

If the complainant / customer is dissatisfied' with the action taken, he / she may approach the following Officers in the O/o Chief Postmaster General, Maharashtra Circle, Mumbai – 400 001.

No.	Nature of complaint /Service	Designation and Address of the Officer	E-mail ID, Telephone No.
1	All types of Complaints on delayed delivery / non-delivery of Postal Articles. Complaints on misbehavior by post office staff	Asstt. Director(PG/Inspn) O/o the Chief Postmaster General, Maharashtra Circle, Mumbai 400 001.	apmgpg@gmail.com 022-22620768
2	All type of complaints/services concerning Postal Life Insurance or Rural Postal Life Insurance.	Dy. Divisional Manager(PLI) O/o the Chief Postmaster General, Maharashtra Circle, Mumbai 400 001.	plimum@gmail.com 022-22624470
3	Staff matters	Asstt Postmaster General(Staff) O/o the Chief Postmaster General, Maharashtra Circle, Mumbai 400 001.	apmgs.mah@gmail.com 022-22620326
4	Vigilance & Investigation	Asstt Postmaster General (Vigilance / Investigation) O/o the Chief Postmaster General, Maharashtra Circle, Mumbai 400 001.	adinvvo@gmail.com 022-22623730
5	Pension matters of postal employees	Chief Accounts Officer O/o the Chief Postmaster General, Maharashtra Circle, Mumbai 400 001.	caomahmbi@gmail.com 022-22610974

6	Complaints concerning Savings Bank or Savings Certificates or claims relating thereto / Western Union Money Transfer and all types of Money order services	Asstt. Director(SB/FS) O/o the Chief Postmaster General, Maharashtra Circle, Mumbai 400 001.	mhsbfs@gmail.com 022-22621687
7	Core Banking Services / ATM / MGNREGS/ Rural ICT	Asstt. Director(CBS) O/o the Chief Postmaster General, Maharashtra Circle, Mumbai 400 001.	maharashtracbs@gmail.com 022-22620940
8	Matters related to Business Development and New products/e-commerce delivery/ Bulk mail delivery	Asstt. Director (BD & Marketing)) O/o the Chief Postmaster General, Maharashtra Circle, Mumbai 400 001.	bdcellmah@gmail.com 022-22696956
9	Technology & e-based services	Asstt. Director (Technology) O/o the Chief Postmaster General, Maharashtra Circle, Mumbai 400 001.	po-mah@indiapost.gov.in techcell.mah@gmail.com 022-22621635
10	Building matters/Frinking Machines and Technical Matters	Asstt. Director (Building) O/o the Chief Postmaster General, Maharashtra Circle, Mumbai 400 001.	adpsbld@gmail.com 022-22612590
11	Official Language / Welfare	Asstt. Director (OL/Welfare) O/o the Chief Postmaster General, Maharashtra Circle, Mumbai 400 001.	adolco.mhpost@gmail.com 022-22621683

12	Matters related to Philatelic / Staff relations / Unions	Asstt. Director (PSR) O/o the Chief Postmaster General, Maharashtra Circle, Mumbai 400 001.	adpsrmh@gmail.com 022-22621806
13	Establishment /Legal & Court Cases	Asstt. Director (Estt/Legal) O/o the Chief Postmaster General, Maharashtra Circle, Mumbai 400 001.	adpestmah@gmail.com 022-22641094
14	Recruitment	Asstt. Director (Recruitment) O/o the Chief Postmaster General, Maharashtra Circle, Mumbai 400 001.	apmgremah@gmail.com 022-22621056
15	Mails	Asstt. Director (Mails) O/o the Chief Postmaster General, Maharashtra Circle, Mumbai 400 001.	adpsmailsmah@gmail.com 022-22621682