

lacks standardized processes. The issue is being deliberated by the consultant and processes in nodal delivery centres will be standardized once the same are finalized. The standardized processes will greatly help the Department in improving the delivery standards.

ii. Back-routing issues in the new network parcel need to be addressed to maintain the delivery standards.

**Reply:** It was explained that the L-1 and L-2 parcel hubs are allowed to close bags for each other (within Circle) to avoid the back-routing of mail. Also, exception will be provided to the Circle if any significant back-routing is noticed in the new network. Further, the network will be constantly reviewed and issues pointed out by the Circles will be suitably addressed. Also, new routes under road transport network are being operationalized to ensure the expeditious transmission of parcels.

iii. Adequate measures should be put in place so that discrepancy in content of parcel i.e customers are sending different content than declared in the body of the article, is addressed.

**Reply:** It was explained that under the revised booking process, customers will be required to make a declaration regarding contents on the body of the articles. Also, contents of these booked parcels especially of bulk customers are also proposed to be randomly checked by the booking staff to minimize the cases of discrepancy in the contents of the article.

iv. An apprehension was raised that reduction in number of L-2 parcel hubs under new network may result in transfer of officials.

**Reply:** It was explained that the reduction in the number of L-2 parcel hubs may not result in the transfer of officials as these hubs are already functioning with 1-2 officials and may be adjusted in other existing offices where there is shortage of staff. On the other hand, some officials may also opt for the transfer to some other location.

v. It was suggested that sufficient accommodation and manpower need to be made available at all parcel hubs. It was also stated that parcel hubs may be retained at places where Department has availability of sufficient space.

**Reply:** Unions were assured that under PNOP, sufficient space is being provided for identified parcel hubs and wherever possible, hubs are being shifted to alternative suitable locations. As regards retention of hubs with available space, it was explained that availability of sufficient space has already been considered while selecting parcel hubs in the identified cities. It was also assured that staff will be made available at parcel hubs to maintain the smooth flow of work.

vi. Guns and other debarred articles are posted by the customers and X-Ray machines needs to be supplied at POs as debarred articles resulting in rejection of bags at Airport cargo's X-Ray point and results in delayed transmission of bags.