



Citizen's Charter of Department of Posts

A declaration of its service commitment to the customers

Government of India

Ministry of Communications and Information Technology

Department of Posts

<http://www.indiapost.gov.in/>

Our Vision

India Post's products and services will be the customer's first choice.

Mission

- To sustain its position as the largest postal network in the world touching the lives of every citizen in the country.
- Ensuring customer satisfaction by providing services with speed, reliability and on value-for-money basis.
- To ensure that the employees serve its customers with a human touch.
- To continue to deliver social security services and to enable last mile connectivity as a Government of India platform

Our Customers/ Clients

- We serve all residents of India and we are the main service provider for rural citizens for mails and financial services
- Public Institutions , private businesses and media,
- Government organizations,
- Other postal administrations,
- Philatelists

Our Services - <http://www.indiapost.gov.in/>

- **Mails Services-**
 - Letters, postcards, Inland letter cards, book packets, value payable post, parcels, Flat Rate Box, Logistics Post, ePost, etc.
 - Registration and insurance of postal articles and parcels covered by such facility.
 - Premium mail services like Speed Post, Business Post, Direct Post, Bill Mail Service, and Logistics Posts etc.
 - Delivery services are provided by the designated delivery post offices and Branch Office s.
- **Financial Services :**
 - Money Transfer – Money Order, Instant money order, MO Videsh, Indian Postal Order, etc.
 - Post Office Savings Bank- Small Savings Schemes and Savings Certificates.
 - Postal Life Insurance and Rural Postal Life Insurance.
- **Philately**
 - Promotion of philately,
 - Issue of definitive postage stamps.
 - Issue of commemorative and special postage stamps
 - Delivery through Philatelic Bureau and counters as well as through ePost Office.
- **Counter Services :**
 - Counter services are provided from post offices (Departmental and Branch Office s), Mail Offices or any other outlet designated for the purpose. These include :
 - Sale of postage stamps and postal stationery etc.
 - Booking of registered, insured, Speed Post, and other mail articles etc.
 - Booking of money orders, various transactions relating to Post Office Savings and Postal Life Insurance (PLI)/Rural Postal Life Insurance (RPLI) etc.
- **ePost Office** for anytime anywhere transaction related to instant money order, electronic money order, PLI Premium and philately products. <http://www.epostoffice.gov.in/>.

Service Standards of services provided by the Department of Posts (DOP)

S.No.	Services/Transaction	Success Indicators	Service Standards	Unit
A	Service Standards of various services for Departmental Post Offices			
1	Mails	Time from posting / booking to delivery	<ul style="list-style-type: none"> • Excludes day of posting for articles booked after cut-off time, holidays & Sundays • Excludes adverse effect of curfew, bandh, strike, cancellation of means of transport or off-loading /non-carriage of mails by carriers due to reasons beyond the control of the Deptt of Posts (DOP) • Standards apply to articles conforming to Gazette notification no: 486, dated 23.09.2013, and bearing correct address & Pin code 	Unit in Days /Minutes etc.
1.1	Delivery of First Class Registered and Unregistered Mail	Local (within Municipal City Limits)	2	Days
		Between Metro cities (Delhi, Mumbai, Kolkata, Chennai, Hyderabad and Bengaluru)	2 - 3	
		Same state	3 - 4	
		Neighboring state	3 - 4	
		Rest of the country (for cities not covered in the category of same state & neighboring state)	5 - 6	
1.2	Delivery of Express Parcel	For 84 cities (within local municipal limits)	Specific city-to-city norms available on website of India Post	
		Local (for cities other than the 84 cities covered under revised norms for city-to-city norms and covering only Municipal limits)	2	Days
		Same state (for cities other than the 84 cities and local mail covered under revised norms)	3 - 4	
		Neighboring state (for cities other than the 84 cities covered under revised norms)	3 - 4	
		Rest of the country (for cities other than the 84 cities covered under revised norms and not covered in same state & neighboring state)	5 - 6	
1.3	Delivery of Business Parcel	Local (within Municipal City Limits)	2 - 3	Days
		Between Metro cities (Delhi, Mumbai, Kolkata, Chennai, Hyderabad and Bengaluru)	3 - 4	
		Same state	4	
		Neighboring state	4	
		Rest of the country (for cities not covered in the category of same state & neighboring state)	5 - 7	
1.4	Delivery of Second Class	Local (within Municipal City Limits)	3	Days

S.No.	Services/Transaction	Success Indicators	Service Standards	Unit
	Mail	Between Metro cities (Delhi, Mumbai, Kolkata, Chennai, Hyderabad and Bengaluru)	4	
		Same state	4	
		Neighboring state	4	
		Rest of the country (for cities not covered in the category of same state and neighboring state)	5 - 7	
1.5	Delivery of Speed Post articles	For 87 cities: Specific norms on city-to-city basis.	Details available on website of India Post	Days
		Local: for cities other than the 87 cities covered under revised norms)	2	
		Same State (for cities other than the 87 cities and local mail)	2 - 4	
		Neighboring state: (for cities other than the 87 cities covered under revised norms)	2 - 4	
		Rest of the country: (for cities other than the 87 cities norms and not covered in same state and neighboring state)	4 - 6	
1.6	International EMS articles All International Mail articles are subject to customs examination. Period for customs examination/ detention is not included in the service standards. These are "End to End" delivery standards.	Group A: Afghanistan, Bangladesh, Bhutan, Hong Kong, Kuwait, Maldives, Nepal, Pakistan, Singapore, Sri Lanka, Switzerland, Thailand, United Kingdom of Great Britain	3-7	Days
		Group B: Australia, Canada, France, Germany, Japan, Kenya, Korea, Oman, Qatar, Saudi Arabia, South Africa, Spain, UAE, USA	4-10	
		Group C: Argentina, Austria, Bahrain, Belgium, Brunei Darussalam, Bulgaria (Rep), Cambodia, China, Denmark, Ethiopia, Ghana, Greece, Hungary, Indonesia, Ireland, Israel, Italy, Jordan, Macao (China), Malaysia, Mauritius, Mexico, Netherlands, New Zealand, Nigeria, Norway, Poland, Portugal, Philippines, Romania, Russia, Sweden, Turkey, Uganda, Ukraine, Vietnam	6-12	
		Group D: Barbados, Belarus, Bermuda, Botswana, Cape Verde, Cayman Island, Cuba, Cyprus, Democratic Republic of Congo, Egypt, El Salvador, Eritrea, Estonia, Fiji, Georgia, Guyana, Iceland, Iran, Iraq, Latvia,	9-16	

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		Luxembourg, Malawi, Mongolia, Morocco, Namibia, Nauru, Niger, Panama (Rep), Papua New Guinea, Rwanda, Senegal, Sudan, Taiwan, Tanzania, Tunisia, Yemen		
2	Financial Services			
2.1	Money Remittance	Time from booking to transfer / payment		Unit in Days /Minutes etc.
2.1.1	Instant Money Order – payment on same day. (service available at specified offices)	Booking to transfer to payee post office	15	Minutes
		Payment on production of code and ID by receiver at the destination post office	20	Minutes
2.1.2	Delivery of Money Order	Local* and between Metro Cities** * Local – within Municipal City limits ** Metro- Delhi, Mumbai, Kolkata, Chennai, Hyderabad and Bengaluru.	3	Days
		Rest of India	5-7	
2.1.3	International Money Transfer Service (Payments of instant Inward remittances received through Money Transfer operators like Western Union / MoneyGram) (Service available at specified offices)	Payment on production of code and KYC documents, as per risk categorization, by receiver at the destination post office subject to availability of internet connectivity and sufficient cash.	30	Minutes
2.1.4	Mobile Money Transfer Service -Payment on the same day (Facility available in MMTS covered Post Offices Sender and receiver both require working mobile connections). Prerequisites and technical conditions are available at the website of India Post.	Registration of details by PO in the mobile application as mentioned by the remitter in the Cash-in Form.	15	Minutes
		Payment on production of secret code and confirmation SMS by receiver at the destination post office.	20	Minutes
2.2	Post Office Savings Bank (The standards apply to non CBS Post Offices only)			
2.2.1	Opening of account, closing of account, withdrawal and deposit.	Please see Counter Services.		
2.2.2	Transfer of Accounts (Please collect receipt issued at the	Time taken for opening of account at the post office where transfer is sought - When request is for transfer of accounts	1	Day

S.No.	Services/Transaction	Success Indicators	Service Standards	Unit
	time of acceptance of request)	within the same Head Post Office		
		When request is for transfer of accounts within post offices which are under different Head Post Offices.	7	Days
		When request is made at the transferee post office	20	
2.2.3	Settlement of customer requests for : - Deceased claims, Issue of Duplicate Passbook, Interest posting (in office other than Head Post Office)	Time taken for settlement starting from the time of receipt of completed documents.	7	Days
2.2.4	Savings Certificate - Issue of Savings Certificate - Discharge of Savings Certificate at the post office of purchase.	Please see Counter Services		
2.2.5	Discharge of Savings Certificates at post office other than the office of purchase	Time taken from the receipt of application for discharge of certificates at the post office.	30	Days
2.2.6	Transfer of Savings Certificate	Time taken from the receipt of application for transfer at the post office.	30	Days
2.2.7	Issue of Duplicate Certificate	Time taken from the receipt of application along with required documents : - at the post office of issue of the - Certificate.	30	Days
2.3	Postal Life Insurance and Rural Postal Life Insurance			
2.3.1	<ul style="list-style-type: none"> • Acceptance Letter • Issue of Policy Bond 	Time taken from the receipt of completed documents	15	Days
2.3.2	Settlement on Maturity of policy		30	
2.3.3	Settlement of PLI/RPLI death claims	With nomination	30	
		Without nomination – (time taken after		

S.No.	Services/Transaction	Success Indicators	Service Standards	Unit
		production of required documents.)		
		Involving investigation	90	
2.3.4	Transfer of policy from one Circle to another	Time taken from the receipt of completed documents	10	Days
2.3.5	Paid up Value of policy	Time taken for settlement on receipt of request	30	Days
2.3.6	<ul style="list-style-type: none"> • Revival of policy • Conversion of policy 	Time taken from receipt of request	15	Days
2.3.7	Settlement of following customer requests : <ul style="list-style-type: none"> - Loan against policies, - Change of address, - Change of nomination, - Assignment of policy, - Issue of duplicate policy bond 	Time taken for settlement on receipt of request	10	
2.3.8	To issue license for Franking Machines	Time taken for grant of license on receipt of request	10	
2.3.9	To renew license for Franking Machines	Time taken for grant of license on receipt of request	5	
3	Counter Services			
3.1	Sale of Stamps and Stationary	Transaction time at the counter (excluding waiting time in queue)	3	Minutes
3.2	Booking of articles Registered, Speed Post, Value Payable, Insured, Money Order, eMO, Premia collection for PLI/RPLI, sale of forms and bill collection.	Transaction time at the counter (excluding waiting time in queue)	5	
3.3	Philately services are available at Philately Bureaux / counters in limited post offices	No time norm could be hard and fast prescribed here for completing transactions as customers take their own time to choose and select products. Yet it is expected that the transaction would	1	Day

S.No.	Services/Transaction	Success Indicators	Service Standards	Unit
		be concluded by the customer within a day.		
3.4	<u>Savings Bank and Savings Certificate Transactions</u> - Deposit, Withdrawals, updation of pass book	Transaction time at the counter (excluding waiting time in queue)	5	Minutes
3.5	<u>Savings Bank and Savings Certificate Transactions</u> - Opening of Account, Closure of Accounts, Issuance of Certificates, Discharge of Certificate	Transaction time at the counter (excluding waiting time in queue)	15	
B	Service Standards of various services for Branch Office			
4	Transactions for which the Branch Office is authorized			
4.1	- Sale of Stamps and stationery	Transaction Time at Branch Office	3	Minutes
4.2	<u>Miscellaneous Services</u> - Booking of Registered Articles, - Booking of Money Orders, - Collection and Payment of PLI premia, - Post Office Savings Bank Deposit , - Post Office Savings Bank Withdrawals up to Rs. 5000/-, etc.	Transaction Time at Branch Office	10	Minutes

S.No.	Services/Transaction	Success Indicators	Service Standards	Unit
5	Transaction which are required to be authorized / routed through the Account Office			
5.1	<p>Transaction which are required to be authorized / routed through the Account Office e.g. :</p> <ul style="list-style-type: none"> - Withdrawals above Rs. 5000/-, - Post Office Savings Bank Accounts opening and closing, - Post Office Savings Bank maturity claims, discharge of certificates - Maturity claims of Postal Life Insurance and Rural Postal Life Insurance policies, etc. 	<p>Completion or settlement of the transaction. (Includes processing time at the Account office.)</p> <p>Add 5 days to each of the corresponding service standards for Departmental Post Offices.</p>	+ 6 days in addition to the relevant service standards declared for authorized Branch Office s.	Days
C	Service Standards of Public Grievance Redress			
6.1	<p>Issue of Acknowledgement of complaint. (Instantaneous in case of web registration)</p>	Time from lodging of complaint - at Customer Care Centre	1	Day
		Time from lodging of complaint By post or other means	3	Days
6.2	Settlement of Complaints	Time from lodging of complaint	60	Days
6.3	Settlement of complaint in cases requiring investigation	Time from lodging of complaint	90	

D	Miscellaneous
D.1	Expectations from Service Recipients
1.	Mails
1.1	<ul style="list-style-type: none"> Address of addressee and sender should contain House Number, Name of Street, City, District, State and Pin Code. Name of village of addressee and the name of the delivery Branch Office of the addressee. Phone number of the sender and addressee (optional).
1.2	To conform to packing, size and content requirements for registered and Insured articles and parcels. http://www.indiapost.gov.in/MailProhibitions.html
1.3	To comply with instructions for articles prohibited by Post. http://www.indiapost.gov.in/MailProhibitions.html
1.4	To affix correct amount of postage on mail articles.
1.5	To provide Mail Box on the ground floor for each address in the multi storied building.
1.6	To notify the delivery post office of the change of address and provide the forwarding address.
1.7	To give proper authorization to his/her representative for receiving delivery of registered , insured, money orders and Speed Post etc. in his/her absence.
2	Money Order/Mails Services
2.1	To cooperate by producing ID on demand by Postmen or at the counter.
2.2	To insist on obtaining receipts for articles and money orders booked.
3	Savings Bank / Cash Certificate Services
3.1	To provide Know Your Customer (KYC) documents as prescribed.
3.2	To check the Agency Number, Authorization and validity of the Small Savings and Postal Life Insurance Agents and Rural Postal Life Insurance Agents before carrying out any transactions with them.
3.3	To keep pass book updated and secure. Obtain receipt if passbook is handed over to the post office. Check that the last balance in the Pass Book matches with that written in the receipt.
3.4	To make nominations for all Post Office Savings Bank Accounts, Savings Certificates, Postal Life Insurance and Rural Postal Life Insurance.
4	Financial Services
4.1	Not to disclose the code number/Secret code of instant money order, MO Videsh and Mobile Money Remittance Service communicated by the Post Office to any person other than the recipient/s.
4.2	To bring the officially valid ID for iMO payments.
4.3	While availing of the Mobile Money Remittance Service, production of secret code (as communicated by sender) and confirmation SMS (as sent by PO to the receiver) at the destination post office by the receiver.
5	Savings Bank / Cash Certificate/Postal Life Insurance Services
5.1	To collect receipt when handing over requests for transfer or deceased claim cases.
6	General / Public Grievance Redress Services
6.1	To lodge a complaint within 60 days of the transaction/availing of a service, relating to any deficiency in service.

D.2 Grievance Redress Mechanism (GRM) in the Department of Posts	
1	<p>When to lodge the complaints</p> <p>Complaints are to be lodged within 60 days of the transaction / availing of a service.</p> <p>Complaints like claims and customer requests for Post Office Savings Bank , Savings Certificate , Postal Life Insurance and Rural Postal Life Insurance are to be lodged after the number of days in the prescribed service standard is over.</p>
2	<p>Where to lodge the Complaints</p> <p>Complaints and Suggestion Book for complaints pertaining to services in the post office in particular or for giving suggestions for improvement. <i>Complaints and Suggestion Book is available in all post offices and is required to be given to customer when demanded.</i></p> <ul style="list-style-type: none"> - Complaints relating to any deficiency in service can be lodged : <ul style="list-style-type: none"> o Online at ccc.cept.gov.in/ComplaintRegistration.aspx or pgportal.gov.in/ o By hand or by Post at : <ul style="list-style-type: none"> ▪ any of the 16,174 Sevottam Compliant Customer Care Centers in the country ▪ Post Office where transaction took place, ▪ Office of Senior Superintendent of Post Offices/ Superintendent of Posts Offices. ▪ At any Post Office. ▪ For Value Payable articles complaints are to be lodged at the office of booking. (Some cases will involve payment of charges) o Complaints for PLI /RPLI can be handed or posted to the Deputy Divisional Manager (PLI/RPLI) stationed at each Circle Office headquarters and Development Officer (PLI).
3	<p>How to lodge complaints</p> <ul style="list-style-type: none"> - Online complaints require filling up of the forms to capture all the details. - In other cases complete information needs to be given with reference to the transaction, service failure and proof of transaction.
4	<p>Acknowledgement of Complaints</p> <ul style="list-style-type: none"> - Complaints lodged on the web will be acknowledged instantaneously. - Complaints handed in person at the Customer Care Centre will be acknowledged at the time of handing. - In other cases acknowledgement will be sent in 3 days.
5	<p>Time for redress</p> <ul style="list-style-type: none"> - 60 days (if delay is expected an interim reply within 60 days to follow indicating the reason for delay and additional time required for redress) - Complaints requiring investigations (Interim reply may be given) - 90 days.
6	<p>Escalation of complaints not redressed within stipulated time</p> <ul style="list-style-type: none"> - In case the complaint is not redressed in time or to the satisfaction of the customer the complaint may be taken up with the Postmaster General of the Region or the Chief Postmaster General of the Circle.
7	<p>Nodal officers for handling grievances at HQ level.</p> <p>DDG (PG), Department of Posts, Dak Bhavan, New Delhi. 110001 (other than PLI) dgpgq@indiapost.gov.in Ms. Meera Tshering, General Manager (Business & Investments), Directorate of Postal Life Insurance, Chankyapuri Post Office Complex, New Delhi—110023. (For complaints relating to PLI/RPLI) Helpline 011-24122169, 09868388925 (Mob.) mtshering@indiapost.gov.in</p>

List of Responsibility Centers

Department of Posts (DOP) does not have responsibility Centers i.e. Boards, Trusts or PSUs. This has been reflected in the Results Framework Document (RFD) of the DOP.

Date of next Review

The Citizen's charter is issued in 2015 after consultation with stakeholders. The next review is due in February, 2016.
