Pick Up, Booking & Dispatch & Delivery at Branch Post offices

Booking

(i)   They must ensure that every parcel is packed in a strong cardboard box or plastic flyer depending on the size and content of the parcel and that all seams and joints are securely taped before accepting it from the customer."

(ii)   While booking of the parcels in Internal Mobile Application, each parcel's weight and dimensions must be recorded accurately in the Application.

(iii)   All the sender as well as addressee details, Contact number, Name & address details should be filled in the Internal Mobile Application by the Branch Post Masters correctly.

(iv)   Correct Bag Weight must be entered by the BPMs while closing the bags.

(v)   After booking of all the articles including parcels, BPMs has to mandatorily close and dispatch the bags through the IMA Devices to the Account office concerned. Under no circumstance should collected parcels be left unattended or accessible to unauthorized personnel before and after dispatch.

(vi)   All the Branch Post Masters will ensure the tallying of abstract in their devices on the daily basis.

Responsibility of Account Offices

(i)   Sub Account Branch of the Offices will ensure the entering of articles consignment number in the BO Slips and weight of the bags must be mandatorily entered for the BO Bags.

(vii)   Further at the Account Offices concerned it would be the personal responsibility of Supervisor / Sub Account Pa to cross check the physical weight of the BO Bag while receiving in the system

Receipt at Branch Post Offices: -

(i)   While receiving the bags in the Branch Post Offices, BPMs has to ensure the physical weights of the bag w.r.t to weight mentioned in the BO Slip.

(ii)   In case of any discrepancy, BPMs have to record the error in the error book / Internal Mobile Application (Once the feature is rolled out) which preliminary relating to Articles not Received, Articles Excess Received, Articles Mis sent, Articles Damaged, Article torn and weight discrepancy if any.

(iii)   Further delivery of all the articles including parcels has to be ensured through Internal Mobile Application Only. In case the application is not functional, matter to be informed to Account offices in writing and article return and other related work will be taken up by the Account offices.

Basic Infrastructure at Branch Post Offices

(i)   Circles will ensure the availability of weighing scales having capacity up to 35 Kg and measuring tapes for dimensioning the dimension of parcels at the branch post offices.

(ii)   Availability of basic packaging material and BOPP tapes will be ensured by the circles at the branch Post Offices

(iii)   Circles will ensure that PP Bags are supplied to the branch Post offices as per the specifications circulated by the department as an item of stock as per the requirement.

(iv)   Circle will also ensure that BPMs are supplied the plastic seals for closing the bags. Plastic Seals should be a part of stock Item.

General Guidelines to be followed at the Departmental Post Offices related to Booking & Dispatch of parcels to prevent the abstraction cases

Retail

Booking: -

(i)   **Proper packaging** as per departmental rules is mandatory.

(ii)   Fragile, high-value, and liquid items must be packed securely.

(iii)   Stocking of packaging material as an accountable article to be ensured at the booking post offices where packaging material is available.

(iv)   Customer must be advised and guided to use **tamper-evident packaging** and **quality sealing materials**.

(v)   Customer to be encouraged for good packaging by themselves or with the help of Parcel Packaging Units

(vi)   Ensure all supporting documentation is provided by customers as per prescribed norms, content declaration form etc.

(vii)   Ensure capturing of correct and complete address of the sender as well as addressee at the time of booking

(viii) Ensure proper **data capture** (mobile number, Email ID, declared contents, etc.)

(ix)   Calculate the gross weight / volumetric weight and take into account for booking whichever is higher

(x)   No involvement of **unauthorized or outsourced personnel** at any stage at the time of booking of parcels.

(xi)   OTP Authentication at the time of booking once it is rolled out in IT 2.O

(xii)   No parcels or parcel bags should be kept on the ground.

(xiii) Supervisor to select one parcel every hour to verify all above controls have been followed end-to-end

Closing & Dispatch

(i)   Segregate parcels as per the category (Air/ Surface) and keep the category wise segregated parcels in the correct section (TD/ NTD) after booking.

(ii)   NTD or TD parcels (and not both) of one product should be bagged separately.

(iii)   As end of day process, check entire parcel processing area, parcel counters, all trays/trolleys, dispatch area for any overlooked parcels or parcel bags.

(iv)   Stage/keep all the parcels in parcel trays/trolleys till they are bagged, and bags are closed.

(v)   Ensure parcel label is pasted on the top of the parcel facing upwards.

(vi)   No parcels or parcel bags should be kept on the ground.

(vii)   Closing of Bags by using System Generated Bag label available in IT2.O

(viii) Ensure signature of bag closing PA & supervisor on the bag manifest

(ix) To ensure that Bag ID and weight must be recorded in the manifest (Manual manifest should not be allowed in any case)

(x) Bag weight should match the sum of individual article weights

(xi) In case of weight mismatch, error entry must be made immediately in the system with reason recorded.

(xii) Dispatching of Bags to TMO / Hubs by selecting the correct schedule in the system

(xiii) Printing of Mail List through the system and tally of bags with the bags mentioned in the mail list

(xiv) Physical verification to be carried out before dispatch.

(xv) Mail Branch (Bag Closing & Dispatch Area to be covered by CCTV) as per the specifications circulated by Parcel Directorate

(xvi) Signature of Bag dispatching clerk and the supervisor on the Mail List to fix the responsibility in case of any irregularity

(xvii) Tallying of abstract at the booking post office (It is the personal responsibility of the Postmaster to ensure this.)

Bulk Booking Offices

Booking

(i) To ensure that Proper packaging as per departmental rules is being done by the bulk customers

(ii) Bulk Customers to be encouraged to use tamper proof packaging as far as possible

(iii) Content Declaration to provided in the soft copy

(iv) Dimension of the parcels to be provided in soft copy / data so as to capturing volumetric weight automatically by the system

(v) Physical Counting of parcels and tallying of number of parcels received w.r.t number of parcels mentioned in the manifest given by the bulk customer

(vi) Ensure capturing of correct and complete address of the sender as well as addressee at the time of booking (Bulk customers to be advised to provide in correct format)

(vii) Ensure proper data capture (mobile number, Email ID, declared contents, etc.) Bulk customers to be advised to provide in correct format)

(viii) No involvement of unauthorized or outsourced personnel at any stage at the time of booking of parcels.

(ix) In case of any discrepancies bulk customers are to be informed and error to be noted

Closing & Dispatch

(i)   Segregate parcels as per the category (Air/ Surface) and keep the category wise segregated parcels in the correct section (TD/ NTD) after booking.

(ii)   Stage/keep all the parcels in parcel trays/trolleys till they are bagged, and bags are closed.

(iii)   Ensure parcel label is pasted on the top of the parcel facing upwards.

(iv)   Closing of Bags by using System Generated Bag label available in IT2.O

(v)   Ensure signature of bag closing PA & supervisor on the bag manifest

(vi)   To ensure that Bag ID and weight must be recorded in the manifest (Manual manifest should not be allowed in any case)

(vii)   Bag weight should match the sum of individual article weights

(viii) In case of weight mismatch, error entry must be made immediately in the system with reason recorded.

(ix)   Closing of Correct bag for destination (L1 / L2/ Delivery Offices / Nodal Delivery Centers) as per the latest sort program

(xviii) As end of day process, check entire parcel processing area, parcel counters, all trays/trolleys, dispatch area for any overlooked parcels or parcel bags.

(xix)   No parcels or parcel bags should be kept on the ground.

(xx)   Dispatching of Bags to TMO / Hubs by selecting the correct schedule in the system

(xxi)   Printing of Mail List through the system and tally of bags with the bags mentioned in the mail list

(xxii) Physical verification to be carried out before dispatch.

(xxiii) Mail Branch (Bag Closing & Dispatch Area to be covered by CCTV) as per the specifications circulated by Parcel Directorate

(xxiv) Signature of Bag dispatching clerk and the supervisor on the Mail List to fix the responsibility in case of any irregularity

(xxv)   Tallying of abstract at the booking post office (It is the personal responsibility of the Postmaster to ensure this.)

(x)   Supervisor to select five parcel every hour (Active Booking Hours) to verify all above controls have been followed end-to-end

(xi)   Stock Management of Plastic Seals / Bullet Seals to be ensured as an accountable stock items

Infrastructure Requirement at the Booking Post Offices (Retail / Bulk)

(i)   Supply of measuring tapes at the retail counters where footfall is low

(ii)   Supply of Static Weighment System at the counters where parcel booking footfall is on higher side

(iii)   Booking counters, Closing & Dispatch Area to be under CCTV surveillance with footage stored for a minimum prescribed period (Specifications of CCTV is enclosed as Annexure II).

(iv) Supply of thermal Printers at the booking counters so as to print the booking slip / label to be pasted at the parcel

(v) Supply of plastic seals for closing the bags at the post offices must be ensured by the Divisional Heads

(vi) Supply of PP Bags for putting parcel bags to be ensured by the Divisional Heads concerned

(vii) Ensure Basic Stationary Items at the Booking Post Offices

(viii) Parcel Packaging Material to be reviewed at each and every quarter

Parcel hubs

(i) Tag the roller containers as per categories (Speed Post /Other) and further as per segregation – TD, NTD, Inward TD, Forward bags, TB (Transit Bags), Large Parcels, Insured bags.

(ii) Forwards bags to be directly taken to the post-sort staging area and sorted as per the dispatch plan.

(iii) Scanning of parcels bags and checking of weight while receipt of bags from Mail Van / RTN Vehicle as the case may be

(iv) No parcels or parcel bags should be kept on the ground.

(v) Pre-sort staging area should be organised in such a way that FIFO can be maintained while feeding bags to bag opening or primary sort station, whichever is applicable.

(vi) Damaged Bags to be segregated. Opening of such bags under Supervision and tally all contents/parcels expected in the bag. Create a shortage/ excess report if any parcel is missing. Make entry in "Error Book".

(vii) Only Parrot Beak Cutter should be used for cutting the bag seals.

(viii) Insured parcels to be processed at any given process step within the facility should be processed as per the defined procedure.

(ix) In case of any discrepancy, make entry in "Error Book".

(x) Collect all empty bags, manifest, plastic seals along with bag labels in separate bins which may be placed under the bag opening table. Empty the bins periodically and bags should be folded and stored.

(xi) Manifest to be collected into bin only after tallying the parcels received with the manifest.

(xii) As end of shift and end of day process, check bag opening area for any overlooked parcels.

(xiii) Sorting of parcels through Bag Stands / Sorting cages of the appropriate sizes as defined in Parcel Design Manual

(xiv) Closing of Bags as per the latest sort program for the correct destination

(xv) Ensure the weight is coming correctly in the Bag Manifest (automatically)

(xvi) Ensure CCTV Coverage for all the related areas in the Parcel hubs (Docking, Receipt, Opening, Closing & Dispatch)

(xvii) As end of day process, Dispatch area must be checked for any overlooked parcel bags left behind

(xviii) Bags should be sorted and staged/kept by line haul plan or destination on roller containers

(xix) It will be the personal responsibility of the HSA to ensure that bag and Parcel abstract as prescribed in SOP circulated by Parcel Directorate

(xx) Loose Parcels to be considered in the cases when the single parcel can not be put in the bag defined by the department

(xxi) Plastic Seals to be made an accountable item for Parcel Hub (To be in custody of dedicated staff after receipt from HRO / SRO)

(xxii) Random check by HSA / Supervisor (5 parcels per hour at the time of receipt & 5 parcels per hour at random at the time of closing of bags)

Infrastructure Requirement at the Parcel hubs

(i) Supply of Weighment System at the Parcel Hubs in order to ensure the checking of bags / parcels

(ii) Whole processing area of Parcel Hub to be under CCTV surveillance with footage stored for a minimum prescribed period (Specifications of CCTV is enclosed as Annexure II).

(iii) Supply of thermal Printers at the Parcel Hubs so as to print the bag label through the system to be pasted at the parcel bags

(iv) Supply of plastic seals for closing the bags at the post offices must be ensured by the Divisional Heads

(v) Supply of PP Bags for putting parcel bags to be ensured by the Divisional Heads concerned

(vi) Ensure Basic Stationary Items are available at the Parcel Hubs

(vii) Basic Packaging material corrugated Boxes, tapes to be ensured at the Parcel hub to protect the content of parcels in case of damaged condition

(viii) Implementation of Access Management System at Parcel hubs wherever feasible

(ix) Implementation of Storage solutions for keeping the bags / lunch boxes / bags of the staff in the common area / canteen area

(x) Bags procurement to be done on a periodical basis (Quarterly / Half Yearly supply to be ensured)

Transhipment Centres / TMO

Receipt of bags:

1.   Demarcate dedicated area RTN schedule wise/sector wise.

2.   Tag the roller container basis of RTN schedule no/sector. (eg. Nagpur-Bengaluru RTN, Delhi-Bengaluru RTN)

3.   Upon arrival of RTN schedule, following steps be followed scrupulously:

i. Take Log sheet and mail list from the driver and check for records for bullet seal and bag counts. If the bullet seal number does not match with the record or no bullet seal is found, same may immediately be recorded in the Error book maintained for this purpose in the office and may be reported to Regional/Circle MMU team (as per the case) for escalation of the issue.

ii. A copy of the log sheet may be retained by the office for investigation purpose and attached in the Error book maintained for at least three months

iii. The truck container may be opened in the presence of supervisor and CCTV surveillance at all the times.

iv. The bullet seal may be properly opened using bullet seal cutter.

v. The bags may be scanned upon receipt/unloading from the truck and sector specific container may be used to carry and move bags to the dedicated area for storing and dispatch as per the next schedule timing. The same may be tallied in the expected no of bags in the system, any discrepancy may be recorded and entry be made in Error book.

vi. Damaged Bags to be segregated. Opening of such bags under Supervision and tally all contents/parcels expected in the bag. Create a shortage/ excess report if any parcel is missing. Make entry in "Error Book".

vii. Entry to also be made under All India RTN dashboard as per SOP shared vide Parcel Directorate letter no. 19-06/2021-PD dated 04.07.2024. Copy of guidelines attached as Annexure-A.

viii. Any shortage or abstraction must be investigated within 48 hours and action taken as per departmental procedures

Sorting and despatch of bags

1.   Bags may be sorted intermediate/destination wise in the demarcated area for each sector and kept in a separate roller container so that they can be easily segregated as per cargo net and loaded in the truck upon arrival. (Interchangeable Name board can be used to replace "sector wise" name to "intermediate point" e.g "Nagpur-Bengaluru RTN" to "Hyderabad" "Bengaluru"

2.   Bags may be scanned in the system for despatch as per the RTN schedule and mail list be prepared. Roller containers must be staged at the docking area of RTN vehicle as per the cut off time.

3.   Bags may be properly loaded into the truck container ensuring bags are not damaged. Driver staff must be instructed to follow the same.

4.   Truck container must be properly secured with bullet seal under supervision and CCTV surveillance.

5.   Mail list along and particulars in the log sheet (recording bullet seal no) may be duly prepared and signed by the supervisor and provided to the driver.

6.   Supervisor must ensure that no such equipment is carried in the driver cabin (bullet seal cutter etc.) which can be used for tampering of door locks.

Road Transport Network

During transmission of vehicle

1.   Driver must be provided with contact number of Department official at next intermediate point or control room/MMU in case of theft or abstraction case enroute.

2.   Dedicated vehicles and drivers must be provided and changes will be permitted only in exceptional circumstances with the consent of the competent authority. Driver may be on-boarded after proper police verification (Circle managing tender to adhere to it). A driver ID may be issued by Circle so that the same can be verified by the Department officer/official at any touch point.

3.   Driver must be sensitized to lodge FIR of incident within 2 hours of such incidence under intimation to Department nominated person and control room/MMU. Liabilities at the part of vendor may be clearly intimated.

4.   Any such cases of abstraction/theft of parcels during transmission may be investigated within 48 hours as per departmental procedures and penalty may be levied on the vendor as per the terms and conditions of tender.

5.   No unauthorized stoppage may be taken by driver unless of critical nature.

6.   GPS tracking of vehicles shall be used to monitor route adherence and stoppages.

7.   Surprise checks by control teams may be conducted at such points enroute where there are frequent unauthorized stoppages.

Infrastructure related

1.   Whole processing area of centre to be under CCTV surveillance with footage stored for a minimum prescribed period (Specifications of CCTV is enclosed as Annexure II).

2.   RTN managing Circle may explore possibilities of installing good quality cameras in RTN vehicles (one facing cargo, one facing driver) to monitor activities. Specifications for the same may be seen in para below. At a later stage OTP based smart lock can be procured by the Circle along with Bullet seal lock at one side.

Resolution: Minimum 1080p Full HD
Field of View: Wide-angle lens with at least 120°–140° horizontal FOV
Night Vision: Infrared (IR) or low-light capability for clear footage in dark conditions
Storage: Onboard or cloud-based storage capable of retaining footage for a minimum of 30 days
Durability: Vibration and dust resistant (preferably IP65 or above) for vehicle conditions
Power: Vehicle-powered with battery backup to support recording during ignition off or tampering
Data Access: Secure remote access or manual retrieval via USB/SD card
Loop Recording: Enabled with overwrite functionality after 30 days
Tamper Alerts: Feature to notify in case of disconnection or obstruction

3.   Supply of thermal Printers at the centres so as to print the bag label through the system to be pasted at the parcel bags. (in case of damaged label)

4.   Sufficient stock of Bullet container seal (As an accountable item of stock) must be made available at exchange points by the Divisional Heads concerned. Barcode printed bullet seal may be used for the purpose (Circle name should be prefixed before the barcode number which should be unique)

5.   Ensure Basic Stationary Items at the centres are available.

6.   Basic Packaging material corrugated Boxes, tapes to be ensured to protect the content of parcels in case of damaged condition

7.   Implementation of Access Management System at centres wherever feasible.

8.   Verify identities at entry points using government-issued IDs and maintain digital or manual logs of all entries and exits. (biometric or badge based)

9.   Implementation of Storage solutions for keeping the bags / lunch boxes / bags of the staff in the common area / canteen area

10.   Provide regular sensitization on security protocols, including handling suspicious packages, reporting incidents, and recognizing threats.