Dak Adalat on 26 November: Delhi Postal Circle to settle pending grievances

Governance • Service delivery | GS-II | News reference: 20 November 2026 (Department of Posts)
Prelims: Dak Adalat, Department of Posts



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Why in news

The **Department of Posts (Delhi Circle)** will hold a circle-level **Dak Adalat** on 26 November 2026 at 11:00 AM at the Office of the Chief Postmaster General, 3rd Floor, **Meghdoot Bhawan**, New Delhi, to settle postal-service grievances pending in the National Capital Territory of Delhi/Delhi State.

Conditions for this Adalat

- **Eligible complaints**: only complaints **already raised at divisional-level Dak Adalats and still pending** - fresh complaints cannot be brought directly to the circle level.
- **Deadline**: complaints must reach the **Assistant Director (CS), Office of the Chief Postmaster General, Delhi Circle** by **24 November 2026 (Tuesday)**; later submissions will not be entertained.
- **Nature**: complaints must be concrete and brief; **general or policy-related** complaints will not be entertained.

What a Dak Adalat is

- **Purpose**: prompt, direct and effective redress of pending postal-service complaints - each complainant gets an individual hearing and on-the-spot settlement where possible.
- **Nature**: part of the department's grievance-redress mechanism; held regularly at circle/division level.
- **Scope**: complaints spanning parcels, money orders, insurance, savings bank and other postal services.

For the exam

- The Department of Posts works under the Ministry of Communications; the Indian postal network is among the largest in the world.
- Initiatives like the Dak Adalat are examples of citizen-centric governance and grievance-redress mechanisms in service delivery - directly relevant to the GS-II "governance" section. The eligibility condition for this Delhi event illustrates a structured escalation path.

Prelims practice questions

Question 1: Consider the following statements:
Statement 1: A Dak Adalat is part of the Department of Posts' grievance-redress mechanism
Statement 2: The Department of Posts works under the Ministry of Finance

Which of the above statements is/are correct?

(a) 1 only

(b) 2 only

(c) Both 1 and 2

(d) Neither 1 nor 2

▼ Answer and explanation

Answer: (a) A Dak Adalat is a grievance-redress forum; the Department of Posts works under the Ministry of Communications.

Question 2: With reference to the Delhi circle's circle-level Dak Adalat (26 November 2026), choose the correct statement:

(a) It will consider only complaints already raised at divisional-level Dak Adalats and still pending

(b) Any fresh complaint can be brought directly to it

(c) Policy-related complaints will also be entertained

(d) There is no deadline for submitting complaints

▼ Answer and explanation

Answer: (a) The circle-level Adalat is only for pending divisional-level complaints; complaints must reach the Assistant Director (CS) by 24 November 2026; general/policy complaints are excluded.

FAQ

In short: the Delhi Postal Circle will settle pending complaints at its circle-level Dak Adalat on 26 November 2026, 11:00 AM, at Meghdoot Bhawan.

Q: Which complaints can be brought to this Dak Adalat?

Only those already raised at divisional-level Dak Adalats and still pending; they must reach the Assistant Director (CS), Delhi Circle, by 24 November 2026; general or policy-related complaints will not be entertained.

Q: Which ministry does the Department of Posts work under?

The Ministry of Communications.

Q: What are the venue and time?

Office of the Chief Postmaster General, 3rd Floor, Meghdoot Bhawan, near Jhandewalan Metro Station, New Delhi - 11:00 AM.

Sources

1. PIB/Department of Posts, Circle Level Dak Adalat on November 26 (20 November 2026): https://www.pib.gov.in/PressReleasePage.aspx?PRID=2339102&lang=2&reg=48