

File No. 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  
Dated:16.01.2026

To,

All Chief Postmasters General

**Subject:-** Wide publicity of Grievance Redressal Mechanism of the Department across various media-reg.

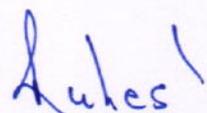
Madam/Sir,

Please refer to CS Division's letter of even number dated 10.10.2025 (copy attached) wherein QR Code for opening of complaint registration page were shared with the Circles for displaying at counters and notice boards of all the offices upto Branch Post Office level.

2. However, it has come to notice that said QR Codes have not been displayed in several offices across the network. In this regard, Circles are requested to immediately take necessary action to ensure that QR codes are prominently displayed at counters and notice boards in all offices including Administrative Offices, Post Offices upto BOs, RMS and other establishments, for enhancing customer awareness.

3. Circles are also requested to furnish a certificate to this effect along with photographs clearly showing proper display of the QR Codes in the offices, to this office by 22.01.2026.

This issues with the approval of Competent Authority.

  
(Rupesh Pal)  
Asstt. Director General (CS)

## Wide publicity of Grievance Redressal Mechanism of the Department across various media-regarding

Mrinalini Srivastava < ddgpgq@indiapost.gov.in >

Fri, 10 Oct 2025 3:35:03 PM +0530

To "CPMG AP Circle Vijayawada"<cpmg\_apr@indiapost.gov.in>,"CPMG Assam Postal Circle"<cpmg\_asm@indiapost.gov.in>,"MOZAFFAR UDDIN ABDALI"<cpmg\_bhr@indiapost.gov.in>,"CPMG Chhattisgarh Circle"<cpmg\_chh@indiapost.gov.in>,"Akhilesh Kumar Pandey"<cpmg\_del@indiapost.gov.in>,"CPMG Gujarat Circle"<cpmg\_guj@indiapost.gov.in>,"Sachin Kishore"<cpmg\_hry@indiapost.gov.in>,"CPMG HP Circle"<cpmg\_hpr@indiapost.gov.in>,"CPMG J&K Circle"<cpmg\_jnk@indiapost.gov.in>,"CPMG Jharkhand"<cpmg\_jha@indiapost.gov.in>,"CPMG KARNATAKA CIRCLE"<cpmg\_kar@indiapost.gov.in>,"CPMG Kerala Circle"<cpmg\_ker@indiapost.gov.in>,"CPMG MP"<cpmg\_mp@indiapost.gov.in>,"CPMG Maharashtra Circle"<cpmg\_mah@indiapost.gov.in>,"Sanjiv Ranjan"<cpmg\_ne@indiapost.gov.in>,"Nirmaljit Singh"<cpmg\_ori@indiapost.gov.in>,"Rajnish Kaushal"<cpmg\_pun@indiapost.gov.in>,"Rajesh Kumar Chauhan"<cpmg\_raj@indiapost.gov.in>,"CPMG Tamilnadu Circle"<cpmg\_tn@indiapost.gov.in>,"Dr. Veena Kumari Dermal"<cpmg\_tlg@indiapost.gov.in>,"CPMG Uttarakhand"<cpmg\_utr@indiapost.gov.in>,"CPMG U.P"<cpmg\_up@indiapost.gov.in>,"CPMG West Bengal"<cpmg\_wb@indiapost.gov.in>,"CGM PLI Date"<cgm\_pli@indiapost.gov.in>,"Adnan Ahmed"<cgm\_pd@indiapost.gov.in>,"Parcel Directorate"<parceldirectorate@indiapost.gov.in>,"PLI Directorate (Customer Satisfaction Section)"<plipg.dte-dop@nic.in>,"Raj Kumar"<ddgestt@indiapost.gov.in>,"Dushyant Mudgal"<ddgmb@indiapost.gov.in>,"Dr . Veena Kumari Dermal"<ddgtech@indiapost.gov.in>,"DDG SR Legal"<ddgsrl@indiapost.gov.in>,"DDG PMU"<ddgpmu@indiapost.gov.in>,"Rajul Bhatt"<ddgpbi@indiapost.gov.in>,"Parimal Sinha"<ddg.emm@indiapost.gov.in>,"DDG PCO / PMLA"<ddgpco@indiapost.gov.in>,"Dinesh Kumar Sharma"<ddgmky@indiapost.gov.in>,"ddgba dte"<ddgba.dte@indiapost.gov.in>,"Kalpana Singh Singh"<ddg.finance@indiapost.gov.in>,"ddgfinace"<ddgfinace@indiapost.gov.in>,"Rajul Bhatt"<ddgfs@indiapost.gov.in>,"Pardeep Kumar"<ddgtraining@indiapost.gov.in>,"Dr . Veena Kumari Dermal"<ddg.tech@indiapost.gov.in>,"Lakshmikanta Dash"<ddgir@indiapost.gov.in>,"Col SFH Rizvi"<cvo@indiapost.gov.in>,"Sachin Mittal"<secretary-psb@indiapost.gov.in>,"RAJEEV KUMAR"<srddgpaf@indiapost.gov.in>,"rajhansops"<rajhans.ops@gov.in>,"Technology Branch CEPT BG"<techbranch.cept@indiapost.gov.in>

Cc "adgmarketingindiapost"<adgmarketingindiapost@gmail.com>,"DDG Marketing"<ddgmarketing@indiapost.gov.in>

Madam/Sir,

Please find attached herewith CS Division's letter number PG-01/19/2024-PG-DOP dated 10.10.2025 regarding wide publicity of Grievance Redressal Mechanism of the Department across various media.

2. Circles are requested for compliance with evidence please.

Yours sincerely,

O/o DDG (CS, QA & I)  
Postal Directorate, Sansad Marg  
New Delhi-110001



भारतीय डाक  
डाक सेवा-जब सेवा  
India Post  
Dak Seva-Jan Seva

**Share your feedback on:**  
<https://www.indiapost.gov.in/VAS/Pages/CustomerFeedback.aspx>

**Register your complaint:**  
<https://www.indiapost.gov.in/VAS/Pages/ComplaintRegistration.aspx>

**TOLL FREE Helpline No.**  
**18002666868**

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### 1 Attachment(s)

Wide publicity\_updated.pdf  
1.4 MB

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,  
Dated: 10.10.2025

To

1. All Chief Postmasters General
2. Chief General Managers (Parcel & CCS Directorate and PLI Directorate)
3. All Sr. DDsG/DDsG in Dak Bhawan

Subject:- Wide publicity of Grievance Redressal Mechanism of the Department across various media.

Madam/Sir,

Please refer to CS Division's letter number even dated 11.09.2024 (copy attached) vide which link of complaint registration was shared to print/display on various documents/media for wide publicity.

2. After rollout of APT 2.0, the URL for complaint registration has been changed and new URL is given below for updating in all the documents, media etc as described in Para 2 of the letter under reference:-

<https://crm.indiapost.gov.in/customer/home>

3. Further, Department has also launched the mobile app 'Dak Sewa' and available at Play Store for downloading. Accordingly the link of play store is also given below for wide publicity:-

<https://play.google.com/store/apps/details?id=info.indiapost.daksewa>

4. QR Code for opening of complaint registration page and downloading the Dak Sewa app has also been generated (enclosed). All concerned are requested to give the wide publicity to Complaint Registration URL as well to Dak Sewa mobile app.

This issues with the approval of the competent authority.

  
(Rupesh Pal)

Asst. Director General(CS)

**Copy to:-**

Director (Marketing):-For highlighting/publicity through various Social Media channels of the Department, especially in the context of the ongoing Special Campaign 5.0 of DARPG.



**(Complaint Registration Form)**  
**Scan me for Complaint Registration**



**India Post Call Center Toll Free Helpline**  
**18002666868**

**(Dak Sewa Mobile App)**  
**Scan me to download from Play Store**



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 11.09.2024

To.

Chief Postmasters General of all Postal Circles

Subject: Wide Publicity of Grievance Redressal Mechanism (GRM) of DoP across various media- Urgent Compliance with evidence regarding.

Madam/Sir.

Kindly refer to this office earlier correspondence letter No. PG-01/19/2024 dated 01.08.2024, 23.08.2023 and email dated 29.08.2024 on the above subject whereby reports on action taken for wide publicity of GRM in the Department was sought. It is concerning to see that conclusive reports from the Circles have not been received despite constant follow up from this end. A presentation to the HMoC & DONER is to be made on 17.09.2024 wherein action taken report from the field units with evidence (Photo, etc) has to be presented.

2. In view of the emergent requirement, you are requested to submit a report along with relevant pictures etc. for presentation to Hon'ble MOC & DONER immediately.

- a) Official letterheads and visiting cards used by officers and staff of the Department of Posts bearing the CRM link and the phone number in the footnote area.
- b) Other stationery, such as passbooks, bearing these numbers.
- c) Articles with stamp impressions as per a standard design with the information.
- d) Booking Receipts with the information.
- e) Display of the information on notice boards of Post Offices alongside the Citizen's Charter as per standard practice
- f) QR Code for opening the complaint registration form (Enclosed). This should be displayed upto Branch Post Office level for convenience of scanning and registering complaints. RMS and other establishments may also display the same. Other forms of informing the customer (through stickers on articles etc) may also be done.
- g) Emails sent from all official IDs should also display the relevant information about call centre and CRM login link.

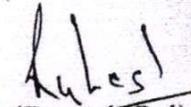
.....2

h. Complaint registration through Link

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

3. The responses from Circles needs to be given by 5 PM on **12.09.2024** for further necessary action.

This issues with the approval of the competent authority.

  
(Rupesh Pal)

Asst. Director General (CS)

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.