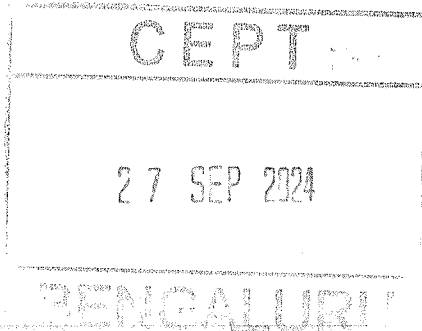


**F. No. 39-03/2023-D
Government of India
Ministry of Communications
Department of Posts
Mail Operations Division**



Dak Bhawan, New Delhi-110001

Dated: 20th September, 2024

To

All Heads of Circles/Regions

Subject: Compliance with Orders of the State Consumer Disputes Redressal Commission (SCDRC), Mizoram – Instructions on Prevention of Unscrupulous Activities

Ref: Hon'ble SCDRC Mizoram order dated 24.04.2024 in FA (Misc)/3/2024 with FA/5/2022

In compliance with the directions issued by the Hon'ble State Consumer Disputes Redressal Commission (SCDRC), Mizoram, vide its orders dated 24.04.2024 in FA (Misc)/3/2024 and FA/5/2022 (copy enclosed), serious concerns have been raised about incidents involving the tampering of postal articles while in transit. The Hon'ble Commission has observed that such occurrences are the result of unlawful actions by unscrupulous employees handling postal articles during the transmission process.

2 It has been noted that although the Department of Posts has well-established rules, regulations, and guidelines for handling postal articles during transmission, there is a need to re-emphasize strict adherence to these protocols. The department has also been issuing detailed guidelines from time to time, aimed at safeguarding the integrity of articles during processing and transmission.

3 In view of the Hon'ble Commission's observations, all Postal Circles are hereby instructed to ensure strict compliance with the following:

3.1 Adherence to Rules and Guidelines: All supervisors and staff involved in handling activities viz. booking, sorting, transmission & delivery of postal articles must strictly follow the existing rules, regulations, and guidelines as laid down by the Directorate and issued periodically.

3.2 Preventive Measures: Circles should review internal procedures to detect and prevent any possibility of tampering, loss, or mishandling of postal articles. Regular inspections/checks should be conducted at all critical points, including Sorting hubs, Transit Mail offices, and Delivery Post offices/ Nodal Delivery Centres by the Sr. officers during their visits.

3.3 Disciplinary Action: Any official found violating the rules or engaging in unlawful activities, leading to the tampering/abstractions or loss of postal articles, will be subject to stringent disciplinary action under the applicable service rules.

3.4 Training and Awareness: Circles must ensure that all personnel involved in the handling of postal articles are periodically trained on the importance of integrity, responsibility, and strict adherence to departmental guidelines. It is imperative to recognize that any breach in these standards not only results in the loss of postal articles but also erodes public trust in the department. Such incidents directly contribute to a downward trend in business, as customers seek more reliable alternatives. Therefore, it is essential to reinforce the need for vigilance and ethical conduct to restore and maintain trust in the Department of Posts.

4 It is, therefore, requested to bring these instructions to the immediate notice of all concerned officials of Post offices and mail offices to follow laid down procedures and safeguard the postal articles from any such practices and ensure that vigilance is maintained at every level of transmission and delivery process to prevent the recurrence of such incidents in the future.

5 This issues with approval of the Competent Authority.

Encl: As above

(Signature)
20.9.24

(Hariom Sharma)
ADG (Mail Operations)

Copy for information & necessary action to:

1. Sr. PPS to Secretary (Posts)
2. PS to Director General Postal Services.
3. PPS/PS to Addl. DG (Co-ordination)/Member (Banking)/ Member (O)/ Member(P) /Member (Planning & HRD)/Member (PLI)/Member (Tech)/AS & FA
4. Addl. Director General, APS, New Delhi
5. CGM, BD Directorate / Parcel Directorate / PLI Directorate
6. Sr. DDG (Vigilance) & CVO) / Sr. Dy. Director General (PAF)
7. Director, RAKNPA / GM, CEPT / Directors of all PTCs
8. Director General P & T (Audit), Civil Lines, New Delhi
9. Secretary, Postal Services Board/ All DDGs
10. All GMs (Finance) / Directors Postal Accounts / DAP
11. All Sections of Postal Directorate
12. All recognized Federations / Unions / Associations
13. GM, CEPT for kind information and necessary actions.
14. . eFile/Guard File

(Signature)
20.9.24

ADG (Mail Operations)

देशक डाक सेवा
(मुख्यालय)
उत्तरपूर्व परिमण्डल
शिलांग - 793001

Director Postal Services
(HQ)
North-East Circle
Shillong - 793001



भारतीय डाक



India Post

No. LC-05/2024 (SCDRC)

Dated 04.09.2024

Respected Sir,

This is regarding the Order No. FA (Misc) / 3 / 2024 with FA / 5 / 2022 dated 24.04.2024 of Hon'ble SCDRC, Mizoram for actions to be taken by the Department of Posts related to various cases of appeals submitted by Consumers to the Commission in regard to tampering of parcels sent through Speed Post at Post Offices in Mizoram.

2. The Ld. State Commission, Mizoram vide the Order dated 24.04.2024 in FA(Misc)/3/2024 with FA/5/2022 has observed that there seems to have been lacunae while handling postal articles. The possibility of involvement of unscrupulous employees along the line has also been raised.

3. Therefore, the Ld State Commission, Mizoram has issued orders to the Department to reiterate once more, the importance of following various guidelines and rules issued by Postal Department whereby failure to follow the rules and guidelines in handling postal articles would attract disciplinary action.

4. Now, it has been communicated by Mizoram Division that the State Commission has inquired whether any instruction was issued by the Postal Directorate in connection with the Judgement and Order dated 24.04.2024.

5. I, therefore kindly request you to issue instructions on this matter to all the Circles as per the Orders issued by Hon'ble SCDRC, Mizoram.

6. I am enclosing herewith Order dated 24.04.2024 passed by the Hon'ble SCDRC, Aizawl and letter no. LC-05/2024(SCDRC) dated 13.05 as Annexures along with a brief history of the case.

With *profound respects,*


Dr. Parveen Kumar Sarswat

To,

Shri Dushyant Mudgal
DDG (Mail Operations)
Dak Bhawan, New Delhi- 110 001.

OFFICE OF THE STATE CONSUMER DISPUTES REDRESSAL COMMISSION
TUIKHUAHTLANG : MIZORAM : AIZAWL

FA(Misc)/3/2024 with FA/5/2022

In the matter of : The Post Master General
Indian Post, Mumbai, India

Vs

1. Lalnuanawma
S/o R.Lalramliana
Tuitkual North-II, Aizawl, Mizoram
2. Ashapura Mani, 34th Floor Puja
Bhanji House 10/12 Cross lane
Bhandari Street Masjid Bundert West
Mumbai - 4000

Advocate for the appellant : Babie Laldinzuali
Advocate for the respondent : Vanlahriatpui

Before

Hon'ble Interim President Dr.Lalthansangi
Hon'ble Member Lalhmingmawia
Hon'ble Member Sanny Tochhawng
Hon'ble Member C.Lairinkima

Date of Order : 24.4.2024

ORDER

None appeared for both the parties.

The Rules & Guidelines made under the Indian Post Office Act 1898 viz. the Indian Post Office Rules 1933 were submitted to the Office by Superintendent of Post(HQ), O/O Director Postal Services, Mizoram Division, Aizawl. In the light of this, this Commission hereby instructed the Post Office, Aizawl to take up the matter with higher authorities as under:

1. There have been various cases of appealed submitted by consumers in this Commission in regard to tampering of parcels sent through speed post at the Aizawl Post Office (Department of Post). It has become a matter of great concerns for the Commission because, while disposing of cases relating tampering cases in the Post Office, other cases come up for appeal immediately.
2. As we have gone through Indian Post Office Act, 1898, it is noted that the Central Government is empowered to make rules in regard to handling of postal articles. We have also observed that certain rules were issued from time to time under the Indian Post Office Act, 1898 namely, the Indian Post Office Rules, 1933. Besides, Office Memorandum have been issued by the Department of Posts issued under the said Act and Rules.
3. Despite all the provisions in the Act and Rules made thereunder and various regulatory notes issued by the Department of Post, Mail Operations Division, New Delhi, there seems to have been lacunae while handling postal articles received by Post Office in various places for consignment to various locations in the country. This Commission finds that declarations are not obtained while accepting postal articles at the counter at the sender's post office giving rise to higher tampering and not obtaining insurance cover.



भारतीय डाक विभाग

Department of Posts: India

कार्यालय मुख्य पोस्टमास्टर जनरल/O/o Chief Postmaster General

उत्तर पूर्व परिमंडल- शिलांग-793001/N.E. Circle, Shillong -793001

No. LC-05/2024 (SCDRC)

dated: 13.05.2024

Under entry/e-mail

To

1. The SSPOs, Meghalaya Division
2. The SPOs Agartala/Arunachal/Dharmanagar/Manipur/Mizoram/Nagaland Division

Sub : Order of SCDRC, Mizoram dated 24.04.2024 in FA (Misc)/3/2024 with FA/5/2022

Sirs,

This is regarding the Order dated 24.04.2024 of SCDRC, Mizoram for actions to be taken by the Department of Posts related to various cases of appeals submitted by consumers to the Commission in regard to tampering of parcels sent through Speed Post at Post Offices in Mizoram.

2. The Ld. State Commission, Mizoram has issued orders to the Department of Posts vide the Order of SCDRC dated 24.04.2024 in FA (Misc)/3/2024 with FA/5/2022 to follow the Rules & Guidelines made under the Indian Post Office Act 1898 viz. the Indian Post Office Rules 1933.
3. The possibility of involvement of unscrupulous employees along the line has also been raised vide the Order dated 24.04.2024 cited above. All the Divisions should issue instructions to all the Post Offices to follow the procedures as per the Rules and Guidelines made under the Indian Post Office Act 1898 viz. Indian Post Office Rules, 1933 along with OMs issued by the Department of Posts from time to time. A compliance in this regard should be submitted positively.
4. The revised Indian Post Office Rules, 1933 vide Gazette Notification No. 207 (E) dated 19th March 2015 may please be referred for rules on booking and delivery. This may be communicated to all the Supervisors/Counter Clerks dealing with booking & delivery. In addition, any instructions issued from time to time by the Directorate related to booking and delivery should be communicated to the Supervisors/Counter Clerks promptly.
5. All information related to booking and delivery of articles are also available on India Post website and the Divisions may issue instructions accordingly and all rulings may be accessed through India post website <https://www.indiapost.gov.in/vas/Pages/IndiaPostHome.aspx>

This has the approval of the Competent Authority.

Enclosed: As Above

सहायक निदेशक(कानूनी)/Assistant Director (Legal)
कृते मुख्य महा डाकपाल/For Chief Postmaster General
उ.पू.परिमंडल, शिलांग - 793001/N.E.Circle, Shillong - 793001

Copy to:

1. The Legal Section, Postal Directorate, Sansad Marg - 110 001 for kind information
2. The CPMG, Assam Circle / CPMG, Maharashtra Circle for kind information
3. The PMG, NE-I, Agartala / PMG, NE-II, Dimapur for kind information

सहायक निदेशक(कानूनी)/Assistant Director (Legal)
कृते मुख्य महा डाकपाल/For Chief Postmaster General
उ.पू.परिमंडल, शिलांग - 793001/N.E.Circle, Shillong - 793001

BRIEF HISTORY

I. This is regarding Order passed by the Hon'ble SCDRC dated 24.04.2024 in the FA (Misc)/3/2024 with FA/5/2022.

II. The Hon'ble Court passed the order with instruction as noted at para 1 to 4 that the Post Office, Aizawl takes the matter with higher authorities as noted at para 5 and noted as follows: -

5. "The Post Office (Department of Posts) Aizawl, is hereby informed take up the matter with higher authority. All the appealed cases at Aizawl Main Post Office shall be kept in abeyance till the response of the Department of Posts, Government of India is known. The Aizawl Post Office is directed to keep this Commission posted the action taken by them and their higher office every fortnight. **Failure to comply with this order shall attract invocation of Section 72 of the Consumer Protection Act, 2019 wherein the power of a Judicial Magistrate of first class for the trial of offences contained in the Code of Criminal Procedure, 1973 is conferred to the Consumer Commissions.**"

III. SPO's Mizoram Division written a letter to AD, PMG NE -I, Agartala and the Division furnished the brief history in the instant case and as per the report of Mizoram Division, the article was booked at Mandvi SO, Mumbai on 14.08.2021 and received at Aizawl HO on 28.08.2021 through Silchar TMO and delivered on 31.08.2021 through window delivery to the messenger of the addressee Mr. Lalhlimpuia without any adverse remark.

IV. The customer filed a DCDRC case at Aizawl on 20.09.2021 and the J & O dated 11.05.2022 directed the Respondent Department to pay Rs. 24, 910/- as compensation and Rs. 3000/- mental agony.

V. Against the J & O dated 20.09.2021 by the Hon'ble DCDRC, the case was appealed before the State Commission on 27.10.2022.

VI. SPO's Mizoram Division requested the RO NE - I, to take up the matter with Circle Office, Shillong.

VII. The RO, NE-I vide e-mail dated 04.05.2024 requested this office to pursue the matter with the concerned Circles for compliance of the Order dated 24.04.2024 passed by the Ld. State Commission filed at 1/C.

VIII. Letter was issued to all Divisions with a copy to Postal Directorate, CPMG Assam Circle and PMG NE - I and PMG NE - II for information.

IX. Regional Office, Agartala to keep the Ld. State Commission informed of the action taken report by them through SPOs, Mizoram every fortnight, failure in which will invoke Section 72 of the Customer Protection Act, 2019 as directed by the Order dated 24.04.2024.