

**F.No.: 39-09/2025-PD  
Government of India  
Ministry of Communication  
Department of Posts  
Parcel Directorate**

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**Malcha Marg Post Office Complex,  
Chanakyapuri, New Delhi-110021  
Dated: 16.03.2026**

**To,  
The CPMG,  
Delhi, Maharashtra, West Bengal  
Tamil Nadu, Telangana, Karnataka Circle.**

**Subject: Implementation of Business Continuity Plan (BCP) for 24 Speed Post Parcel (24 SPP).**

This is regarding launch of 24 Speed Post Parcel (SPP) services w.e.f 17.03.2026

2. A Standard Operating Procedure (SOP) on the Business Continuity Plan (BCP) for handling 24 SPP for Booking, Bagging, Transmission and Delivery has been prepared and enclosed herewith for information and necessary action.

3. Circles are requested to circulate the enclosed SOP to all operational units concerned including Booking Offices, APTMO, Parcel Hubs and Delivery Offices, and ensure that the procedures prescribed in the BCP are clearly understood and followed whenever system issues arise. The objective of the BCP is to maintain operational continuity and ensure adherence to the D+1 delivery commitment of the 24 Speed Post Parcel service even during system outages.

4. Further, Circles may also identify and designate a Single Point of Contact (SPOC) for coordination and communication of delivery information during system downtime as prescribed in the SOP. Necessary awareness may also be provided to the concerned staff for smooth implementation of the BCP procedures.

This issues with the approval of the competent authority.

Encl: As above



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