due to late delivery of mails people had stopped relying on the department. But the auditor says the perception is wrong and speed post still remains most reliable and account for more than 10% of the total revenue of the DoP.

In the test check, the auditor had posted 284 letters by speed post and 287 by different private couriers. The performance was judged based on the number of letters sent, letters actually delivered, and time taken for delivery of test letters.