Parkash Kaur

Widow of Jaswant Singh

R/o Ward no. 7, VPO Lohian Khas

District Jalandhar Punjab

[Date]

Superintendent of Post Office

Head Post office Kapurthala Division

Kapurthala, Punjab

Subject: Complaint Regarding Deficiency in Service

Dear Sir/Madam,

I am writing to formally complain about the deficiency in your service faced by me.

My husband Jaswant Singh opened a PF account with the post office with account number 5352311712. I also accompanied him while opening the account. The officials at the post office assured us that my name had been added as a nominee. My husband has been depositing money in the account for the past 15 years. As per the passbook, a total of 31 lakhs has been deposited in it. My husband died on 17.03.2020. When I approached the post office to release the amount, I was informed that no nomination was registered in the account. I also filed an RTI to get information about nominees to the account. I received a response on 06.08.2020 that no registration for nominees was made.

Please confirm the receipt of this complaint and inform me of the steps you will take and the tentative timeline associated with the process.

If I do not receive a satisfactory response from you within 15 days of this complaint, I shall take this matter to the appropriate consumer redressal forum.

Sincerely,

[Your Signature]

Parkash Kaur