

File No. 39-03/2019-D [PO order- 02/2026]

Government of India
Ministry of Communications
Department of Posts
Mail Operations Division

Dak Bhawan, New Delhi-110001

Dated: 08 June, 2026

Subject: "New Franchisee Scheme 2.0" – SOP and revised Commission structure for Delivery of Parcels either from the **Parcel Hub** or through **linked delivery office/Nodal Delivery Centre/Delivery Centre**

This is in continuation of this office OM dated 11.12.2025 whereby a "New Franchisee Scheme 2.0" was introduced and which came into effect from 01.01.2026.

2. Delivery is a permitted activity under New Franchisee Scheme 2.0 of the Department. In order to enhance the delivery standards and to secure a larger share of e-commerce parcels in metro cities and other important Tier-1 and Tier-2 cities and provide assured delivery beyond office hours or on Sundays/Holidays, the last mile delivery needs to be strengthened.

2.1 This office O.M. dated 11.12.2025 provides the commission structure for franchisees in c/w Parcel Delivery in specified range of PIN codes **through linked delivery office/Nodal Delivery Centre/Delivery Centres**. Now, Franchisees will also have the provision to pick the Parcels for Delivery in specified range of Pin Codes directly from the Parcel Hub instead of collecting from the delivery post office. This step will be beneficial in saving manpower and transportation costs and improving delivery times as well.

3. **A Standard Operating Procedure (SOP)** for Delivery of Parcels through linked office or directly through Parcel Hub is given below:

- a. The Franchisee shall pickup the parcels for delivery in specified range of Pin Code directly either from **the Parcel Hub** or **through linked delivery office/Nodal Delivery Centre/Delivery Centres** irrespective of the volume on a daily basis before a cut-off time fixed by the Department. **The Franchisee can facilitate the last mile delivery by any mode including drones.**
- b. The Franchisee shall deliver all the articles on the day of pickup under proper acquittance by obtaining a signature or confirmation from the recipient upon delivery. This ensures accountability and provides proof of delivery.
- c. The Franchisee will also provide Delivery Time Windows to the customers to choose from that suit their schedule. This can help minimize missed deliveries and improve customer satisfaction.
- d. Any article which could not be delivered for any reason will be returned to the respective **Parcel Hub** or **linked delivery office/Nodal Delivery Centre/Delivery Centres** with proper remarks before the cut-off time fixed by the engaging authority. However, in case where delivery beyond Post Offices hours or delivery on Sundays/holidays is required, the engaging authority may make necessary arrangements for taking returns of the undelivered articles during extended hours

and Sundays/holidays. The supervisor of the delivery branch will verify the genuineness of the remarks before taking any further action.

d. The Franchisees will be required to install Internal Mobile App (IMA) / franchisee App in his/her mobile and upload the delivery information strictly at the door step of the addressee on a real-time basis, which will capture the geo-tagged location of the address. **The Franchisee will exchange the relevant events from pickup to delivery of the articles through API integration.**

e. In order to ensure delivery of articles on the day of pickup, the Franchisee shall contact the customers on the contact numbers mentioned on the address before attempting delivery and will arrange delivery of the articles in the relevant delivery window as per customer convenience.

f. The Franchisee will also be required to remit the CoD amount, Custom duty or any other fee to be collected from the addressee on the day of delivery, or the next morning in cases where delivery is made after office closing time/ cut-off time decided at the local level. The engaging authority may make necessary arrangements to link the DDOs of the respective **Parcel Hub** or **linked delivery office/Nodal Delivery Centre/Delivery Centre** with the Franchisee.

g. The Franchisee shall be responsible for the safety and security of the articles and their contents while in her custody.

h. The Franchisee shall deliver articles on Sundays/holidays in case of exigencies and as per the requirement of the Department.

i. The Franchisee shall also elicit feedback from customers and request them to rate the delivery experience. The Department can use this feedback to identify areas for improvement and address any issues promptly.

j. Training will also be imparted to the Franchisee by the engaging authority to ensure they are equipped with the necessary skills and knowledge to provide the best service, to handle parcels with care, and to interact professionally with customers.

4. The commission structure for delivery of Inland Parcels & collection of CoD amounts will be as follows:

Weight / activity	Commission
Parcel Up to 3 kg (if Franchisee picks the Parcels from Deliver Post Office / NDC)	₹ 15 per parcel
Parcels up to 3 kg (if Franchisee picks the Parcels from Parcel Hub directly)	₹ 20 per parcel
Additional 1 kg or part thereof (up to 100 kg)	₹ 5 per parcel
CoD collection	₹ 10 per CoD parcel
Performance incentive	₹ 1 per parcel* * For achieving ≥ 90% same-day actual delivery of assigned articles.

Attempted Delivery (Verified)	₹ 5 per parcel (only one verified attempt) * If delivered next day due to customer unavailability or any other valid reason, full rates shall be payable. No commission will be aid if non-delivery is due to the fault of the franchisee.
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Note: The commission will only be paid on the Parcels which are successfully delivered and whose delivery status is updated in the DOP system on the same day.

5. The other detailed guidelines comprising eligibility, criteria for selection etc. and Standard Operating Procedure (SOP) of the 'Franchisee' under "New Franchisee Scheme 2.0" circulated vide this office OM of even no dated 11.12.2025, remain unchanged.

6. These orders shall come into force w.e.f. 15.06.2026.

This issues with the approval of the competent authority.

Digitally signed by
SUREKH REGHUNATHEN
Date: 08-06-2026
10:21:50

Surekh Reghunathen
Director (Mail Operations)

To

All Heads of Circles

Copy for information to:

1. Sr.PPS to Secretary (Posts)
2. Sr./PPS to DG (Postal Services)
3. All Members of Postal Services Board
4. AS&FA, DoP
5. CGM Parcel & CSS Dte / PLI Dte
6. Sr. DDG (PAF) for necessary changes in SAP
7. Sr. DDG (Vigilance)
8. Director, RAKNPA, Ghaziabad
9. All DDGs in the Postal Directorate
10. All General Managers in Parcel & CSS Dte /PLI Dte/CEPT
11. Directors, All Postal Training Centers
12. General Manager, CEPT Mysuru for necessary technical changes in Franchisee portal before its implementation.
13. Guard File