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Government of India  
Ministry of Communications  
Department of Posts  
Parcel Directorate  
Dak Bhawan, Sansad Marg

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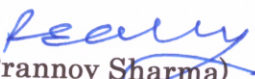
CIRCULAR

**Sub: Redressal of consumer Grievances and registration on NCH by companies in CEP sector.**

Courier, Express and Parcels is a fast growing sector of Indian economy. The reforms and policies being implemented by the Government of e.g. Ease of Doing Business- simplification of various approval procedures, tax reforms including GST, promotion and incentives for start-ups, skilling India etc. coupled with penetration of smart phones and internet across the country have propelled the development of CEP and E-tailing sector. While the expanding market place is a big opportunity for CEP & e-commerce industry, at the same time taking care of the rights and interests of consumers is equally important.

2. Keeping the cardinal principle of 'customer satisfaction' in to consideration to adhere to the statutory requirements under relevant legislations on consumer protection the companies in CEP sector have to set up responsive mechanisms to address consumer grievances. Department of Consumer Affairs (DoCA) has informed that a number of companies in CEP sector have not been responding to consumer grievances nor they have registered under "National Consumer Helpline (NCH)", being run by DoCA with partner organizations to strengthen and accelerate the Consumer Redressal Mechanism.

3. Therefore, the companies in CEP sector are advised to proactively attend the complaints and provide speedy redressal to consumers. They should also register themselves as convergence partners with NCH to ensure customer friendly development of the sector.

  
(Prannoy Sharma)  
General Manager

All the Companies in Courier & Express Sector