


S.No.	Domestic/Insured Article	
	Particular	Speed Post
1	Complaint Timing (Not Receipt of Article)	After 15 Days and with in 60 days
2	Complaint Timing (Damage/loss of Article)	Within 2 days of Delivery
3	Compensation - Delay in Deliver	Speed Post Postage Paid
4	Compensation - Loss/Damage/Part Damage	Double the amount of Speed Post postage paid or ₹ 1000 whichever is less depending upon the actual value.
5	Settlement of Complaint	within a period of 10 days of item declared as lost
S.No.	International/Insured Article	
	Particular	EMS Document
1	Complaint Timing (Not Receipt of Article)	Within 4 Months from date of Booking
2	Complaint Timing (Damage/loss of Article)	Within 24 Hours of Delivery
3	Compensation - Damage or Part Damage	Limited Postage Paid
4	Compensation - Loss	Limited Postage Paid
5	Settlement of Complaint	Within the period of 30 days from the date of complaint
S.No.	International/Insured Article	
	Particular	Internation Parcel
1	Complaint Timing (Not Receipt of Article)	Within 6 Months from date of Booking
2	Complaint Timing (Damage/loss of Article)	Within 24 Hours of Delivery
3	Compensation - Damage or Part Damage	Limited to the declared value of lost or damaged content, Postage paid by the sender will not be refunded in this case
4	Compensation - Loss	Limited to 40 SDR per item plus 4.5 SDR per kg or the declared value of the contents, whichever is less subject to an upper ceiling of 130 SDR, plus the postage paid.
5	Settlement of Complaint	Within the period of 30 days from the date of complaint

Basic Pay Online Classes (An ISO 9001:2015 & MSME Certified Institute)

Domestic/Insured Article	
Registered Item/India Post Parcel (Retail)	India Post Parcle (Contractual)
After 15 Days and with in 60 days	After 15 Days and with in 60 days
within 2 days of Delivery	within 2 days of Delivery
N/A	N/A
₹100 or the actual value of the item or the content lost or damaged, whichever is less	₹500 or the actual value of the item or the content lost or damaged, whichever is less
within a period of 10 days of item declared as lost	within a period of 10 days of item declared as lost
International/Insured Article	
EMS (Merchanidise)	Registered item
Within 4 Months from date of Booking	6 Months from date of Booking
Within 24 Hours of Delivery	Within 24 Hours of Delivery
Limited to the declared value of lost or damaged content, Postage paid by the sender will not be refunded in this case	Limited to the declared value of lost or damaged content, Postage paid by the sender will not be refunded in this case
Limited to the declared value of contents or 130 SDR, whichever is less, plus the postage paid	Limited to the declared value of contents or 30 SDR, whichever is less, plus the postage paid
Within the period of 30 days from the date of complaint	Within the period of 30 days from the date of complaint
International/Insured Article	
ITPS	
Within 6 Months from date of Booking	
Within 24 Hours of Delivery	
Restricted to ₹ 1000/- or the actual declared value of the contents damaged or lost whichever is less	 <a href="http://www.basicpay.in">www.basicpay.in</a>
Restricted to ₹ 1000/- or the actual declared value of the contents damaged or lost whichever is less	
Within the period of 30 days from the date of complaint	