

No. 28-C/2018-D
Department of Posts
Mail Business (Development & Operations) Division

Minutes of Meeting held with R-III and R-IV office bearers of Federation of National Postal Organization (FNPO) on 28/05/2018 in connection with Parcel Network Optimization Project of Department of Posts

A meeting with the R-III and R-IV office bearers of the Federation of National Postal Organization (FNPO) in connection with the Parcel Network Optimization Project (PNOP) was held at Postal Directorate, Dak Bhawan, New Delhi on 28/05/2018 under the chairpersonship of Ms. Usha Chandrasekhar, Member (O). The meeting was attended by Sh. A.P. Singh, Sr. DDG (PBI & Head, Parcel Directorate), DDG (MB) and other officials from the Mail Business Division. The meeting was also attended by R-III and R-IV office bearers of FNPO. The list of officers and representatives from FNPO who attended the meeting is placed at Annexure 1.

2. In her opening remarks, Member (O) welcomed the representatives of FNPO and discussed the background of the engagement of consultant for the Parcel Network Optimization Project (PNOP) of the Department.

3. A presentation was also made during the course of the meeting by the DDG (MB) and details of the following were shared with the Service Union:

- a) Composition of parcel market in India
- b) Ambition of Department for share in parcel market by 2026 and the steps to be taken therefore
- c) Redesigning of the Parcel Network
- d) Proposed layout of the parcel hubs under PNOP (Manual/Semi-Automatic)
- e) Proposed processes in parcel hubs under PNOP
- f) Equipment specifications

4. Following are the points which were raised by the representatives of FNPO during the course of the meeting and the discussion that followed as given below:

i. Delivery of parcel through nodal delivery centres has not resulted in improved delivery performance. Also, delivery staff is facing problems in delivery through bike/car due to congestion in major cities. Hence, delivery should continue to be made from P.Os.

Reply: It was explained that due to bulky or voluminous nature, parcel cannot be delivered through existing foot and cycle routes and parcels need to be delivered carefully through mechanized means i.e. bike, car, etc. It was explained that existing nodal delivery centres have been operationalised by the Circle as per their own initiative and