



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/>

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 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

- All individuals and corporate customers.
- Public Institutions, private businesses and media.
- Government organizations.
- Other postal administrations.

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, 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, 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 Offices), 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 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
A	Service Standards of various services for Departmental Post Offices			
1	Mails/Money Order	Time from posting / booking to delivery	1. Excludes: - day of posting for articles booked after cut-off time, holidays & Sundays. •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 and force majeure. 2. Article/MO booked/delivered in BOs will take 1 extra day. 3. Standards apply to articles conforming to Gazette notification no: 486, dated 23.09.2013(excluding MO), and bearing correct address & Pin code.	Unit in Days /Minutes etc.
1.1	Delivery of First Class Mail (Letters, Postcards & Letter cards) & Registered Letter	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	Delivery of Speed Post articles	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	Delivery of Business Parcel & Second Class Mail (Parcel, Book packet, Registered Newspapers, Blind Literature packets)	Local*	3	Days
		Metro-Metro**	4 - 5	
		State Capital to State Capital	4 - 6	
		Same State	3 - 6	
		Rest of the country	6 - 7	

*Local shall mean:

- a. Articles booked and to be delivered within identified PIN codes-for Metro Cities.
- b. Articles booked and to be delivered within Municipality limit-for cities other than Metro cities.
- 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.

.....** Metro may be defined as municipal limits of the city w.r.t. Delhi, Mumbai, Kolkata, Chennai, Hyderabad and Bengaluru.

1.4	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.	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	
*List of countries attached below				
B Financial Services –				
	Money Remittance	Time from booking to transfer / payment		Unit in Days /Minutes etc
2.1	Delivery of Money Order	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	
2.2	International Money Transfer Service (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

3 (a) Post Office Savings Bank(The standards apply to non CBS Post Offices only)				
	Opening of account, closing of account, withdrawal and deposit.	Please see Counter Services.		
3.1	Transfer of Accounts(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	Settlement of customer requests for: -			
	i). Deceased claims (after receipt of complete documents)	a). Where nomination exists	1	Working Day
		b). Where no nomination exists	7	Working Days
	ii). Issue of Duplicate Passbook		7	
iii). Interest Posting		1	Working Day	
3.3	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	Working Days
3.4	Transfer of Savings Certificate	Time taken from the receipt of application for transfer at the post office.	30	Working Days
3.5	Issue of Duplicate Certificate	i). Certificate issued before 01.07.2016 (Time taken from the receipt of application along with required documents at the post office of issue of the certificate)	15	Working Day/Days
		ii). Certificate issued on or after 01.07.2016		
		Presented at HO	1	Days
		Presented at SO	7	
3.(b) Post Office Savings Bank (The standards apply to CBS Post Offices only)				

3.1.1	Transfer of Accounts (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	Deceased claim with nomination	If presented at Head Post Office (HO) or Sub Post Office (SO)	1	Working Day
3.1.3	Deceased claim without nomination	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
3.1.4	Issue of Duplicate Passbook	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	Interest Posting		1	Working Day (Same Day)
3.1.6	Discharge of Savings Certificates at post office other than the office of purchase after transfer of certificate	Payment request at HO	1	Working Day
		Payment request at SO (cash/transfer to savings account)	1	Working Day
		Payment request at SO (cheque)	3	Working Days
3.1.7	Transfer of Certificates (Please collect dated receipt)	Request at HO	1	Working Day
		Request at SO	3	Working Days
		Requested at any Sub Post Office in physical form issued before 01.07.2016	3	Working Days
3.1.8	Issue of Duplicate	i). Certificate issued before 01.07.2016 (Time taken from the receipt of application	15	

	Certificate	along with required documents at the post office of issue of the certificate)		Working Day/Days
		ii). Certificate issued on or after 01.07.2016		
		Presented at HO	1	
		Presented at SO	7	
3.1.9	Opening of Account/Purchase of saving certificates (after clearance of cheque)		1	Working Day
3.1.10	Closure of Account	If account closed at HO	1	Working Day
		If account closed at SO (for payment by cash/transfer to savings account)	1	Working Day
		If account closed at SO (for payment by cheque)	3	Working Days
3.1.11	Issue of ATM card (Insta) (after receipt of complete application/documents)		1	Working Day
3.1.12	Issue of ATM Card (Personalized)		30	Days
3.1.13	Enabling ebanking/mbanking (after receipt of complete application/documents)		1	Working day
C	Postal Life Insurance and Rural Postal Life Insurance			
4.1	<ul style="list-style-type: none"> • Issue of acceptance Letter • Issue of Policy Bond 	Time taken from the receipt of completed documents	15	Days
4.2	Maturity claim settlement/Paid up value of policy/Survival Benefit payment	Time taken from the receipt of completed documents	15	
4.3	Settlement of PLI/RPLI death claims	With/Without nomination (Time taken from the receipt of completed documents)	30	

		Involving investigation	90	
4.4	<ul style="list-style-type: none"> Revival of policy Conversion of policy 	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	
5	Counter Services (excluding waiting time in queue)		2-5	Minutes
5.1	Sale of Philatelic stamps and items		1	Same Day
6	Service Standards of various services for Branch Office			
	Transactions for which the Branch Office is authorized			
6.1	- Sale of Stamps and stationery	Transaction Time at Branch Office	3	Minutes
6.2	<u>Miscellaneous Services</u> - Booking of Registered Articles, - Booking of Money Orders, - Collection and Payment of PLI premia, - Post Office Savings Bank Deposit & withdrawal.	Transaction Time at Branch Office	10	Minutes
7	Transaction which are required to be authorized / routed through the Account Office			

7.1	Transaction of all nine schemes which are required to be authorized/ routed through the Account Office	6 days in addition to the relevant service standards declared for authorized Branch Offices.		Days
8	Service Standards of Public Grievance Redress			
8.1	Issue of Acknowledgement of complaint. (Instantaneous in case of web registration)	On the day of receipt itself	On the day of receipt itself	Day
8.2	Settlement of Complaints	Time from lodging of complaint	60	Days
8.3	Settlement of complaint in cases requiring investigation	Time from lodging of complaint	90	

D	Miscellaneous			
D.1	Reasonable 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	Packaging Tips https://www.indiapost.gov.in/MBE/Pages/Content/Packaging-Tips.aspx			
1.3	Prohibited Articles by Post. https://www.indiapost.gov.in/MBE/Pages/Content/Prohibited-Articles.aspx			
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/ Insurance 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 communicated by the Post Office to any person other than the recipient/s.	
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.	
6.2	Request to be specific while registering your complaint/query.	
6.3	Ensure that postal services are not used for money laundering, financing of terrorism, smuggling or any other fraudulent or illegal activity.	
D.2	Grievance Redress Mechanism (GRM) in the Department of Posts	
1	When to lodge the complaints	<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	Where to lodge the Complaints	<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> <p>- Complaints relating to any deficiency in service can be lodged:</p> <ul style="list-style-type: none"> ○ Online at www.indiapost.gov.in or pgportal.gov.in/ ○ Dial India Post Call Centre (1800 266 6868) & tweet @indiapostoffice. ○ By hand or by Post at : <ul style="list-style-type: none"> ▪ 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.

		<ul style="list-style-type: none"> 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	How to lodge complaints	<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	Acknowledgement of Complaints	<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 on the day of receipt itself.
5	Time for redress	<ul style="list-style-type: none"> - 60 days (<i>if delay is expected an interim reply within 60 days to follow indicating the reason for delay and additional time required for redress</i>) - Complaints requiring investigations (Interim reply may be given) - 90 days.
6	Escalation of complaints not redressed within stipulated time	<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	Nodal officers for handling grievances at HQ level.	<p>DDG (PG), Department of Posts, Dak Bhavan, New Delhi. 110001 (other than PLI).ddgpgg@indiapost.gov.in</p> <p>General Manager (Business & Investments), Directorate of Postal Life Insurance, Chanakyapuri Post Office Complex, New Delhi—110023. (For complaints relating to PLI/RPLI)gmo.pli@indiapost.gov.in</p>

Date of next Review

The Citizen's charter is revised in June 2021. The next review is due in July 2022.

No.	Qualifying Description	Service Standards(Days)*
1.	Afghanistan	3 - 7
2.	Argentina	5 - 9
3	Australia	4 - 8
4.	Austria	4 - 8
5.	Bahrain	4 - 8
6.	Bangladesh	3 - 7
7.	Barbados	5 - 9
8.	Belarus	5 - 9
9.	Belgium	4 - 8
10.	Bermuda	5 - 9
11	Bhutan	3 - 7
12	Bosnia and Herzegovina	5 - 9
13	Botswana	6 - 9
14	Brazil	5 - 9
15	Brunei Dar Ussalam	3 - 7
16	Bulgaria	5 - 9
17	Cambodia	3 - 6
18	Canada	5 - 9
19	Cape Verde	6 - 9
20	Cayman Islands	5 - 9
21	China	4 - 9
22	Cuba	5 - 9
23	Cyprus	5 - 9
24	Democratic Republic of Congo	6 - 9
25	Denmark	4 - 8
26	Ecuador	5 - 9
27	Egypt	6 - 9

28	El Salvador	5 - 9
29	Eritrea	6 - 9
30	Estonia	5 - 9
31	Ethiopia	6 - 9
32	Fiji	4 - 9
33	Finland	4 - 8
34	France	4 - 8
35	Georgia	2 - 6
36	Germany	4 - 8
37	Ghana	6 - 9
38	Greece	5 - 9
39	Guyana	5 - 9
40	Hong kong	3 - 6
41	Hungary	3 - 7
42	Iceland	4 - 8
43	Indonesia	3 - 7
44	Iran	4 - 9
45	Iraq	4 - 9
46	Ireland	4 - 8
47	Israel	4 - 9
48	Italy	4 - 8
49	Japan	3 - 6
50	Jordan	4 - 9
51	Kazakhstan	5 - 9
52	Kenya	6 - 9
53	Kuwait	4 - 8
54	Latvia	5 - 9
55	Lithuania	5 - 9
56	Luxamberg	4 - 8

57	Macau	4 - 9
58	Malawi	6 - 9
59	Malaysia	3 - 7
60	Maldives	3 - 7
61	Mauritius	6 - 9
62	Mexico	5 - 9
63	Mongolia	4 - 9
64	Morocco	6 - 9
65	Namibia	6 - 9
66	Nauru	4 - 9
67	Nepal	3 - 7
68	Netherland	4 - 8
69	New Zealand	4 - 8
70	Niger	6 - 9
71	Nigeria	6 - 9
72	North Macedonia	5 - 9
73	Norway	4 - 8
74	Oman	4 - 8
75	Pakistan	3 - 7
76	Panama	5 - 9
77	Papua New Guinea	4 - 9
78	Philippines	3 - 7
79	Poland	5 - 9
80	Portugal	4 - 8
81	Qatar	4 - 8
82	Romania	4 - 8
83	Russia	5 - 9
84	Rwanda	6 - 9
85	Saudi Arabia	4 - 8

86	Senegal	6 - 9
87	Singapore	3 - 6
88	South Africa	6 - 9
89	South Korea	3 - 7
90	Spain	4 - 8
91	Sri Lanka	3 - 7
92	Sudan	6 - 9
93	Sweden	4 - 8
94	Switzerland	4 - 8
95	Taiwan	3 - 6
96	Tanzania	6 - 9
97	Thailand	3 - 6
98	Tunisia	6 - 9
99	Turkey	3 - 6
100	UAE	4 - 8
101	Uganda	6 - 9
102	Ukraine	5 - 9
103	United Kingdom	2 - 6
104	USA	4 - 7
105	Vietnam	3 - 7
106	Yaman	4 - 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 domestics speed post service standards will be added.