

POSTAL AND COURIER SERVICE

1. What Is Postal And Courier Service

Postal and courier services are used to transfer letters and parcels from one place to another.

While India Post is the national carrier of posts, there are various other courier services such as DTDC and The Professional Carrier to facilitate transfer of posts and goods from one place to another.

2. What are the grounds for complaint available?

Grounds for complaints in postal services are

- Late Delivery
- Parcel is often not delivered at the correct address
- Delay or non-receipt of money order
- Delay or misplace of registered letter
- Delay or non-receipt of speed post letter -Non-receipt or abnormal delay in receipt of money order. Even in some cases Speed post MO take much time to get delivered.
- Non delivery or delay in receiving Speed Post letter
- Non receipt or delay in delivery of Parcels.

3. What are the modes or methods of complaint available?

Complaint Redressal System For The Postal Services:

(i) Approaching the Concerned Post Office:

The first step towards redressal of consumer complaints is to approach the concerned post office. If the complaint is either not redressed or the consumer is dissatisfied with the redressal, they can approach the Customer Care Center of the Circle or Zonal area. The consumer can use the following link for registering a complaint:

[Complaint registration \(indiapost.gov.in\)](https://www.indiapost.gov.in/)

(ii) Approaching Higher Authorities:

If the complaint is not resolved even after pursuing the Customer Care Center of the circle. The, the consumer can resort to higher authorities by reaching out to the Chief Post Master General of the concerned state. The contact details of India Post's Chief Post Master General of various states can be found on the following link:

<https://www.indiapost.gov.in/VAS/Pages/rtimanual9.aspx?Category=Heads+of+Circles>

If the consumer complaint is not resolved even after approaching the above officers, the consumer can take the matter at the national level by reaching out to the DDG in the Central Office, DAK Bhavan. The following link can be used for the contact details of the various officers:

<https://www.indiapost.gov.in/VAS/Pages/DirectoryOfEmployees.aspx?Category=Deputy+Directors+General>

Moreover, the following link by India Post provides the various available mechanisms to the consumers in a step-by-step manner:

<https://www.indiapost.gov.in/VAS/Pages/CustomerSupport/Guidelines-on-Complaints.aspx>

(iii) Approaching any other appropriate judicial or quasi-judicial body:

The complainant is free to take the service provider to a court or any other suitable venue (judicial or quasi-judicial). The proceedings in consumer commissions are not mired by the niceties of procedure, allowing the complainant to file a complaint for himself. As a consumer, the aggrieved party can take the service provider to the appropriate consumer commission, based

on the pecuniary and territorial jurisdiction. The jurisdictions of the various consumer commissions are as follows-

a) District Commission: The aggrieved consumer can reach out to the District Commission under section 34 of the CPA, 2019, which provides that the district commission shall entertain matters where the value of the goods or services paid as consideration does not exceed more than one crore rupees.

b) State Commission: In cases where the value of the goods or services paid as consideration is more than one crore, but less than 10 crores, the consumer can approach the State Commission. Moreover, in cases of unfair contracts, the State Commission has original jurisdiction and the consumer can be directly approached. An appeal against the order of the District Commission can also be made under section 47 of the CPA, 2019.

c) National Commission: The National Commission can entertain matters where the value of goods or services paid as consideration exceeds 10 crores. Section 58 also provides that complaints against unfair contracts can be entertained by NCDRC when the amount of value paid exceeds 10 crores. The NCDRC also has appellate jurisdiction against the orders of any State Commission and Central Authority.

Moreover, it must also be kept in mind that section 100 of the CPA, 2019 provides that the remedy under CPA is in addition and not in derogation of other available remedies.

Another remedy available to consumers is mediation. Chapter 5 of the Consumer Protection Act provides for establishing mediation cells and resolving consumer complaints using mediation.

The following link could be used to file complaints online:

<https://consumerhelpline.gov.in/>

(iv) Central Consumer Protection Authority

If the commission finds violations of rights of consumers or in notice of trade practices which is unfair it can inquire or cause an inquiry, either on receipt of complaint or suo moto or as directed by Central Government. If the commission finds, after preliminary inquiry, of an existence of a prima facie case of consumer rights violation or it is in notice of any unfair trade practice or any wrong or inaccurate advertisement which is prejudicial to public interest or to the interests of the consumers, it can order an investigation by the District Collector or by Director General.

The consumer can complain to the District Collector of the respective district for investigation and subsequent proceedings by the CCPA. He/she/they can also submit a complaint via email, at com-ccpa@nic.in.

4. Where should the grievance redressal or complaint be filed?

For online lodging of complaints and status, consumers can visit on these links:

<https://www.indiapost.gov.in/VAS/Pages/complaintregistration.aspx>

Complaint can be registered at the Post Office where the transaction has taken place and take an acknowledgement from the Post Office for the same.

If the complaint is still not settled, the complainant may approach the Chief Postmaster General of the respective Circle of the State;

<https://www.indiapost.gov.in/VAS/Pages/CustomerSupport/Guidelines-on-Complaints.aspx#B>

5. What are some private courier services in India?

There are various Courier companies in India that deliver packages, mails and messages. These companies provide special features such as speedy delivery, tracking of parcels, security, among others. Some of the private courier services in India are:

(i) The Professional Courier:

The carrier is primarily engaged in catering written messages, documents, and cargo. It has a consumer care website through which complaints can be registered online:

<https://www.tpcindia.com/customer-care.aspx>

(ii) DTDC:

Established in 1990, DTDC is one of the most extensive courier companies in India. Consumers can register their complaints using the details given in the following website:

<https://www.dtdc.in/customer-care.asp>

Moreover, consumers can raise service queries by using the following link:

https://www.dtdc.in/raise_a_service_query.asp

(iii) First Flight Couriers Limited:

The company provides courier services for customers in India and internationally as well.

The following link can be accessed for the contact details of various regional offices:

[Welcome to First Flight Couriers Ltd.](#)

Moreover, the consumers can approach the appropriate consumer forums if they are dissatisfied with the customer service provided by these companies.

6. What are the rules, Acts, and Guidelines that govern this sector?

a. The Indian Post Office Act, 1898

https://www.indiapost.gov.in/VAS/DOP_RTI/TheIndianPostOfficeAct1898.pdf

b. Indian Post Office Rules, 1933

https://www.indiapost.gov.in/VAS/DOP_RTI/PO_vol1_legislativeEnactments.pdf

7. What are the landmark judgements in this sector?

1. Post Master, Manimajra Post Office v. Ripan Kumar

In the present case, the NCDRC held that delivery of medicine packets in a tampered condition amounts to deficiency of service under the Consumer Protection Act.

2. Head Postmaster, Ponnai, Kerala v. V. Ayyapan

In the present case, the National Commission denied the Post Office to take defence of section 9 of the Telegraph Act, 1885, which absolved the government of any liability for defaults of an individual telegraph officer. It held that the Post Office was guilty of deficiency of service, and denied the application of section 9 of telegraph act.

8. What is the format of the complaint to be made under this sector?

<https://cdrc.gujarat.gov.in/images/pdf/1-CC-Eng.pdf> - DCDRC format.

<https://cdrc.gujarat.gov.in/images/pdf/1-CC-Eng.pdf> - SCDRC format.

<https://ncdrc.nic.in/cc.html> - NCDRC filing.

9. What are the important links and resources?

FAQs on Courier and Cargo services:

<https://consumerhelpline.gov.in/faq-details.php?fid=Courier%20and%20Cargo>

10. What is the difference between courier and cargo?

Courier companies usually handle smaller items while cargo companies handle larger ones.

Cargo can be liquid, dry, and break bulk items.

11. How long does it take to deliver courier parcels or posts?

This depends on the courier service and courier company hired. The courier can be traced online by Consignment ID or Tracking ID provided by the courier company.

The estimated delivery standards for posts (influenced by service availability, geographic location of the destination) for each service are defined in citizen charter:

https://www.indiapost.gov.in/VAS/DOP_PDFFiles/CitizenCharter2019.pdf

12. What should be done if the shipment/post does not arrive?

If the shipment/parcel fails to arrive at the destination, one should immediately contact the respective company customer care with the tracking ID and details of the consignment. The consumer can claim for missing or damaged parcels only if the parcel has been insured by the respective courier or Cargo Company.

In case of lost or delayed posts, the compensation is the speed post charges paid by the consumer and if the post is lost, stolen or totally damaged then the consumer is to be compensated. Please refer to the citizen charter.

13. What are the charges on courier?

Charges differ as per the company's policy for Domestic as well as International Couriers also depend on the Country's custom duty and taxes.

14. Can International Parcel be opened by Customs?

Yes, Custom Authorities are authorised to open an International Parcel.

15. What are banned articles on Courier Services?

Dangerous articles like packaged Explosive, Toxic gases, compressed air in appliances, Liquids, Semi Liquids, Flammables, Perishables, Poisonous Articles, Radioactive Materials.

16. What is the responsibility of the Consumer before sending the courier?

The consumer must always read and check the terms and conditions of the courier rules of the company while making the payment and must keep the tracking ID as well as payment receipt.

17. What is the liability of signing for a package?

Signing the package means the shipment has been delivered and the receiver has got the same in good condition. Do not Sign the delivery slip if the packet is not sealed and looks tampered.

18. Where should consumers approach in case of any problem relating to Speed Post-delivery or Speed Post tracking?

Consumers can send a letter or an email to the department, details are

<https://www.indiapost.gov.in/VAS/Pages/CustomerSupport/SpeedPostComplaints.aspx>

19. What is an ePost service?

EPost Office for anytime, anywhere transaction related to instant money order, electronic money order, PLI Premium and philately products. For more information, visit

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

20. How can consumers register their grievances for India Post Payment Bank?

Consumers can visit the nearest Branch Office or call on Toll Free No 155299 OR 1800-180-7980 or email at contact@ippbonline.in

For Details please visit - <https://www.ippbonline.com/web/ippb/complaints>

21. What is the escalation matrix if a consumer has not received any satisfactory response from the branch of the India Post Payment Bank?

If Consumer has not received a satisfactory response from the branch manager within 7 working days then he may approach the circle nodal officer during office hours on working days. Nodal Officers details are available on:- <https://www.ippbonline.com/web/ippb/circle-nodal-officer>

If the complaint is not resolved as per satisfaction after escalation to circle nodal officer, within 9 working days Consumer may approach Principal Nodal officer during office hours on working days. Details are available on <https://www.ippbonline.com/web/ippb/complaints>

After 30 days of lodging the complaint, if it is not resolved or the consumer is not satisfied with the resolution provided by the bank, he may approach the banking ombudsman as per the local

branch office . Details are available on

<https://www.rbi.org.in/Scripts/AboutUsDisplay.aspx?pg=BankingOmbudsmen.htm>

Online complaints can be lodged on

<https://cms.rbi.org.in/cms/IndexPage.aspx?aspxerrorpath=/cms/cms/indexpage.aspx>

22. What types of Policies are available under PLI schemes?

The types of Postal Life Insurance policies are:-

- Whole Life Assurance (SURAKSHA)
- Convertible Whole Life Assurance (SUVIDHA)
- Endowment Assurance (SANTOSH)
- Anticipated Endowment Assurance for 15 and 20 Years (SUMANGAL)
- Joint Life Endowment Assurance (YUGAL SURAKSHA)
- Children Policy (BAL JIWAN BIMA)

23. What is the minimum and maximum sum assured limit under PLI?

Minimum sum assured is ₹ 20,000 and maximum ₹ 50 lakhs for all plans except children policy.

For Children Policy, the maximum sum assured limit is 3 lakhs.

24. How can grievances be registered for PLI schemes?

Consumers can send written complaint to the state wise designated officers and details are available on the following link www.postallifeinsurance.gov.in/innerpage/contact-us.php

Online grievances can also be registered on <http://ccc.cept.gov.in/complaintregistration.aspx>