



15th March 2006: A commemorative postage stamp on “ World Consumer Rights Day”

Citizen’s charter  
India Post,  
[www.indiapost.gov.in](http://www.indiapost.gov.in)

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### New Services



Direct Post



ePayment

eIOD

Bill Mail Service

National Bill Mail Service

**Everyone is familiar with the post office but the varied range of services post offices provide is not widely known.**

For more details on products and services visit : [www.indiapost.gov.in](http://www.indiapost.gov.in)

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## Our Vision

**India Post** shall be a socially committed, technology driven, professionally managed and forward looking organization.



In February 1911, a French pilot, named Henri Pequet, flew with 6,500 pieces of mail in a biplane from Allahabad to Naini (a distance of six miles). This flight was the first official Air Mail in the world.



India Post launched its first aircraft on 29th August 2007. The aircraft with 15 ton load capacity carries Speed Post, parcels, logistics and mails for expedited delivery. Air craft route Kolkatta – Guwahati – Imphal – Agartala– Kolkatta.

### Our Mission

To provide high quality mail, parcel and related services in India and throughout the world; to be recognized as an efficient and excellent organisation exceeding the expectations of the customers, employees and the society; to perform the task by:

- Total dedication to understanding and fulfilling customer's needs
- Total devotion to provide efficient and reliable services, which customers consider to be value for money.
- Total commitment to provide challenging and rewarding career for every employee.
- Total recognition of the responsibilities as a part of the social, industrial and commercial life of the country
- Total enthusiasm to be forward looking and innovative in all areas

## Introduction



Set of four stamps issued on 150 years of postage stamps.

*The first stamps valid for postage throughout India were placed on sale in October 1854.*

*Post Office has been a part of the day-to-day lives of people in the country. The street letter boxes, postman, post office, postcards, postage stamps, money order are words with which children and elders are familiar with. There is a strong bond between the Post Office and the people it serves. Many of the customers do business at post office because they feel comfortable and rely on it. This is what makes the postal service unique.*

Indian postal network is the largest in the world. For many years it has been meeting the personal and business communication needs as well as door-to-door delivery, banking, insurance, transfer of money and goods.

Today, mobile phones, email, SMS are popular means for personal communication. There are many operators for customers to choose from for sending documents and goods in India and abroad.

Technology has also made it possible to offer modern and affordable services to customers like instant money transfer, collection of bills, and so on. It has also been possible to bring these services to the rural sector through the vast postal network.

The Department is required to meet its expenses from the revenues it earns as it operates on commercial lines. Thus it faces a daunting task ahead as Post Offices have been opened in rural and remote areas on partial recovery of costs. Further the Department is facing stiff competition in some of its businesses.

To rise to the challenges, the Department is in the process of transforming itself. In the last year, the Department was able to reduce the percentage of deficit. Innovative products and services, use of the network provide modern and varied services to urban and particularly rural customers are the thrust areas for growth. Use of technology and business orientation will be the key for improvement of quality of services.

## Purpose of the citizen's charter

### Where and who will implement this charter

Post Offices	1 5 5 , 3 3 3
Mail Business Centres	3 0 0*
Postal workforce	5 2 0 , 1 9 1
All the Administrative and Accounts Units to support these offices.	

\* Some Mail Business Centres have started to function. This is the total proposed.

### Purpose of the citizen's charter

The purpose of the charter is to:

- Broadly describe the products and services, customers of these services, delivery standards and the complaint mechanism,
- Inform what kind of facilities customers can expect at the main contact points like post offices, delivery staff, mail business centres and customer care centres.
- Action being taken to improve the services has also been included in the charter.
- This charter is also meant to serve as a guide to the post offices, mail business centres and all those responsible for implementing the charter and improving the quality of service to the customers.

This charter is a statement of intent to improve the quality of services it is not justiciable.

**How to refer to the charter?**

- The following chapters in the charter are in two parts:

<b>Status Position</b>	<b>What should customers expect?</b>
Information about the: <ul style="list-style-type: none"><li>• Services and contact points,</li><li>• Customers,</li><li>• Delivery standards,</li><li>• Complaint mechanism</li></ul>	☰ What should customers expect and what is being done to improve the services for customers? 😊 Tips for customers

## Postal services and facilities: Customers

Who are the customers?	What should customers expect?
<p><b>Post Office counter facilities:</b> Individuals, Government, Departments, Businesses, Public and Private Organisations, Professionals</p> <p><b>Door to door delivery</b> Household and offices.</p> <p><b>Postal services for communication, money and goods transfer, (within India and 190 countries)</b> Government, Businesses, students, persons working away from home, individuals, professionals, Tourists (foreign parcels, picture postcards)</p> <p><b>Financial Services - Post Office Savings Schemes and Certificates, distribution of mutual funds,</b> Small investors both in urban and rural areas, salaried persons, housewives, pensioners, senior citizens, contractors,</p> <p><b>Postal Life Insurance</b> Employees of Government, Banks, Public Sector Undertakings,</p> <p><b>Rural Postal Life Insurance</b> Indians having a rural address,</p> <p><b>Distribution of printed matter</b> Small scale newspapers, periodicals, journals, for Registered newspaper, book post, periodicals.</p> <p><b>Philatelists, children</b> - Postal stamp collection.</p>	<ul style="list-style-type: none"> <li>☐ Customers will be treated courteously and without any prejudice,</li> <li>☐ Special care to the senior citizens and to the physically challenged,</li> <li>☐ Modern services and facilities will be introduced to meet the needs of the customers who rely on the postal network,</li> <li>☐ To take steps to understand the needs of the customers through surveys and other means.</li> <li>☐ <b>Directory of Postal services</b> so that customers can easily find out :             <ul style="list-style-type: none"> <li>○ Local post offices timings, facilities available, delivery area, postmen beat, and number and designation of contact person</li> <li>○ Post Offices where the service which is not offered by local post offices will be available,</li> </ul> </li> </ul>

## Postal Services and Facilities: Customers

Organisations who use postal network to reach their customers	What should customers expect?
<p>Government departments, Central and State local bodies to :</p> <ul style="list-style-type: none"> <li>o Extend facilities through more outlets, such as Speed Post Passport service, acceptance of Right to Information applications,</li> <li>o Implement social schemes like National Rural Employment Guarantee Scheme, old age pension,</li> </ul> <p>Financial institutions and banks for:</p> <ul style="list-style-type: none"> <li>o distribution of mutual funds, loans,</li> <li>o micro credit,</li> <li>o receiving payments for money transfer.</li> </ul> <p>Manufacturers and other organizations and educational institutions for retailing products, admission forms through postal network.</p> <p>Insurance companies, banks, direct mailing and public utilities and private companies for:</p> <ul style="list-style-type: none"> <li>o premia notices, bills,</li> <li>o collection of bills and payments,</li> <li>o contacting their customers.</li> <li>o one to many or many to one communications.</li> </ul>	<ul style="list-style-type: none"> <li>☐ Extend facilities through tie-ups so that customers can get more facilities under one roof.</li> <li>☐ Each post office will inform customers of new facilities available in their post offices.</li> <li>☐ The responsibility of the post office in making these facilities available will be clearly stated.</li> </ul>



Government and Service providers for address verification.


## Postal Products and Services

### Products and Services which are used by individual and corporate customers.

#### Communications (within India and for 190 countries)

- o Personal and business communication – letters, postcards,
- o Books, Literature for the Blind, Journals, Periodicals and Journals,



#### Physical Transfer and distribution of goods

- o Parcels, sample packets, (within India and for 190 countries)
- o  Speed Post- Domestic and abroad (EMS) Speed Post Money Order. Insurance is also available.
- o Express Parcel service

- o  Logistics Post.


#### Registration for delivery to addressee, insurance and value payable services available for letters and parcels

#### Money Transfer Services





- o Money Order,
- o Indian Postal Order
- o Through Insurance service i.e, currency notes in letters,
- o  iMO instant money order – money is transferred through electronic means, the receiver has to come to the Post Office to collect the funds. Money transfer up to Rs 50,000/- in cash.
- o  for incoming payments from abroad.

### What should customers expect?


- ☐ Help customers make the choice of service which suits their needs the best.
- ☐ **Handbook on Postal Products and services** will be brought out which will inform features of each service, tips for safe packing, addressing and broad delivery standards of service.
- ☐ Campaigns to inform complete addressing and use of pin code will be taken up.

<p><b>Issue of Identity Cards</b> Easy way for citizens to get proof of identity which is useful for many purposes including postal identification.</p>	
<p><b>Postal Products and Services</b></p>	
<p><b>Financial and Insurance services</b></p>	<p><b>What should customers expect?</b></p>
<p><b>Action steps being taken to make services better.</b></p> <p> <b>Postal Life Insurance and Rural Postal Life Insurance</b></p> <p><b>Financial Services</b></p> <ul style="list-style-type: none"> <li>o Post Office provides savings schemes as an agent for the Ministry of Finance.</li> <li>o Savings Bank, Recurring Deposit, Time Deposit, Monthly Income Scheme, Public Provident Fund, Senior Citizen Scheme, (Six Year NSC VIII Issue), Kisan Vikas Patra,</li> </ul>	<ul style="list-style-type: none"> <li>☐ Staff to be trained so that they can explain to customers the features of Postal Life Insurance and Rural Life Insurance products and process applications and claims accurately.</li> <li>☐ Computerisation of post offices operations to give quality services to customers and also introduce new services.</li> <li>☐ Information about the schemes will be made easily available at post offices for customers.</li> <li>☐ Non-saleable forms (as many as possible) will be put on the website for downloading.</li> </ul> <p>Customers are requested to:</p> <ul style="list-style-type: none"> <li>o Keep the passbook or certificates in safe custody,</li> <li>o Report loss of any of these immediately,</li> <li>o Hand over passbook only on clear receipt indicating the amount in last balance,</li> <li>o Check the balance after every transaction.</li> <li>o Make nomination,</li> <li>o Use cheque facility,</li> <li>o May like to give their telephone number so that they can be informed if documentation is missing etc.</li> </ul>

<ul style="list-style-type: none"> <li>○ <b>Distribution of mutual funds, Sale of non life insurance</b></li> </ul>	<ul style="list-style-type: none"> <li>☑ Finance Marts, set up in major post office to help customers for investments in post office schemes, mutual funds, life insurance of post office and non life insurance policies of other companies. Staff to be trained for getting professional qualification.</li> <li>☑ All efforts to inform customers of the features and the risk factors so that they can make the best choice in mutual funds.</li> <li>☑ No customer will be forced to apply for these schemes.</li> </ul>
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Postal Products and Services	
Services for Corporate customers	What should customers expect?
<ul style="list-style-type: none"> <li>○  <b>Business Post</b> (premailing services, such as addressing, enveloping, gumming for mail given in bulk )</li> <li>○ <a href="#">Retail Post</a> (includes e-Payment facility which allows updating of the bill/ payments collected and transfer of money from a single points)</li> <li>○  <b>Media Post</b> use of post office infrastructure for advertising.</li> <li>○  <b>Logistics Post</b> end-to-end solutions for transporting goods.</li> <li>○ <b>Express Parcel Post</b> time bound transmission of parcels by surface. Maximum weight 35 kg.</li> <li>○  <b>Direct Post</b> for distributing advertising materials.</li> <li>○ <b>Bill Mail</b> service for delivery of statements, premia</li> </ul>	<ul style="list-style-type: none"> <li>☐ Mail Business Centres, have been set up to cater to corporate customers for specialized handling of mails such as pick up, premailing activities, sorting, transmission and delivery. The number of such centres is being increased and staff is being trained to understand customer needs so that they can customize services and follow up customer enquiries and complaints.</li> <li>☐ Innovative products and services are being introduced to meet the needs of business customers.</li> <li>☐ Agreements for providing the services will be drawn up clearly describing the service to be provided, delivery standards, concessions and the liability.</li> </ul>

<p>notices, annual reports within a city, National Bill Mail services is also available.</p> <ul style="list-style-type: none"> <li>o <b>e-IOD</b>, web based electronic Intimation of delivery with an other postal product such as Bill Mail Service, Direct Post, Book Post, etc.</li> <li>o <b>Free Post</b>, a toll free number to be given to businesses to enable them to receive responses / orders by Post without having to supply reply cards or envelopes</li> </ul>	
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<b>Postal facilities</b>	
<b>Post Offices</b>	<b>What should customers expect?</b>
<p><b>Postal facilities available at all Post Offices:</b></p> <ul style="list-style-type: none"> <li>o Sale of postage stamps and postal stationary, non-postal stamps, certificate of posting.</li> <li>o Booking of registered, insured and VP letters post and parcels, money orders, speed post articles,</li> <li>o Bill Payment (selected post offices in rural areas), premia payment of postal insurance,</li> <li>o Post Office Savings Bank Schemes and certificates,</li> <li>o Delivery on all working days in Cities, towns and rural areas covered by postal network. In some cities delivery on Sundays and Holidays has also been introduced.</li> <li>o Issue of identity cards,</li> </ul> <p><b>Services at selected post offices</b></p> 	<ul style="list-style-type: none"> <li>☑ Covered and clean public space, Counter and Delivery staff to be courteous and helpful, seating arrangement for writing desk, glue, etc.</li> <li>☑ Business Hours as far as possible suited to the locality,</li> <li>☑ Counter services on ground floor as far as possible in rented buildings,</li> <li>☑ Postmen to wear uniform, to sell stamps, collect letters and book speed post articles on the beat, serve intimation when accountable articles cannot be delivered,</li> <li>☑ Officer in charge Postmaster / Sub Postmaster or Deputy Postmaster to help customers facing difficulty in getting service or information.</li> <li>☑ Each Post Office to display the name and designation of the officer to be contacted for complaints and where Complaints and Suggestions Book is</li> </ul>

<ul style="list-style-type: none"> <li>o Other facilities: <ul style="list-style-type: none"> <li>▪ Acceptance of application and appeals of Right to information for Central Ministries, Departments and PSUs as far as possible transmission through electronic means,</li> <li>▪ Speed Post Passport Service,</li> <li>▪ Sale of mutual funds, non life insurance policies,</li> </ul> </li> </ul> <p><input checked="" type="checkbox"/></p>	<p>available. The delivery standards for mails, delivery area and the letter boxes in the area will be made easily available to customers.</p> <p><input checked="" type="checkbox"/> Post Office with multi purpose counter machines to be increased so that many transactions can be done on one counter. No stamps are required for booking of registered, speed post, Express parcel post and Value Payable or insured articles at such counters.</p>
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Collection of mails	
Collection of mails	What should customers expect ?
<div data-bbox="188 826 712 1177" data-label="Image"> </div> <p><b>Collection through letterbox.</b>  There are more than 600,000 letterboxes in the country. Normally the minimum distance between two letterboxes is kept at .5 km in urban areas and 1km in rural areas.</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Timings of clearance of street letterbox will be displayed on the letterbox.</li> <li><input type="checkbox"/> Location of the letterbox in a locality will be available with the post office of the area.</li> <li><input type="checkbox"/> Efforts to maintain the letterboxes in good condition will be made continuously.</li> <li><input type="checkbox"/> Customers are requested to help by reporting misuse or tampering with a letterbox to the near by post office.</li> </ul>

<p>Collection of ordinary articles and speed post by postmen and on their beat. Mail deliverers in rural area to collect ordinary articles.</p> <p>Pick up services for speed post for corporate customers; in many post offices it is available for individual customers. This facility depends on local availability of staff.</p>	<p>Post offices will popularize this services so that customers can avail of this facility.</p>
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Delivery standards	
Delivery standards for Postal products and services	What should customers expect?
<p><b>Delivery standards for the following services are given at the end of this charter:</b></p> <ul style="list-style-type: none"> <li>o Postal and Rural Postal Life Insurance, ( Table 1.)</li> <li>o Post Office Savings Bank Schemes and Certificates, ( Table 2and 3)</li> </ul> <p><b>Mails and parcels</b> , broad delivery standards are as follows :</p> <p><b>2 days</b>                      Inter metro ( Delhi, Mumbai, Kolkatta, Chennai, Bangalore and Hyderabad.) Within city/ town / district.</p> <p><b>3 days</b>                      Inter State capitals, Within States</p> <p><b>3-5 days</b>                    Inter State One to two days extra for registered, insured and money order delivery.</p>	<p>What should customers expect?</p> <ul style="list-style-type: none"> <li>☐ Sensitisation, training and computerization is being done so that the delivery standards can be met.</li> <li>☐ Each City, Taluka place to frame delivery standards for speed post, ordinary mails and display prominently. Programs to train staff to develop delivery standards and update will be organized regularly.</li> <li>☐ Programs to popularise use of Pin Code and complete address will be taken up so that mails can be processed faster.</li> <li>☐ Continuous measurement of standard of performance and corrective</li> </ul>

<p><b>Speed Post and Express Parcel Post</b> are time bound; the standards will be specific to the location and time of booking.</p> <p><b>e-Post</b> – one day transmission between post office from where e-post was booked to the nearest e-post centre and then the delivery standards for of normal mail up to destination will apply.</p> <p><b>iMO</b> instant transmission, payment on spot when the receiver reaches the post office with 16 digit iMO number and photo identity.</p>	<p>action to improve weak areas.</p> <ul style="list-style-type: none"> <li>☐ Track and Trace facility for speed post will be improved.</li> </ul> <p>The Department's endeavour is to achieve the norms for 90% of mails. As the Department of Posts has to rely on a number of agencies for transmission of mails like trains, planes, buses and other public transport maintaining their schedule, and quality and accuracy of addressing of mails for sorting the norms are not justiciable.</p>
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<b>Complaint settlement mechanism</b>	
<b>How can complaints be lodged and when will they be resolved?</b>	<b>What should customers expect ?</b>
<ul style="list-style-type: none"> <li>○ Complaints can be lodged at :               <ul style="list-style-type: none"> <li>○ 3304 Customer Care Centres *</li> <li>○ <a href="http://www.indiapost.gov.in/ccc">http://www.indiapost.gov.in/ccc</a></li> <li>○ any post office for free transmission to Customer Care Centres.</li> </ul> <p style="margin-left: 40px;">* Telephone enquiries can be made at customer care centres for speed post.</p> </li> <li>○ Complaints and Suggestion Books is available in every Post Office.</li> <li>○ For complaints are acknowledged the same day if made in person to the Customer care centre. Complaints posted are acknowledged between 1-7 days. Name and contact of the officer responsible for final reply will be informed in the acknowledgement.</li> <li>○ The time frame for settlement of complaints is one month from the date of receipt of complaint. Final reply will include the name and contact of the next higher authority. If the complaint needs enquiry and will take time an interim reply will be sent within a month.</li> </ul> <p>In some cases such as misbehavior, loss of contents of insured articles, other such cases where enquiries are required. Assistant Superintendent of Post Offices, Inspector of Post Offices or Public relations Inspector will come for making enquiries. These officers will carry their identity card.</p>	<ul style="list-style-type: none"> <li>☒ Efforts to make it easy for customers to make enquiries and settle their complaints whenever there is service failure.</li> <li>☒ Sensitisation and training programs for the staff to be responsive to customer complaints.</li> <li>☒ Continue monitoring of complaints on the web countrywide to track early settlement.</li> </ul> <p>Customers are advised that the records are preserved for a specific duration therefore complaints are to be lodged within a time frame.</p>



### What if complaints are not settled and Liability of Post.

- Officers at the level of Divisional Superintendent, Postmaster General and Chief Postmaster General will meet customers who approach them if their problems are not being resolved.
- Customers who find that the complaints are not being addressed can also take up the matter with the nodal officer in the Postal Directorate.

**Deputy Director General** (Postal Grievances and Quality Assurance)

**Department of Posts,**

**3<sup>rd</sup> Floor, Dak Bhavan,**

**Parliament Street, New Delhi. 110116**

**Telephone 23096087 / 23036433**

- Post Forums are being held in selected departmental post offices where customers can interact with the Postmasters or Sub Postmasters.
- Dak Adalats are held every quarter at Divisional, Regional and Circle level. Complaints which have not been resolved at local level are taken up at these meetings. The notice for the Adalats is issued in the newspapers.
- If any frauds take place in the post office savings accounts, restoration of amounts to the customer will be the first priority.

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<b>Liability of the Department of Posts</b>	
<ul style="list-style-type: none"><li>○ Post Office is liable for loss or damage insured letters and parcels to the extent of amount insured with the Post Office. Refund based on the amount insured and value of items lost will be compensated.</li><li>○ Utmost care is taken while handling of mail items while processing, however Depart of Posts is not responsible for loss or delay to ordinary articles.</li><li>○ Refund of speed post fee is payable for delay to speed post articles.</li><li>○ For foreign postal letters and parcels the liability is subject to the conditions of delivery in the destination country.</li><li>○ The Indian Post Office Act 1898 provides immunities and prescribes severe penalties for certain actions.</li></ul>	

**Table 1: Delivery Standard for Postal Life Insurance and Rural Postal Life Insurance**

Issue of acceptance letter	30 Days
Issue of Policy Bond	30 Days
Inter- Circle transfer of policies	30 Days
Settlement of claims on maturity	30 Days
Settlement of claim on death with nomination	90 Days
Paid up value	30 Days
Loan for policies	30 Days
Change of Address	15 Days
Change of Nomination	15 Days
Assignment	30 Days
Issue of Duplicate PD	30 Days
Revival of Policy	30 Days
Conversion of Policy	30 Days

**Table 2: Delivery standard for Savings Bank**

<b>Savings Activity</b>	<b>Post office</b>	<b>Time Frame</b>
Opening of account	Head post office	Same day
	Sub Post office	Same day
Transfer of account	Application given at P.O where account Stands	Within 10 working days
	Application given at transferee P.O.	Within 20 working days
Closure/premature closure of account	Head Post Office	Same day
	Sub Post office	Within 2 working days
	Branch Post Office	Within 7 working days
Settlement of deceased claim case	With nomination	Within 10 working days
	Without nomination but with proof of succession	Within 30 working days
Issue of duplicate passbook		Within 7 working days
Return of passbook (received for interest posting)		Within 10 working days

**Table 3: Delivery standards for certificates**

<b>Savings Activity</b>	<b>Post office</b>	<b>Time Frame</b>
Issue of certificate	Head post office	Same day
	Sub Post Office	Same day
	Extra Departmental Post Office	
Transfer of KVP/NSC	Application at Post Office of registration	Within 10 working days
	Application at other Post Office	Within 20 days
Issue of Duplicate Certificate	Office of issue	Within 15 days
	Other Office	Within 30 days
Encashment of IVP/KVP/NSC	Office of issue	Same day
	Other Office	Within 30 working days

## Administrative set up

The Department of Posts comes under the Ministry of Communications and Information Technology.

**Shri Kapil Sibal** is the Minister for Communications and Information Technology.

**Shri Gurudas Kamat** is the Minister of State for Communications and Information Technology

**Shri Sachin Pilot** is the Minister of State for Communications and Information Technology

**Ms. Radhika Doraiswamy** is the Secretary (Posts) to Government of India as well as Director General, Department of Posts and the Chairman of the Postal Services Board.

The Postal Service Board, the apex management body of the Department, comprises the Chairman and six Members. The six Members of the Board hold portfolios of:

- o Member (Personnel)
- o Member (Operations)
- o Member (Technology)
- o Member (Postal Life Insurance)
- o Member (HRD), and
- o Member (Planning)

The Joint Secretary and Financial Advisor to the Department is a permanent invitee to the Board.

The Board is assisted by a senior staff officer of the Directorate as Secretary to the Board. Deputy Directors General, Directors and Assistant Directors General provide the necessary functional support for the Board at the Headquarters.

There are twenty-two postal circles each headed by a Principal or a Chief Postmaster General. Each Circle normally corresponds to a State except for a few exceptions\*.

Each Circle is further divided into Regions headed by the Post Master General. The Regions are further divided into field units called Divisions (Postal / RMS Divisions). Divisions are headed by Senior / Superintendent of Post Offices or Mail Offices. The post offices and the Mail Business Centres are under the Divisional Superintendents of Posts or Railway Mail Offices respectively. Assistant Superintendent of Post Offices or Inspector of Post Offices, Complaints Inspector, Manager Mail Business Centre, Manager Customer Care Centre are under the respective Divisional Heads.

The Head Post Offices are major offices which also have account jurisdiction on the smaller post offices. Mukhya Dak Ghars are Sub Post Offices with more powers than a Sub Post Office. Extra Departmental Sub Post Office and branch Post Office are manned by Gramin Dak Sewaks who are Extra Departmental employees.

Besides the twenty two postal Circles, there is another Circle, called Base Circle, to cater to the postal communication needs of the Armed Forces. The Base Circle is headed by an Additional Director General, Army Postal Service in the rank of a Major General. The officer cadre of the Army Postal Service comprises officers on deputation from the Civil Posts. Seventy five percent of the other ranks of the Army Postal Service are also drawn from the Department of Posts and the remaining personnel are recruited by the Army.

\* Gujarat Circle ( which also administers the Union Territories of Daman & Diu and Dadra & Nagar Haveli), Kerala Circle (which includes the Union Territory of Lakshdweep) , Maharashtra Circle (which has within its jurisdiction the State of Goa), North East Circle (which comprises six North Eastern States- Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland & Tripura), Punjab Circle (which has within its administrative jurisdiction, the Union Territory of Chandigarh), Tamilnadu Circle ( which also administers the Union Territory of Pondicherry ) and West Bengal Circle (which includes the State of Sikkim and Andaman Nicobar Islands).

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