

**Mail-28/1/2024-D-DOP**  
**Government of India**  
**Ministry of Communications**  
**Department of Posts**  
**Mail Operations Division**

**Dak Bhawan, Sansad Marg**  
**New Delhi-110001**  
**Dated: 19.08.2025**

**Subject: Minutes of meeting with Service Associations regarding Mail & Parcel Network and Operational Issues.**

**Date:** 07.08.2025 **Time:** 11:00-13:30 Hrs.

**Venue:** G. P. Roy Committee Room, Dak Bhawan, New Delhi

**Chair:** Member (Operations)

**Attendees:**

- Member (Operations) – Chairperson
- CGM (Parcel)
- DDG (Mail Operations)
- Representatives from Consultant –  
Nadeem Syed Mohammed, Dwijo Goswamy, Soumyadeep Ganguly
- Representatives from National Union of Postal Employees (NUPE)

**Opening Remarks by Member (Operations) :** Member (Operations) welcomed all participants and highlighted the purpose of the meeting to review the current status and future roadmap of the Department's mail and parcel network, deliberate on recommendations made by consultant, and address operational concerns raised by Service Associations. It was emphasized that the meeting aimed to foster constructive dialogue to improve operational efficiency, service quality, and market competitiveness.

**Presentation by Consultant:** Consultant presented a detailed analysis of the global and domestic mail and parcel market trends, along with strategic recommendations for India Post. As discussed during the meeting, a copy of presentation is enclosed for reference. Key points from the presentation included:

**Market Trends**

- i. Globally, mail volumes are declining, while parcel volumes are increasing.
- ii. In India, mail volume is still growing due to incomplete financial inclusion; however, it is expected to decline in the future owing to rapid digitization.
- iii. Share of India Post in parcel business is currently 2–3%, which is significantly lower than market leaders.

**Capacity Requirements:** To compete effectively, India Post's parcel handling capacity needs to be increased tenfold mail handling capacity by 1.5 times and international mail volume by four times and such growth is not possible without automation.

**Product Gaps & New Offerings:** Currently Department offerings do not match the product/service portfolio of leading courier companies and therefore seven new products are being planned to enhance revenue and competitiveness in Mails (2), Parcel (3) and International (2) segment.

#### **New Network Proposals**

- a. Future network requirements: 42 L-1 parcel hubs and 122 L-2 hubs.
- b. Consolidation of NSHs and ICHs: suggested 32 NSHs and 191 ICHs (subject to further discussion with concerned Circles before finalisation).

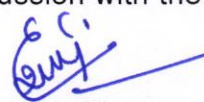
#### **National Union of Postal Employees (NUPE)**

Issue Raised	Department's Response
Non-standardised RMS/ICH/TMO norms	Revised and standardised norms for RMS, ICH, and TMO operations will be issued once the APT solution is fully stabilised, ensuring uniformity across all units. <b>[Action: MO Division]</b>
Concern on tracking ordinary articles impacting Speed Post	The concern raised by Union will be considered while taking any policy decision in this regard
Poor parcel packing for electronics	The CGM (Parcel) informed that the Department is actively coordinating with the Indian Institute of Packaging (IIP) to develop standardised, durable, and tamper-resistant packaging guidelines. The proposed policy will also ensure air carriage for certain currently prohibited items, once proper packaging is implemented. <b>[Action: Parcel Directorate]</b>
Lack of training for foreign article booking	The International product training module is under development to equip staff with necessary skills for handling foreign articles. <b>[Action: IR &amp; GB Division, Training Division]</b>
Incentive/BYOD/fuel reimbursement delays	Immediate payment instructions will be issued to all Circles to clear pending reimbursements. An auto-disbursement model is being considered to ensure timely payments in the future. <b>[Action: MO Division]</b>
Beat reduction in Guntur Delivery Centre	Instructions will be issued to ensure that beat length and article volumes remain within prescribed norms before implementing any beat reductions. <b>[Action: MO Division]</b>



Mechanisation of beat in congested Korba Devi-Marine Line	A feasibility study will be undertaken by Maharashtra Circle to assess mechanization options for delivery in this congested area. <b>[Action: Maharashtra Circle]</b>
Consent of postman before bike usage	This matter can be examined on case-by-case basis by the Divisional teams and appropriate decision can be taken, considering relevant factors. <b>[Action: MO Division]</b>
Retention of ICH Jalgaon instead of Bhusaval	A detailed report will be called from the Circle, and a final decision will be made after considering operational viability and Circle feedback. <b>[Action: MO Division]</b>
Need for standardisation of newly created Delivery Centres	SOP for setting up Delivery Centres already contained standardization guidelines, to ensure uniformity in infrastructure, equipment, and layout. There is need to ensure that circles while implementing this must follow the guidelines issued by Directorate.
Lack of infrastructure in Delivery Centres	Necessary funds for operationalization of Delivery Centres under Phase 1 have been made available to the Circles. Besides, the matter is under consideration of the Ministry of Finance for allocation of funds to improve basic facilities and operational infrastructure for delivery centres. It was also assured that now focus should be to ensure standard layout, infrastructure equipment etc. in the already rollout Delivery Centres where it is missing.

**Closing Remarks:** Member (Operations) thanked all participants for their valuable suggestions and active participation. It was emphasized that the Department is committed to modernizing operations, expanding parcel capacity, and improving service quality through automation and network optimization. It was further stated by Member (O) that service association feedback will be duly considered in policy decisions. Respective Divisions of Directorate shall issue instructions and initiate corrective actions as per discussion with the service associations.

  
**(Hariom Sharma)**  
**ADG (Mail Operations)**

**To:**

- i. CGM (Parcel Directorate)
- ii. DDG (Training), DDG (IR&GB)
- iii. All members of National Union of Postal Employees (NUPE).

**Copy To:** DDG (SR & Legal)