

No. 39-06/2025-D [PO Order- 01/2026]
Government of India
Ministry of Communications
Department of Posts
Mail Operations Division

Dak Bhawan, Ashoka Road
New Delhi-110001
Dated: 17th March 2026

OFFICE MEMORANDUM

Subject: - Introduction of incentive schemes and discontinuation of existing incentive for Speed Post (Document).

Your attention is drawn about Speed Post, which is serving as the base single accountable mail service, with Registration continuing as a value-added feature. Vide Gazette resolution No. 218, dated 18th August, 2025, Department has rationalised postal services whereby, with effect from 01.10.2025

2. This O.M. would supersede all instructions / orders issued on Speed Post incentive issued from time to time. Speed Post is a base accountable product in document segment and "24 Speed Post" and "48 Speed Post" are the new premium products with an approved incentive to staff at Booking Office, processing hub and Delivery Office. Accordingly, approval of the competent authority is conveyed to discontinue the existing incentive for Speed Post (Document).

3. To make postal services faster, more reliable, and user-friendly for citizens across India, Department has launched premium products "48 Speed Post" and "24 Speed Post" under Document category, on 17.03.2026. These products need prompt handling at all points of operation including booking, intermediate processing and delivery, to ensure the delivery of these product within the committed SLAs. Accordingly, staff at Booking office, Origin TMO, Processing hub and Delivery office will be incentivized from the date of launch of these products as referred vide this office letter no 39-02-2025-D-DOP dated 19.12.2025 for "48 Speed Post" and letter no 30/41/2023-D-DOP dated 19.12.2026 for "24 Speed Post".

4. **Objectives of the Incentive Scheme:** Presently, there is no structured incentive mechanism for marketing personnel who procure institutional and retail business in the Speed Post document segment. The incentive mechanism is designed to:

- i. **Encourage proactive business development** by Marketing Executives (MEs).
- ii. **Promote adoption of premium products** such as "24 Speed Post" and "48 Speed Post".
- iii. **Improve accountability and service quality** in booking, processing and delivery of premium services
- iv. Incentivized the Staff deployed for pick-up of article booked through click N Book channel.

5. To imbue the gap of motivation for proactive business acquisition and customer retention, incentives to Marketing Executives is being shared, detailed as below:

5.1. Introduction of incentives to Marketing Executives

A. Product Portfolio under Incentive Scope to Marketing Executive:

- i. Base Speed Post (Documents) – Bulk business.
- ii. Premium Products* – “24 Speed Post”, “48 Speed Post”.

A.1 Base Speed Post (Document) Incentive structure proposed for bulk client acquisition (one time or contractual)

| New Business procured (after discount and bill cleared, if any) (in Rs.) | Commission Structure % on bill cleared (yearly) | Commission Capped yearly (in Rs.) |
|---|---|--------------------------------------|
| upto 5 lakhs | 1.25% | ...6250 |
| >5 lakhs upto 25 Lakh | 1% | 6250-25000 |
| >25 lakhs upto 50 lakhs | 0.75% | 25000-37500 |
| >50 lakhs - upto1 crore | 0.50% | 37500-50000 |
| >1 crore | 0.25% | 50000 and upto 1,00,000/- |

Note: Incentives to be disbursed yearly after revenue verification.

A.1.1 Incentive structure for premium products (i.e. “24 Speed Post”, “48 Speed Post”) proposed for bulk client acquisition

| New Business procured (after discount and bill cleared, if any) (in Rs.) | Commission Structure % on bill cleared (yearly) | Commission Capped yearly (in Rs.) |
|---|---|--------------------------------------|
| upto 5 lakhs | 1.50% | ...7500 |
| >5 lakhs upto 25 Lakh | 1.25% | 7500-31250 |
| >25 lakhs upto 50 lakhs | 1.0% | 31250-50000 |
| >50 lakhs - upto1 crore | 0.75% | 50000-75000 |
| >1 crore | 0.50% | 75000 and upto 1,00,000/- |

Note: Incentives to be disbursed yearly after revenue verification.

6. Introduction of Incentive for Click N Book Services:

“Click N Book” service has been initiated by the Department to enable the online booking of Speed Post and Parcels on India Post Portal to ease the existing counter booking process. Speed Post articles can be booked up to 5 Kg on each transaction. Flat Pick up charge of Rs. 50 will be charged if the total tariff is less than Rs.500/- However, free pick up facility is available if the tariff is more than Rs. 500 on each transaction. Staff deployed for pick up these click N Book article from the premises of the customer may be incentivize on monthly basis as under:

Retail Article: Rs. 5/ per article from the premises of retail customer

Bulk Articles: Rs.10/- per bulk addressee

7. The Head of Accounts used for Incentive scheme, are given below-

Incentive to the DOP staff will be Paid from available funds under the relevant budget head of accounts.

8. Sr. DDG (PAF) is requested to formulate the Standard Accounting Procedure on incentive scheme along with applicability of GST and other tax related issues.

9. These instructions shall come into force on the 17th day of March 2026.

This issues with the approval of competent authority.



(Dushyant Mudgal)
DDG (MO)

To,

All Heads of Circles
Addl. DG, APS

Copy for information and n/a to:

1. Sr.PPS to Secretary (Posts).
2. Sr.PPS to Director General Postal Services.
3. Sr.PPS/PPS/PS to the Members of Postal Service Board.
4. Sr. DDG (PAF) for formulation of Standard Accounting Procedure
5. CGM/GM, CEPT- with request to modify the system software in tune with incentive schemes and release the same before due date of implementation.
6. CGM, BD/Parcel Directorate/PLI
7. Sr.DDG (Vigilance) & CVO/Sr.DDG (PAF).
8. Director, RAKNPA /Directors of All PTCs.
9. All PMsG In regions
10. All DDsG in Postal Directorate / Secretary (PSB)
11. All PAOs.