

No. SC-05/7/2026-RC-DOP
भारत सरकार / Government of India
संचार मंत्रालय / Ministry of Communications
डाक विभाग / Department of Posts
(आरक्षण प्रकोष्ठ/Reservation Cell)

डाक भवन, संसद मार्ग /Dak Bhawan, Sansad Marg,
नई दिल्ली / New Delhi-110001
Date: 23-06-2026

To,
The General Manager,
CEPT, Mysuru.

Subject: - Meeting held in National Commission for Scheduled Tribes for awareness-cum-sensitisation of Liaison Officers regarding their duties and activities.

Sir/Madam,

I am directed to refer to the minutes of the meeting held under the Chairmanship of Shri Nirupam Chakma, Hon'ble Member, National Commission for Scheduled Tribes (NCST), wherein the Hon'ble Commission has, inter alia, issued certain action points for compliance by Ministries/Departments.

2. One of the action points issued by NCST relates to disclosure of details of Liaison Officers, namely:

"Details of designated Liaison Officers, including contact particulars and responsibilities, shall be made available on the official websites of the respective organisations."

3. In compliance of the above directions, it is requested that the following details of the designated Liaison Officers may be hosted on the India Post website, at an appropriate location:

Name	Designation	Liaison Officer for	Contact Details
Shri Dushyant Mudgal	Dy. Director General (Estt.)	SC/ST/EWS/PwD	Tel.: 011-23096093 E-mail: ddgestt@indiapost.gov.in

Shri Pradeep Kumar	Dy. Director General (Training)	OBC	Tel.: 011-23044994 E-mail: ddgtraining@indiapost.gov.in
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4. Further, the responsibilities of the Liaison Officers, as communicated vide this Department's letter No. SC-16/15/2018-SCT-DOP dated 09.09.2025 (**copy enclosed**), may also be uploaded and linked along with the details mentioned in para 3 above.

5. It is requested that necessary action may be taken in the matter, at the earliest and compliance intimated to this office.

6. This issues with the approval of Competent Authority.

Yours faithfully,
Digitally signed by
Prabha Sharma
Date: 23-06-2026
15:57:55

(Prabha Sharma)
Assistant Director General (PE-I & RC)

Encl: As above.

मन्जू कुमार

सदस्य (कार्मिक)
डाक सेवा बोर्ड

Manju Kumar

Member (Personnel)
Postal Services Board



भारत सरकार
संचार मंत्रालय
डाक विभाग

डाक भवन, नई दिल्ली-110001

Government of India

Ministry of Communications

Department of Posts

Dak Bhawan, New Delhi-110001

D.O. No. SC-16/15/2018-SCT-DOP

Dated: 09th September, 2025

This is regarding the references being received from the National/ State level Commissions/Institutions (i.e. NCSC, NCST, NCBC, CCPD, Safai Karamchari Aayog etc.) with regard to grievances related to the SC/ST/OBC/PwBD employees/GDSs and Safai Karamcharies of the Department of Posts.

2. In this connection, it has been noticed that there has been significant increase in the number of grievances being submitted by such employees/GDSs/Safai Karamcharies to the National/State Commissions/Institutions for resolution of the same. In most of these cases, the Commissions/Institutions schedule hearings that require presence of the Secretary (Posts) or the Director General (Postal Services).

3. On detailed scrutiny of these cases, it has been observed that many of them are of trivial nature, such as transfer/posting, regularization of leave periods, allotment of accommodation etc. Nevertheless, senior-most officers of the Department are required to appear before these Commissions/Institutions for hearing. During the process of hearing, number of challenges are encountered by the officers. Further, the said hearings not only lead to a considerable loss of valuable time of the Commission/Institution/senior officers but also result in unnecessary usage of public resources.

4. In order to minimize such grievances, suitable Instructions had been issued in the past to the Circles vide this office letter of even number dated 03 November, 2021. These instructions are reproduced as under:

- (i) Existence of Liaison Officer for SC/ST in each Circle be given wide publicity and all employees be requested that before approaching NCSC/NCST or other grievance redressal bodies, employees should first approach Liaison Officer for redressal of their grievances.
- (ii) In case comments of Circle are sought on the representation received from NCSC/NCST, Liaison Officer should immediately contact/meet the concerned employee and listen to his grievance personally and try to redress the same. Thereafter, the comments of the Circle office along-with the action taken by the Liaison Officer on the representation of the employee should be forwarded to this Directorate.

5. However, increasing trends of such grievances being raised with the said National Commissions/Institutions indicate that above instructions are not being scrupulously followed in the Circles.

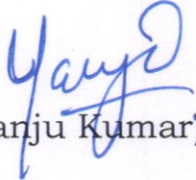
6. Therefore, with the objective (i) to resolve on priority the grievances of the SC/ST/OBC/PwBD employees/GDSs and Safai Karamcharies of the Department of Posts so that references to the Commissions/Institutions could be minimized; (ii) to deal with the cases received from the NCSC/NCST/NCBC/CCPD/Safai Karamchari Aayog and State Commissions/Institutions with promptness and (iii) to attend the hearings in the Commissions/Institutions effectively, existing Instructions have been revisited and the same have been suitably

updated for better handling/disposal of such grievances. These updated Instructions are enclosed as **Annexure**.

7. You are requested to please ensure strict compliance of these Instructions in your Circle without any deviation.

With best wishes,

Yours Sincerely,


(Manju Kumar)

Chief Postmasters General

All Postal Circles.

Annexure to D.O. Letter No. SC-16/15/2018-SCT-DOP

**INSTRUCTIONS FOR HANDLING GRIEVANCES OF
SC/ST/OBC/PwBD EMPLOYEES/GDSs AITD SAFAI
KARAMCHARIES OF THE DEPARTMENT**

- (i) Existence of Liaison Officer for SC/ST/PwBD etc. in each Circle be given wide publicity and all SC/ST/OBC/PwBD employees/GDSs and Safai Karamcharies may be informed that they should first approach the Liaison Officer for redressal of their grievances instead of approaching the National Commission/Institution for SC/ST/OBC/CCPD/Safai Karamchari.
- (ii) In case comments of the Circle are sought on the representation/complaint received from the NCSC/NCST/NCBC/CCPD/Safai Karamchari Aayog, the designated Liaison Officer should immediately contact/meet the concerned employee/GDS/Safai Karamchari to listen to his/her grievance personally and try to redress the same.
- (iii) In case Liaison Officer is unable to resolve the matter, the Chief Postmaster General shall personally intervene and hear the grievance of the complainant for appropriate resolution of the grievance.
- (iv) Accordingly, comments of the Circle Office along-with the action taken by the Liaison Officer/Chief Postmaster General on the representation/grievance of the employee/GDS/Safai Karamchari must be forwarded to the Reservation Cell of the Directorate on priority.
- (v) Henceforth, in cases where a hearing is scheduled by the NCSC/NCST/NCBC etc. requiring presence of the Secretary

(Posts) or Director General (Postal Services), the CPMG concerned shall personally attend the hearing.

(vi) These Instructions shall also be applicable in case of hearing scheduled by the State Commissions/Institutions mutatis mutandis.
