



## **Citizens' Charter of Department of Posts**

**A declaration of its service commitment to the customers**

**Government of India**

**Ministry of Communications**

**Department of Posts**

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

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 their 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, Logistics Post, ePost, etc.
  - Registration and insurance of postal articles and parcels covered by such facility.
  - Premium mail services like Speed Post, Business Post, Business Parcel, Express Parcel, Direct Post, Bill Mail Service, and Logistics Posts etc.
  - Delivery services are provided by the designated delivery post offices and Branch Offices.
- **Financial Services :**
  - Money Transfer – Money Order, Instant money order, 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	Qualifying Description	Service Standards	Unit
<b>A</b>	<b>Service Standards of various services for Departmental Post Offices</b>			
<b>1</b>	<b>Mails/Money Order</b>	Time from posting / booking to delivery	<p>1. Excludes:- day of posting for articles booked after cut-off time, holidays &amp; Sundays.</p> <ul style="list-style-type: none"> <li>• adverse effect due to reasons beyond the control of DOP like curfew, bandh, strike, cancellation of means of transport or off-loading /non-carriage of mails by carriers.</li> </ul> <p>2. Article/MO booked/delivered in BOs will take 1 day extra.</p> <p>3. Standards apply to articles conforming to <b>Gazette notification no: 486, dated 23.09.2013</b> (excluding MO), and bearing correct address &amp; Pin code.</p>	Unit in Days /Minutes etc.
1.1	<b>Delivery of First Class Mail &amp; Registered Letter</b>	Local *	2	Days
		Metro-Metro**	2 - 4	
		Same state	2 - 6	
		State Capital to State Capital	3 - 5	
		Rest of the country	5 - 6	
1.2	<b>Delivery of Speed Post articles</b>	Local*	1 - 2	Days
		Metro - Metro	1-3	
		State Capital to State Capital	1 - 4	
		Same State	1 - 4	
		Rest of the country	4 - 5	
1.3	<b>Delivery of Express Parcel</b>	Local*	2	Days
		Metro – Metro**	2 - 3	
		State Capital to State Capital	2 - 4	

		Same State	2 - 4	
		Rest of the country	5 - 6	
1.4	<b>Delivery of Business Parcel &amp; Second Class Mail</b>	Local*	3	Days
		Metro-Metro**	4 - 5	
		State Capital to State Capital	4 - 6	
		Same State	3 - 6	
		Rest of the country	6 - 7	
<p><i>*Local shall mean:</i></p> <p>a. Articles booked and to be delivered within identified PIN codes-for Metro Cities.</p> <p>b. Articles booked and to be delivered within Municipality limit-for cities other than Metro cities.</p> <p>c. Articles booked and to be delivered within the same PIN code delivery jurisdiction- for Small Towns (Kasbas) or Mufussil areas having no defined town delivery area.</p> <p>..... <b>** Metro may be defined as municipal limits of the city w.r.t. Delhi, Mumbai, Kolkata, Chennai, Hyderabad and Bengaluru.</b></p>				
1.5	<b>International EMS articles</b> - 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 for Outbound articles booked in cities with OEs, i.e. Delhi, Mumbai, Kolkata, Chennai and Kochi. For articles booked at other locations, the timelines as per domestic speed post service standards will be added.	Australia	4-8	Days
		Canada	5-9	
		China	4-9	
		France	4-8	
		Japan	3-6	
		Malaysia	3-7	
		Russia	5-9	
		Saudi Arabia	4-8	
		Singapore	3-6	
		South Korea	3-7	
		Taiwan	3-6	
		UAE	4-8	
		United Kingdom (UK)	2-6	
		United States of America	4-7	
		<b>*For service standard for rest of the country, please click on below link : Citizen charter International EMS.xlsx.pdf</b>		
<b>2 Financial Services –</b>				
	<b>Money Remittance</b>	Time from booking to transfer / payment		Unit in Days /Minutes etc

2.1	<b>Instant Money Order</b> – payment on same day. (service available at specified offices)	Booking of imo to generation of receipt	13	Minutes
		Payment on production of code and ID by receiver at the destination post office	18	Minutes
2.2	<b>Delivery of Money Order</b>	Local* and between Metro Cities** * Local – within Municipal City limits ** Metro- Delhi, Mumbai, Kolkata, Chennai, Hyderabad and Bengaluru.	2	Working Days
		Rest of India	4	
2.3	<b>International Money Transfer Service</b> (Payments of instant Inward remittances received through Money Transfer operators like Western Union) (Service available at specified offices)	Payment on production of code and required documents.	10	Minutes
<b>3 (a) Post Office Savings Bank (The standards apply to non CBS Post Offices only)</b>				
	<b>Opening of account, closing of account, withdrawal and deposit.</b>	Please see Counter Services.		
3.1	<b>Transfer of Accounts</b> (Please collect dated receipt)	Within the same Head Post Office	1	Working Day
		From one Head Post Office to another Head Post Office	7	Working Days
		Requested at the transferee post office	15	
3.2	<b>Settlement of customer requests for :</b> - 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	Working Days
3.3	<b>Discharge of Savings Certificates</b> 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	Working Days
3.4	<b>Transfer of Savings Certificate</b>	Time taken from the receipt of application for transfer at the post office.	30	Working Days

3.5	<b>Issue of Duplicate Certificate</b>	Time taken from the receipt of application along with required documents : - at the post office of issue of the - Certificate.	30	Working Days
		Involving Investigation	90	Days
<b>3.(b) Post Office Savings Bank (The standards apply to CBS Post Offices only)</b>				
3.1.1	<b>Transfer of Accounts</b> (Please collect dated receipt)	Request at any Head Post Office	1	Working Day
		Request at any Sub Post Office	3	Working Days
3.1.2	<b>Deceased claim with nomination</b>	If presented at Head Post Office (HO) or Sub Post Office (SO) (except time scale SO)	1	Working Day
		If presented at time scale SO	7	Working Days
3.1.3	<b>Deceased claim without nomination</b>	If presented at HO or SO and within powers of HO or SO	1	Working Day
		If beyond powers of HO or SO and within powers of Divisional Heads	7	Working Days
		If beyond powers of Divisional Office	10	Working Days
3.1.4	<b>Issue of Duplicate Passbook</b>	When presented at HO	1	Working Day
		When presented at any SO (due to physical movement of application from SO to its HO and vice versa)	7	Working Days
3.1.5	<b>Interest Posting</b>		1	Working Day (Same Day)
3.1.6	<b>Discharge of Saving</b>	Requested at any Post Office	1	Working

	<b>Certificates at post office other than the office of purchase</b>			Days
		Requested at any Sub Post Office in respect of the Certificates issued from 01.07.2016 on wards in printed passbook form.	1	Working Day
		Requested at any Sub Post Office in physical form issued before 01.07.2016	3	Working Days
3.1.7	<b>Transfer of Certificates</b>	When presented at Head Post Office	1	Working Day (Same Day)
		Requested at any Sub Post Office in respect of the Certificates issued from 01.07.2016 on wards in printed passbook form.	1	Working Day
		Requested at any Sub Post Office in physical form issued before 01.07.2016	3	Working Days
3.1.8	<b>Issue of Duplicate Certificate</b>	Time taken from the receipt of application along with required documents : - At the post office of issue of the certificate (No change in procedure after introduction of CBS)	30	Days
<b>4</b>	<b>Postal Life Insurance and Rural Postal Life Insurance</b>			
4.1	<ul style="list-style-type: none"> <li>• Issue of acceptance Letter</li> <li>• Issue of Policy Bond</li> </ul>	Time taken from the receipt of completed documents	15	Days
4.2	<b>Maturity claim settlement/Paid up value of policy/Survival Benefit payment</b>	Time taken from the receipt of completed documents	15	
4.3	<b>Settlement of PLI/RPLI death claims</b>	With/Without nomination (Time taken from the receipt of completed documents)	30	
		Involving investigation	90	
4.4	<ul style="list-style-type: none"> <li>• Revival of policy</li> <li>• Conversion of policy</li> </ul>	Time taken from receipt of- completed documents	15	Days



4.5	(i) Loan against policies	Time taken for settlement on receipt of request	10	
	(ii) Change of address		5	
	(iii) Change of nomination		10	
	(iv) Assignment of policy		10	
	(v) Issue of duplicate policy bond		10	
<b>5</b>	<b>Counter Services including Philately (excluding waiting time in queue)</b>		<b>2-5</b>	<b>Minutes</b>
5.1	Issue of My stamp at Philately Bureau		30	Minutes
<b>6</b>	<b>Service Standards of various services for Branch Office</b>			
	<b>Transactions for which the Branch Office is authorized</b>			
<b>6.1</b>	- Sale of Stamps and stationery	Transaction Time at Branch Office	3	Minutes
<b>6.2</b>	<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
<b>7</b>	<b>Transaction which are required to be authorized / routed through the Account Office</b>			

7.1	<p><b>Transaction which are required to be authorized / routed through the Account Office e.g. :</b></p> <ul style="list-style-type: none"> <li>- Withdrawals above Rs. 5000/-,</li> <li>- Post Office Savings Bank Accounts opening and closing,</li> <li>- Post Office Savings Bank maturity claims, discharge of certificates</li> <li>- Maturity claims of Postal Life Insurance and Rural Postal Life Insurance policies, etc.</li> </ul>	<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 Offices.	Days
<b>8 Service Standards of Public Grievance Redress</b>				
8.1	<p><b>Issue of Acknowledgement of complaint.</b> (Instantaneous in case of web registration)</p>	On the day of receipt itself	On the day of receipt itself	Day
8.2	<b>Settlement of Complaints</b>	Time from lodging of complaint	60	Days
8.3	<b>Settlement of complaint</b> in cases requiring investigation	Time from lodging of complaint	90	

<b>D</b>	<b>Miscellaneous</b>
<b>D.1</b>	<b>Expectations from Service Recipients</b>
<b>1.</b>	<b>Mails</b>
1.1	<ul style="list-style-type: none"> <li>Address of addressee and sender should contain House Number, Name of Street, City, District, State and Pin Code.</li> <li>Name of village of addressee and the name of the delivery Branch Office of the addressee.</li> <li>Phone number of the sender and addressee (optional).</li> </ul>
1.2	To conform to packing, size and content requirements for registered and Insured articles and parcels. <a href="http://www.indiapost.gov.in/MailProhibitions.html">http://www.indiapost.gov.in/MailProhibitions.html</a>
1.3	To comply with instructions for articles prohibited by Post. <a href="http://www.indiapost.gov.in/MailProhibitions.html">http://www.indiapost.gov.in/MailProhibitions.html</a>
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.
<b>2</b>	<b>Money Order/Mails Services</b>
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.
<b>3</b>	<b>Savings Bank / Cash Certificate Services</b>
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.
<b>4</b>	<b>Financial Services</b>
4.1	Not to disclose the code number/Secret code of instant money order communicated by the Post Office to any person other than the recipient/s.
4.2	To bring the officially valid ID for iMO payments.
<b>5</b>	<b>Savings Bank / Cash Certificate/Postal Life Insurance Services</b>
5.1	To collect receipt when handing over requests for transfer or deceased claim cases.
<b>6</b>	<b>General / Public Grievance Redress Services</b>
6.1	To lodge a complaint within 60 days of the transaction/availing of a service, relating to any deficiency in service.

<b>D.2 Grievance Redress Mechanism (GRM) in the Department of Posts</b>	
1	<p><b>When to lodge the complaints</b></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><b>Where to lodge the Complaints</b></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"> <li>- Complaints relating to any deficiency in service can be lodged : <ul style="list-style-type: none"> <li>o <b>Online</b> at <a href="http://ccc.cept.gov.in/ComplaintRegistration.aspx">ccc.cept.gov.in/ComplaintRegistration.aspx</a> or <a href="http://pgportal.gov.in/">pgportal.gov.in/</a></li> <li>o Dial India Post Call Centre (1800 266 6868) &amp; tweet @indiapostoffice.</li> <li>o <b>By hand or by Post</b> at : <ul style="list-style-type: none"> <li>▪ any of the <b>19739</b> Sevottam Compliant Customer Care Centers in the country</li> <li>▪ Post Office where transaction took place,</li> <li>▪ Office of Senior Superintendent of Post Offices/ Superintendent of Posts Offices.</li> <li>▪ At any Post Office.</li> <li>▪ For Value Payable articles complaints are to be lodged at the office of booking. (Some cases will involve payment of charges)</li> </ul> </li> <li>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).</li> </ul> </li> </ul>
3	<p><b>How to lodge complaints</b></p> <ul style="list-style-type: none"> <li>- Online complaints require filling up of the forms to capture all the details.</li> <li>- In other cases complete information needs to be given with reference to the transaction, service failure and proof of transaction.</li> </ul>
4	<p><b>Acknowledgement of Complaints</b></p> <ul style="list-style-type: none"> <li>- Complaints lodged on the web will be acknowledged instantaneously.</li> <li>- Complaints handed in person at the Customer Care Centre will be acknowledged at the time of handing.</li> <li>- In other cases acknowledgement will be sent on the day of receipt itself.</li> </ul>
5	<p><b>Time for redress</b></p> <ul style="list-style-type: none"> <li>- 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)</li> <li>- Complaints requiring investigations (Interim reply may be given) - 90 days.</li> </ul>
6	<p><b>Escalation of complaints not redressed within stipulated time</b></p> <ul style="list-style-type: none"> <li>- 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.</li> </ul>
7	<p><b>Nodal officers for handling grievances at HQ level.</b></p> <p>DDG (PG), Department of Posts, Dak Bhavan, New Delhi. 110001 (other than PLI).  <a href="mailto:ddgpgq@indiapost.gov.in">ddgpgq@indiapost.gov.in</a>  General Manager (Business &amp; Investments), Directorate of Postal Life Insurance, Chanakyapuri Post Office Complex, New Delhi—110023. (For complaints relating to PLI/RPLI) <a href="mailto:gmo.pli@indiapost.gov.in">gmo.pli@indiapost.gov.in</a></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 revised on 13.02.2019. The next review is due in January 2021.

\*\*\*\*\*

No.	Qualifying Description	Service Standards*
1	Afghanistan	3 to 7
2	Argentina	5 to 9
3	Australia	4 to 8
4	Austria	4 to 8
5	Bahrain	4 to 8
6	Bangladesh	3 to 7
7	Barbados	5 to 9
8	Belarus	4 to 8
9	Belgium	5 to 9
10	Bermuda	3 to 7
11	Bhutan	6 to 9
12	Botswana	3 to 7
13	Brunei Darussalam	5 to 9
14	Bulgaria	3 to 6
15	Cambodia	5 to 9
16	Canada	6 to 9
17	Cape Verde	5 to 9
18	Cayman Islands	4 to 9
19	China	5 to 9
20	Cuba	5 to 9
21	Cyprus	6 to 9
22	Democratic Republic of Congo	4 to 8
23	Denmark	6 to 9
24	Egypt	5 to 9
25	El Salvador	6 to 9
26	Eritrea	5 to 9
27	Estonia	6 to 9
28	Ethiopia	4 to 9
29	Fiji	4 to 8
30	Finland	4 to 8
31	France	2 to 6
32	Georgia	4 to 8
33	Germany	6 to 9
34	Ghana	5 to 9
35	Greece	5 to 9
36	Guyana	3 to 6
37	Hongkong	3 to 7
38	Hungary	4 to 8
39	Iceland	3 to 7
40	Indonesia	4 to 9
41	Iran	4 to 9
42	Iraq	4 to 8
43	Ireland	4 to 9
44	Israel	4 to 8
45	Italy	3 to 6
46	Japan	

47	Jordan	4 to 9
48	Kenya	6 to 9
49	Kuwait	4 to 8
50	Latvia	5 to 9
51	Luxemburg	4 to 8
52	Macao	4 to 9
53	Malawi	6 to 9
54	Malaysia	3 to 7
55	Maldives	3 to 7
56	Mauritius	6 to 9
57	Mexico	5 to 9
58	Mongolia	4 to 9
59	Morocco	6 to 9
60	Namibia	6 to 9
61	Nauru	4 to 9
62	Nepal	3 to 7
63	Netherland	4 to 8
64	New Zealand	4 to 8
65	Niger	6 to 9
66	Nigeria	6 to 9
67	Norway	4 to 8
68	Oman	4 to 8
69	Pakistan	3 to 7
70	Panama	5 to 9
71	Papua New Guinea	4 to 9
72	Philippines	3 to 7
73	Poland	5 to 9
74	Portugal	4 to 8
75	Qatar	4 to 8
76	Romania	4 to 8
77	Russia	5 to 9
78	Rwanda	6 to 9
79	Saudi Arabia	4 to 8
80	Senegal	6 to 9
81	Singapore	3 to 6
82	South Africa	6 to 9
83	South Korea	3 to 7
84	Spain	4 to 8
85	Sri Lanka	3 to 7
86	Sudan	6 to 9
87	Sweden	4 to 8
88	Switzerland	4 to 8
89	Taiwan	3 to 6
90	Tanzania	6 to 9
91	Thailand	3 to 6
92	Tunisia	6 to 9
93	Turkey	3 to 6

94	UAE	4 to 8
95	Uganda	6 to 9
96	Ukraine	5 to 9
97	United Kingdom (UK)	2 to 6
98	United States of America (USA)	4 to 7
99	Vietnam	3 to 7
100	Yemen	4 to 8

\*Note

\*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 for outbound articles booked in cities with OEs, i.e. Delhi, Mumbai, Kolkata, Chennai and Kochi. For articles booked at other locations, the timelines as per domestic speed post service standards will be added.