

CONSUMER PROTECTION IN POSTAL AND COURIER SERVICE

OVERVIEW:

Postal Department:

Postal Department comes under the Department of India. It provides postal services throughout the country. It does not restrict its functions with only this, the organisation also engages in providing financial and insurance services.

GROUNDS FOR COMPLAINTS:

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.

COMPLAINT REDRESSAL SYSTEM:

Complaints can be first registered at the concerned post office. If the complaint is not redressed then the customer can approach the Customer Care Center of the Circle or Zonal area. The next step is to approach the Chief Post Master General of concerned state. The next move must be to approach the DDG in the Central office, DAK Bhavan. If the complaint is not redressed even after taking all the above given steps, the customer can approach the Consumer Forum.

COMPLAINT FORM:

The link given below will guide the customer to register complaint with the help of complaint form

<http://ccc.cept.gov.in/complaintregistration.aspx>

ACTS:

The Indian Post Office Act, 1898

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

Indian Post Office Rules, 1933

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

CONTACT DETAILS:

The link given below will guide the consumers to the webpage of India Post for contact details and FAQ's

<https://www.indiapost.gov.in/vas/Pages/IndiaPostHome.aspx>

PRIVATE COURIER SERVICES IN INDIA:

Couriers are companies that deliver packages, mails and messages. Courier services have special features like speed in delivery, tracking of packages, security etc.

The following are few private courier services in India

1. The Professional Courier:

The Professional Courier is incepted in the year 1987 with a sole mission of catering effective written messages, documents and cargo. "The Professional Couriers" (TPC) have reached the pinnacle of being a truly professional courier company, having today the infrastructure for bulk cargo both nationally and internationally, with a strong work force and a network of offices spread globally.

It has its own customer care through which the complaints can be registered online with the help of the link given below.

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

2. DTDC:

It was established in 1990 and headquartered at Bangalore, DTDC has 7 zonal offices, 20 located regional offices and over 430 operating facilities spread across India.

The link given below will guide the customers to the DTDC customer care for every branch office

http://www.dtdc.in/contact_service.asp

Any inquiry can be made if the customers have queries regarding the service with the help of the link given below

http://www.dtdc.in/es_customerinquiry.asp

3. FIRST FLIGHT COURIERS LIMITED:

First Flight Couriers Ltd. provides courier services for customers in India and internationally. It was founded in 1986 and is based in Mumbai, India with additional offices in Kolkata, Mumbai, and Delhi.

Contact Details

<http://www.firstflight.net/regionaloffices.php>

4. OVERNITE EXPRESS LIMITED:

Overnite Express Ltd is a Domestic & International Courier Services Company which started its journey in the year 1987 with offices located mainly in the major metros like Delhi, Mumbai, Chennai and Kolkata. Since then, it has been growing rapidly and spreading across different cities of India and making the international presence.

Customer Service

<http://www.overnitenet.com/Customer-Service.aspx?siteneumaster=SiteNewMaster.Maste>

Click on the link given below for any query

<http://www.overnitenet.com/contact.aspx>

COMPLAINT REDRESSAL SYSTEM:

A consumer must first contact the customer care of the respective private courier service companies. The next step is to approach the consumer forum if the complaint is not redressed in the first step.

PROCEEDING IN ACCORDANCE WITH THE CONSUMER PROTECTION ACT 1986:

One can file a case in the respective consumer forums/Commission either in case of getting relief or to appeal.

http://clap.nls.ac.in/?page_id=102

REFERENCE

Reference from all the links mentioned under the 'Acts' subheading.

<http://www.nationalconsumerhelpline.in/Postal.aspx>

<https://www.indiapost.gov.in/vas/Pages/IndiaPostHome.aspx>

<http://www.overnitenet.com/leadership.aspx>