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**Compendium**  
**on**  
**Processing and Disposal**  
**of**  
**Public Complaints**

**Department of Posts**  
**Ministry of Communications & IT**  
**Dak Bhawan, Sansad Marg**  
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## **PREFACE**

India Post is one of the largest public utility organizations in the service of the people of India. With a network of over 1,55,516 Post Offices and nearly 6 lakh employees, it reaches out to the remotest places in the country. The Department of Posts came into existence more than 150 years ago and has continued to fulfill a primary human need to communicate. It has acquired multi-faceted dimensions to play its assigned role in the national development.

Rapid pace of economic development, globalization, technological development and competition posed big challenges before India Post. The need of the hour was to make a smooth transition from being a monopolistic organization to a competitive entity. I am happy to note that India Post has succeeded in rising to the challenge and effortlessly made the transition by adopting new technologies, offering new market driven products and completely refocusing its attention on the customer requirements and satisfaction.

I am glad to note that India Post has taken the right step in bringing out an up-to-date and comprehensive compendium of guidelines to educate its operative and supervisory levels on prompt and proper redressal of grievances. The new compendium contains all the guidelines and procedures of handling the complaints in the new on-line system introduced from 2000. India Post has always been a customer centric organization. I am sure this compendium would further add to this ability.

(A. RAJA)  
**MINISTER OF COMMUNICATIONS &  
INFORMATION TECHNOLOGY**

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## CHAPTER-I

### INTRODUCTION

India Post provides various types of through its network of 1,55,516 post offices of which 1,39,120 are in rural areas. It collects mail posted by people from 5,84,006 letter boxes. It employs a workforce of 2,46,678 departmental employees and 2,93,656 Gramin Dak Sevaks. The entire postal services are supervised by 2,720 Group 'A' & Group 'B' officers.

The Department has well laid down operational and accounting procedures to ensure the smooth rendering of services offered by it. However, having regard to the vastness of territory covered by its operations and the magnitude of the workforce some human and operational failures are inevitable. They affect the services being offered by the Department. Reaction of its customers to such failures in the form of a complaint has been recognized by the Department as an opportunity to identify shortcomings in services and to take effective and corrective measures to solve the complaint and prevent similar instances from occurring again. With this end in view, the Department encourages its customers to come forward with their feedback and complaints and takes necessary steps to facilitate the receipt of grievances from them.

For the user, a complaint is a means of expressing dissatisfaction with the nature, quality and type of service. The Department treats them as a means of assessing the efficacy of the services and introspection into weaknesses and strengths to react with the introduction of suitable correctives with a view to convert the complainant into a long-term customer.

#### **Need for Grievance Redressal Machinery**

The system of recording, indexing, classification, inquiries and procedures relating to grievances are an index of state of health of an organization. They point out the nature of defects to initiate enquiries into their causes. A thorough analysis of flaws and factors is made possible by a systems approach and well laid procedure for grievances. Hence, the need for a well organized set up for grievance redressal.

Whereas the Department set up grievance redressal machinery as early as 1948, the structure, objectives and processes have undergone several changes to make the system more responsive to competition and social requirements. The creation of the Directorate of Public Grievance under Cabinet Secretariat, and the nomination of a Joint Secretary level officer in the Department, Deputy Director General, Public Grievances are some of the steps taken to strengthen the machinery. With the developments in Information Technology, the Department has also taken initiatives to ride on the opportunities for speedier response to grievances etc. offered by web-based systems. The grievance redressal in the Department today revolves around the functioning of computerised customer care centres set up across the country and interconnected through a web based software. As the penetration of internet and its availability in post offices increases, the number of such centres is being increased to facilitate networking of a larger number of offices and to bring down the time taken for settlement of grievances.

Moreover in the changed competitive environment, India Post has reoriented its customer handling from being a purely exercise of grievance redressal to a proactive approach building customer relationships by introducing Post Forum and Dak Adalat etc. .

## CHAPTER-II

### GRIEVANCE REDRESSAL ORGANISATION

#### (A) SALIENT FEATURES

- (i) During the 9<sup>th</sup> and 10<sup>th</sup> Five Year Plan period a number of Computerised Customer Care Centres (CCCs) have been set up all over the country and these CCCs are the nodal points for exchanging information over complaints received. The post offices in the Division right upto the BO level are linked to one customer care centres and outward and inward complaints pertaining to these offices are routed through the concerned centre. These CCCs are interconnected on a web-based system at the link [www.indiapost.gov.in/cccllogin.asp](http://www.indiapost.gov.in/cccllogin.asp) with their unique login accounts. The number of offices connected on the CCCLOGIN can be increased by the circles based on availability of Internet connection under notification to all concerned and clear indication of jurisdiction of each customer care centre. The software team at PTC Mysore can create the User ID and password for such offices.
- (ii) Each of the post offices down to the Branch post office acts as a collection point for grievances to make the system easily identifiable and accessible to public. These offices are linked to one customer care centre in the area to which it forwards the complaints received for further processing through the web based system, if inputs from another office are required for responding to the query of the customer.
- (iii) Elaborate system of recording, acknowledging and monitoring of grievance settlement has been set up.
- (iv) Specific rules and procedures for redressal and compensation, wherever needed have been formulated.
- (v) Periodical review and analysis of complaints to identify reasons for incidence of complaints, defects in rules and procedures, shortcomings in the operations and to consider introduction of appropriate ways and means of rectification are in place.

#### (B) STRUCTURE

##### Post Office

The Post Office at which an article has been booked or posted is the obvious first choice for the customer to approach for lodging a complaint. Being the first and immediate point of contact with public every post office plays a significant role in creating a public image of the grievance redressal set up of the Department.

- (a) All Branch Postmasters/Sub Postmasters/ Head Postmasters of offices which do not have a computerized customer care center located in that office, will forward all complaints received by them or those recorded in the complaints and suggestions book to the CCC to which they are attached. Each post office would be attached to a computerized customer care center located in the Divisional Office or Head Office or any other office in the vicinity. The complaints are acknowledged, registered and classified under eleven categories while being registered in the web based customer care system at the customer care centre.
- (b) Availability of the complaints and suggestions book should be prominently displayed in the public hall.

- (c) Every post office shall be responsible for ensuring proper upkeep of and follow up action on complaints recorded in the book. If necessary, two such registers/books should be maintained so that at least one is available for the public even when it is being reviewed by the Officer -In-Charge.
- (d) GPOs and Head Post Offices and other offices functioning as computerized customer care centres shall be authorized to deal and dispose off complaints directly. Authority for taking necessary action in this regard shall be delegated to the heads of such units where necessary.
- (e) The name, designation and contact details including phone numbers of the officer responsible for redressal of grievances in the post office and the next line of appeal should be displayed in the public hall.
- (f) The post office should provide guidance for lodging of complaints online, through telephone or by post with due regards to the particulars required by the Department to process the enquiry.

### **Divisional Level**

- (a) Every Divisional Office is the nodal operative and administrative unit for the disposal of public complaints relating to postal services rendered by post offices under its control. Divisional Supdt. is assisted by an ASPOs or Inspector of Complaints. Where such officials are not available, a suitable substitute has to be provided from within the resources of the Division.
- (b) The complaints are acknowledged, registered and classified under eleven categories while being registered in the web based customer care system at the divisional office/customer care centre.
- (c) Divisional office will deal with complaints forwarded by the Postmasters/Sub Postmasters as well as those referred to it by the office of CPMG/Regional PMG through the customer care centre.
- (d) Complaints pertaining to the jurisdiction of other Superintendents will be transferred to the proper office under intimation to the complainant through the customer care centre.
- (e) All complaints pending over 1 month will be brought to the notice of circle office for seeking guidance for their settlement.

### **Regional/Circle Level**

- (a) Chief Postmaster General or Regional Postmaster General in charge of his jurisdiction is assisted by the Director Postal Services; CCO/APMG/ADPS in-charge of Complaint Section, who is a full time grievance redressal officer. The concerned officers would monitor the functioning of the customer care centres in the Region/Circle through the web-based system. They would ensure that the declared time norms relating to response to enquiries and settlement of grievances is followed in the circle/region.
- (b) Chief Postmaster General (CPMG) is the coordinating link between Postal Directorate and the Circle as such inclusive of Regions within the jurisdiction. While each Regional PMG is independent in matter of deciding the disposal of the complaint referred to it by the Directorate or the public, the CPMG as a coordinating authority is required to submit a consolidated analytical summary to the Directorate every quarter regarding position of disposal and pendency of complaints covering Regional Postmasters General besides those pertaining to his own area (Annexure-VI). To the extent the grievances are handled through the web-based system, the report will be generated by the system itself. Till 100%

handling of complaints is done through the system, manual reporting will have to continue.

- (c) Regional PMG shall also review the monthly analytical report sent by the subordinate units inclusive of synopsis of complaints pending over one month.
- (d) Process of handling and disposal of complaints should be reviewed not only through reports from the Divisional Superintendent but also during special inquiries undertaken through officers from the Circle office, and also during annual inspection of the Divisional office by the PMG or DPS.

**(B) STRUCTURE**

Postal Directorate

- (a) Deputy Director General (Public Grievances & Quality Assurance) heads the Grievance Cell under overall control of Member (I&FS). He is assisted by Director (Public Grievances and Work Study), Assistant Director General (Public Grievances), (Pension) and (Investigations).
- (b) Directorate performs dual functions. It lays down policies and procedures for handling and monitoring the disposal of complaints. Secondly, it directly pursues:-
  - (i) Complaints taken up by the VIP's with the Prime Minister, Minister (Communications & Information Technology), Members of Parliament, etc;
  - (ii) Complaints of a serious nature;
  - (iii) Representations against unsatisfactory redressal at lower levels;
  - (iv) Cases which have been inordinately delayed; and,
  - (v) Initiating inquiries into selected complaints received in the Directorate.

**CHAPTER-III**  
**ACTION ON COMPLAINTS**

**(A) POST OFFICE**

- (1) Non Gazetted Postmasters
- a. Extract of the complaint/suggestion recorded in the complaints and suggestions book whether pertaining to the post office or other post office should be forwarded to the Divisional Superintendent/Customer Care Centre concerned along with explanations comments about the facts noted in the complaint in so far as it relates to the post office itself (Rule 48- B Postal Man. Vol. VI/I)
  - b. Complaints otherwise presented by the public member should also be accepted and forwarded to the Divisional Superintendent/Customer Care Centre free of charge with comments as above. Should the complaint pertain even to another post office within or without the same Postal Division it should be forwarded to the relevant divisional office/Customer Care Centre as above (Clause 76 of P.O. Guide I).
  - c. The complaint will be acknowledged, date stamped and indexed in a register with following columns (3-25/90 P. Comp dated 20.6.90 Annexure-I).
    - i. Date of receipt of complaint
    - ii. Name and address of complainant.
    - iii. Subject matter of complaint.
    - iv. Date of submission to Superintendent/Customer Care Centre.
    - v. Date of final disposal.
    - vi. Remarks.
  - d. A copy of the reply given by the divisional superintendent/Customer Care Centre in respect of complaint/suggestion noted in the book will also be endorsed to the postmaster. The postmaster should record the gist of the reply against the complaint and then close it. (Rule 48-B of Postal Manual Vol. VI /I).
  - e. Every post office, irrespective of its status, will also maintain an inward reference register for entering details of enquiries relating to postal articles/services to be delivered by it whether received over phone, in writing (as in the case of CPT -21 and Search Bills) or through electronic mails. All such references should be replied within 48 hours from the time of their receipt with complete and correct information. (48-A of Postal Manual Vol. VI /I).

(2) **DIRECTORS GPO's MUMBAI AND KOLKATA, CHIEF POSTMASTERS/SR. POSTMASTERS.**

The heads of these units are fully competent to dispose off a public complaint. Therefore, they shall be responsible for exercising and ensuring that administrative action prescribed for divisional superintendent is taken by their offices also.

**(B) DIVISIONAL SUPERINTENDENTS**

- (1) The processing and disposal of complaints should be personally supervised by the head of the office, as it is a personal responsibility of the Divisional Head to ensure

efficient working of the customer care centres. The complaint cases can be closed only under the signature of head of the office.

- (2) Every complaint should be promptly acknowledged by the customer care centre providing the reference number of the case as per the web based system. The facility to provide registration numbers offline should be utilized to provide instant acknowledgement when the connectivity to Internet is not available for some reason. The transit time from the point of receipt of complaint to the customer care centre should be monitored and maintained within prescribed norms.
- (3) Every complaint received should be entered in the web based system showing the details of the complaint category-wise so that detailed analysis of the same can be generated by the system as required. The prescribed registers in eleven categories will have to be maintained till such time, as 100% handling through the computerised system is not achieved.
- (4) Complaints received from the Prime Minister, Minister (C), Minister of State (C), D.G. Posts, M.Ps and other VIPs should be entered in the separate register with columns prescribed for the same (Annexure-III) Complaints, which are received directly from the Member of Parliament/M.L.A/M.LCs shall be acknowledged under the signature of the head of the Unit.
- (5) The complaint should be thoroughly examined to see whether it contains full information for the purpose of enquiries. Wherever additional information is required a polite request should be made to the complainant while acknowledging the complaint indicating the nature of information that should be furnished to facilitate the enquiry.
- (6) Prompt enquiries by way of registering the complaint on the web-based system to the destination customer care centre should be initiated on the same day. In cases where it is necessary to send the copy of complaint received from the complainant to another office for report or enquiry, a copy thereof should be retained in the originating customer care centre. This would be done in addition to the registration of the complaint on the web-based system.
- (7) In all such cases where the originating customer care centre fails to get a reply in respect of enquiry relating to a complaint after one week, the matter should be brought to the notice of the Divisional Superintendent and taken up over phone. For cases where no response is received after two weeks, the matter should be taken up with the office of the Chief Postmaster General/Regional Postmaster General.
- (8) The customer care centre must be closely supervised by the Complaint Inspector/Manager, Customer Care Centre and must be reviewed once every week by the head of the unit. A detailed inspection should be carried out every month by the head of the unit. The inspection should concentrate on review of cases especially pending over one month.
- (9) Before closure, a complaint should be examined with a view to determining the reasons for incidence of the complaint, defects in rules, defects in arrangements of post offices, identifying the personnel/offices for delay, common factors involved and the remedial steps taken or ordered to be taken to control the cause of the complaint. The learning out of such cases should be noted in such a way that it can be compiled and shared with other units for bringing about improvement in service.
- (10) Negligence in rendering the service or performance of job leading to the complaint should be viewed seriously and suitable notice taken against the personnel found responsible.
- (11) Head of the Unit shall personally ensure punctual and accurate submission of periodical statements regarding complaints to the authority concerned prescribed by the D.G. (Posts). The head of the unit shall also be responsible for proper maintenance of registers prescribed to monitor the disposal of the complaints of the V.I.Ps,

mentioned earlier. All such registers will be reviewed at the prescribed interval under the relevant orders.

**(C) OFFICE OF CHIEF POSTMASTER GENERAL/REGIONAL POSTMASTER GENERAL**

1. Every Chief Postmaster General/Regional Postmaster General will deal with complaints pertaining to the units under his/her control. Therefore, the complaint cases taken up by the Directorate for enquiries will be referred to respective CPMG/Regional PMG.
2. In addition to ensuring prompt and proper disposal of complaints by the units under their respective controls, CPMG/Regional PMGs are also responsible for ensuring proper handling of cases received from the following:-
  - i) Prime Minister
  - ii) Minister of Communications / Minister of State for Communications
  - iii) MPs, MLAs and other VIPs and
  - iv) Director General, Department of Posts.
  - v) DPG, DARPG, President's Secretariat, Newspapers and media

The progress of the cases pertaining to the above mentioned categories should be watched every month through review of special register to be maintained separately in the proforma prescribed by Directorate (Annexure-III).

3. The complaints received by the Directorate shall be registered on the VIP LOGIN system of indiapost website and directed to the Circle Office and Regional Office concerned. Where necessary a hard copy of the complaint received can be sent to the Circle Office/ Regional Office concerned. In order to curtail delays in initiating action on VIP cases, the initial reference to the CPMG/Regional PMG will be made to them by name under the signature of the ADG (PG)/ Director (PG).
4. Following action should be taken within prescribed time limit vide Directorate letter No.1-100-77-P. Comp Dated 15.11.83 (Annexure-III) with slight modifications to suit the computerised handling of these complaints.
  - i) An acknowledgement should be sent to the Directorate on the date of receipt of the complaint from ADG (PG) / Director (PG). In cases where the complaint has been received online, the acknowledgement should be sent online mentioning that the complaint is being looked into.
  - ii) The complaint should be read thoroughly to decide whether enquiries should be conducted at circle level or divisional level.
  - iii) If the complaint involves correspondence with other circles, the report should be sent within two weeks. In all such cases correspondence should be addressed to CPMG/PMG by name.
  - iv) In all Minister's cases and other VIP cases, the reply to the Directorate should be issued under the signature of the CPMG/Regional PMG. If for any reason, this is not possible, the reply to the Directorate should be sent by DPS duly approved by the PMG with a note to this effect recorded in the report.
  - v) Wherever a complaint is received by the CPMG/Regional PMG direct from a Member of Parliament or MLA etc. not only should it be promptly acknowledged, the reply should also be given by the CPMG/Regional PMG. If for any reason this is not possible, the reply should be issued under the signature of Director Postal Services.

- vi) Prompt submission of the following periodical returns shall be ensured by the CPMG as co-coordinating officer.
  - a) Monthly report for postal complaints from the Divisional Offices/Gazetted Head Offices/ Directors Kolkata and Mumbai GPOs and offices of CPMG/Regional PMG. Till the time 100% online handling of complaints is not achieved, these reports have to be compiled manually.
  - b) Monthly report on pending VIPs cases in respect of which special register is prescribed to be maintained. Till the time 100% online handling of complaints is not achieved, these reports have to be compiled manually.
  - c) Quarterly report of postal complaints. This will be a consolidated report to be submitted by the office of the CPMG incorporating the reports of Regional Postmasters General. Manual submission of these reports will be necessary till the time 100% online handling of complaints is done as prescribed.
- vii) All cases pending over 3 months under any jurisdiction within the circle shall be reviewed by the CPMG in the meeting of the CMC for decision on their settlement and action against those found responsible for delays.

## CHAPTER IV

### PROCESSING OF COMPLAINTS

The Department of Posts renders different kinds of services and facilities catering to the need for communication, money transfer, financial securities etc. Keeping in view the convenience of public, nature of operational requirements, legal aspects wherever necessary, rules and procedures relevant to each service have been laid down in various Manuals. From time to time, the Directorate has also issued administrative orders either to enlarge the scope of these services or to modify the system to bring it in conformity with changing circumstances. It is enjoined upon all those concerned with processing and disposal of complaints to keep themselves familiar with the orders on the subject. Unless one is familiar with what has to be done, one cannot determine what has not been done, to identify the cause of failures leading to complaint and institute enquiries into the factors responsible for the breakdown. Acquisition of such knowledge and follow-up action is the essence of processing a complaint and raising d'être of grievance redressal machinery. Therefore, certain broad guidelines have been laid down to facilitate proper and effective inquiries into different types of complaints relating to each service.

#### **1. Complaints relating to unregistered Articles:**

(A) Complaint relating to unregistered article should be examined to see whether it is preferred within 6 months from the date of posting and contains complete information. In case any information that is considered necessary for making enquiries has not been furnished, the complainant should be requested to forward the same along with the acknowledgement of the complaint. If the complaint fulfills all the requirements the nature of complaint should be analyzed for deciding line of action for enquiry. The enquiry into the complaint should be completed within the time norms prescribed for the purpose.

- (B) (a) Normally complaints relating to unregistered articles pertain to i) Non-delivery ii) delay in delivery iii) wrong delivery iv) loss of article v) abstraction of contents.
- (b) The complainant should be asked to furnish the following information
- i) Date, time and location of the letter box in which the article was posted.
  - ii) The value of postage stamps affixed on the letter and its contents, in case of foreign outward articles.
  - iii) Date of delivery to the addressee
  - iv) Furnish the wrapper of the article complained, if available
  - v) The full address of the sender and the addressee
  - vi) By whom the letter was posted.
- (C) If the complaint is preferred in the office of posting, it should be seen by the superintendent / customer care centre whether following information has been furnished by the postmaster while forwarding the complaint to the Superintendent/ customer care centre concerned:
- i) Particulars of dispatch in which letter could have been consigned
  - ii) If there had been any dislocation in the mail transmission during that period, it should be indicated in the forwarding letter.

(D) If the complaint is preferred in the office of delivery, while forwarding the complaint to the Superintendent/ customer care centre, the following information should be furnished by the postmaster wherever complaint is to be forwarded to the Superintendent/customer care centre for disposal:

- i) Date of receipt of the letter in the office and the date of delivery
- ii) The mode of delivery (whether through postman, window or post box).
- iii) Whether there had been any previous complaint from the same person or in the same beat and the result of enquiry into such past complaints.
- iv) Whether there has been any hold up of mail during the period in question.

(E) If any of the particulars is not furnished by the complainant, he should be asked to furnish them directly to the Superintendent/ customer care centre to whom/which the complaint is forwarded. A complaint should not be withheld or kept pending in the post office for want of this information.

(F) Office of destination of the missing article should be addressed through the customer care centre on the online system to find out whether the article is lying undelivered for any reason in the office. The enquiries with Returned Letter Office (R.L.O.) should also be made to find out whether the letter is lying there or contents have reached there in case of loss.

(G) A few paid test letter should be posted to the complainant with a view to testing the efficiency of delivery and to check the performance of the postman.

(H) In case of persistent complaint, a watch should also be ordered to be kept for pecified period over the receipt and delivery of ordinary mail addressed to the complainant wherever there are complaints relating to delivery.

(I) Very often complaint about non-delivery arises because of failure of the complainant to leave instructions for redirection with the old office of delivery while shifting to another premises or to some other area. In such an eventuality the complainant should be suitably informed of the reasons and requested to give written instructions to the previous post office of delivery for redirection of mail received in his name at the old address.

(J) In the post office, it should be ensured that the addressee's instructions have been properly recorded and brought to the notice of the postman concerned and the delivery clerk to effect redirection in accordance with the instructions.

(K) Services of the Public Relations Inspector (Postal) should be utilized to verify with the complainant whether there has been improvement in the delivery of mails (Dte. letter No.3-49/90- P Comp dated 4.1.91. Annexure-V).

(L) Complaints involving disputed delivery of mails having legal angles, if any, should be referred to the circle office/ regional office for guidance in accordance with Clause 34 of PO Guide Pt.I.

(M) Enquiries should be directed to find out whether some office or staff is/are permanently figuring in the complaints. If so, suitable action should be taken. In case any change in mail/delivery arrangement is felt necessary, this should be followed up for removal of shortcomings.

## 2. **COMPLAINTS RELATING TO MAGAZINES/REGISTERED NEWSPAPERS.**

Following action should be taken for initiating inquiries:-

- (A) Full particulars of magazine i.e name of the magazine, particulars of the publisher, name of the office/PSO at which the article is posted.
- (B) Periodicity of posting (i.e daily/weekly/monthly etc).
- (C) Whether it is posted within prescribed dates.
- (D) Whether in the office of delivery, register for noting the addresses of the recipients of the magazine has been maintained (in view of frequent earlier complaints of non-delivery) and whether the complainant used to receive his magazine regularly.
- (E) Name of the office or section through which the periodical/magazine under reference is received for delivery.
- (F) The office of delivery/posting should be kept informed to keep a watch regarding date of receipt/delivery of magazine.
- (G) RLO concerned should be addressed to locate the disposal of the lost magazines. If the magazine is lying in RLO, the same should be obtained and supplied to the complainant.
- (H) In the case of foreign inward magazines, the RLO of the office of exchange should be addressed for enquiries as in the case of inland magazines.
- (I) Enquiries should also be made with the Superintendent RMS concerned particularly in case of complaints regarding delays in delivery of magazines. The SRM concerned may be asked to inform if there were any hold ups during the period, whether the magazine was posted on the due date or subsequently, if so, the date of posting should be ascertained. Incidentally it may also be enquired whether the packing or the cover of the magazine is sufficiently strong and bears proper address slip. In this context, it will also be relevant to request the complainant to intimate whether there was any change of address and it has also been duly notified to the management of the magazine for updating their mailing lists and whether instructions for redirection have been given to the previous office of delivery.

## 3. **COMPLAINTS RELATING TO ACCOUNTABLE ARTICLES.**

### (A) General

All complaints should contain the following information.

- i) Full address of the sender and the addressee.
- ii) The date of booking.
- iii) Receipt issued by the post office.
- iv) Office of booking and the number of article (preferably a copy of the receipt issued by the post office for complaints received by post. Where complaint is made in person, ideally the receipt should be produced for verification of the person receiving the complaint)
- v) *In case of V.P and outward foreign articles, prescribed enquiry fee in the form of postage stamps should be collected and the same should be affixed on the complaint.*

**(B) Registered/Insured Articles.**

- i) Ensure that the complaint has been lodged within three months from the date of booking, wherever a claim is preferred, otherwise complaint can be preferred, upto 6 months. If the complaint is lodged after three months, the complainant should be informed that though enquiries regarding disposal are being undertaken, no compensation is payable since the complaint has been preferred after three months. However, enquiries may be made if it is necessary due to the peculiar circumstances of the case or if so directed by the higher authorities. The complaints received by the office of posting will be forwarded by the Postmaster who is not competent to deal with the complaint independently to the Divisional Superintendent/customer care centre after verifying the details mentioned therein. It should also be verified and mentioned whether the fees for acknowledgement due was paid or not. In case of complaints regarding nondelivery of Registered letters and parcels for which acknowledgement is not paid for, the complaint should be expeditiously forwarded to the Superintendent/customer care centre mentioning the fact.
- ii) Where the complaint relates to abstraction or loss of contents, the cover/wrapper should be obtained along with details and value of items alleged to have been lost. However, the disposal should not be held up for want of cover/wrapper.
- iii) In case of complaints relating to outward forward foreign registered articles, the prescribed fee should be collected by way of stamps for entertaining the complaint.
- iv) While forwarding the complaints to the Superintendent/ customer care centre, full details regarding dispatch of the article (by the office of booking if the complaint is tendered in that office) and details of receipt and delivery (if the complaint is received in the office of delivery) should be furnished to the superintendent.
- v) The following special points are to be noted.
  - (a) In case of complaint relating to non-receipt of acknowledgement, the office of delivery will indicate whether the article was received for delivery. If so, then the date of receipt and delivery, the person to whom it was delivered, and send a certified copy of delivery slip, if re-directed, the details of such redirection.
  - (b) In case of loss of article, the office of delivery should indicate whether the article was received in the office and if so, its disposal - whether handed over for delivery, deposit or redirection.
  - (c) In case of abstraction, the office of booking should indicate whether the article was despatched in good condition and the mode of despatch. The office of delivery will indicate the condition in which the article was received, the weight recorded, the manner of delivery, list of inventory (in case of open delivery) etc and also state if it was received in a protected bag. In that case exhibits should be preserved.
  - (d) Ex-gratia payment of Rs.100/- is permissible in respect of loss of RL or its contents having intrinsic value.
- vi) In special cases, a web based request for information (in lieu of CPT-21) may be issued to the office of destination of the article underlining the point of which the report is required subject to availability of records. In other cases where complaints are lodged in time, the request for information (in lieu of CPT -21) should be issued and receipt of reply pursued.

- vii) If the article has been delivered to the addressee, an attested copy of addressee's receipt should be sent to the complainant, if the fee for A.D is paid, *otherwise, the date of delivery should be intimated to him*
- viii) In case of wrong delivery, contents should be recovered from the wrong recipient and restored to the correct addressee. If the contents could not be recovered action to pay compensation, if admissible, should be taken. *In case of complaints relating to delay in delivery or loss, a search bill may be issued to locate the reasons and points of delay or loss.* In the latter case simultaneous action should be taken to find out the contents of the article and value thereof for speedy settlement of sender's claim, if any. The settlement of the claim, wherever admissible, should not be delayed merely awaiting the final outcome of the *search bill*. If after settlement of the claim, the information furnished by the office of delivery is found to be wrong, the matter should be reported to the head of the unit concerned.
- ix) Where a complaint is related to an insured article which has been lost before delivery or where the abstraction of contents before delivery is proved, immediate steps to settle the claims should be taken. Enquiries with the relevant R.L.O. should also be made to ascertain if the missing contents are available there.
- x) In respect of complaints relating to abstraction from insured articles, action should also be taken to order preservation of relevant connected documents. Intimation should also be conveyed to the Supdt. RMS concerned, in case the insured article is seen to have passed through any of the office within the RMS jurisdiction, with a view to preserve the documents to facilitate enquiries.

### **C) COMPLAINTS RELATING TO VP ARTICLES**

- i) The complainant being the sender should be requested to clarify if the VP article has been sent in execution of a bona fide order from the addressee.
- ii) The office of booking should forward the complaint to the Supdt. Confirming the number, date of booking, amount to be remitted to the sender and particulars of dispatch of the article and *affixing enquiry fee in the form of postage stamps*.
- iii) Ensure that complaint has been lodged within 6 months from the date of booking. Also inform the complainant that the complaint, being time barred, it cannot be entertained, if that is the case. Enquiries in special circumstances may be undertaken provided records are available.
- iv) A request for information through the web-based system (in lieu of CPT-21) in all other cases should be issued requesting for information on specific points.
- v) Check up from the VP journal in the office of posting whether adjustment entry relating to the article complained of has been made.
- vi) In case the article is found to have been delivered and a VPMO has been issued by the office of delivery of VP article, a duplicate VPMO be called for. Simultaneously office of booking of the article should be addressed to find out the disposal of the original VPMO.
- vii) If enquiries reveal that the article was delivered as an ordinary Regd. Article, action to pay the amount of VP to the sender be taken immediately without

waiting for the recovery of the amount from the addressee or the official at fault. This fact should be pointed out to the controlling offices concerned also.

- viii) If duplicate VPMO is not received within 10 days, sanction for payment of the amount to the sender should be issued under intimation to the office of payment and its controlling office.
- ix) In case the complaint relates to abstraction of content, detailed enquiries should be taken up with the transit office as well as the Regional RLO.
- x) In case the article has neither reached the destination nor delivered back to sender, action to settle the sender's claim be taken as per rules in respect of regd. Articles.
- xi) If addressee of the VP article complains that he has been defrauded by the sender, the payment of VPMO should be withheld till enquiry is completed. The addressee should also be advised to obtain prohibitory orders from the court within a specific time, for withholding the VPMO.
- xii) Action should be taken to settle the claims as per clause 190 of P.O Guide Pt.I.

#### **D. COMPLAINT RELATING TO MONEY ORDERS.**

##### **(a) Ordinary Money Orders.**

- i) Complaint received in the office of booking should be forwarded with number, name of office of booking and its date, amount of money order and name and address of the payee.
- ii) In case the remitter alleges wrong payment of the money order, the MO acknowledgement received by the remitter should be obtained and attached to the complaint.
- iii) Before forwarding the complaint, the particulars given in the complaint should be verified and the new number assigned to the money order, in case it is booked at a B.O. should be intimated by the account office.
- iv) In the forwarding letter, name of the post office on which the money order was drawn should be mentioned. It should also be intimated if any intimation about re-direction of the MO was received for payment to the remitter.
- v) *In case of complaints relating to delays or loss of HVMO, SB should be issued.*

##### **(b) Complaint Relating to TMOs**

- i) Action as indicated for ordinary money orders is to be taken. In addition name of Telegraph office to which TMO was sent should be indicated.
- ii) The case in which delay in payment of TMOs is due to delayed receipt of advice or loss of TMO advice, action to obtain relevant AB and C message drafts should be taken.
- iii) Telegraphic charges should be refunded to the complainant when delay in payment or non-payment has been caused due to service fault without waiting for recovery from the officials at fault.
- iv) Duplicate TMO advice should be issued if the acknowledgement is not received within 14 days.

**(c) Complaint of Non-payment/Loss of acknowledgement.**

1. A request for information through the web-based system (in lieu of CPT-21) should be issued to the actual office of payment at which the MO was drawn underlying the points on which information has been called for. A warning for sending the reply within 10 days be also given failing which a duplicate MO will be issued at the risk of the defaulting office.
2. (a) On receipt of the required information (in lieu of CPT-21) with the report that :-
  - (i) The MO has been paid, a certificate of payment should be sent to the complainant and case closed.
  - (ii) The MO has not been received and paid, a duplicate money order be ordered to be issued immediately.
- (b) In case no reply is received within 10 days, a duplicate MO should be ordered to be issued on the 11<sup>th</sup> day at the risk of office of payment, which should also be informed about it.

**(d) Complaint of wrong payment of money orders.**

- i) The controlling officer of the office of payment should be addressed to find out the actual position of the case and MO acknowledgement received from the remitter should also be sent to him.
- ii) Where wrong payment of MO has been established, the remitter's claim should be settled immediately without waiting for recovery of the amount unless he waives his claim in favour of payee.
- iii) Action should be taken to obtain the paid voucher from audit office simultaneously.
- iv) If paying postman insists that payment was made correctly to the correct person, confronting enquiries should be arranged by producing MO paid voucher or MO acknowledgement form.
- v) In special circumstances, time barred complaint may be entertained informing the complainant that successful enquiry would be subject to availability of records with the Department.
- vi) In case of time barred complaints, Regional PMG/ Head of Circle will be the final authority to decide the case.
- vii) A special watch should be kept over the enquiries in such cases so as to ensure that delays are avoided.
- viii) Review the position regarding wrong payment of MOs in the Division as a whole and determine the names of offices, officials who frequently figure in the matter and suitable measures taken.

**(e) Complaint of delays in payment of money order**

- i) Examine reasons for delay in payment of MOs in respect of all cases particularly deliberately delayed cases.
- ii) The following course of actions should be taken:-
  - a. to improve the arrangements for financing the office, if necessary, by increasing/rearranging line limits etc.
  - b. to examine feasibility of extending LOC with the scheduled banks
  - c. to promote bank draft facility.

- d. To check if there is delay due to lack of interest/deliberate withholding vis-a-vis loaning money on interest on the part of paying official in effecting payment.
  - e. Check up if the same official/office has figured in such cases in the past.
  - f. Review the cases of delay to ascertain the root cause and take immediate remedial action.
- iii) In case of non-payment due to service fault, the refund of money order commission should also be considered.

#### **4. SAVINGS BANK AND CASH CERTIFICATES**

##### **I. Generally following types of complaints are received from the Depositor/Holder of Saving Bank/Cash Certificate.**

1. Non-delivery/delay in delivery of pass book.
2. Corrections/erasures in the pass book
3. Non cognizance of identity card for effecting payment
4. Delay in transfer of account/cash certificates
5. Delay in settling claims in respect of deceased depositor
6. Short payment of withdrawal.
7. Delays at counters.
8. Delay in delivery and issue of duplicate pass book/cash certificate.
9. Delay in payment
10. Harassment by insisting on affixing specimen signature on different withdrawal forms.
11. Fake and bogus account. .
12. Non-revival of silent account
13. Difference in balance in pass book and PO account
14. Delay in settlement of premature closure of account.

##### **II. Processing of Savings Bank Complaints.**

- (a) In case of delay in transfer of accounts/Non-transfer of accounts:
- i) The particulars of account should be verified from the Ledger Card.
  - ii) Disposal of application for transfer in the Head Office should be verified from the register of Advice of Transfer maintained in the Head Office.
  - iii) If the register shows that A.T. was not issued, immediate action should be taken for issue of A. T.
  - iv) If A.T. is issued but intimation has not yet been received from the Head office to which the account is transferred, the same should be called for immediately
  - v) In the case of accounts received on transfer, Register of advice of Transfer received and disposed off in the Head Office should be consulted to see whether the A.T. was received from the transferring Head Office. If particulars of A. T received are not traceable or transfer documents are not traceable in the S.B. Branch, the same should be obtained from transferring Head Office.
  - vi) If A.T. is received but the account was not opened, action should be taken for opening the account without delay.
  - vii) All cases of delay in disposal of application for transfer or in opening of accounts received on transfer should be suitably noticed.

- (b) Alleged short payment of the amount of withdrawal.
- i) The particulars of the holder of the account should be verified.
  - ii) The date of transaction and amount of withdrawal should be furnished.
  - iii) It should be stated whether the withdrawal has been duly accounted for in the ledger.
  - iv) Whether any cash was found excess in the office and credited to accounts.
  - v) In case payment was made to an illiterate depositor/illiterate messenger blind person, the warrant of payment should be examined to see whether the witness has certified the amount actually paid. If such a certificate has not been obtained at the time of payment, further enquiries should be instituted.
- Note: complaints received in Branch Post Office will be forwarded to the Account Office by the BPMs immediately with the information, if any, available in the office.
- (c) Difficulties at the time of making deposits or effecting withdrawals.
- i) whether there was any rush at the counters, if so, steps taken to overcome it.
  - ii) In case identification has been insisted upon, was the signature of the depositor compared by supervising officer before refusing the withdrawal initially.
  - iii) Whether there was any shortage of funds, if so, how the difficulty was met.
  - iv) Whether the depositor is acquainted with the facility of keeping the photograph in post office for early identification. If not, has the depositor been requested to avail of it.
- (d) Non-Delivery/Late Delivery of Pass Books
- i) Ascertain the date of collection of pass book/opening of account.
  - ii) Check the purpose for which the passbook was collected.
  - iii) Get the date and particulars of passbook to head office or some other office.
  - iv) Confirm whether the passbook has been received back as un-delivered. If so, its further disposal either to A.O. or some other office should be mentioned.
  - v) Enquire whether the passbook has been transferred to SBCO for safe custody. If so, the steps taken to obtain it back should be initiated.
- (e) Delay in issue of duplicate pass book
- i) Mention the date of submission of application and whether the prescribed fee has been paid for or not.
  - ii) Indicate the action thereon
  - iii) Furnish the date of issue of duplicate pass book and its delivery
  - iv) Specify the reasons for delay, if any, in issuing duplicate pass book.
- (f) Claims relating to deceased depositors/investors
- i) If the depositor had died intestate, ensure that there is no delay in settling the case.
  - ii) Ensure that the claimant produces the death certificate.
  - iii) It should be ensured that while giving statement under oath, the claimant also declares details of the near relatives and presents consent/dissent letters from near relatives.

- iv) Also ensure that unnecessary verification of consent letters through postal officers like Inspector of Post Offices and Public Relations Inspector is avoided.
- (g) Settlement of claim relating to deceased depositors/holders.
- i) In case where the nomination is registered, there should be no delay in the settlement of claims relating to deceased depositor/holders. *In other cases the authorities mentioned below are competent to sanction claims without production of legal evidence after the expiry of 3 months:*
- |    |   |                    |
|----|---|--------------------|
| a) | <i>Time-scale departmental Sub-Postmasters</i>                                      | <i>Rs. 1,000</i>   |
| b) | <i>Sub-postmaster in Lower Selection Grade</i>                                      | <i>Rs. 2,000</i>   |
| c) | <i>SPMs/DPMs/PMs in HSG(All non-Gazetted)</i>                                       | <i>Rs. 5,000</i>   |
| d) | <i>DPMs/Sr.PMs/Deputy Chief PMs/SPOs, Deputy SPOs<br/>(All Gazetted Group 'B').</i> | <i>Rs. 20,000</i>  |
| e) | <i>Chief PMs in HOs/SSPOs (All Gazetted Group 'A')</i>                              | <i>Rs. 50,000</i>  |
| f) | <i>Regional Directors/Director (GPOs)<br/>(in Mumbai and Kolkata)</i>               | <i>Rs.75,000</i>   |
| g) | <i>Chief Postmasters General/IPostmasters General<br/>(Headquarter and Region)</i>  | <i>Rs.1,00,000</i> |
- (h) *If the claim exceeds Rs.1,00,000/- the claimant should be advised to obtain a succession certificate from a competent court of Law or produce the probate of will or letter of Administration of the Estate of the deceased.*

#### 4. Postal Life Insurance

- I. Generally following types of complaints are received from the policy holders of PLI and RPLI:
1. Delay / Non-receipt of Acceptance letter, PR Book and Policy Bond.
  2. Delay / Non-transfer of policy from one circle to another.
  3. Delay / Non-conversion of policy from one class to another.
  4. Delay / Non-payment of maturity claim of the policy.
  5. Delay / Non-payment of surrender value of the policy.
  6. Delay / Non-payment of death claims of the policy.
  7. Delay / Non-payment of survival benefit of the policy.
  8. Delay / Non-payment of loan amount of the policy.
  9. Delay / Non-payment of other types of claims.
  10. Revival of lapsed policies.

## II. Processing of PLI/RPLI complaints:

- a. Non-receipt of Acceptance letter, PR Book and Policy Bond (Action at Postal Division)
  - i) Register maintained for proposals received will be verified so as to confirm the receipt of the proposal from the applicant.
  - ii) The disposal of the proposal if received shall be checked.
  - iii) If the proposal has been returned back to the field staff for supplying any omissions/commissions, then the suitable reply to the complainant will be sent.
  - iv) If the process for acceptance of proposal and preparation of PR Book is complete, then these documents shall be dispatched to the applicant immediately.
  - v) The receipt of Policy Bond from Regional office/Circle Office shall be verified from the register maintained for dispatch of policy document. If the policy bond is available then it will be dispatched immediately to the complainant.
  - vi) In case, the policy document has not been received from regional/Circle Office then reminder shall be issued for obtaining the same and suitable reply should be given to the complainant.
  - vii) If all or any of the documents viz acceptance letter, PR Book and Policy document have already been dispatched then suitable reply should be given to the complainant.
  - viii) The outer limit for the issue of these documents is 30 days from date of receipt of the proposal and if there is any delay the same should be taken notice of.
  - ix) Complaints received in Branch/Sub Post Offices/Head Post Offices shall be forwarded to the concerned Postal Division.
- b. Delay / Non-transfer of policy from one circle to another.(Action at Regional/Circle level)
  - i) In case of inward transfer of policy the concerned register for transfer of policies from the other circles will be verified to check whether the case file has been received and its master data entries fed into the system.
  - ii) The complainant will be replied suitable if the above job is completed.
  - iii) In case of non-receipt of case file from the other circle, a reminder shall be issued and suitable reply to be given to the complainant.
  - iv) In case of transfer of policy to other circles the register maintained for outward transfer shall be verified so as to confirm the transfer of the policy. In case the policy stands transferred to the other circle then the facts shall be communicated to the complainant.
  - v) In case, the case file is pending for transfer then its KLC should be completed immediately and case file dispatched to the transferee circle for further maintenance and suitable reply given to the complainant.

- vi) In both the cases, i.e, inward/outward transfer, the case file has already been transferred to/from other circle then suitable reply to be given to the complainant.
  - vii) Complaint received at Branch/Sub-Post/Head Post Office shall be forwarded to Circle/Regional office.
  - viii) The outer limit for this is 30 days from date of receipt of the request.
- c. Delay / Non-conversion of policy from one class to another. (Action at Circle/Regional Level)
- i) The register maintained for conversion of policies both ordinary and CWI shall be verified so as to confirm the conversion of the said policy.
  - ii) In case, the policy already stands converted then suitable reply shall be given.
  - iii) In case, the policy is not eligible for conversion due to lapsation or other reasons then the complainant shall be informed accordingly.
  - ix) Complaint received at Branch/Sub-Post/Head Post Office shall be forwarded to Circle/Regional office.
  - iv) Although, the outer limit for this is not set under the rules, it should be settled within one month from date of receipt of the request and any delay beyond this should be taken notice of.
- d. Delay in payment of claims (maturity claim, surrender value, death claim, survival benefit, loan amount, another types of claims). (Action at Circle/Regional level)
- i) The registers maintained for claims viz maturity claim, surrender value, death claim, survival benefit, loan amount, another types of claims shall be verified so as to confirm the settlement of the claim.
  - ii) If the claim is already settled then the suitable reply shall be given to the complainant.
  - iii) If the case is under process then it should be disposed off quickly and a suitable reply should be given to the complainant.
  - iv) In case the claim papers are incomplete then suitable reply should be given to the complainant.
  - v) If the case is under investigation at various levels then the facts should be informed to the complainant.
  - vi) The claim cases which are pending for want of pay disbursing officer's certificate should be got completed through special messenger from the Circle/Regional office.
  - vii) The outer limit for settlement of maturity, surrender value, loan, survival benefit is one month and for death claim the same is three months. Any delay beyond this time limit should be taken notice of.
  - viii) The cases received at Branch/Sub-Post Office/Head Post offices should be sent to Circle/Regional office immediately.
- e. **Revival of lapsed policies. (Action at Circle/regional office)**
- i) The register maintained for revival of policies shall be verified so as to confirm the receipt/conversion of the case.

- ii) If the case already stands revived then suitable reply should be given to the complainant.
- iii) If the case is under process, then it should be settled immediately.
- iv) If the revival of the policy is not possible for any reason then the same should be communicated to the complainant immediately.
- v) The cases received at Branch/Sub-Post Office/Head Post offices should be sent to Circle/Regional office immediately.
- vi) Although, the outer limit for this is not set under the rules, it should be settled within one month from date of receipt of the request and any delay beyond this should be taken notice of.

**CHAPTER -V**  
**FOREIGN COMPLAINTS**

- (1) Public complaints are received from members of public either direct or through post office/divisional Supdt/C.O/Directorate or through Minister for outward and inward article. The same is categorized under category VI and properly indexed and acknowledged. *It should be ensured that a prescribed enquiry fee has been paid in respect of outward articles.*
- (2) *The time limit to dispose of enquiries is 3 months as per Art. 24 of UPU Convention Berne 2005. Art. RL 159 of Letter Post Manual and Art. RC 152 of Parcel Post Manual.*
- (3) As soon as a complaint is received, enquiries should be taken up with the main exchange office of the article. *In the main exchange office, reclamation enquiries in respect of ordinary parcels and letter mail articles and for insured articles through CN-08 9 form is pursued.*

**INWARD ARTICLES**

- (4) As soon as a reclamation enquiry is received, it should be checked whether it contains:-
  - i) Full name and address of the addressee
  - ii) No. of registered/insured article.
  - iii) Route by which the item was sent (Surface/Air)
  - iv) Class of article parcel/letter/ordinary
  - v) Despatch particulars of the article
  - vi) Contents of the packing material used and weight of the Insured parcel or letter
  - vii) Whether parcel/Registered letter was sent under detailed entry or in bulk entry.

After checking the above, it should be indexed in the respective register (letter or parcel mail) and an interim reply issued to Foreign Administration. The disposal of the article should then be traced. *If there are any omissions noticed at the time of checking in CN-08, the same should be called for immediately.*

- (5) *If any article is advised in bulk and disposal is not forthcoming, the foreign administration concerned is authorized to settle the sender's claim on equal sharing basis (Art. RC 155 (5)) of P.P. Agreement).*
- (6) *As regards CN-08 reclamation, the relevant records should be perused with the help of the address of addressee. Such details are available if ordinary letters are detained for customs examinations otherwise the addressee as well as RLO offices are addressed in the matter.*

**OUTWARD ARTICLES**

- (7) On the pattern of inward Reclamation, Reclamation enquiries in respect of outward parcels/letters mail articles are also issued to Foreign Administration. *CN-08 should be filled up carefully so that it may contain the above particulars. Foreign Administration should be reminded after every one months. If no reply is received from Foreign Administration concerned despite reminders to Central Administrative office of Foreign Administration, sender's claim should be settled (Convention Art. 24 and Art. RL 158 of Letter Post Manual and Art. RC 151 of Parcel Post Manual).*
- (8) *Special instructions are available for the disposal of article/MOs meant for Nepal (23-213/76-P Compo Dt 11.5. 78, 41-3/53-CF/5/XII-84, 31/83-P. Comp 6/91) (Annexures VII, VIII and IX).*

## CHAPTER- VI

### PROCEDURE FOR HANDLING SPEED POST COMPLAINTS

#### (A) DOMESTIC

(1) Lodging of complaints

The complaint regarding Speed Post article can be lodged by the sender in the form of a letter addressed to the incharge of the Speed Post Booking Centre or the Speed Post Concentration Centre (SPCC). SPCCs are the nodal offices which shall be responsible for entertaining all complaints relating to domestic as well as international Speed Post (EMS) complaints and giving a reply to the complaint, including issue of sanction for refund of Speed Post fee wherever warranted.

(2) Complaints can also be lodged over telephone by the complainant. In either case facts of the Complaint shall be recorded in a proforma to facilitate initiation of inquiries (Annexure X).

(a) Speed Post complaint can also be lodged in the post office from where the article was booked and will be forwarded by concerned postmaster to the concerned speed post centre through the speed post bag if a bag is being sent, otherwise it may be sent by registered post.

(b) Speed post complaint can also be lodged by e-mail to the concerned speed post centre.

(3) The complaint shall be acknowledged by the in charge of the SPCC (Annexure XI). However in exceptional cases, wherever SPCC is not the nodal office for disposal of SP complaints all the prescribed action will be taken by the head of the office nominated to dispose off SP complaints.

(4) In order to facilitate lodging of SP complaints designation of the incharge of the unit, full postal address and telephone number should be prominently displayed at all Speed Post Booking Centres with suitable write up in brief.

#### PROCESS OF OUTWARD ENQUIRY

(2) On the basis of the details recorded in Annexure X an enquiry note will be prepared in duplicate in the prescribed proforma (Annexure XII) and one copy will be dispatched to the SPCC of the destination for informing the manner of disposal of the SP article. *The enquiry notes shall be disposed off within 7 days of their receipt by all SPCCs or the office designated for disposal of complaints.*

(3) *Only one reminder will be sent after one week, which will carry caution that if no reply is received within one week, the Speed Post fee will be refunded to the complainant at the cost of the SPCC (Annexure XIII). A copy shall also be endorsed to Chief/Regional PMG for causing immediate issue of reply in the prescribed form (Annexure XIV)*

(4) *On receipt of the information from the SPCC about the disposal of the article within published norms the reply should be sent to the complainant in the prescribed proforma (Annexure XV)*

- (5) In all cases of failure of delivery within published delivery norms when refund is justified the postmaster of the local Head Office should be requested in proforma (Annexure XVI) to prepare an Account Payee Cheque in favour of the sender for refund of the Speed Post charges endorsing a copy to DPS incharge of Speed Post. The same should be sent to the sender on receipt from the post office along with a letter vide (Annexure XVII).
- (6) An index register for all outward complaints should be maintained in the following proforma by the incharge of SPCC.
- (a) Date of receipt.
  - (b) Number, date and office of booking of Speed Post article
  - (c) Case mark
  - (d) Date of acknowledgement
  - (e) Date of issue of enquiry note'
  - (f) Date of issue of reminder
  - (g) Date of receipt of reply
  - (h) Date of reply to the complainant and
  - (i) Remarks regarding particulars of the A/c payee cheque and date of its dispatch to the sender wherever necessary, and closure of the complaint (it will be initialed by the incharge of the office).
- (7) Similarly, an index for inward references, received from other SPCCs for disposal of the Speed Post articles should be maintained in the following form:-
- i) Date of receipt
  - ii) Case mark
  - iii) Number, date and office of booking of Speed Post article
  - iv) Nature of complaint .
  - v) Particulars of addressee
  - vi) Date and nature of reply
  - vii) Remarks.
- (8) Processing of Inward References: The enquiry note received from the SPCC should be examined to check the number of the Speed Post article, date of booking, particulars of the flight through which the bag containing the article was received, and the address of the addressee. Having satisfied the availability of this information, the receipt of the article should be checked with the registered list of the dispatching post office/SPCC. It should be followed by verification of the manifest or any other document prepared for dispatching the article under reference to the post office through which this article was to be delivered. Speed Post delivery list of the post office concerned or the SPCC, if it is effecting delivery, should be referred to ascertain the manner of disposal of the article whether it was delivered or returned back to the sender. In case of delivery the actual date of delivery should be intimated in the Reply Note the SPCC, which has initiated the enquiry (Annexure XIV). This should be prepared in duplicate.
- (9) The date of issue of reply should be noted in the column prescribed in the Register mentioned above.
- (10) Monitoring of Speed Post Complaints: *All Speed Post Concentration Centres shall be the nodal offices for disposal of complaints related to the speed post articles, whether Outward or Inward The officer in charge of the SPCC shall be responsible for the maintenance of the Register of Complaints for outward articles and index Register for inward references mentioned earlier. These shall be reviewed every month and all pending references will be*

*summarized with breakdown as under one month, between 1-2 months and more than two months. Serial numbers of pending cases should be noted in the summary. It will include;*

- (a) Opening balance i.e number of cases pending at the end of the previous month;
  - (b) Fresh cases
  - (c) Cases closed
  - (d) Balance pending at the end of the month.
- (11) The submission of the statement regarding domestic Speed Post complaints prescribed by the Directorate vide letter No.39-2/90-P .C. dated 27.1.92 (Annexure XVIII) will be the personal responsibility of the Director.
- (12) *All speed postbags are due bags as notified by Directorate Memo No.43-24/90-D dated 17.9.91 (Annexure-XIX). The non-receipt of the bags listed in the mail list shall be reported by fax from the receiving point to the dispatching point.*
- (13) Any speed post article received in damaged condition shall be sent to the office of delivery in a pro-bag. For all practical purposes, every speed post article is a registered article and, therefore, the procedure and precautions prescribed for effecting the delivery of registered articles received in damaged condition shall apply equally to all speed post article. The delivery of speed post articles enclosed in the pro-bag shall be effected under open delivery system in the presence of the staff of the office of delivery and the addressee after preparing the inventory. The above precautions are necessary as the question of payment of compensation/refund etc. is often involved in such cases.
- (14) *A complaint regarding domestic speed post shall be entertained upto one month from the date of booking. Every effort should be made to dispose off the complaint within one month from the date of its receipt.*
- (15) *No SEARCH BILL or CPT-21 should be issued in respect of Speed Post complaints.*
- (16) *All references in connection with complaints should be sent in the cover addressed to the in charge of SPCC superscribing the cover: "SPEED POST COMPLAINTS". This should be sent through S.P. bag if a bag to the SPCC is being sent, otherwise it may be sent by Registered post. Speed post complaint should also be forwarded through e-mail to concerned speed post centres.*
- (17) The speed post complaints should be analysed by the Director to:
  - a) identify the destinations for which more frequent complaints are received and the nature of those complaints;
  - b) incidence of refund due to delayed delivery and reasons thereof vis-a-vis destination. This is necessary to institute investigation into the causes of delays.
- (18) *In case of frequent refund due to delayed delivery it should be analyzed whether delay is due to any defect in routeing and transmission leading to wrong assessment of published delivery norms. Changes if any felt necessary should be referred to Mail Section of the Directorate.*
- (19) A register of bags received for opening from different destinations should be maintained at each SPCC as under:-

Name of the Contres	Month & Dates									
	1	2	3	4	5	6	7	8	9	10

Under each date of opening, the date on which the bag was closed should be noted. This will not only be helpful in revealing the frequency and traffic pattern between centres but also help in the inquiries whether the bag containing the S.P. article under reference was even received or not, or the date of receipt etc.

- (20) The statement of bags opened will also point out the transit time between receiving office and dispatching office. It can be seen it bags are being received at fixed interval within or without prescribed norms. The maintenance of the register is relevant to with inquiries into delayed delivery. The analytical review suggested earlier will also be facilitated to identify routes within irregular transit time.
- (21) As in the case of ordinary registered articles, more complaints are being received about non-delivery of S.P articles as well. Either after delivery these are not being returned to the originating SPCC/Post Office or where these are returned, at the delivery point they are not getting the attention and the care they deserve being related to S.P. article. While it is imperative to pay particular attention to it, the complaints relating to non-delivery of A.D Card where paid for or otherwise about non-delivery of a speed post item should be dealt with as under:
- a) Where A.D is paid for the inquiry note will be sent through S.P. Channel and on receipt of confirmation of delivery a certificate of 'Delivery' should be sent to the complainant.
- b) In other cases only intimation of delivery should be sent to the complainant.
- (22) In so far as SPEED POST MONEY orders are concerned, the procedure for handling the complaints will be the same as for other S.P items. However, in case of complaint regarding non-receipt of acknowledgement, a 'Certificate of Payment' to the payee shall be issued to the remitter in all cases, on receipt of confirmation from the office of payment.
- (23) All complaints of inward references regarding SP MOs shall be recorded in the register prescribed to be maintained for other SP items. The particulars will include besides SPMO, date of booking, office of booking, the amount of S.P MOs.
- (24) Complaints regarding S.P. MOs will also be entertained upto one moth from the date of booking.
- (25) Reply in cases of delay in delivery due to circumstances beyond our control, may be sent in the proforma (Annexure XX).

## **(B) INTERNATIONAL**

- (1) International Speed Post (ISP) service is available to 97 countries. Enquiries about ISP are governed by the following article of bilateral agreement or Memo of Understanding which reads thus:-

*“Each administration shall reply as soon as possible to requests for information in respect of EMS items. The reply shall normally be sent by the same means as that used for the corresponding requests for information i.e by Fax, Telex, Telephone, EMS etc.”*

*In view of the above it is imperative that international EMS complaints are handled promptly and efficiently.*

- (2) All matters and enquiries relating to incoming and outgoing International Speed Post and refunds will be dealt by the 4 gateway Speed Post Concentration Centres (SPCC) at Mumbai, Delhi, Kolkata and Chennai. Particular administrations have been advised to refer the matter to the ADG (IM) of the Directorate when SPCC fails to respond.
- (3) Complaints and enquiries could be accepted by any Speed Post Booking Centre which shall be forwarded to the gateway SPCC nominated for the Circle as a whole inclusive of Regional Circles, (Annexure XXI).
- (4) All complaints/enquiries pertaining to international Speed Post Articles shall be indexed in the Register in the following format at every Speed Post Booking Centre receiving and forwarding the complaint to the gateway SPCC.
  - (a) SI. No.
  - (b) Case Mark
  - (c) Name and address of sender
  - (d) Name, address and country of destination of the addressee
  - (e) Nature of complaint
  - (f) Number and date of booking of item
  - (g) Date of receipt of complaint
  - (h) Date of acknowledgement of complaint
  - (i) Date of forwarding the complaint to SPCC
  - (j) Date of receipt and nature of reply from SPCC
  - (k) Remark - if refund ordered, if so, state date of payment before closure and intimation to SPCC/
- (5) The index Register at the SPCC will be maintained in the following format:-
  - a) SI.No.
  - b) SPCC Case mark
  - c) SP booking Centre Case mark ( in respect of enquiries about articles booked at Speed Post Booking Centre)
  - d) Date of acknowledgement.
  - e) Date of reference to SP booking Centre ( for ascertaining details in respect of complaints received directly about articles booked there),
  - f) Date of receipt of reply to above.
  - g) Date of reference to office of enquiry ( foreign administration).
  - h) No., date and office of booking.
  - i) Name and address of sender.
  - j) Name and address of addressee
  - k) Date of receipt of reply from foreign administration.
  - l) Date and nature of reply to the complainant.
  - m) Remarks (Date of payment of refund if ordered).

- (6) General instructions on handling International EMS complaints & refunds.
- i) Complaints/enquiries can be entertained from the users within two months from the date of posting of the items. Complaints/enquiries received after this period should not be entertained.
  - ii) Routine enquiries for confirmation of delivery should not be accepted.
  - iii) Complaints and enquiries can be accepted by any Speed Post Booking Centre including the SPCCs.
  - iv) Refund of charges in respect of Internal Speed Post items booked in India will be made only in case of DELAY, LOSS AND DAMAGE DUE TO SERVICE FAULT.
  - v) There is no question of fixing of liability between Postal Administrations with regard to International Speed Post items. Therefore, the corresponding postal administration should not be addressed for acceptance of liability or sharing of the amount refunded.
  - vi) The gateway SPCC will directly communicate with the corresponding administrations by the fastest means i.e., through Rugby System with the countries using this System or through e-mail, fax, phone etc. in the form (Annexure XXII). Note: Rugby System is an Internet based system developed by EMS Cooperative for use by the postal administrations to respond to the EMS enquiries from other administrations and to track the messages on the enquiries exchanged between administrations. The system facilitates quick disposal of EMS complaints.

The enquiries on Rugby System are categorized in five classes:-

**Investigation:** Check T&T system and provide the requesting agent/whatever information is available about the item. A basic investigation request can only be sent to partners with a Track & Trace system. Use Special Search for non T&T partners. Maximum reply time is 3 working hours, if no information available 'NO TRACE' reply should be sent within the time limits.

**Special Search:** Check T&T system, distribution centres and offices that the item queried should have passed and route to its destination. Maximum reply time is 16 working hours (2 working days).

**Full Investigation:** Check T&T system, all distribution points and the addressee is contacted to ask whether the item has arrived in the meantime. In case of an item posted more than 10 days ago, immediately send a Full Investigation request instead of passing through the investigation and Special Search steps. Maximum reply time is 24 working hours (3 working days).

**Written Proof of Delivery (WPOD):** Formal request for a written POD. The reply is to be sent within 24 hours.

**General Information:** General Information inquiry is used to obtain or provide information not included in the normal inquiry workflow steps. General Information inquiries can be sent from either the item origin partner to item destination partner, or from the item destination partner to the item origin partner. General Information Inquiries can include address confirmations or

corrections, item return requests, inquiry reminders, custom queries etc. More than one General Information Inquiry can be sent with the same item ID. A reply to a general Information Inquiry is expected and required. Maximum reply time is 24 working hours (3 working days).

- vii) Enquiries on all complaints received at the gateway SPCCs should be initiated within 48 hours of the receipt.
- viii) All correspondence relating to International Speed Post complaints should be marked boldly "ISP COMPLAINTS/INQUIRIES - PRIORITY" so that they are easily identifiable.
- ix) Reply to the complaints shall be issued by the gateway SPCC under intimation to the Speed Post Booking Centre from which the complaint has been received.
- x) On receipt of copy of reply vide items (ix) above suitable entries should be made in the appropriate columns provided for in the Index Register before closing the complaint.

(7) Guide lines for processing complaints pertaining to Incoming items:-

The SPCCs concerned will, on receipt of complaints from foreign postal administrations, forward forth-with the complaints to the respective Speed Post Centres if the complaints do not relate to its own Centre. Complaints relating to its own Centre should be dealt with as outlined in the following paragraphs:-

- i) The Speed Post Centre which delivered the item in question will verify from the delivery record the disposal of the item. In case the item has been delivered, the date and time of delivery and the particular of addressee to whom it was delivered should be noted. It should also be seen whether the item has been delivered within the delivery standard. IN case the item has been delayed due to some reason, which cannot be classified as service fault, the same should be clearly given. If delay is due to service fault, the postal administration should be advised accordingly through the parent SPCCs.
- ii) In cases where an incoming item is detained by the Customs, the postal administration concerned should be informed forthwith of the detention.
- iii) Simultaneously with action taken as per (ii) above, the Manager of the Speed Post Concentration Centre should address a personalized letter to the addressee informing him about the detention with a request to meet the concerned Customs authority for expediting customs clearance. It has been found that many avoidable complaints result on this score.
- iv) The mode of disposal of enquiries/complaints relating to incoming items is as per Annexure XXIII.

(8) Guide lines for processing complaints pertaining to Outgoing items:-

- i) On receipt of an inquiry/complaint the booking centre or the SPCCs should ascertain whether the same is entertainable. It should also be ensured that all relevant information has been given by the complainant.
- ii) In case it is found that the delay or loss of an item has been occasioned due to service fault, the enquiry fee should also be refunded.
- iii) If a complaint is received at the booking centre, the Centre should verify the details from their record and immediately forward them to the Concentration Centre

to which the item was dispatched. In case complaint is received at the SPCC, the booking centre should be asked to furnish the details immediately on telephone besides also furnish particulars of dispatch to the SPCC to facilitate link up of its own dispatch particulars.

- iv) The SPCC should then ascertain the dispatch particulars from its work papers and send a verification note in form C-14 to the office designated by the country concerned for inquiry relating to EMS complaints.
  - v) The response of Foreign Postal Administration to such verification notes should be closely monitored and if no reply is received within 48 hours, if the mode of dispatch of the complaint is Telex or FAX, a reminder on telephone should be given. A telephonic reminder can be followed up by fax or telex. In case the mode of dispatch of the verification note is by post, reminders for non-response should be issued after ten days of its dispatch.
  - vi) In case of unusual delay in receipt of response from the foreign postal administration the case should be referred to the A.D.G. (IM) by name in the Directorate, for further action.
  - vii) The mode of disposal of enquiries/complaints relating to outgoing items is given in Annexure XXIV.
- (9) Instructions regarding refunds.
- i) The procedure for refunds would be the same as applicable to Domestic Speed Post. Refunds where ever payable should be made at the earliest to the sender. A copy of orders relating to refund is annexed for ready reference at Annexure XXV
  - ii) As far as possible of compensation to the sender as per instructions should be made, if no response is received after three reminders from the Foreign Administration.
- (10) Statement of Complaints.
- i) The four SPCCs should send a statement of incoming and outgoing complaints for which they are the nodal office to the Directorate in prescribed proforma at Annexure XVIII by 8<sup>th</sup> of every month. Along in charge of the centres must ensure that entries in these registers are complete at all times. Director In-charge of Speed Post Services will ensure its timely submission.
  - ii) The four SPCCs and all Speed Post Centres must maintain Index Register of Internal EMS complaints in the prescribed format. The officer incharge of the centres must ensure that entries in these registers are complete at all times. Director In-charge of Speed Post Services will ensure its timely submission

## CHAPTER-VII

### HANDLING OF COMPLAINTS RELATING TO TELEGRAMS ORIGINATING OR TERMINATING IN COMBINED OFFICES

- (1) *The complaints relating to telegrams originating and/or terminating in combined offices are to be dealt with by the Department of Posts till operation of telegraph services is completely transferred to Department of Telecom. A Telegraph complaint received by us may be due to fault of service at Post Office or DTO or the Engineering Wing which maintains the telegraph lines. Whenever such complaints are received, it is necessary to know whether it is due to faulty service at the Post Office or DTO or in the maintenance of the line by the Engineering Wing.*
- (2) *Complaints relating to inland telegrams and claims for refund of charges paid thereon shall be made at the office of booking or delivery within 30 days of booking the telegram.*
- (3) *Every such claim or complaint shall be accompanied by documentary evidence specified below namely:-*
  - i) *in case of non-delivery or of delay, the receipt granted for the telegram and a written statement from the addressee;*
  - ii) *in case of alteration or omission, the copy of the telegram delivered to the addressee;*
  - iii) *in case of unused reply telegram form, the reply telegram form delivered to the addressee;*
  - iv) *in all other cases, the receipt granted for the telegram.*
- (4) *No complaint or claim for refund shall be entertained unless same is received within 30 days from the date of booking of telegram.*
- (5) *As soon as the complaint is received it should be indexed under Miscellaneous Head and inquiries should be taken up with the concerned DTO/CTO/Combined office as the case may be.*
- (6) *The grant of refunds will be subject to the following:*
  - i) *Where service fault is established. It is usual to give a full refund.*
  - ii) *Where delay or non-delivery is Complained of*

<i>A refund may ordinarily be granted when the delay exceeds the postal mail time in case of ordinary Telegrams and 1/2 of the time in case of Express telegrams.</i>
<i>Where the public has already been Cautioned no refund is admissible</i>
  - iii) *in case of mutilation or error*

<i>A refund may be admissible when the telegram has been rendered useless due to mutilation/error.</i>
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- (7) *A refund of full charges less 50 P may be paid without any application or complaint if the same is delayed due to interruption or congestion of circuit or other similar cause and reaches the destination beyond 24/48 hours in case of express/ordinary telegrams.*

**CHAPTER - VIII**  
**CONSUMER PROTECTION ACT, (COPRA) 1986**

- (1) The enactment of consumer protection Act (COPRA) - 1986 has further recognized that the member of public has legal rights to seek appropriate compensation for any failure, neglect or deficiency on the part of a Public Utility Service to render satisfactory service.
- (2) Although the Ministry of Law agrees that the Department of Posts is fully subject to the provision of COPRA -1986, yet this Act, in their opinion is in addition to and not in derogation of the provisions of any other Law. The Act thus does not have the effect of repealing the IPO Act and the implication applies only where the IPO Act does not apply. The question of superseding or contradicting the provisions of other enactments by the Consumer Protection Act, 1986 does not arise.
- (3) The procedure for seeking redressal under this Act is highly simplified. Mere endorsement of a complaint to Distt. Consumer forum duly constituted under the Act is adequate for it to take cognizance of the grievance and summon the Department concern to appear before it.
- (4) A review of the cases decided by consumer fora at different levels has revealed that these fora are completely ignoring Section 6 of the IPO Act and relevant clauses of the PO Guide Part-I about payment of ex-gratia compensation on the plea that the rules are not in consonance with the interest of consumer service users.
- (5) It has, therefore, become imperative to ensure while reviewing the complaints at any level of the hierarchy, that care is taken to examine whether a copy has been endorsed to the district consumer forum or not. Even if it has not been done, wherever there is a claim of compensation due to loss of or damage to articles, appropriate action should be initiated immediately to call for the facts and be prepared to defend the case as and when necessary. It would be worthwhile if a liaison is kept with the complainant to settle the grievance with a view to avoid recourse to legal channels being taken by the complainant.
- (6) Consumer fora are as good as any other civil/criminal court with all legal authority. It is suggested that every authority should obtain a copy of COPRA- 1986 and make himself familiar with its provisions. The Directorate has already circulated instructions from time to time. More importantly. Every effort should be made to take action within prescribed limits prescribed in the Act.
- (7) While sending cases for filing appeals, writ petition in the National Commission, the papers should contain the following documents. *It should be brought by an officer well conversant with the case along with an advance of about Rs. 1500/- to meet contingent expenditure.*
  - i) Copy of original application
  - ii) Copy of counter reply filed
  - iii) Certified original copy of the decision of the District Consumer Forum.
  - iv) Copy of appeal filed in the State Commission.
  - v) Certified copy of the decision of the State Commission

- (8) In various judgements the District/Consumer Forum and State Commission have highlighted many inadequacies in the defence submitted by the Department which are broadly mentioned as under:-
- i) Indifferent and ineffective handling of complaints. Negligence, in many cases, has been responsible for the sender to seek recourse to legal sources for redressal.
  - ii) The suit notice under Section 80 CPC is not treated with due attention by the Divisional/Circle Offices. The matter gets tossed about and no attempt is made to examine the facts, obtain legal opinion as to the defence of the department to keep the papers ready.
  - iii) The replies that are given to the complainant rejecting the claim are not properly worded and at times not even replied.
  - iv) Very rarely the department is able to present before the District Consumer Forum or the State Commission convincing facts of its efforts to investigate into the claim in support of the immunity under Section 6 of the IPO Act, 1898. Mere reference to the Act *ibid* is not sufficient. It is seen that the Govt. pleader is not briefed sufficiently to protect the interest of the Department. This is because of inept and indifferent handling of the complaint at the initial stage itself.
  - v) The cases are not watched nor proper liaison maintained with the Govt. counsel. Apparently the counsel is not briefed fully and properly. Consequently he is not able to project the views of the department with adequate conviction

## **CHAPTER -IX**

### **ORGANISATIONS FOR MONITORING OF GRIEVANCE REDRESSAL IN PUBLIC UTILITY DEPARTMENTS/MINISTRY**

- (A) DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES,  
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS.
- (1) In his broadcast to the nation on 5.1.85, the then Hon'ble Prime Minister had announced that an effective machinery for redressal of public grievances will be set up in offices and departments with large public dealings. In pursuance of the Prime Ministers, directive, the Department of Administrative Reforms was made a nodal agency to act as a catalyst and to evaluate the performance of ministries having public dealings.
- (2) The main objectives were as under:-
- i) The need to change the attitude in general of the bureaucracy particularly at lower level.
  - ii) They should consider public grievances and respond to them not as a routine chore. Instead they should feel duty bound to provide meaningful redress.
  - iii) The need for strengthening the existing set up in the Ministries/Departments and their subordinate offices for the redressal of Public Grievances.
  - iv) To nominate one officer as a Director (Grievances) where there are large public dealings.
  - v) To check whether the supervisors have an effective role in the service oriented Departments for ensuring that genuine complaints are effectively attended/ disposed off.
  - vi) The need for monitoring the system closely at all levels.
  - vii) To give publicity to the new arrangement.
- (3) The main function of Department of Administrative Reforms is to watch, monitor and evaluate the performance and policy making with regard to Public Grievances set in the departments. It carries out time-to-time studies, quarterly meetings and inspection of the PG Cell in the Ministry. This organization is primarily concerned with evaluation of the policies and guidelines relating to redressal of grievance to suggest appropriate changes to make the administration more responsive to public needs.
- (B) DIRECTORATE OF PUBLIC GRIEVANCES (DOPG) (Cabinet Secretariat)
- (1) In order to strengthen the machinery for redressal of public grievance, an independent Directorate of Public Grievances was set up under Cabinet Secretariat under Gazette Notification dated 25.3.88. This Directorate is headed by the Secretary to Govt. of India. Primarily, it is concerned with the review and processing of individual complaints.
- (2) This directorate forwards the complaints along with their forwarding note either for calling for a report or for direct disposal directly to the Chief PMsG or Regional PMsG with a copy to Director (Grievances) Department of Posts. For agency functions like SB/PLI, a direct reference is made to the concerned DDGs.

- (3) Director (Grievances) of the Department of Posts is the nodal officer who liaises with this Directorate and keeps a track over the disposal of cases, Director (Grievances) of this Directorate is the Director (Grievances) for the Department of Posts.
- (4) A time period of 6 weeks has been prescribed for the final disposal of the cases referred to by them. In case of delay, the Directorate is authorized to call for relevant file papers from the Ministry/Department or its subordinate offices. It is also competent to review the case and to recommend suitable disposal including even punitive action against the officials/officer. Their recommendations are mandatory.
- (5) Irrespective of the fact that a direct reference has been made to the individual CPMG/PMG, it has been prescribed that in no circumstances a direct report should be sent to DOPG. This is hardly being done by the circles and in many cases a direct report is sent. The proper procedure in the light of the instructions issued from time to time, needs to be ensured.
- (6) A quarterly meeting is held by the DOPG which is chaired by the Secretary DOPG and all the cases pending over three months are personally reviewed by him.

## CHAPTER-X

### PROCESSING OF LEGAL DISPUTES

#### **(A) Appointment of Private Counsel:**

- a. In case of engagement of any counsel, who is not empanelled, the approval of the Minister concerned as well as the Minister of Law & Justice is necessary.
- b. In case of engagement of private lawyer, a proposal justifying the acute circumstances, which necessitate the appointment of that lawyer, should be sent. The proposal should also contain the data such as (a) Name of the Advocate, (b) Date of Birth, (c) Qualifications, (d) Enrollment as Advocate, (e) Experience, (f) Additional Information and (g) Schedule of fees.
- c. No private lawyer should be engaged without the prior approval of the Ministry of Law and no case for the post facto approval of engagement of a private lawyer should be sent to them.
- d. In District Consumer Forum, where the amount of compensation is small, the Departmental representatives can very well represent the case of the Department before the forum as it will not be prudent to spend high amount of fee in engaging a counsel. However, in difficult matters or the amount of compensation is high, a Central Government Counsel should be engaged and if the Central Government Counsel is not available, State Government Pleader can also be engaged.
- e. In civil suits, only the Central Government, or State Government counsels should be engaged.

#### **(B) Disposal of Suit Notice**

- (i) The Circle/Regional offices should dispose of the suit notices received keeping in view the statutory limit of 60 days and these cases should not normally be forwarded to the Directorate as a matter of routine.
- (ii) As soon as it is received, the case should be examined with relevant facts and efforts should be made to settle the grievances mentioned in the suit notice. If need, the opinion of the local Government counsel should be obtained and as per the advice, the notice should be disposed of.
- (iii) In cases, where the intervention of the Directorate is needed or opinion of the Ministry of Law is required, a complete case containing the documents such as (a) copy of suit notice, (b) brief history of the case with para-wise comments, (c) legal opinion of the counsel, (d) points on which the opinion of the Ministry of Law or instruction from the Directorate is required, should be forwarded.

## **CHAPTER-XI**

### **NEW APPROACHES TO PROMPT REDRESSAL OF PUBLIC GREIVANCES**

#### **(A) DAKADALATS**

Dak Adalats were ordered to be held at circle level in the first instance on a quarterly basis vide letter No.76-23/90 GA(P) dated 11.10.90. The Adalat, chaired by the Head of Circle with two other Members covers Pension cases and all types of problems relating to postal services like delay in transmission of mails, speed post articles, parcels, money orders, savings bank, cash certificates and counter services. Ultimate aim is to provide an on the spot redressal to the complainant.

To avoid public inconvenience, under the orders of Minister of State for Communications its scope was further extended upto the Divisional level on quarterly basis. It would be chaired by the Divisional head.

#### **(B) POST FORUM**

A new venture to foster better relationship with clients and to create a ready responsiveness to public needs. Post Forum was introduced on 10.9.90. Post Forum is a representative body of users of a post office to advise the post office on matters of its service in public interest conceived in the widest sense. It shall consist of not more than 7 (seven) Members. They shall be users of the Post Offices. It will meet once every three months. Initially it was ordered to be introduced in at least three major post offices in circle.

## CHAPTER - XII

### PUBLIC RELATIONS

1. Grievance settlement is a process of image building and an exercise in public relations. It is not an end in itself but a means to an objective. Personal conduct, behaviour, attitudes etc., therefore, assume considerable significance. Interaction with a client needs skilful handling of the encounter. The encounter should have both enriched with happiness and not with a feeling of disappointment. Better public image and happy relations under the concept of 'meetingless day'.
2. The consumer, who seeks a meeting has a problem and it is our job to solve it. The complainant should feel welcomed and important at your premises. Effective listening is the first step in creating this feeling. It helps to take notes and seek clarifications on ambiguous statements. Summary of the narration conveys a definite message of your genuine interest in solving the problem.
3. In case of complaints already under inquiry there should be no hesitation to explain the extent and nature of information collected till then. The opportunity should also be taken to explain the reasons for delay in inquiries. The open attitude is far more convincing. However, do not make any commitments until your inquiries are over.
4. Should complainant be required to fill up any forms such as claims form he should be advised of the purpose and explained on what information should be furnished along with supportive documents like consent, dissent letters etc. It will be worthwhile to keep blank forms and supply them wherever needed along with guidance on filling up different columns.
5. Avoid criticizing your superiors, running down the department and depreciating your colleagues and staff. It is not only bad manners but also undermines the confidence of the public more in your own ability and competence.
6. Statistics are a useful tool but need cautious handling. These should not be used merely to impress or to belittle the grievance or to cover the shortcomings. Remember that to each, one's grievance is most important deserving of full attention.
7. Let us not forget that customer is never wrong. Even if a complainant is found to be unreasonable, it will not behoove us to enter into a debate to point out his or her errors of logic. It is best to listen politely and state our viewpoint with advice on the best possible course for quick settlement of the grievance.
8. Remember the golden rule of appraisal. You are graded as;  
GOOD - if you do what you are expected to do,  
VERY GOOD - if you do more than what you are expected to do; and .  
EXCELLENT - if you do what was not expected of you to do to solve the problem
9. Keep in mind the empathy generates sympathy. Unless you put yourself in the position of the complainant, you will not be able to appreciate his grievance and react accordingly.
10. And finally, the image of the Department depends upon the image you create of yourself. So be conscious of this fact when meeting a complainant in the process of settling the grievances.

## INDEX TO ANNEXURES

<b>Annexure</b>	<b>Subject</b>
I)	Maintenance of separate register of complaints
II)	Categories of Complaints & Proforma for Register of complaints.
III)	Instructions regarding disposal of Minister Cases and Proforma for MP/VIP complaints Register.
IV)	Proforma letter calling for wanting information from the complaints.
V)	Instructions regarding establishment of mechanism to monitor delivery of un-registered mail.
VI) i)	Instructions regarding preparation of quarterly Statement of Postal Complaints.
ii)	Proforma for monthly statement.
VII)	Instructions regarding settlement of Claims in respect of Registered and Insured articles addressed to Nepal.
VIII)	Instructions regarding disposal of MO cases between India and Nepal (CF Section)
IX)	Instructions regarding disposal of Nepal MO cases (PG Section)
X)	Record of Speed Post Complaints received over phone or in person.
XI)	Proforma for acknowledging Speed Post Complaints.
XII)	Inquiry note regarding Domestic/International Speed Post Complaints.
XIII)	Proforma for reminder-inquiry Note. Regarding Speed Post Complaints.
XIV)	Proforma for Speed Post Inquiry Note.
XV)	Proforma for giving final reply in respect of Speed Post Complaints.
XVI)	Proforma for refund of Speed Post Fee.
XVII)	Proforma for letter enclosing Cheque for Speed Post Refund.
XVIII)	Instructions for submission of Monthly Speed Post complaints alongwith Proforma of statement.
XIX)	Instructions regarding treatment of Speed Post Bags as due bags.
XX)	Proforma for reply to Speed Post inquiry Notes.
XXI)	Segregation List of areas served for delivery of EMS items.
XXII)	Speed Post International Inquiry Note.
XXIII)	Mode of disposal of Inward articles Complaints.
XXIV)	Mode of disposal of complaints relating to outward articles.
XXV)	Instructions regarding refund of Charges.
XXVI)	Clarifications in respect of cases arising out of Consumer Forum.
XXVII)	Complaint handling - at a glance.

**No. 3 - 25/90 - P. Comp.**

SUB: Maintenance of a separate register of complaints at every Post Office.

- (1) There has been a general conception that every Post Office is itself a grievance cell because according to certain provisions in the P.O. Guide Part-I a complaints and suggestion book is to be kept at every P.O. and that the bonafide complaints against the service including reminders to previous complaints addressed to any office of the P.O. will be accepted for transmission free of charge, it tendered open or in an open cover at any Post Office.
- (2) According to Rule 48-A of the P.O. Man. Volume VI /I, a separate inward correspondence register is required to be maintained in all Head and Selection Grade Sub Offices in Form Corr.9 (outward correspondence register) in which references bearing file mark 'CR', all search bills and VP calls received are to be entered.
- (3) Vide Para 2 (C) (page 1 ) of the Compendium on Postal Complaints for use in the POs a register for the complaints/reference relating to public complaints was prescribed but it has generally been noticed that no such register is maintained and the complaints received are *entered in a general correspondence register and disposed of accordingly.*
- (4) It is, therefore, decided that a register of public complaints by the P.O. will henceforth be maintained at every P.O. in the following form:-
  - i) Date of receipt of complaint.
  - ii) Name and address of the complainant.
  - iii) Nature of complaint.
  - iv) Date on which forwarded to the Divl. Supdt./Sr. Supdt.
  - v) Date of final disposal of the complaint.
  - vi) Remarks.
- (5) All complaints, as and when, received will be immediately date stamped, entered in the above register and forwarded to the concerned Divisional Head/*customer care centre*) together with relevant information available in the P.O. within 24 hours. The complaints should be acknowledged immediately.
- (6) The Divisional Supdt. at the time of final closure of the complaint in question, will endorse a copy of the reply to the concerned P.O. where a record of its final disposal should also be made in the register.
- (7) The Inspecting Officers, during the course of inspection/visit to the P.O. should review this register and record their remarks in the Order book.
- (8) These instructions should be brought to the notice of all concerned and got implemented forthwith.

**Categories of Complaints**

- (1) Unregd. Mails
- (2) Speed Post
- (3) Regd/Insured Letters.
- (4) Unregd/regd/Ins.parcels.
- (5) VPL/VPP (Ord./Ins.)
- (6) Foreign Mails (Outward/Inward)
- (7) Telegraphic Money Orders.
- (8) Money Orders.
  - i) Ordinary
  - ii) Speed Post Money Orders.
- (9) Savings Bank
- (10) Management and Office.
- (11) Miscellaneous

**Proforma for Register of Complaints (CPT-I)**

- (1) Serial No.
- (2) Date of receipt
- (3) Name and address of the complainant
- (4) Nature of complaint
- (5) Category of complaint
  - a) Due to service fault
  - b) Due to reasons beyond the control of the Department
  - c) Due to human delinquency.
  - d) Groundless
- (6) Date of final disposal of the case.

**DO No. 1 - 100/77- P. Comp.**

- (1) On a recent review of the “Minister’s cases pending in the Directorate, I am constrained to impress upon you the urgent need for streamlining the existing procedure for disposal of such cases at the circle level. Some of the serious lapses noticed are as under:-
- i) In some cases, the original complaint is not returned along with the final report, thereby causing delay in submission of the case.
  - ii) The reports received are often stretchy and vague.
  - iii) To obtain wanting reports from the subordinate units, perfunctory reminders are being issued with copies endorsed to the Directorate.
- (2) To remedy the situation, with immediate effect, the following instructions may please be strictly observed:-
- i) As soon as the original complaint is received from the Directorate, it should be examined in depth and action taken on all the aspects of the complaint. At the initial stage itself, it should be decided whether enquiries should be conducted at circle level or regional level or Divisional level.
  - ii) If the complaint relates to units within the circle, the final report should be sent within 10 days.
  - iii) If the complaint involves correspondence with other circles, the report should be sent within 3 weeks.
  - iv) If, on enquiry into the complaints, some service fault is noticed, immediate action must be taken to set it right. Similarly, if the complaint establishes lapses on the part of an official/officials, suitable notice should be taken. The nature of action taken should be spelt out clearly. If any delay is anticipated in this regard, the target date by which action would be completed should be indicated.
  - v) The register of Minister’s cases is required to be reviewed every week by the Head of the Circle personally.
  - vi) In respect of all communications/complaints from MPs and other dignitaries, the same are personally acknowledged by Minister(C) and Deputy Minister (C) and the final reply is issued under their signature. Therefore, all reports in Minister’s cases should be signed by the Head of the Circle personally and where this could be done due to any reason, the officer next below should sign it indicating that the report has been approved by the Head of the Circle.
- (3) I would be grateful for an acknowledgement of this communication and your cooperation that Minister’s cases would be dealt with on a top priority basis.

**ANNEXURE -IV**

From

(Office of issue)

To

Name and address of the complainant.

Sub:-

Dear Sir,

*Your letter dated ..... of enquiry on the above subject addressed .....to has been received.*

2. While the inconvenience caused to you is regretted, it would be helpful, if you could kindly furnish the under mentioned information to enable us to initiate proper enquiries into your complaint. Your early response will be very helpful/

3. Assuring you our best cooperation.

Yours faithfully,

(Name with designation)

Particulars of information required.

**D.O. No. 3 - 49/90. P. Comp.**

1. This is regarding establishment of a mechanism to effectively monitor delivery of unregistered mails.
2. The Department of Posts delivers 14612 million articles annually. This is, thus an area where our largest interface with the public comes in. Delivery of the accountable articles is well documented and can be verified at any time. It is with regard to the unregistered mails that the real problem of monitoring creeps in.
3. So far as Counter services are concerned, adequate supervisory mechanism to monitor and control is available on the spot except in case of single handed offices. In respect of delivery of unaccountable articles in Urban areas. However, our only mechanism to monitor is through the Public Relations Inspector (Postal).
4. Over the years, this mechanism has tendered to become insufficient and ineffective. The departmental rules/instructions do not provide any quantified system of monitoring. To overcome this handicap, it is proposed to introduce a system in which every PRI (P) will have to verify delivery in respect of 120 articles per day. These articles will be selected confidentially by the in charge of the post office form out of the articles using his discretion in a wise and effective manner. He may particularly select, or this purpose, the articles meant for the addressees residing at the end of the beat to ensure that postman does cover the whole beat. He may also particularly select the articles in the last delivery. The articles from the areas from which there are complaints, the VIP areas and other sensitive areas, would also be chosen for this monitoring. The PRI (P)s, on such a direction from the Head of the office, will contact each of the addressees, ascertain the date/time of receipt of the article and submit this information in his daily report the next day. This will ensure proper monitoring of the working of each of the delivery agents. The mechanism is bound to lead to improved Customer satisfaction.
5. I shall be grateful if the improvements noticed as a result of implementation of these orders, are intimated to this Directorate.

**No. 36-2/77- P. Comp.**

Dated 7.90

**Sub:- Quarterly statement of Postal complaints.**

\*\*\*\*\*

Sir,

1. In this office letter of even number dated 3.5.88 the proforma for the submission of Quarterly Statement of postal complaints were revised.
2. It has been brought to our notice that the informations sought for in these statements are too elaborate and complicated and that there are practical difficulties in their compilation.
3. It has, therefore, been decided to simplify them and to reduce the requirements to the basic needs. Accordingly the quarterly statement will now be submitted in the enclosed proforma.
4. In order to facilitate the compilation of information in these statements, the following steps may kindly be taken:-
  - (a) In all the subordinate units, viz. all Divisional Offices/Gazetted HPOs a register of complaints may be maintained in 11 parts corresponding to the 11 categories mentioned in the statement-II. Where complaints pertaining to any particular category are large, there may be no objection to maintaining a separate register for that category like (Regd. Letters (CR-III) and Money Orders (CR- VIII)).
  - (b) Such registers in 11 parts need not be maintained in circle office/Regions since Divisional units are the nodal points where ultimately the case is registered in a particular category whether a complaint is received direct or received through Directorate/Circle/Regional offices. In these offices, the following registers would be maintained to keep a watch over the complaints received by them:
    - 1) Complaints received from the Directorate.
    - 2) Minister's cases.
    - 3) Prime Minister's cases
    - 4) Complaints received direct by the Circle/Regional Office.
  - (c) At the end of every month an abstract should be struck in each part in the Register in Divisional offices and in each register maintained in Regions/circles bringing out clearly the information required to be filled in these statement.
  - (d) Statement-I details with quarterly receipt and pendency of postal complains in an abstract form. It also brings out the number of complaints in which the offices and units involved e.g. office of transit and delivery were within the home circle itself, so that the Head of the circle/Region can assess the performance and take remedial measures to improve the working of his won offices. It also indicates the complaints involving offices outside the circle. The head of circles, in such cases, can assess the position and take up the matter with their counter parts in other circles.

A review of all the cases pending over 3 months is also required to be prepared by the units and submitted to Regions along with the quarterly statements. These cases would be reviewed at the Regional level and suitable guidelines given to the concerned unit for their early disposal.

- (e) Statement-II gives the category-wise break up of complaints received, closed and pending during the quarter. It appears that certain units do not register the complaints under proper category with the result that the true picture is not reflected. Following guide lines are given to facilitate proper categorization of complaints.

#### CR-1 (unregd.Mails)

It has three sub heads:-

- a) Magazines/periodicals.
- b) Greetings/invitations/book-post
- c) Miscellaneous complaints.

Under CR-1 (a), the following types of complaints are registered:

- i) Delay/non-delivery of Magazines/Periodicals
- ii) Loss of Magazines/periodicals.
- iii) Wrong delivery/Abstraction of contents.

Under CR-1 (b), the following types of complaints are registered:

- i) Delay/non-delivery/loss/wrong delivery of Greetings/Invitations/Book Posts
- ii) Abstraction of contents.

Under CR-1 (c), the following types of complaints are registered:

- i) Complaints about posting of bulk mails/franked articles.
- ii) Delay/non-delivery/loss/Wrong delivery of ordinary mails.
- iii) Abstraction of contents.
- iv) Improper working of postman, like throwing away of letters in Varandah instead of putting in the letter box, delivery of mails to School children or at the shop, demand of Bakhshish, irregular return/deliberate return.
- v) Non-opening of letter box, L/Box without hours plates, early opening of LBs and LBs without lock or damaged LBs.
- vi) Non-follow up of addressee's instructions.
- vii) Delivery of mails to disputed firm/unauthorized person.

#### CR-II (Speed Post)

Under this category, all types of complaints about booking, delay/non-delivery/wrong delivery/abstraction of contents of speed post are registered.

#### CR-III (Regd. Letters/Ins. Letters/Speed Post)

Under this category there are three sub-heads:

- a) Regd. Letters
- b) Insured Letters.

The following types of complaints are normally registered:

- i) Non-delivery/delay in delivery
- ii) Non-receipt of A.Ds.
- iii) Abstraction of contents from Regd. Letters/ Ins. Articles.
- iv) Wrong/fraudulent delivery.
- v) Deliberate return in connivance with other party.
- vi) Delivery of articles to disputed firms/unauthorized persons.
- vii) Loss of Regd. Letter/Ins. Letter/settlement of claim.
- viii) Non-delivery/late delivery of SP article-Non-Refund of SP charges.

#### **CR-IV (Unregd/Regd/Ins. Parcels)**

The nature of complaints are almost the same as against category CR-III.

#### **CR- V (VPL/VPP)**

Under the category, besides the complaints mentioned against CR-III & CR-IV, the following types of complaints are also registered:

- i) Delivery of VP articles as an ordinary article
- ii) Non-payment of VPMOs
- iii) Complaints from the addressee of a VP article regarding cheating by the sender.

#### **(g) Statement-IV .**

This statement indicates the position about the number of cases and the amount paid as ex-gratia compensation/compensation in respect of Regd./Ins. articles. it also indicates the number of cases in which DMOs were issued/paid. It has now been simplified.

#### **(h) Statement-V**

Indicates the punishments awarded as a result of the complaints received in a very simple form. It is supplementary information, which reflects the seriousness of the circle/ Region/Unit about the complaints and their follow up.

5. Instructions already exist for maintaining a separate register in Divisional offices in respect of the references received from other units complaining about subordinate units not replying to CPT -21/S. Bills etc. In such cases, watch should be kept on compliance by the units concerned. A serious note of the lapses on their part should be taken. Similar register should also be maintained in the offices of Chief PMG/PMG in respect of references received from their counter parts.
6. Instructions also exist that the complaints branch should be inspected weekly by the complaints inspector and monthly by the Divisional head. These should be strictly followed by all concerned.
7. A review of the quarterly statements have revealed that hardly any effort is being made to ensure correct compilation of the statements. Normally the figures under each category carried over in the previous quarter and brought forward in the next quarter do not tally. It should be ensured that correct figures are compiled in future.

8. It has also been observed that some complaints are statistically closed either with the issue of Search Bill or with the issue of orders for the Duplicate money order. This is perhaps done to decrease the pendency over 3 months. This practice is apparently wrong. The complaints should be closed after their final disposal only. In cases where the grievances of the public are finally settled and only action against the officials is pending, these can be closed and follow up action pursued separately.
9. These instructions should be implemented from the quarterly statement for the period ending 30.6.90.
10. The Divisions should submit their statement to the PMG (Regions) by 10<sup>th</sup> of the month following the quarter incorporating the figures of Gazetted Head Offices (Class-II) in their statements. These offices should route their statements through Divisional Supdt. The Regions should submit it by the 20<sup>th</sup> to the CPMG and the Circle should send it to the Directorate by 30<sup>th</sup> of the month following each quarter.
11. Please acknowledge its receipt.

**STATEMENT-I**

Name of the Circle.....  
 Quarter ending.....

Quarterly Statement of Complaints received, closed and pending during the quarter ending

	(a) Involving offices Within Circle	(b) Involving Office outside Circle	(c) Total
--	---	---	--------------

- |       |  |  |  |
|-------|--|--|--|
| (i)   | Brought forward  |  |  |
| (ii)  | Received in the Quarter  |  |  |
| (iii) | Total  |  |  |
| (iv)  | No. of cases closed  |  |  |
| (v)   | Pending  |  |  |
| (a)   | Below 3 months   |  |  |
| (b)   | Above 3 months upto 6 months   |  |  |
| (c)   | Between 6-12 months  |  |  |
| (d)   | Over one year  |  |  |
| (vi)  | Brief particulars of all cases pending over one year along with reasons for pendency and offices responsible for delay should be attached. |  |  |

**STATEMENT-II**

Name of the Circle.....

Category wise break up of complaints received closed and pending during the quarter ending

Category	B/F as on	Received during the quarter	Closed during the quarter	Pending as on	Break Up		
					Below 3 months	Between 3-6 months	Over 6 months upto 12 months
<b>CR-I</b>							
Unregistered Mails							
a) Magazines/periodicals							
b) Greetings/Invitations/Book Posts							
c) Miscellaneous Complaints							
<b>CR-II</b>							
Speed Post							
i) International							
ii) Inland							
<b>CR-III</b>							
Inland Registered letters/Insured letters							
Speed Post (Including VPLs)							
a) Registered Letters							
b) Insured Letters							
<b>CR-IV</b>							
Inland							
Unregistered/registered/Insured Parcel (Including VPPs)							
a) Unregistered Parcels							
b) Registered Parcels							
c) Insured Parcels							
<b>CR-V</b>							
Value payable letters/Parcels							
i) Ordinary/Insured/VP Parcels							



### STATEMENT-III

Name of the Circle.....

Analysis of complaints cases closed during the quarter ending

Category	Delay in Delivery/ Payment (all types)	Non-receipt of ack. (Retd./Ins./ MOs.)	Loss of article (all types)	Abstraction/ Misappropriation of articles/amount (all types)	Wrong/ fraudulent payment/ discharge/ Delivery (all types)	Delay in transfer/ closure Opening (SB/CC)	Delay in settlement of claim (SB.Ins./ Regd. VP. MO etc.)	Permatue complaints or unjustified complaints all types)
Unregistered articles								
Speed Post								
Registered/Insured Letters								
i) Registered Letters								
ii) Ins. Letters								
Unregistered/Registered Parcels								
i) Un Regd. Parcels.								
ii) Regd. Parcels								
iii) Ins. Parcels								
VPLs/VPPs								
Foreign Mails								
Telegraphic Money Orders								
Money Orders								
Saving Bank case Certificates Management of Office/staff								
Miscellaneous								

**STATEMENT-IV**

Name of the Circle.....

Quarter Ending.....

Statement showing the amount of compensation paid/DMOs issued

**Part-A**

Category of complaints	No. of complaints closed	No. of complaints in which compensation was paid	Amount of compensation paid
Registered Letters			
Insured Letters			
Registered Parcels			
Insured Parcels			
Foreign Mails			

**Part-B**

Category of complaints	No. of complaints closed	No. of cases in which DMO was issued and paid	Amount
Money orders			
i) Home Circle			
ii) Other			
iii) Circles			
Telegraphic Money Orders			
i) Home Circle			
ii) Other			
iii) Circles			

**STATEMENT-V**

Name of the Circle.....

Quarter Ending.....

Statement showing penalties imposed on officials of various categories as a result of complaints

Category	Total number of officials	Censure	Withhold of Inc.	Nature of punishment			
				Recovery of loss	Put off	Removal/dismissal	Major proceedings initiated
Supervisory							
Clerical							
Postman							
Group 'D'							
E.D. BPM							
Other E.D. Staff							

**STATEMENT-VI**

Quarterly statement for the Quarter Ending.....

Subject	No. of complaints/news items pending & B/F	No. of complaints/news items received/reviewed	No. of complaints/news items closed	Pending	1-3 months	3-6 months	Break-up 6-9 months	9-12 months
News items published in newspaper								
Complaints received on Meeting less days								
Complaints received from DOPAR & PG (either direct or through Directorate)								

**STATEMENT-VII(I)**

**Statement of Speed Post complaints (quarterly)**

Name of the Circle..... Period.....

Opening Balance	Received during the Month	Total	Closed	Balance	Pendency under-2 months	Over-2 months	Refund issued closed No.	Orders in r/o cases Amount	Circles responsible for pendency
-----------------	---------------------------	-------	--------	---------	-------------------------	---------------	--------------------------	----------------------------	----------------------------------

1) Regd. Letter/ Parcels

2) Speed Post money orders

**STATEMENT-VII (II)**

**Quarterly Statement of international EMS inquiries - incoming**

Name of the Circle.....		Quarter .....							
Name of Country	Opening balance	Number of inquiries received during the quarter	Number of inquiries settled during the quarter	Closing Balance	Number of inquiries lying unanswered for more than one week	Regions for pendency over one week	Date of oldest inquiry pending	Follow up Action	Total no. of international EMS items received in the quarter

**STATEMENT-VII (III)**

**Quarterly Statement of international EMS inquiries - Outgoing**

Name of the Circle.....		Quarter .....									
Name of Country	Opening balance	Number of inquiries received during the month	Number of inquiries settled during the month	Closing balance	Number of inquiries more than one month	Number of refund order for loss/delay damage	Reasons for pendency over one month	Date of oldest inquiry pending	Follow up Action	Total no. of international EMS items booked in the month	

**No. 36/Stt/81- 82 P. Comp.**

To

1. All Postmasters General
2. All Additional Postmasters General
3. All Regional Directors Postal Services.

The Divisional Supdts. (and Gazetted Postmasters) are required to carry out a monthly inspection of the complaints branch of their office and submit an inspection report, along with the review report of old pending cases, to the office of Chief Regional Postmaster General. It is observed that such reports at present do not contain adequate information, necessary for effective monitoring in the office of APMG/Regional PMG.

2. It is therefore, suggested that the monthly inspection report may be submitted by the Divisional Supdt. in the proforma enclosed. The proforma will give the necessary statistical information, provide scope to the Divisional Supdt for free expression of remarks on the relevant points, and will help the Divisional Supdt. and higher officers to identify the points requiring action on their part.

3. Review report of old pending cases may be given as Annexure to this statement. The review report should give all the necessary information about the case, so that, if required, on its basis the office of CPMG/Regional PMG can open a case file and take up the matter with other units concerned.

4. It is hoped that on the basis of this proforma the office of the CPMG / Regional PMG will be able to monitor the working of the complaint branches of the units more effectively and also take action where called for.

**PROFORMA TO ANNEXURE - VI**

**Monthly Inspection Report of the Complaints Branch**

Name of the Division ..... for the month of .....

1. Complaints

Previous				Pending
Balance	Recd.	Total		
	During		Closed	(A) Below 1 month .....
	month			(B) Above 1 but below 3 months .....
				(C) Above 3 months .....
				(D) Above 6 months .....
				Total pending .....

2. Complaints pending above 3 months.

- (a) Where all offices involved are within the division itself.  
No. Offices responsible      Action taken.
- (b) Where offices involved are within the Circle  
No. offices responsible      Whether cases with relevant details reported to

**RDPS/CO**

- (c) Involving offices outside the Circle  
NO. Whether cases reported to C.O with relevant facts.

3. Average monthly receipt of complaints .....  
Percentage of pendency to this average .....

4. Inward references

Previous	Received	Total	Disposal of pending below	Pending above 1
balance	During		month	month
	month			

Reasons for pendency over a month, offices responsible and action taken.

5. Cases for submission of reports.

Received from	Previous	Received	Final	Pending below	Pending over
	Balance		report	1 month	1 month
			sent		

- i) RDPS/CO**
- ii) Minister/DG**
- iii) MP/MLA(direct)**

Reasons for pendency over a month

- 6. Remarks of the Divisional Supdt.  
(Here the result of review of old cases, steps taken to improve handling of complaints, concrete, corrective and preventive steps taken, suggestions etc. should be given).
- 7. Annexure - (Attach review sheets of old cases)

**No. 23 - 213/76. P. Comp.**

**Dated 11.4.1978**

**SUB:-** Settlement of Claims in respect of registered and insured articles addressed to Nepal.

\*\*\*\*\*

It has come to notice of this Directorate that there is a considerable delay in receipt of replies from the Postal Administration of Nepal to the reclamations issued by the office Exchange in India. This results in a considerable delay in settlement of claims of the senders in this country.

The insured letter post and Parcel Post agreements entered into by the Government of India and Nepal provide that if no reply is received from other Administration within a period of 9 months from the date of issue of reclamation, the Administration concerned can unilaterally decide the claim, debiting the amount to the country concerned. The relevant portion of the agreement with the Government of Nepal is reproduced below:-

“Insured Letter Post Agreement” The Post Administration of the country of origin or of destination, as the case may be, shall be authorized to make compensation to the person entitled to receive it on the behalf of the concerned administration which after being duly informed of the application, has let 9 months pass without giving decision in the matter. The Postal Administration responsible for making payment may, in exceptional cases, postpone it beyond the period of one year when the decision has not yet been reached on the question whether loss, damage or abstraction is due to cause beyond control”.

The relevant provisions of the past agreement with the Government of Nepal read as under:-

“Compensation shall be paid as soon as possible and at the latest within one year from the date following the date of enquiry”.

The Postal Administrations of the country of origin or of destination as the case may be is authorized to pay compensation to the person entitled to receive on the behalf of the Administration concerned which after being duly informed of the application, has let 9 months pass without giving a decision in the matter.

The postal Administration for making payment may, in exceptional cases, postpone it beyond a period of one year when a decision has not yet been reached on the question whether the loss, damage or abstraction is due to a cause beyond control.

Administrative instructions in this regard have been given in Rule 82 of P&T Manual Volume VIII. This authorizes the Heads of Circles to whom the office of exchange its

subordinate to take a decision whether a unilateral payment of compensations is desirable.

It is, therefore, stressed upon all the Heads of Circles to ensure that the cases of insured, letters and parcels with the Administration of Nepal are decided without any delay and the cases are pursued vigorously. In cases where there is a delay in receipt of replies from the Postal Administration of Nepal, the cases would be put up to the Head of Circle with a view to determining whether the provisions of Rule 82 of P&T Manual Vol. VIII may be applied unilaterally with a view to avoiding delay in settlement of the cases.

In any case, where delay is anticipated or no reply is received from the Postal Administration of Nepal, the Director Army Postal Services and the Heads of Circles concerned should be kept informed of the position of the case.

No. 41- 3/93-CF

Dated 5<sup>th</sup> Dec. 1984

**Sub:** Money order agreement between the Postal Administration of Nepal and India  
Amendment thereto.

\*\*\*\*\*

Sir,

In order to reduce the number of complaints regarding non-payment of money orders issued from India for payment in Nepal and also in order to make speedy settlement of the claims to the senders, Article 10 of the Money Order Agreement between the Postal Administrations of Nepal and India has been amended. The amendment will come into effect from 1.1.1985. The amended article (copy enclosed) specifically provides that in case unpaid money orders are not returned within the period of currency of six months or where reasons for non-payment are also not communicated within the said period the country of issue shall have the right to reimburse the sender at the cost of the paying administrations. In regard to the outward money orders Director, Foreign Post, Calcutta has been given necessary instructions to promptly issue orders for repayment of such money orders to the senders in India.

The repayment to senders in India is to be made only upon receipt of authority from Director, Foreign Post, Calcutta. In regard to the Inward money order it should be ensured that such of the Money orders which cannot be paid within the period of currency of six months should be promptly returned to the exchange office (i.e. Director Foreign Post, Calcutta) or reasons for detention or non-payment communicated promptly to enable the exchange office to communicate the same promptly to Nepal Administration. Necessary instruction may kindly be issued to all concerned under intimation to this office.

The money order Agreement between the Postal Administration of Nepal and India.

Article 10: Money orders which could not be paid to the for any reason shall be returned immediately to the country of issue. Such of the Money Orders for which payment is not claimed within the currency period of 6 months shall also be returned immediately after the expiry of this period, falling which and in the absence of any valid reason having been communicated within the said period of 6 months, the country of issue shall have the right to reimburse the sender at the cost of the paying administration.

**D.O. No. 3010/83-PC**

**Dated 6-91**

1. For quite sometime past reference are being received regarding the manner about the disposal of M.O cases between India and Nepal due to non-receipt of replies from Nepal Administration.
2. In this connection, instructions were issued vide Directorate letter No.41-3/83-CF dated 5/XII/84 where in order to reduce the number of complaints about non-payment of money orders issued from India for payment in Nepal and also in order to make speedily settlement of the claims of the senders, Article 10 of the Money Order Agreement between the Postal Administrations of Nepal and India was ordered to be amended and the amended clause was to come into effect from 1.1.85. A copy of these instructions are again enclosed for ready reference.
3. It is, therefore, requested that all the pending cases may be settled in the light of the above instructions.

## SPEED POST CENTRE

(Name of the Centre &amp; Full Address)

RECORD OF SPEED POST COMPLAINT  
RECEIVED OVER PHONE OR IN PERSON

Officer receiving the complaint			Date
Name of the person making the complaint			Phone No.
Speed Post Item No.	Office of Booking	Date of Booking	Time of Booking
Sender		Adressee	
<b>Details of complaint</b>  <input type="checkbox"/> Item not yet delivered <input type="checkbox"/> Item was delivered delayed only on ..... <input type="checkbox"/> There was delay in delivery and hence refund of speed post fee is required <input type="checkbox"/> Non receipt of AD <input type="checkbox"/> (Any other complaint)			
Signature of the In-charge			

**SPEED POST CENTRE**  
**(Name Office Centre, with full address)**

No.SPC/

Date

Sir,

We have received your letter dated ..... regarding delivery of speed post item No..... dated .....Booked at ..... by you. It is receiving our personal attention. The matter is being processed expeditiously. We shall let you know the result of our enquiry shortly.

Thanks. -

Sincerely yours,

In-charge SPCC

To

.....

.....

.....

.....

<div style="border: 1px solid black; padding: 5px; display: inline-block;"> <b>SPEED POST CENTRE (INDIA) Phone:</b> </div>	
<b>SPEED POST INQUIRY NOTE DOMESTIC/INTERNATIONAL *</b>	
<b>Ref. No.</b>	<b>Date</b>
<b>Office of Destination</b>	<b>Office of Posting</b>
<b>Date of Posting</b>	<b>Item No.</b>
<b>Address of Addressee</b>  _____  _____  _____  _____	<b>Address of Sender</b>  _____  _____  _____  _____
<b>Despatch Details</b> <b>Despatch No.</b> _____ <b>Date of Desp.:</b> _____ <b>Flight No.:</b> _____	<b>Signature of I/C Speed Post Centre, Delhi</b>
<b>(TO BE FILLED UP BY OFFICE OF DESTINATION)</b>	
<b>Particulars of Delivery</b>	<b>(Reason for Delay if any)</b>
<b>Recipient :</b> _____	
<b>Date of Delivery :</b> _____	
<b>Time of Delivery :</b> _____	
<b>Signature:</b>	<b>Date Stamp</b>

**SPEED POST CENTRE**

No.

Date:

Dear Sir,

**REMINDER-INQUIRY NOTE (SPEED POST COMPLAINT)**

We had sent a Speed Post Inquiry note to you earlier but we find that you have not returned the Note with details so far. A copy of the Speed Post Enquiry Note is attached for your information. Due to non-receipt of this, we are not able to give an appropriate reply to the customer. If no reply is received within one week, refund orders will be issued at your cost. Kindly return the inquiry note at once.

Sincerely yours,

(In-charge SPCC etc.) .

To

---

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---

Copy to: Chief Postmaster General/Regional Postmaster General,

\_\_\_\_\_ Circle.

**Singnature**

<b>SPEED POST REPLY NOTE</b>		<b>SPEED POST CENTRE INDIA</b>
		<b>Phone :</b>
<b>No.</b>	<b>Date</b>	
<b>From Speed Post Centre</b>	<b>To</b>	
<b>Ref : Letter No.</b>	<b>Date</b>	
<b>Speed Post item No.</b>	<b>Office of Booking</b>	
<b>Date of Booking</b>	<b>Date of Delivery</b>	
<b>Person to Whom Delivered</b>	<b>Time of Delivery</b>	

**REASONS FOR DELAY IF ANY**

The item was delivered within the published delivery standards.

We are sorry. It was a service failure. Refund of Speed Post fee may be made at our cost under intimation to us.

The Speed Post bag in which the item was included was received on ..... at ..... hours through ..... hence the delay.

Attempt of delivery was made on ..... itself. The sender was not available and hence the article was kept in deposit. It was not an operational delay.

The premises of the addressee was closed on ..... It was not an operational delay.

(Signature of In-Charge)  
SPEED POST CENTRE

**SPEED POST CENTRE**

Phone

No.

Date:

Dear Sir,

**REMINDER-INQUIRY NOTE (SPEED POST COMPLAINT)**

In continuation of our letter No ..... dated ..... We are pleased to inform you that Speed Post Item No ..... dated ..... booked at ..... was delivered to the addressee on ..... under proper receipt, within the prescribed standards of delivery. We look forward to your continued patronage.

Assuring you of our service  
Just call Speed Post.

Sincerely yours,

(In-charge SPCC etc.)

To,

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**SPEED POST CENTRE**

Phone:

No.

Date :

To

The Postmaster,  
.....HO.

**MEMO ON REFUND OF SPEED POST FEE**

Due to service fault, the Speed Post item mentioned below could not be delivered within the published delivery norms.

Item No.	Office of Booking	Date of booking
Sender		Addressee
Reasons for delay		Speed Post Fee

In view of this, it is ordered that the sender will be paid the refund of Speed Post fee as a part of money back guarantee. Postmaster ..... HO may draw an account payee cheque in favour of the sender for Rupees ..... Only and forward it to Speed Post Centre, for settlement of the claim.

**Manager,  
Speed Post Centre**

**CC: Director Postal Services, ..... Region.**

**SPEED POST CENTRE**

Phone:

No.

Date:

To

Sir,

This is in continuation of our letter dated .....regarding the Speed Post items sent by you. We are extremely sorry that the Speed Post item No ..... dated ..... was delivered to the addressee later then the published delivery standards, due to unforeseen circumstance. We regret for the inconvenience caused to you, due to this unexpected delay.

As a part of our money back guarantee, the Speed Post fee is refunded to you. Enclosed you will find a cheque in your favour for Rs..... We are at your service always and we hope you will give us opportunities in future, when we will be able to provide you a reliable and efficient service.

Thanks

Sincerely yours,

Manager

**ANNEXURE-XVIII**

**INTERNATIONAL EMS COMPLNTS/ENQUIRIES STATEMENT**

Name of the Speed Post Concentration Centre .....

Month .....

Number of EMS complaints excluding Rugby.

	Total Number of complaints	Interim reply given	No. of complaints settled	No. of complaints pending	Reasons	Refund of orders issued in r/o closed cases	
						No.	Amount
Indward							
Outward							

\* % of replies received as no trace .....

\* % of replies given as no trace .....

**Rugby Enquiries**

Rugby Replies	Investigation			Special Search			Full Investigation			WPOD			General Information			Total		
	Total No.	On time %	Late %	Total No.	On time %	Late %	Total No.	On time %	Late %	Total No.	On time %	Late %	Total No.	On time %	Late %	Total No.	On time %	Late %
Received																		
Sent																		

**ANNEXURE-XIX**

No.43-24/90-D

Dated 17.9.91

Subject:- Treatment of Speed Post Bag as due bag.

A review of speed post mail transmission carried out in the Directorate reveals that speed post bags are not being treated as due bags and hence no remarks in this regard are being given in the air Mail Delivery Bills/Mails Lists.

The matter has been examined in this office in depth and it has been decided that speed post bags should be treated as "due bags" and if a bag is not closed for any centre due to non-availability of speed post articles then the remark "bag not closed" must invariably be noted in the delivery bills/Mail list by the dispatching office/Section for further communicating upto destination point.

All concerned may please be informed accordingly.

The receipt of this letter may kindly be acknowledged.

**SPEED POST CENTRE**

Phone:

No.

Date

To

Sir,

This is continuation of our letter dated .....regarding the Speed Post items. Our enquiry has brought forth the following details.

Reasons for delay

Addressee was not available at the time of attempt of delivery.

The flight carrying the items arrived quite late and the delay was beyond our control.

The premises of the addressee was closed when delivery was attempted. It was not an operational delay.

**Manager,  
Speed Post Centre**

<b>Speed Post item No.</b>	
<b>Date of booking</b>	
<b>Date of delivery</b>	
<b>Person to whom delivered</b>	

**Manager  
Speed Post Centre**

**SEGREGATION LIST OF AREAS SERVED FOR DELIVERY OF INTERNATIONAL  
EMS ITEMS**

<b>Mumbai office of Exchange</b>	<b>Delhi office of Exchange</b>	<b>Kolkata office of Exchange</b>	<b>Chennai office of Exchange</b>
Ahmedabad	Delhi	Kolkata	Chennai
Bangalore	Jaipur	Guwahati	Coimbatore
Baroda	Kanpur	Agartala	Madurai
Mumbai	Agra	Bhubaneswar	Salem
Kochi	Bhopal	Cuttack	Tirupati
Hyderabad	Chandigarh	Patna	Trichy
Indore	Gwalior	Shillong	Tirupur
Pune	Lucknow	Silchar	Pondicherry
Mangalore	Raipur	Ranchi	Kanchipuram
Nagpur	Srinagar	Varanasi	Quilon
Vadodara	Allahabad	Jamshedpur	
Vijayawada	Shimla	Imphal	
Vishakhapatnam	Jammu	Dhanbad	
Surat	Meerut		
Panaji	Gorakhpur		
Alwaye	Moradabad		
Calicut	Jalandar		
Mysore	Ludhiana		
Trissur	Faridabad		

SPEED POST CENTRE (INDIA) Phone: Telex: Fax:
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**SPEED POST INTERNATIONAL INQUIRY NOTE \***

<b>Ref. No.</b>	<b>Date</b>
<b>Office of Destination</b>	<b>Office of Posting</b>
<b>Date of Posting</b>	<b>Item No.</b>
<b>Address of Addressee</b> _____ _____ _____ _____	<b>Address of Sender</b> _____ _____ _____ _____
<b>Despatch Details</b> Despatch No : _____ Date of : _____ Flight No. : _____	<b>Manager</b> <b>Speed Post Centre,</b>
<b>(TO BE FILLED UP BY OFFICE OF DESTINATION)</b>	
<b>Particulars of Delivery</b>	<b>(Reason for Delay if any)</b>
Recipient : _____ Date of Delivery : _____ Time of Delivery : _____	
<b>Signature:</b>	<b>Date Stamp</b>

**MODE OF DISPOSAL OF INWARD ARTICLES COMPLAINTS**

<b>Nature of complaint</b>	<b>Action to be taken before closing the complaint</b>
<p>1. Delay in delivery of Speed Post items</p> <p>2. Non-delivery, wrong delivery, abstraction or loss of contents loss of items</p>	<p>1. If it is established that the article has been delayed in delivery, the reasons for the same should be furnished to the Enquiry Office.</p> <p>2. If it is established that the article has been delayed due to service fault the office making enquiries should be informed accordingly. However, the Superintendent International Speed Post Concentration Centre, should, closing the case, make a note of the reasons for the service fault and should initiate corrective action so that such faults are avoided in future.</p> <p>3. If no delay is established the full particulars of delivery should be furnished to the office of enquiry and the case closed.</p> <p>1. Full address of the undelivered articles and their disposal should be furnished to the office of enquiry.</p> <p>2. In case of wrong delivery, abstraction or loss of contents, loss of items after a thorough and full investigation, the office of enquiry should be given a detailed reply.</p>

## MODE OF DISPOSAL OF COMPLAINTS RELATING TO OUTWARD ARTICLES

Nature of complaints	Action to be taken for final disposal
1. Delay in Delivery	<p>1. If the foreign administration intimates/establishes delay due to circumstances beyond control, the sender and the booking office may be advised accordingly and the case closed. No refund of any charges will be made to the sender in cases where the delay etc. is not due to service fault.</p> <p>2. If the office of delivery intimates/establishes delay due to service fault, action should be taken for intimating the PM/SPM concerned to make refund of the Speed Post charge, as prescribed in the Rule relating to refunds, and endorsing a copy to the sender. The case should be closed on receipt of intimation from SPM/PM of the payment of refund.</p> <p>3. (a) If the foreign administration intimates that there was no delay and gives particulars of delivery time, the sender should be intimated accordingly and the case should be closed.</p> <p>(b) If details are not given by the foreign administration, it should be asked to furnish details and the sender should then be informed accordingly and then the case should be closed.</p>
2. Wrong delivery, non-delivery/abstraction/loss of contents, loss of article	<p>1. If the foreign administration intimates that the article has been correctly delivered, giving full details, or intimates satisfactory delivery of the article ruling out abstraction or loss of article the sender should be given the full particulars of delivery and the case closed.</p> <p>2. In case the sender is not satisfied with the replies or the foreign administration has not given any particulars, it should be asked to furnish such further particulars as are necessary. If the sender is satisfied with the particulars given subsequent the case may be closed.</p> <p>3. However, if wrong delivery, abstraction and loss of article is established, the foreign administration/ the office designated for enquiries by the foreign Postal Administration should be asked to intimate the full details. The sender may be granted the permissible refund for 'delay' in delivery. In addition, any demand for compensation for loss, wrong delivery or</p>

	<p>abstraction should be considered after investigations have been completed. The decision regarding the payment of compensation will be made by the Superintendent himself, who will authorize the PM/SPM of the booking office to make payment. The case for compensation should be processed similar to the procedure for processing airmail registered articles with the exception that no liability of the other administration should be fixed.</p> <p>4. In case of non-delivery the reasons for non-delivery and final disposal of the article, should be called for from the foreign administration and furnished to the sender. If the non-delivery is due to the mistake of sender, e.g. incomplete or wrong address or the non-availability of the addressee, the case should be closed.</p> <p>However, if the sender still feels that the article could have been delivered and is able to give satisfying reasons for the same, fresh correspondence with the office of delivery /office designated to entertain enquiries should be taken up. The sender should be given a reply based on the results of this further enquiry.</p>
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**REFUND OF CHARGES**

- 1. If it is established that an article booked in India has been delivered after the lapse of the guaranteed period, due to service fault, in India or the country of destination, refund of the difference between the actual charges realized and the amount chargeable on an air mail registered letter of equal weight shall be payable to the sender.**
  
- 2. On an application from the sender, the Superintendent of the Concentration Centre will intimate the Postmaster/Sub Postmaster of the booking office in the prescribed form whether refund has to be made to the sender. The Postmaster/Sub Postmaster after satisfying himself of the eligibility and correctness of the claim for refund, shall effect payment after obtaining proper acquittance for payment and charge the payment in the schedule of unclassified payments. The schedules will be sent along with monthly accounts to the Deputy Director/Director Postal Accounts concerned. The intimation of late delivery of Speed Post article will be filed along with relevant account returns as authority for ordering refund. Postmasters and Sub- postmasters in charge of Speed Post Booking Centres will be competent to make the refund.**

GOVERNMENT OF INDIA  
MINISTRY OF COMMUNICATION & IT  
DEPARTMENT OF POSTS

FROM SPEED POST CENTRE  
(Delivery Office) .....

To

The Speed Post Centre,  
(Booking office) .....

Sub:- Refund of Speed Post fee on account of late delivery/non-delivery of International Speed Post Article.

Number .....dated ..... booked from .....

Sir,

I am to inform you that the article, addressed to Shri..... resident of .....the particulars of which are given above, could not be delivered/was delivered late to the addressee for the following reasons:-

1. Delayed arrival of flight/trains services.
2. Distributed conditions prevailing in the city/town.
3. Addressee absent at the time of delivery.
4. Service fault.

Since the letter could not be delivered in time, due to the reason marked above, you are authorized/not authorized to make a refund of Speed Post fee as well as inquiry fee.

Yours faithfully,

(In-charge Speed Post Centre)

Stamp

**D.O. No.3-51/90-PC**

**Dated 5.7.91**

1. Kindly refer to your DO letter No.LC/DF/Rlgs dated 9.4.91 regarding certain clarifications in respect of the cases arising our consumer forum.
2. As regards para 1 regarding the scale of fees payable to advocates handing consumer Dispute cases on behalf of the Distt./Forums/State Commission, it is intimated that the matter stands referred to the Ministry of Law. As soon as some clarifications is received, the same would be communicated to you.
3. Regarding para 2 about the cases of trivial nature claiming compensation of small amounts like Rs. 25/- or Rs. 50/- or Rs. 100/- and so on for delay in delivery of letters/SP articles/ refund of MO commission defraying expenses incurred/damages etc. it is desired that such cases should not have been allowed to go to forums and efforts should be made to settle these expeditiously. However, the opinion of the Ministry of Law was obtained and their observations are as under:-

“in trivial matters where the amount of compensation is small, it will not be prudent to spend high amount of fee in engaging a counsel. In such matters Departmental representative can very well represent the case of the Department before the forum. However, in difficult matters and also in cases where the stake is high, they can engage a Government Counsel from the panel of the government on payment of prescribed fee. If the Central Government Counsel is not available, State Government pleader can also be engaged.”

4. The CI Section of the Directorate is already pursuing the matter for seeking exemption from the purview of the Consumer Forums Act, 1986. As soon as any decision is arrived at , it will be communicated to all concerned.

**GRIEVANCE REDRESSAL AT - A - GLANCE**

Sl. No.	Type of Service	Nature of Complaint	Period within which complaints should be preferred	Information furnished for inquiries.
1.	Delivery of Unregd. Articles like ILC/PC Envelopes/ Invitation Cards/ Periodicals/ Magazines.	(1) Non-delivery/Delay in delivery/wrong delivery/disputed cases (2) Loss of articles (3) Abstraction of Contents. (4) Removal of Postage Stamps (5) Improper stamping of mails/ Non-Stamping (6) Non-delivery at window/Post Box (7) Hiring of Post Bag/Post Box (8) Misbehaviour/Rude behaviour (9) Non-clearance of letter boxes timely/letter box without lock (10) Dumping of mails in waste/firing of mails (11) Connivance of Postman vis-a-vis harassment delivery of letter to other parties.	Six months from the date of posting	1. Date, time and location of letter-box article was posted. 2. Date of delivery to the addressee 3. Location/area of defective LB and its non-clearance/dumping 7 firing of mails. 4. Full address of sender/addressee 5. Wrapper/cover, if available 6. Date of application of hiring the Post Box or bag. 7. Whether proper instructions were given for redirection of mails. 8. Legal evidence in case of disputed claim of mails
2.	Regd./Insured articles	(1) Loss/abstraction/tampering/substitution of contents/article wrong delivery/non-delivery (2) i) Delay/wrong delivery ii) Non-receipt of AD iii) Demand of illegal gratification harassment by the postman. iv) Connivance of Postman Vis-a-vis irregular return v) Rude behaviour/misbehaviour by the Postal Staff. vi) Non-issue of original copy of addressee's receipt vii) Delay of article to disputed addressee viii) Inattention for the recall of articles	Three months from the date of booking where claim for compensation has been made Six months from the date of booking (where there is no claim for compensation)	1. Full address of the sender/addressee. 2. Receipt no., name of PO, date of booking. 3. Value of Insurance. 4. Nature of contents/substitution noticed. 5. Date of delivery to the addressee or back to sender. 6. Wrapper, Cover if available. 7. Whether prescribed fee for obtaining attested copy of addressee receipt has been paid. 8. Whether proper instructions were given for redirection or proper authority was given for delay members of family.

3.	Telegraphic Money orders Money Order / FAMOs / VP articles	1. Non-payment/Delay in payment/wrong payment/forged payment/part payment. 2. Non-receipt of Acknowledgement 3. Illegal demand of gratification vis-a-vis harassment/connivance 4. Deliberate with holding of payment. 5. Disputed cases payment of OOs/Delivery of VP articles 6. Non stopping the payment of VPMO requested for by the addressee. 7. Misappropriation of amount of MO/fake payment of old age pension MOs	1. Two months irrespective of TMO where refund of Telegraphic charges has been made. 2. 12 months from the Date of booking of VP articles or FAMOs	1. Full addressee of the recommitter/payee. 2. Same of PO Date of booking & amount of one. 3. VP article the date & PO of booking. 4. Date of payment/delivery with account paid. 5. Whether prescribed fee in case of VP articles has 6. Legal evidence in disputed cases. 7. Whether prescribed fee has been paid if change in the name of the payee is required. 8. Whether proper instructions were given for redirection or authority for payment.
4.	Speed Post articles/Money	1. Delay in delivery/non-delivery 2. Abstraction of contents 3. Non-refund of SP Charges 4. Misbehaviour at the counter 5. Harassment by the delivery Staff	One month in case of Inland Speed Post article Two months in case of International SP articles Two months in case of One month in case of SP money orders (No time limit has been prescribed as yet).	1. Name of PO/SPCC/Date of booking with complete addresses of sender/addressee & amount of MO 2. Date of delivery/payment. 3. Wrapper of article available, if any. 4. Whether prescribed fee has been paid for international articles. 5. Date of application for claiming refund.
5.	Foreign Mails (Inward/Outward)	1. Delay /non-delay/Wrong delay/Loss of article/Magazine 2. Loss of periodical/Magazine 3. Abstraction of contents. Nature of Contents 4. Improper defacing/stamping/Removal of Stamps. 5. Improper routing/By Air or Surface. 6. Irregular booking of articles for countries where there is no service or service is banned. 7. Refund of Custom duty/Postage stamps. 8. Misbehaviour/Cheating at Counter	18th month from the date of booking	1. Name of PO, from where the article was posted with a copy of receipt. 2. Date of delivery. 3. Nature of damage/substitution/abstraction of contents. 4. Wrapper, if available. 5. Whether prescribed fee paid. 6. Complete address of the sender/addressee 7. Specific route by which the article are meant of dispatch 8. Whether custom formalities are complete.

		9. Cheating by fake Couriers.		
6.	Inland Telegrams	<ol style="list-style-type: none"> <li>1. Delay in delivery of telegrams/Non-delivery</li> <li>2. Mutilation/wrong delivery</li> <li>3. Delay at Counters/Misbehaviour.</li> <li>4. Illegal demand of gratification</li> </ol>	30 days from the date of booking where refund is claimed. 2 months for other Telegraph service	<ol style="list-style-type: none"> <li>1. Name of PO from where the telegram was booked and was meant for delivery</li> <li>2. Receipt No. &amp; Time of booking/Date of Booking.</li> <li>3. Date/Time of delivery.</li> </ol>
7.	Saving Bank/ Case Certificate	<ol style="list-style-type: none"> <li>1. Non-delay/delay in delivery of Pass Book.</li> <li>2. Erasures/over writings/corrections in the Pass Book</li> <li>3. Non-cognizance of identity Card for effecting payment</li> <li>4. Delay in transfer/issue of duplicate</li> <li>5. Short payment of withdrawn</li> <li>6. Delay at counters.</li> <li>7. Delay in setting of claims is no decreased deposit/Delay in settlement of premature closure case.</li> <li>8. Delay in payment.</li> <li>9. Harassment by insisting to put specimen signature on different withdrawal forms.</li> <li>10. Difference in balance in Pass Book &amp; PO records.</li> <li>11. Short payment of interest</li> <li>12. False/Bogus payment</li> <li>13. Non-revival of silent A/c.</li> </ol>	<ol style="list-style-type: none"> <li>1. Although no time limit is prescribed, however, a complaint may be lodged after about two weeks</li> <li>2. One month in respect of delay in setting claim if there is no action</li> <li>3. Normally complaints should be made with minimum delays</li> </ol>	<ol style="list-style-type: none"> <li>1. Name of PO, full address of A/c/CC holder.</li> <li>2. Date of transaction.</li> <li>3. Amount withdrawn.</li> <li>4. Date of submission of application for transfer/issue of duplicate PB/ceased claim case.</li> <li>5. Receipt not granted by the PO in lieu of PB and transfer etc. submission to the PO.</li> <li>6. Date of application for premature closure/revival of A/c.</li> </ol>
8.	Complaint regarding Miscarriage, loss or destruction of postal order	<ol style="list-style-type: none"> <li>1. Loss/Miscarriage/destruction of Postal order</li> </ol>	12th months from the last day of the month	<ol style="list-style-type: none"> <li>1. Name of PO &amp; date of purchase of IPO.</li> <li>2. Whether damaged IPOs has been attached.</li> </ol>