

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

No: 16-01/2024-D

Dated: 28.04.2025

To

Chief PMsG  
Odisha & Maharashtra Circle

**Subject: Clarification regarding setting up of Delivery Centres for centralized delivery of all types of postal articles including Speed Post, Registered, Parcel and ordinary articles by Delivery staff.**

**Reference:** (1) Odisha Circle letter no. ML/2-144/2024 (IDC) dated 24/4/2025 & (2) Maharashtra Circle letter no. Mails/Independent Delivery Centre (IDC)/2025 dated 28/4/2025

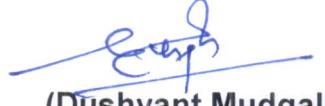
This has reference to Odisha and Maharashtra Circle letters referred above seeking thereby clarification/additional details on the setting up of Delivery Centres for centralized delivery of all types of postal articles.

2. The references received from Odisha and Maharashtra Circle have been examined. Para-wise reply to the clarification/details sought by the Circles are as given below:

<b>Circle</b>	<b>Clarification/Details</b>	<b>Reply</b>
Odisha Circle	Supply the norms for calculating the Schedule of Accommodation (SoA) for designing the layout for both Brownfield and Greenfield Delivery Centres.	Annexure II of Policy Guidelines dated 17/2/2025 may be referred which provides for guidelines for designing the layout of Delivery Centre. Besides, Annexure II (A) and Annexure II (B) of the Policy Guidelines may also be referred which provides for detailed guidelines for Designing Layout of Document Processing Area and Parcel Processing Area of Delivery Centre, respectively.
Maharashtra Circle	There are number of BOs which are at the distance of 20 or more KMs from their parent SOs. This will mean that delivery staff will have to travel in excess of 40 KMs for delivery and return of undelivered items on daily basis. Hence, such BOs should be excluded and the	Para 5.1 (iii) of the Policy Guidelines may be referred which provides that delivery area may be so redesigned that one-way distance to be travelled by delivery staff should not be more than 15 km. However, in exceptional circumstances, one-way distance to be travelled by delivery staff may be more

	<p>limit of 10 KMs road distance from SO may be considered for inclusion of BO delivery from the Delivery Centre.</p>	<p>than 15 km as per operational requirements.</p> <p>Hence, delivery area of each Branch Post office needs to be considered by Maharashtra Circle/field units on case by case basis considering the distance criteria prescribed in the Policy guidelines as well as overall operational efficiency while deciding whether a BO area is to be covered under the delivery jurisdiction of Delivery Centre.</p>
--	---	--

3. Circles are accordingly requested to take action to set up the Delivery Centres as per the circulated timelines.



(Dushyant Mudgal)  
DDG (Mail Operations)

**Copy to:** All Circles – for kind information.