

PRESS RELEASE



Advisory Issued to Courier and Delivery Agencies to Prevent Unauthorised Collection of Charges in East Jaintia Hills District

Khliehriat, September 30, 2026: The Deputy Commissioner, East Jaintia Hills District has issued an advisory to all courier agencies, logistics service providers, e-commerce entities and their delivery partners/personnel operating within the district to strictly ensure compliance with the applicable provisions of the Consumer Protection Act, 2019 and the Consumer Protection (E-Commerce) Rules, 2020.

The advisory was issued following complaints regarding the alleged demand and collection of additional amounts from consumers at the time of delivery of online orders. The complaints include instances where delivery charges had reportedly already been paid or where orders were indicated as having free delivery.

The advisory further noted allegations that, in certain cases, consumers were asked to make additional payments directly to delivery personnel without being provided with proper receipts or official acknowledgements.

As per the advisory, courier and delivery personnel have been advised not to demand or collect any additional amount from consumers unless such charges are duly authorised by the concerned company or service provider and clearly disclosed to the consumer at the time of placing the order. Where any additional delivery, convenience or other applicable charge is legitimately payable, the same is required to be clearly communicated to the consumer and supported by an appropriate receipt or payment acknowledgement issued through the authorised system of the concerned company.

The advisory also states that delivery personnel shall not compel, pressure or intimidate consumers into making any payment which is not part of the order value or an officially notified charge. Courier and delivery agencies have been advised to ensure that their personnel are properly informed of the applicable terms and conditions relating to delivery charges and that no unauthorised collection of money is undertaken in the name of the company.

Further, consumers shall not be subjected to harassment, retaliation, deliberate delay, withholding or cancellation of delivery merely for refusing to pay an unauthorised charge or for raising a complaint regarding such demand.

The concerned courier and logistics agencies have also been advised to verify such allegations internally and take appropriate corrective measures wherever any unauthorised collection is found to have occurred.

Consumers have been advised to retain order details, payment records, delivery messages and other relevant evidence and to report any demand for unauthorised payment to the concerned company or platform and the appropriate consumer grievance authority. All courier and delivery agencies operating within the district have also been advised to sensitise their delivery personnel regarding consumer rights and to strictly adhere to the company's authorised payment and delivery procedures.

The advisory has been issued with a view to protecting consumers from unauthorised financial demands and ensuring transparency and accountability in the delivery of goods and services.