

No. 06-06/2020- PD
Government of India
Ministry of Communication
Department of Posts
Parcel Directorate

Malcha Marg Post Office Complex
Chanakyapuri, New Delhi-110021
Date: 07.08.2025

To

All Chief Postmaster Generals

Subject: Measures to Prevent Pilferage and Abstraction of Parcels – Implementation of Operating Procedures and Supervisory Checks

Madam/Sir,

It has come to the notice of the Parcel Directorate that instances of pilferage and abstraction of parcels / bags have occurred recently at certain locations. These incidents are a matter of serious concern, as they not only result in revenue loss but also significantly undermine the trust of our customers and the reputation of the Department of Posts. This matter was also discussed during the Transformation Workshop chaired by Secretary Posts on 01.08.2025.

2. In this regard, it is once again emphasized that a zero-tolerance policy must be adopted by all Circles in dealing with such cases. Any instance of parcel abstraction or suspected pilferage must be immediately reported to the Parcel Directorate through email on parceldirectorate@indiapost.gov.in / parceldte@gmail.com, and a detailed enquiry must be entrusted to the Assistant Postmaster Generals / Assistant Director (PG /Investigation) of the concerned Circle / Region. All such cases should be treated with utmost seriousness and action must be taken promptly against any operational lapses or involvement of officials.

3. Further, in order to curb the occurrence of such malpractices, it is imperative to strengthen checks at every stage of the parcel lifecycle, including origin, exchange, and destination points. Supervisory oversight at each handling location plays a critical role in ensuring that standard processes are adhered to and any irregularity is promptly detected.

4. Accordingly, the Parcel Directorate has prepared a set of detailed operational instructions and a standard supervisory checklist (enclosed as Annexure I and II respectively) which are to be mandatorily implemented across all offices handling parcels, including Booking Offices, Processing Hubs, Transshipment Centres etc. The daily compliance to this checklist must be verified by the designated Supervisor-in-Charge and records must be maintained for audit and inspection purposes. Further the visiting officers will also follow the checklist during their visits.

5. Some of the key operational safeguards to be ensured immediately at all parcel handling points are outlined below:

- (i) Use of parcel bags of appropriate sizes, commensurate with the volume and type of articles to avoid overstuffing and damage.
- (ii) Secure bag closure using tamper-proof plastic seals
- (iii) Availability of Bullet Seals & industrial cutters at Origin, Destination & Exchange Points
- (iv) Functioning CCTV cameras at all critical handling points (bag opening, sorting, and closing areas) for deterrence and incident verification.
- (v) Proper documentation of seal usage (Plastic Seals / Bullet Seals) as an accountable item in each operative offices
- (vi) 100 % use of BOPP tapes at the parcels at retail counters
- (vii) Random and surprise checks by Office Supervisors to detect and deter any deviation from prescribed procedures.

6. It may also be noted that the Parcel Directorate is actively working on a telematics-based monitoring solution, which will enable real-time tracking of vehicles, generate alerts, and ensure enhanced security across the parcel transport chain. The Directorate is also in discussions with other logistics industry stakeholders to study and incorporate best practices in operational security and technological monitoring.

7. Pending the rollout of this telematics infrastructure, Circles are requested to ensure immediate and strict implementation of the enclosed guidelines, and ensure the availability of basic infrastructure at all concerned offices, including Parcel Bags (standard sizes), Plastic Seals and Bullet Seals, Industrial Cutters, CCTV Surveillance System etc.

8. In view of the above, Circles are requested to share any challenges or constraints faced during the implementation of these instructions with the Parcel Directorate, so that appropriate guidance or support may be provided wherever necessary. Suggestions and feedback for further strengthening the parcel security framework from circles are also desirable.

9. Action taken report in this regard may be shared with Parcel Directorate latest by 18.08.2025.

10. This issues with the approval of the competent authority.

Enclosure: -

Annexure I – Detailed Operational Instructions

Annexure II - Standard Supervisory Checklist

Annexure III – Specifications of Bags, Plastic seals, & other related infrastructure



Additional General Manager
Parcel Directorate

Copy to: -

- (i) All Postmaster Generals for kind information and necessary action