

Government of India  
Ministry of Communications  
Department of Posts  
Mail Operations Division  
Dak Bhawan, New Delhi- 110 001

No: 16-01/2024-D

Dated: 03.03.2025

To

All Heads of Circle

**Subject: Circulation of Timelines for centralized delivery of all types of postal articles including Speed Post, Registered, Parcel and ordinary articles by Delivery staff – reg.**

This has reference to Postal Directorate letter of even no. dated 17<sup>th</sup> February, 2025 on the above referred subject issuing thereby Policy guidelines on centralized delivery of all types of postal articles including speed post, registered, parcel and ordinary articles by delivery staff through setting up of **Delivery Centres (DC)**.

2. Setting up of Delivery Centres (DCs) will help the Department in separation of backend delivery function from counter operations to provide for the improved monitoring as well as flexible delivery services as is the norm in the courier market. Further, separation of delivery from counter operations will also expand the delivery capacities of the Department through operationalization of multiple delivery sets i.e. morning/evening delivery from same delivery facility as well as offering delivery services on Sunday/Holiday.

3. Considering the rapid developments in the Courier Express Parcel (CEP) market, Department also needs to move aggressively for centralized delivery services so that Department can offer niche delivery services i.e. Sunday/Holiday delivery, Morning/evening delivery, etc. at the earliest. 2<sup>nd</sup> delivery services will also help the Department in offering Next Day Delivery services. Besides, ~63% delivery beats have already been covered under the Mechanized delivery which will facilitate the smooth rollout of centralized delivery through the Delivery Centres.

4. Following Circle-wise target for **Brownfield Delivery Centre** (i.e. Delivery Centres which will be opened by the Department within the existing buildings with required civil & electrical work) has been finalized for 1<sup>st</sup> Phase rollout, under which brownfield Delivery Centres (DC) will be set up at Circle HQ, Regional HQ and other Tier 1 cities, during 2025-26:

Sl. No.	Circle	Number of Brownfield Delivery Centre
1	Andhra Pradesh	6
2	Assam	4
3	Bihar	8
4	Chhattisgarh	4
5	Delhi	16
6	Gujarat	10

7	Haryana	4
8	Himachal Pradesh	3
9	Jammu and Kashmir	5
10	Jharkhand	3
11	Karnataka	16
12	Kerala	10
13	Madhya Pradesh	8
14	Maharashtra	20
15	North Eastern	6
16	Odisha	6
17	Punjab	6
18	Rajasthan	16
19	Tamil Nadu	20
20	Telangana	15
21	Uttar Pradesh	10
22	Uttarakhand	4
23	West Bengal	15
<b>Grand Total</b>		<b>215</b>

4.1 Further, it is also proposed to set up new 200 Greenfield Delivery Centres i.e. Delivery Centres, for which construction of building along with Civil & electrical work will be taken up by the Department.

5. Accordingly, Circles are requested to take up necessary action for setting up of Brownfield Delivery Centres and Greenfield Delivery Centres. Timelines for completion of different sub-activities for setting up of Brownfield Delivery Centres and Greenfield Delivery Centres are as detailed below:

5.1 Timelines for setting up of Brownfield Delivery Centres:

Sl. No.	<b>Setting up of Brownfield Delivery Centres</b>	
	<b>Sub-Activity</b>	<b>Completion Date</b>
1.	Identification of city for setting up Delivery Centers	31/03/2025
2.	Assessment of requirement of number of Delivery staff required for document & parcel delivery in the identified cities as well as number of Delivery Centres	31/03/2025
3.	Identification of locations for Delivery Centres	15/04/2025
4.	Civil & electrical work as well as procurement of operational equipments	31/05/2025
5.	Operationalization of Delivery Centre	30/06/2025

*Note: Action taken report on Sub-activity (1) & (2) to be covered by Circle in interim Action Taken Report which is due to be forwarded to Postal Directorate by 31/3/2025.*

5.2 Timelines for identification of land and other related activities for Greenfield Delivery Centres:

Sl. No.	Setting up of Greenfield Delivery Centres	
	Sub-Activity	Completion Date
1.	Identification of land for locating the Delivery Centre (Greenfield Delivery Centre may be set up, if Delivery Centre cannot be located in an existing building)	31/3/2025
2.	Finalization of drawing, etc. for the Greenfield Delivery Centre	31/5/2025
3.	Obtaining of all approvals necessary for construction of building	31/7/2025

*Note: Action taken report on Sub-activity (1) to be covered by Circle in interim Action Taken Report which is due to be forwarded to Postal Directorate by 31/3/2025.*

5.3 Further, as suggested earlier, Circles may also explore the option of locating Delivery Centres in leased building considering the operational requirement.

5.4 Necessary funds for construction of building including civil & electrical works as well as procurement of operational equipment will be made available to the Circles by the Postal Directorate.

6. Interim Action taken report on the setting up of Brownfield Delivery Centres and Greenfield Delivery Centres may be forwarded to Postal Directorate by 31/3/2025.



(Dushyant Mudgal)  
DDG (Mail Operations)

Copy to: CGM, Parcel Directorate, New Delhi – for kind information.