

INFORMATION FOR CUSTOMERS

Please observe the following guidelines for speedy settlement of your grievances:

Guidelines:

- For online lodging of complaints and status update through website indiapost.gov.in (Go to home page and click on FEEDBACK link, select option COMPLAINT REGISTRATION for lodging complaint and select option COMPLAINT STATUS for knowing the position of the case.)
- Register your complaint in the post office where transaction has taken place and get acknowledgement.
- Approach next higher authority of the Department if the complaint is not settled in a reasonable time.
- The standards for resolving complaints are announced through the CITIZENS' CHARTER of Department of Posts available in link ABOUT INDIA POST on HOMEPAGE of this website.
- Complaint on postal services addressed to Postal Directorate, New Delhi, may only be addressed to concerned officer and sent on given email, telephone or fax number.

A. Initial Level for lodging complaints

Sl. No.	Nature of complaints	Whom to Complain
1.	Any complaint on the services rendered and concerning behavior of employees of the Department of Posts.	Postmaster / In-charge of the Post Office where the transaction has taken place.
2.	Any complaint on the services rendered and concerning behavior of employees of the Department of Posts.	Senior Superintendent / Superintendent of Post Offices of the Division in whose jurisdiction the concerned Post Office falls.
3.	Any complaint on the services rendered and concerning behavior of employees of the Department of Posts.	The Post Master General of the Region in whose jurisdiction the concerned Post Office and Division falls.

B. If the complaint is still not settled, the complainant may approach the Chief Postmaster General of the respective Circle at the following address:

Name of the Circle	Address	E-mail ID, Telephone No. and Fax Number
Andhra Pradesh	Dak Sadan, Abidas, Hyderabad – 500001.	cpmg_apr@indiapost.gov.in 040-23463636 (Tel), 24747282 (Fax)
Assam	4 th Floor, Meghdoot Bhawan, Panbazar, Guwahati – 781001.	cpmg_asm@indiapost.gov.in 0361-2603636 (Tel), 2544838 (Fax)
Bihar	Patna GPO Complex, Patna – 800001.	cpmg_bhr@indiapost.gov.in 0612-2225051 (Tel), 2225011 (Fax)
Chhattisgarh	Raipur – 492001.	cpmg_chh@indiapost.gov.in 0771-2233400 (Tel), 2233194 (Fax)
Delhi	Meghdoot Bhawan, Link Road, New Delhi – 110001.	cpmg_del@indiapost.gov.in 011-23620144 (Tel), 23627114 (Fax)
Gujarat	Khanpur, Ahmedabad – 380001.	cpmg_guj@indiapost.gov.in 079-25505424 (Tel), 25505275 (Fax)
Haryana	107, The Mall Road, Ambala Cant. – 133001.	cpmg_hry@indiapost.gov.in 0171-2603100 (Tel), 2603736 (Fax)
Himachal Pradesh	Kaithu, Shimla – 171009.	cpmg_hpr@indiapost.gov.in 0177-2629000 (Tel), 2620351 (Fax)
Jammu & Kashmir	GPO Complex, Residency Road, Srinagar – 190001.	cpmg_jnk@indiapost.gov.in Jammu: 0191-2542878 (Tel), 2561746 (Fax) Kashmir: 0194-2452528 (Tel), 2452036 (Fax)
Jharkhand	Doranda HO Complex, Ranchi – 834019.	cpmg_jha@indiapost.gov.in 0651-2482345 (Tel), 2480153 (Fax)
Karnataka	Beaulieu, Palace Road, Bengluru – 560001.	cpmg_kar@indiapost.gov.in 080-22392523 (Tel), 22202607 (Fax)
Kerala (For Kerala and Lakshadweep)	Thiruvananthapuram – 695033.	cpmg_ker@indiapost.gov.in 0471-2308300 (Tel), 2306500 (Fax)
Madhya Pradesh	Bhopal – 462012.	cpmg_mp@indiapost.gov.in 0755-2550838 (Tel), 2556547 (Fax)
Maharashtra (For Goa, Maharashtra and Dadra & Nagar Haveli)	Mumbai GPO Building, 2 nd Floor, Mumbai – 400001.	cpmg_mah@indiapost.gov.in 022-22620049 (Tel), 22620829 (Fax)
North East (All North-Eastern States except Assam and Sikkim)	Shillong – 793001.	cpmg_ne@indiapost.gov.in 0364-2223800 (Tel), 2223034 (Fax)
Orissa	Bhubaneswar – 751001.	cpmg_ori@indiapost.gov.in 0674-2392000 (Tel), 2394790 (Fax)
Punjab (For Punjab and Chandigarh)	Sandesh Bhawan, Sector – 17/E, Chandigarh – 160017.	cpmg_pun@indiapost.gov.in 0172-2706700 (Tel), 2721670 (Fax)

Rajasthan	Sardar Patel Marg, Jaipur – 302007.	cpmg_raj@indiapost.gov.in 0141-2372020 (Tel), 2366151 (Fax)
Tamil Nadu (For Tamil Nadu and Pondicherry)	Anna Road, Chennai – 600002.	cpmg_tn@indiapost.gov.in 044-28520367 (Tel), 285221199 (Fax)
Uttar Pradesh	4, Hazratganj, Lucknow – 226001.	cpmg_up@indiapost.gov.in 0522-2622000 (Tel), 2616855 (Fax)
Uttarakhand	Dehradun – 248001.	cpmg_utr@indiapost.gov.in 0135-2658396 (Tel), 2650065 (Fax)
West Bengal (For West Bengal, Sikkim and Andaman & Nicobar Islands)	Yogayog Bhawan, P-36, C.R. Avenue, Kolkata – 700012.	cpmg_wb@indiapost.gov.in 033-22120070 (Tel), 22120811 (Fax)

C. If the complainant is dissatisfied with the action taken, he / she may approach the following Officers in the Postal Directorate, Dak Bhavan, New Delhi-110116 according to the nature of complaint:

Sl. No.	Nature of complaint	Designation and Address of the Officer	E-mail ID, Telephone No. and Fax Number
1.	Complaint on delayed delivery / non-delivery of Speed Post, Express Parcel Post, Logistics Post, Business Post or other premium products.	Chief General Manager, Business Development and Marketing Directorate, Dak Bhavan, Sansad Marg, New Delhi—110116.	bddirectorate@gmail.com 011-23096055 (Tel), 23096144 (Fax)
2.	Complaints concerning Savings Bank or Savings Certificates or claims relating thereto.	Deputy Director General (FS), Dak Bhavan, Sansad Marg, New Delhi—110116.	ddgfs@indiapost.gov.in & sbpgsection@gmail.com 011-23096089 (Tel), 23096089(Fax)
3.	Complaints on non-delivery or delayed or wrong delivery of ordinary mail articles, delayed payment or non-payment of money order or Electronic Money Orders, non-delivery or delayed delivery or non-receipt of acknowledgement of Registered articles, non-delivery or delayed delivery of Insured articles, Parcels, Packets, complaints on abstraction of contents of mails articles except articles mentioned under serial 1 ibid. Complaints on misbehavior by post office staff or any other complaint under miscellaneous category not covered under serial 1, 2, 4 and 5 of this table.	Deputy Director General (PG & QA), Dak Bhavan, Sansad Marg, New Delhi—110116.	pgsectiondop@gmail.com 011-23096087 (Tel), 23353883(Fax)
4.	All type of complaints concerning Postal Life Insurance or Rural Postal Life Insurance.	Chief General Manager (PLI), PLI Directorate, Chanakya Puri, New Delhi—110021.	cgmplidte@gmail.com 011-24672461 (Tel), 26882838 (Fax)
5.	Pension matters of postal employees and matters relating to Gramin Dak Sevaks	Deputy Director General (Establishment), Dak Bhavan, Sansad Marg, New Delhi—	011-23096098(Tel), 23096007(Fax)

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