



Federation of National Postal Organisations

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SIVAJI VASIREDDY

Secretary General

No: FNPO/CC Portal/APT 2.0

dated 23.09.2026

To
Sri Subrat Das,
Chairman Postal Services Board &
Secretary Department of Posts,
Dak Bhawan,
New Delhi 110001

Respected Sir,

Sub: Rationalisation of complaint handling mechanism in CCC under APT 2.0 – need to provide reasonable time for delivery and ensure genuine redressal instead of statistical closure of complaints – reg.

The Federation wishes to invite your kind attention to certain serious practical difficulties being faced by field officials in handling **Customer Care Centre (CCC) complaints under APT 2.0**, particularly complaints relating to non-delivery of postal articles.

2. As per the existing Citizen Charter, a customer is permitted to lodge a complaint regarding non-delivery of an article after the prescribed period of **21 days**. Further, under the applicable delivery procedure, a Postman is permitted to retain an article received for delivery for a period of up to **7 days**, wherever applicable.
3. However, the actual position at the field level is quite different. It has been brought to the notice of the Federation that **complaints relating to non-delivery are now being generated/entertained even on the third day**, and Divisional Offices are exerting considerable pressure on field officials for their immediate settlement, apparently with the objective of maintaining **"NIL" pendency in the CCC portal**.
4. Such a practice places unnecessary pressure on delivery staff and other officials. When the prescribed delivery/retention process itself has not been exhausted, insisting upon immediate settlement of a complaint defeats the purpose of both the delivery procedure and the complaint-redressal mechanism. Field officials should be provided reasonable time to complete the normal delivery process before they are called upon to explain or settle a non-delivery complaint.
5. The Federation, therefore, requests that the **CCC module in APT 2.0 may be suitably modified** so that a customer is enabled to register/lock a complaint regarding non-delivery only after expiry of the period prescribed under the Citizen Charter. Alternatively, the system may provide a reasonable minimum period based on **D+3+7 days**, taking into account the normal transmission/delivery period as well as the permissible retention period before treating the matter as a non-delivery grievance requiring intervention.
6. The Federation is also constrained to bring to your notice another disturbing trend in the handling of CCC complaints. It is learnt that, with a view to showing better performance during **weekly reviews of CCC pendency**, officials in some Circles/Divisions are reportedly being compelled to close complaints within **24 hours**, irrespective of whether the underlying grievance has actually been resolved.

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7. A complaint cannot be considered genuinely settled merely because its status has been changed to "closed" in the system. The objective of a grievance-redressal mechanism should be to **identify the cause of the grievance, provide appropriate relief to the customer and prevent recurrence**, rather than merely reducing the number of pending cases appearing on a dashboard.
8. Similar concerns are also being reported in respect of **CPGRAMS grievances**, where in certain instances pressure is allegedly being exerted for closure by furnishing an interim reply merely for reducing pendency. An interim communication to the complainant may be necessary in cases requiring further examination, but the same should not be treated as final disposal unless the substantive grievance has actually been examined and appropriately addressed.
9. The Federation submits that excessive emphasis on numerical targets such as **"NIL pendency," "24-hour disposal" or percentage of complaints closed** can unintentionally encourage mechanical disposal instead of meaningful grievance redressal. It also creates avoidable stress among field staff who are required to perform their normal operational duties while responding to complaints within unrealistic timelines.
10. **Suitably modify the CCC module in APT 2.0** so that non-delivery complaints are registered only after expiry of the prescribed period under the Citizen Charter, or alternatively after a reasonable period such as **D+3+7 days**, taking into account the permissible delivery/retention period.
11. Ensure that **reasonable time is provided to delivery and field staff** for completion of the normal delivery process before escalation of a case as a non-delivery complaint.
12. Issue suitable instructions to Circles/Regions/Divisions **not to insist upon mechanical closure of CCC complaints within 24 hours merely for achieving NIL/minimum pendency**.
13. Ensure that **CPGRAMS grievances are not treated as finally disposed of merely on the basis of an interim reply** where substantive examination or action is still pending.
14. Modify the review mechanism so that greater importance is given to the **quality, correctness and genuineness of grievance redressal**, rather than merely the number or percentage of complaints closed.
15. Develop suitable parameters for assessing whether the complainant's grievance has actually been addressed and whether systemic deficiencies identified through complaints have been rectified.

The Federation fully appreciates the Department's endeavour to provide prompt and efficient customer service. At the same time, **speed of disposal should not be achieved at the cost of genuine resolution or by placing unrealistic pressure on field officials**. A balanced system protecting the interests of customers while providing reasonable operational time to employees would ultimately improve both service quality and public confidence in the Department.

The matter may therefore kindly be examined on priority and appropriate modifications/instructions issued to ensure that **CCC and CPGRAMS remain genuine grievance-redressal mechanisms rather than becoming merely statistical performance indicators**.

Thanking you.

Yours sincerely

(SIVAJI VASIREDDY)
Secretary General