

Frequently Asked Question

(A) Revision of Speed Post Tariff for Document and Rationalization of Speed Post & Registered Post products

1. What will happen to Registered Post service after rationalization of Speed Post and Registered Post products?

Answer: Registered Post service will remain available for the customer seeking registration facility for ensuring addressee specific delivery services. This service will continue to be provided as a Value-added service of 'Registration' under Speed Post document and Parcel product. The charges of Registration have been reduced from Rs. 17/- to Rs. 5/-.

2. Why rationalization of the Speed Post and Registered Post products are required?

Answer: To streamline mail operations, improve delivery timelines, and optimize logistics resources, the Department has rationalized its sorting infrastructure and unified the processing of both Registered and Speed Post articles. This integration will enhance backend efficiency, reduce transit delays, and offer better connectivity across the network. This initiative also aims to enhance operational efficiency, improve tracking mechanisms and deliver greater customer convenience by consolidating similar services under a unified framework. Rationalization will also bring clarity among sales force to pitch the products as well as value added service of 'Registration' as per requirement of the customers.

3. What is the need for Revision of tariff for Speed Post documents?

Answer: The tariff for Speed Post service was last revised in 2012 and after that the tariff for the service had not been revised. Since then, significant increase in operational expenditure incurred by the Department towards manpower, transmission, tech, other overhead expenditure and towards introducing new improved features i.e. SMS, OTP based delivery, etc. has taken place. Consumer Price Index between 2012 and 2025 has been increased by CAGR of 5.83%.

4. What is the revised tariff for Speed Post documents?

Answer: The revised tariff for Speed Post service are as detailed below:

Weight/Distance	Local	upto 200 Kms.	201 to 500 Kms.	501 to 1000 Kms.	1001 to 2000 Kms.	Above 2000 Kms.
Up to 50 grams	19	47	47	47	47	47
51 grams to 250 grams	24	59	63	68	72	77
251 grams to 500 grams	28	70	75	82	86	93

*Applicable GST extra

5. Whether new 'weight slab' and 'Distance Slab' has also been added in the revised tariff as per market requirements?

Answer: Following changes has been made in the existing tariff structure as per requirement of the customers:

- Weight slab of '51 to 200 grams' in the previous tariff structure has been modified to '51 to 250 grams',
- New Distance slab of '201 to 500 kms' has been added.

6. Please detail comparative rate slab for Retail Speed Post Documents.

Answer: The comparative slab wise details of the Speed Post document tariff for retail customers are as given below:

Weight Slab/Distance Slab	Existing Tariff (Excl. GST) (in Rs.)	Proposed New Tariff) (Excl. GST) (in Rs.)
Local- up to 50 gm	15	19
Local- 51 gm to 250 gm	25	24
Local- 251 to 500 gm	30	28
One India One Rate - up to 50 gms	35	47
Up to 200 kms- 51-250 gms	35	59
Up to 200 kms- 251-500 gms	50	70
201 to 500 kms- 51-250 gms	40	63
201 to 500 kms- 251-500 gms	60	75
Above 501-1000 kms- 51-250 gms	60	68

Above 501-1000 kms- 251-500 gms	80	82
Above 1001-2000 kms- 51-250 gms	60	72
Above 1001-2000 kms- 251-500 gms	80	86
Above 2000 kms- 251-500 gms	70	77
Above 2000 kms- 251-500 gms	90	93

7. Whether this rationalization of products also applies to international mails?

Answer: No, this rationalization is applicable only for domestic Registered Post & Speed Post products only.

8. Whether customer has to pay any additional charges for availing the value added service of 'Registration' under Speed Post?

Answer: Yes, customer will have to pay a nominal fee of Rs. 5/- (GST extra) for availing the value added service of 'Registration' under Speed Post. The registration fees has been reduced from the earlier Rs. 17/- and revised as Rs. 5/-.

9. From which date, the rationalization of domestic mail products will come into effect?

Answer: Rationalization of Speed Post and Registered Post will come into effect from 01.10.2025.

10. Can the bulk customer who was availing Registered Post services earlier enroll under BNPL scheme?

Answer: Yes, any individual or firm wants to be enrolled for Book Now Pay Later (BNPL) Scheme of the Department, may become a contractual customer and avail the facilities available for bulk customers by meeting the minimum requirement.

11. What are the benefits for a retail customer under Speed Post document services?

Answer: Benefits for retail customers under Speed Post documents services are as detailed below:

- ✓ Real time trace & track
- ✓ Compensation for delay/loss

- ✓ Online booking services
- ✓ SMS notification for different events related to journey of the document in the value chain
- ✓ OTP based delivery
- ✓ Addressee specific delivery services

12. What are the benefits available to a bulk/corporate BNPL customer under Speed Post Document service?

Answer: Benefits available to bulk/corporate customers covered under BNPL Scheme for Speed Post document services are as detailed below:

- ✓ Credit facility under Book Now Pay Later (BNPL) scheme.
- ✓ Free Pick-up facility
- ✓ Volume based discount facility.
- ✓ Additional discount on advance payment.
- ✓ National Account facility for centralized billing for bulk customers.
- ✓ Real time data exchange functionality through APIs
- ✓ Compensation for delay/loss
- ✓ OTP based delivery services
- ✓ Addressee specific delivery services

13. How is an article defined as Speed Post document or Speed Post Parcel?

Answer: As per extant guidelines, a Speed Post article will qualify as a 'Parcel' if any or more of the following condition(s) are met:

- a. The weight of article exceeds 500 grams.
- b. The dimensions of the articles exceed 38 cm x 27 cm x 2 cm.
- c. The customer declares the content of the article as Merchandize.

In other cases, the article will be treated as a Speed Post document.

14. What is the compensation admissible for loss or delay in delivery for Speed Post document product?

Answer: In case of delay in delivery, the compensation payable shall be the Speed Post charges. In case of loss of article, pilferage or damage, 'Double the Speed Post charges or Rs.1000, whichever is less', shall be paid.

15. Whether tariff has been revised for all Speed Post products?

Answer: No, the tariff has been revised only for Speed Post document product for domestic category and will have no impact on Speed Post Parcels. Besides, Speed Post/EMS booked for foreign destinations will also have no impact on their tariff.

16. What is the Value added service of 'OTP based delivery'?

Answer: 'OTP' (One Time Password) based delivery is a value-added service being provided by Department after the roll out of APT 2.0 Project. Similar service is also being offered by competitors in the market. OTP-based delivery ensures that an article/package is delivered only to the intended recipient. The customer receives a unique OTP via SMS when their order is out for delivery, which they then share with the delivery staff to verify their identity and receive the article/parcel. This method replaces or supplements traditional signatures, offering enhanced security, prevent fraud, and provide a more secure, convenient experience for customer.

17. How customers can avail the OTP based delivery' service?

Answer: The customer can avail the OTP based delivery service at the time of booking of documents at Post Office counters or by entering into a BNPL agreement with the Department.

18. Whether Department will charge any additional charge or fee for offering 'OTP based delivery' services to the customers?

Answer: Yes, Department will charge Rs. 5 (GST extra) from the booking customers, for 'OTP based delivery', as a value-added service.

19. Whether increase in tariff will make the Speed Post document product expensive in comparison to competitors in the market?

Answer: The revised rate for Speed Post document product is still 30% to 50% less in comparison to the rates charged by similarly placed competitors.

20. Increase in tariff for Speed Post will result in loss of business for the Department from bulk/corporate customers availing services under BNPL Scheme?

Answer: The revised rate for Speed Post document product is still economical in comparison to the rates charged by the competitors and is not expected to have a significant negative impact on the business of the Department from bulk/corporate customers availing Speed Post document services under BNPL Scheme. However, a regular/sustained engagement with such customers will be required to provide clarifications & assurances.

21. Whether discount for walk-in retail customers after revision of tariff for Speed Post documents is still available?

Answer: Discount for walk-in retail customers has been discontinued after revision of tariff for Speed Post documents.

(B) Revised Discount Structure for Bulk/Corporate customers availing BNPL services of the Department for Documents

22. Whether Discount structure for customers covered under BNPL Scheme of the Department, is also being changed with effect from 1st October, 2025?

Answer: Yes, Discount structure for bulk/corporate customers covered under BNPL Scheme of the Department, is also being changed with effect from 1st October, 2025

23. What is revised Discount structure for bulk/corporate customers covered under BNPL Scheme of the Department?

Answer: Details of the revised Discount structure for BNPL customers are as given below:

New Monthly Revenue	NTD Discount %	TD Discount %
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Up to 2,00,000	0%	0%
Up to 9,00,000	10%	20%
Up to 45,00,000	20%	25%
Up to 1,30,00,000	30%	30%
Up to 6,50,00,000	40%	35%
Above 6,50,00,000	50%	40%

Example:

The rate of TD article upto 50 gram is Rs. 19/- (excluding GST) and Rs. 47/- (excluding GST). If the BNPL customer provides monthly Speed Post Document business of 1,00,000 articles (60000-NTD and 40000-TD) of less than 50 gms. in the ratio of 60:40. The total combined (TD + NTD) BNPL revenue comes to Rs. 35,80,000/- (above Rs. 25 Lakh). Hence, the discount slab upto Rs. 45 Lakh will be applicable in this case and the applicable discount for NTD and TD revenue will be 20% and 25%, respectively.

24. Whether discount on 'Advance payment' by BNPL customer is still available under revised Discount Structure?

Answer: Yes, extra discount available to BNPL customers under previous discount structure on 'Advance payment,' will continue to be available under the revised Discount Structure.

(C) Special Discount of 5% for 'New customers' availing BNPL services of the Department for Documents

25. What is the need for introducing the special discount of 5% for new BNPL customer?

Answer: Department of Posts need to introduce an entry level discount of 5% for new BNPL customers, to attract such customers towards the Speed Post Document services so that the customers can experience the services provided by the Department and act as an incentive to the customer to onboard on the Speed Post Service.

26. Whether the Special discount of 5% will be available to all BNPL customers?

Answer: The additional discount will only be available to new BNPL customers onboarded for Speed Post document services i.e. the BNPL customers onboarded after the issuance of these instructions. However, the customers who have availed Speed Post BNPL services within last one year, will not be eligible for the new special additional discount.

27. Whether BNPL customer has to give a minimum threshold revenue to qualify for this additional discount?

Answer: The new BNPL customer must give monthly BNPL Speed Post business of at least Rs. 50,000 to avail the benefit of this special discount of 5%.

28. Upto what time this special discount will be available to the new BNPL customers?

Answer: The introductory special discount of 5% will be available to new customer for a limited period of six months and after that the BNPL customer will be transferred to the normal tariff and discount structure as applicable.

29. What will be overall discount that can be availed by the new BNPL customers who are covered under this special/additional discount?

Answer: Additional discount will be available over and above the BNPL discount for which customer is eligible in normal course i.e. if the customer is eligible for the discount of 10% as per BNPL business tendered during the month then the new customer will get the discount of 15%.

30. Whether any authority has to approve this special discount to new BNPL customers:

Answer: All new eligible BNPL customers will be eligible for this special additional discount of 5% and no specific approval of any authority is needed if the new BNPL customer tenders minimum monthly Speed Post document business of 5% and must not have been a BNPL customer for at least one year prior to signing of the new BNPL contract.

(D) Flat Rate of Discount to BNPL customers for Documents

31. What is the need for providing flat rate of discount to the BNPL customers for documents?

Answer: There are certain customers who book large quantum of articles in a specified period of time. Many of these customers are contacting the Department for a flat discount rate though their quantum of booking or Speed Post document business in different months may put them in different slab rates of discount for each such month of business. Flat rate of discount will provide much needed flexibility to the field units to attract more business as this facility is already available in the market and being offered by other competitors to the customers.

32. Which category of BNPL customers can be offered with flat rate of discount for Speed Post documents?

Answer: Flat rate of discount will be offered to those BNPL customers who commit to provide business in a defined period which should be more than three months and their committed average monthly business should not be less than Rs. 25 lakhs.

33. How will be flat rate of discount for BNPL customer for documents be worked out?

Answer: Such flat rate of discount will be offered to the BNPL customer in the slab in which **the average monthly business** of the customer, for the entire contract period correspond to:

- a. For example, if a BNPL customer projected to provide a Speed Post document business of Rs. 1.50 Crore during the next 3 months with Rs. 80 Lakh business in 1st month, Rs. 30 Lakh in 2nd month and Rs. 40 Lakh in 3rd month. Then, the discount slab applicable for Rs. 50 Lakh under 'Volume Based Discount Structure' will be offered to that customer.

34. Whether there will be any minimum threshold business volume to be tendered by the BNPL customer to qualify for this flat rate of discount for Speed Post?

Answer: The BNPL customer must commit to provide minimum average monthly business of at least Rs. 25 lakhs.

35. How this flat rate of discount will be offered to the BNPL customer i.e. in every monthly bill or any other period?

Answer: During the contract period, normal available discount against the Speed Post document business tendered during the month will be allowed and offered flat rate of discount will be adjusted in a cycle of every three BNPL monthly bills or expiration of contract, whichever is earlier.

36. Who is the competent authority to approve this flat rate of discount for BNPL customers?

Answer: Head of the Circle is the competent authority for approving this flat rate of discount to the BNPL customers.

(E) Special Discount for Students and Rakhi Mail

37. What is the student discount structure?

Answer: Discount at the rate of 10% will be offered to the students who are sending Speed Post letter/document to recognized schools, colleges, educational institution and Universities through the Post office counters. This discount will come into effect from 1st November, 2025.

38. What is the discount to be offered on the booking of 'Rakhi mail'?

Answer: Discount at the rate of 10% will be offered to the women customers who are sending Rakhi mail via Speed Post documents through Post office counters.

(F) Miscellaneous

39. What steps do the field teams need to take for smooth implementation of revision in the Speed Post document's tariff for retail customers?

Answer: Following pro-active steps needs to be taken up by the field teams for smooth implementation of revision in the Speed Post documents tariff for retail customers?

- Create awareness among counter staff about revised Speed Post tariff

- Create Awareness among counter and delivery staff about facility of 'Registration' and 'OTP based delivery' services and guide customers accordingly
- Displaying Notice/Posters in PO Counter area showing revised Speed Post tariff

40. What steps do the field teams need to take for smooth implementation of revision in the Speed Post document's tariff and change in Discount structure for bulk/corporate BNPL customers?

Answer: Following pro-active steps needs to be taken up by the field teams for smooth implementation of revision in the Speed Post document's tariff and change in Discount structure for BNPL customers:

- Create awareness among marketing team about revised Speed Post Tariff and revised Discount Structure as well new category of discounts to be introduced by the Department for BNPL customers
- Contact BNPL/Bulk customers & brief them about revised tariff, discount structure and improved product features
- Collect feedback from BNPL customers and forward the same to Postal Directorate
