

Government of India
Ministry of Communications & IT
Department of Posts
(PG Division)

Dak Bhawan, Sansad Marg,
New Delhi – 110 116.

No. 3-10/2005-PG (Vol II)

Date : 06.09.2011

To

- CGM (PLI), PLI Directorate, Chankayapuri, New Delhi – 110 021.
- CGM, BD&M Directorate, Dak Bhawan, New Delhi – 110 116.
- All Chief Postmasters General,
- All Postmasters General,
- Postal Staff College of India, Ghaziabad (UP)
- All Postal Training Centres.

Subject : Shorter version of Citizen's Charter of Department of Posts.

Sir,

The Citizen's Charter of the DOP had been approved by the Hon'ble MOC&IT after observing the due procedure. The approved Citizen's Charter had since been hosted under the link '**About India Post**' on the homepage of the website of the Department at www.indiapost.gon.in. A shorter version of the Citizen's Charter has now been culled out from the approved Charter for display in the operative offices as required under the guidelines issued by the DAR&PG on the subject.

2. A copy of the shorter version of the Citizen's Charter is attached with this letter. It is requested that the modalities may be worked out for its display at the operative offices/receptions etc. in the Circle and the shorter version of the Charter be displayed at indicated places within a month from receipt of this letter.

Encl : As above.


(SK Tripathi)
Director (PG)
Ph. No 011-23036814

[Handwritten notes and signatures in the bottom left corner, including a signature that appears to be 'P. S. ...']



Citizen's Charter of Department of Posts
Ministry of Communications and Information Technology, Government of India
(Website: <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.
- To provide the mail, parcel, money transfer, banking, insurance and retail services with speed and reliability.
- To provide services to customers on value-for money basis.
- To ensure that the employees are proud to be its main strength and 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.

Service Standards

Services/Transaction	Success Indicators	Service Standards	Unit
Counter Services including SB deposit, withdrawal and updation of pass book.	Transaction time at the counter (excluding waiting time in queue)	5	Minutes
Counter Services - opening and closing of SB account, issue and discharge of savings certificates.	Transaction time at the counter (excluding waiting time in queue)	15	
Delivery of letters, postcards, Inland letter Cards and speed post articles.	Local* and between Metro Cities**	2	Days
	Rest of India	4 - 6	
Delivery of RL / Insured, EPP, Parcels, Book Packets, Registered Newspapers, etc.	Local* and between Metro Cities**	3	
	Rest of India	5-7	
Delivery of International EMS articles	Exclusive of time taken in customs examination.	4-10	
iMO –payment on same day, (service available at specified offices)	Booking	15	Minutes
	Payment on production of code and ID	20	
MO	Local* and between Metro Cities**	3	Days
	Rest of India	4-6	
Transfer of S. B. Accounts	Time taken for opening of account at the post office where transfer is sought - When request is for transfer of accounts within the same Head Post Office	1	Days
	- When request is for transfer of accounts in post offices which are under different Head Post Offices.	7	
	- When request is made at the transferee post office	20	
Settlement of deceased claims, issue of Duplicate Passbook and interest posting (in office other than Head Post Office)	Time taken for settlement starting from the time of receipt of completed documents.	7	Days
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
Transfer of Savings Certificate	Time taken from the receipt of application for transfer at the post office.	30	Days
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
Issue of PLI and RPLI Acceptance	Time taken from the receipt of completed	15	Days



Services/Transaction	Success Indicators	Service Standards	Unit
Letter and Policy Bond	documents		
Settlement on Maturity of PLI/RPLI policy	Time taken from the receipt of completed documents	30	
Settlement of claims on death of PLI/RPLI policy holder	With nomination	30	
	Without nomination – (time taken after production of required documents.)		
	Involving investigation	90	
Transfer of PLI/RPLI policy from one Circle to another	Time taken for settlement on receipt of request	10	
Paid up Value of policy	Time taken for settlement on receipt of request	30	Days
Revival and conversion of PLI/RPLI policy	Time taken from receipt of request	15	
Settlement of requests for loan against policies, change of address, change of nomination, assignment of policy and issue of duplicate policy bond	Time taken for settlement on receipt of request	10	
Branch Post Office	Transactions for which such post office is authorized	1	Day
	Transactions which require approval of Account Office	Normal time as fixed for Departmental Post Office + 7	Days
Grievance Redress Mechanism: acknowledgement of complaint.	In case of web registration	Instantaneous (1 Day)	Day
	Time from lodging of complaint by post or other means	7	Days
Settlement of Complaints	Time from lodging of complaint	60	Days
	Cases requiring investigation	90	Days

For Mails Delivery transactions:

* Local – within Municipal City limits.

** Metro- Delhi, Mumbai, Kolkata, Chennai, Hyderabad and Bangalore.

- Time from posting/booking to delivery
- Excludes day of posting, holidays and Sundays.
- Maximum time Articles posted before cut off time.

Grievance Redress Mechanism (GRM) in the Department of Posts

Where to lodge the Complaints	<p>Complaint to be lodged within 60 days of the transaction / availing of a service. Complaints and Suggestion Book for complaints pertaining to services in the post office in particular or for giving suggestions for improvement.</p> <p>Complaints relating to any deficiency in service can be lodged :</p> <ul style="list-style-type: none"> • Online at www.indiapost.gov.in/CCC or at www.pgportal.gov.in • By hand or by Post at any of the Customer Care Centers or at Post Office of transaction or at Office of Senior Superintendent of Post Offices or at any Post Office. • For Value Payable articles complaints are to be lodged at the officer of booking. (Some cases will involve payment of charges) • Complaints for PLI /RPLI can also be handed or posted to the Deputy Divisional Manager (PLI/RPLI) stationed at each Circle Office headquarters and Development Officer (PLI).
Escalation of complaints if not redressed within stipulated time	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. (for details see website of DoP)
Nodal officer for handling grievances at HQ level.	DDG (PG), Department of Posts, Dak Bhavan, New Delhi. 110116. Email – pgdiv@indiapost.gov.in Phone No.: 011-23036433