

PG-01/19/2024-PG-DOP
Government of India
Ministry of Communications
Department of Posts
(CS, QA & I Division)

Dak Bhawan, Sansad Marg,
New Delhi-110001
Date: 31.07.2024

To

Chief Postmasters General of all Postal Circles

Subject: Wide Publicity of Grievance Redressal Mechanism (GRM) of DoP across various media with support of Marketing Division.

During the review of the functioning of PG Division, HMoC has desired that the system and various channels for lodging complaints with the Department may be widely publicized through various media.

2. Complaints and references to Customer Relationship Management (CRM) of the Department can be made via the following modes:

a. Registration through website **link:**

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

b. Through IndiaPost call centre **Helpline:** 18002666868

3. The above link and Helpline No. may be promoted for lodging complaints and following action points are also recommended for the officers in both Directorate and the field units:

(a) Official letterheads and visiting cards used by officers and staff of the Department of Posts may bear the link and the phone number in the footnote area.

(b) Other stationery such as passbooks, etc may also bear these numbers as part of the standard design;

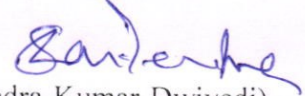
(c) Impressing the information on articles delivered through Post Offices with a stamp that can be prepared as per a standard design;

(d) Booking receipts and confirmatory SMS may also have the said links;

(e) In the Notice boards of Post Offices alongside Citizen's Charter as per standard practice.

(f) Explore feasibility of 3D barcode to be put up on all points of contact for customers that on being scanned can take the customer to grievance redressal portal'.

4. Action on the above lines may kindly be taken and action taken report thereon may kindly be shared **by 10.08.2024**. Challenges/difficulties, if any, faced in implementation may also kindly be intimated to this Division.



(Shailendra Kumar Dwivedi)
DDG(CS, QA & I)

Copy to:

CGM Parcel/PLI/BD Directorate and All Sr. DDsG/DDsG of Department of Posts, Dak Bhawan, Sansad Marg, New Delhi-110001 for similar action.