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Mail Network Optimization Project (MNOP)

- The project was initiated as the part of an 11th plan scheme in March 2010 and adopted by the Department of Posts in Nov 2010 to bring efficiency, transparency, and accountability to Mail Operations.
- Initially implemented for Speed Post and later extended for Regd. articles also.

MNOP Project India Post Benefits: Key Changes/Features on implementation of MNOP

- The followings are the MNOP Project India Post key benefits:

1. Simplification of Network:

Speed Post Network has been optimized by creating 95 National Sorting Hubs(NSHs) and 163 Intra Circle Hubs (ICHs) compared to 315 National Speed Post centres (NSPC) and 890 State Speed Post Centres(SPC) earlier. Simple tracking of delayed/ misplaced consignments.

2. Use of Adequate Equipment:

Infrastructure up-gradation at mail offices under MNOP. New-equipment have been introduced to improve not only efficiency or effectiveness of staff but working conditions

3. Optimisation of Layout:

The layout of Speed Post hubs has been redesigned to facilitate the assembly-line flow of mail minimizing wasteful movement and maximizing space utilization. Clearly identified and defined flow of volume from origin to destination.

4. Streamlining of processes:

- A unique Mail pattern, Mail Routing designed PAN (Presence Across Nation) India. Reduced complexity of the working network.
- Transit time targets for each NSH set up based on mail network availability & geographical locations.
- Speed-Net NTD sorting scheduled before TD sorting to optimize D+X
- Sorting logic rationalized based on actual volume reported by
- Specialization of labour into scanners and sorters

Sr. No.	Key Performance Indicator	Target
1	D+X (NTD)	Average Time 2 days
2	D+X (TD)	Average Time 1.28 days
3	Inbound operational performance	
4	Share of bags without 'correct' bag labels	0%

5	Share of 'mis-sorted' articles (NTD)	1%
6	Share of 'mis-sorted' articles (TD)	5%
7	Share of articles with 'missing' pin codes	1%
8	Share of duplicate barcodes	0%
9	Full Scan Compliance (TD)	90%
10	Full Scan Compliance (NTD)	80%
11	TD articles without Delivery Scan / Information	5%

5. Establishment of Performance Reviews:

- Performance of each Speed Post hub monitored and reviewed every fortnight based on KPIs computed using the information on Central Server: TD and NTD D+X scan compliance, mis-sorts, duplicate bar-codes, missing pin-codes, invalid bag-labels.
- Eleven (11) Unique KPIs (Key Performance Indicators) are set up to ensure every mail activity.

6. Effective Monitoring: Better monitoring and control of the network with the Tools for monitoring MNOP like **(i) BI Tool, (ii) IPVS, (iii) AWB Tracking**.

Implications of MNOP KPI's in respect of RMS Units KPI's of MNOP-Implications

KPI # (1): D+X TD:

- The average time that is taken in days for TD articles from booking by the customer to delivery to the recipient on a given.

TD Articles – Articles booked at offices in local TD and catchment area of given NSH and delivered at Post Offices in the local TD and catchment area of given NSH.

KPI # (2): D+X NTD:

- The average time that is taken in days by NTD articles from booking by the customer to delivery to the recipient on a given.

NTD Articles – Articles booked at offices in local TD and catchment area of given (NSH) Sorting hub and delivered at Post Offices of catchment area of National Sorting Hubs other than given NSH.

Implication: Time taken for processing of articles after receipt at processing units and further connection to available Flight/schedules is taken into account for the calculation of D+X.

KPI # (3): Inbound Operational Performance

- Performance of destination Hub to deliver all inbound TD articles in the next possible delivery round.
- For metros, all those articles which are received at Sorting Hub from 7:00 AM on day D-1 to 7:00 AM on day D.
- For non-metros, all those articles which are received at Sorting Hub from 3:00 AM on day D-1 to 3:00 AM on day D

Implication: Time taken for processing of bags which are received before cut off time and its connection to available schedules for same-day delivery is taken into account in calculating it.

KPI # (4): Share of Bag without correct bag labels:

- All the bags closed at the Processing Hub having their bag closing scan in the system are considered and checked for correctness of their Bag

Implication: Using correct bag labels as per the category of articles by the processing units

◉ For Speed Document & Parcel and RL – EB_1234567890

◉ For RP (Registered Packets) – RB_1234567890

◉ For India Post Parcel – CB_1234567890

◉ For Ordinary Letter – LB_1234567890

KPI # (5): Share of missorted articles (NTD):

- For all the bags closed at a Sorting Hub bag labels hold information for delivery Sorting Hub.
- Pin code of Delivery PO of an article is compared with the Delivery POs mapped to a particular destination Sorting Hub to which the article is bagged.
- If the Pin code of Delivery PO differs from the Pin code of delivery POs mapped to that particular destination Sorting Hub to which the article is bagged, the article is treated as NTD Mis-sort.

KPI # (6): Share of missorted articles (TD):

- 6-digit Pin code of PO to which the article is bagged is compared with the Pin code of PO at which it is delivered i.e. If the Pin code of delivery PO for which the article is bagged differ from the Pin code of Delivery PO where the article is delivered then the article is treated as TD Mis-sort
- Implication: Sorting and bag closing in the system is done at processing units, this KPI pertains to all the articles missorted at the processing units.

KPI # (7): Share of articles with missing Pin Codes:

- This KPI assesses how many articles were booked at POs and booking unit in the catchment area of the Sorting hub without 6-digit addressee

KPI # (8): PinShare of Duplicate barcodes:

- This KPI assesses how many articles were booked by reusing barcodes within a prescribed time
- Implication: Bulk booking units (like BNPLs) suppose book articles with the wrong Pincode or with duplicate barcode, it will affect these KPI.

KPI # (9): Full Scan Compliance (TD):

- Percentage of TD articles which are having all 8 scans out of total articles delivered:
- 8 TD Scans for articles booked at PO/NSH/ICH under MNOP Scheme

Booking Post office	**Booking Post office**	**NSH/ ICH**	**NSH/ ICH**	**NSH/ ICH**	**NSH/ ICH**	**Delivery Post office**	**Delivery Post office**
Booking Scan	Dispatch Scan	Receipt Scan	Bag Opening Scan	Bag Closing Scan	Dispatch Scan	Receipt Scan	Delivery Scan
1	2	3	4	5	6	7	8

1. PO/Sorting Hub Booking Scan
2. PO/Sorting Hub Dispatch Scan
3. Sorting Hub MA/TMO Receipt Scan
4. Sorting Hub Bag Opening Scan
5. Sorting Hub Bag Closing Scan
6. Sorting Hub MA/TMO Dispatch Scan
7. Delivery PO Receipt Scan
8. Delivery PO Final Delivery Scan.

Implication: A total of 8 scans are mandatory for TD Out of this, 4 scans are mandatory for the processing unit i.e., Bag Receipt, Bag Opened, bag closed, and bag despatch.

Booking Post office	**Booking Post office**	**Origin NSH/ ICH**	**Origin NSH/ ICH**	**Origin ICH/ NSH**	**Origin NSH/ ICH**
Booking Scan	Dispatch Scan	Receipt Scan	Bag Opening Scan	Bag Closing Scan	Dispatch Scan
1	2	3	4	5	6
Destination NSH/ ICH	**Destination NSH/ ICH**	**ICH/NSH of Destination**	**Destination NSH/ICH**	**Delivery Post office**	**Delivery Post office**
Receipt Scan	Bag Opening Scan	Bag Closing Scan	Dispatch Scan	Receipt Scan	Delivery Scan
7	8	9	10	11	12

The Mandatory Scans for Offices Booking BNPL TD category articles: The 5 Scans are mandatory for BNPL TD articles:

(1) Article Booking Scan>>> (2) Article Dispatch Scan>>> (3) Mail Agency Dispatch Scan>>> (4) Article Receipt at Post Office Scan>>> (5) Delivery Scan at Post office.

KPI # (10): Full Scan Compliance (NTD):

Percentage of NTD articles which are having all 12 scans out of total articles delivered:

12 NTD Scans for articles booked at PO/NSH/ICH under MNOP Scheme

1. PO/ Sorting Hub Booking Scan
2. PO/ Sorting Hub Dispatch Scan
3. Origin Sorting Hub MA/TMO Receipt Scan
4. Origin Sorting Hub Bag Opening Scan
5. Origin Sorting Hub Bag Closing Scan
6. Origin Sorting Hub MA/TMO Dispatch Scan
7. Destination Sorting Hub MA/TMO Receipt Scan
8. Destination Sorting Hub Bag Opening Scan

9. Destination Sorting Hub Bag Closing Scan

10. Destination sorting hub MA/TMO Dispatch Scan

11. Destination PO Receipt Scan

12. Destination PO Final Delivery Scan

Implication: A total of 12 scans are mandatory for NTD articles. Out of these 4 scans are mandatory for each processing unit (origin & destination) i.e Bag Receipt, Bag Opened, bag closed, and bag

Note: In respect of BNPL category 9 scans are mandatory.

- The Mandatory Scans for Offices Booking BNPL-NTD category articles:
- The 9 Scans are mandatory for BNPL- NTD articles:

(1) Article Booking Scan>>> (2) Article Dispatch Scan>>> (3) Mail Agency Dispatch Scan>>> (4) Bag Receipt Scan at Destination NSH>>> (5) Articles Receipt Scan at NSH (6) Articles Dispatch Scan at NSH (7) Bag Dispatch Scan at NSH>>> (8) Article Receipt at Post Office Scan>>> (9) Delivery Scan at Post office.

KPI # (11): TD articles without delivery scan/ information:

- For TD articles, the percentage of articles booked on a given date that get scanned for final delivery in the next 5 working days.
- Implication: If TD articles received at the processing unit are not timely processed and further connected to available schedules it will affect this KPI.

MNOP-Mail Network Optimization Project Objectives

(i) MNOP Project Components

(1) Optimization and consolidation of mail operation network across the country
(2) Process redesign in mail operations for greater efficiency
(3) Standardization of processes
(4) Development of an effective online performance monitoring system based on Key Performance Indicators (KPIs)

(ii) MNOP Project Coverage

Entire country covering Speed Post & unregistered mail would also be brought to the fold after the product and network revamp.

MNOP-Mail Network Optimization Project Concept: (w.e.f. 01.04.2025)

Sl/NO	Mail Item	Number of NSHs/L1/NPH	Number of ICHs/L2/ PH
1.	Speed Post Document , Registered Letter	95 NSHs	163 ICHs
2.	First Class Unregistered	96 L1	207-L2
3.	Second Class Unregistered	96 L1	207- L2
4.	Speed Post Parcel & India Post Parcel : 189 PHs	79 NPH	110 PH

Delivery Norms of All types of Articles: -

Type of Article	Local (with in municipal city Limit) (in days)	Between Metro City (Delhi, Mumbai, Chennai, Bangalore, Kolkata and Hyderabad (in days)	Same State (in days)	Neighbouring State (In days)	Rest of the country (in days)
First Class (Registered)	2	2-3	3-4	3-4	5-6
First Class (Unregistered)	2	2-3	3-4	3-4	5-6
Second Class	3	4	4	4	5-7
India Post Parcel	2-3	3-4	4	4	5-7
Speed Post	1-2	1-3	1-4	1-4	4-5

Features of Monitoring System

1. Performance monitoring of each hub based on 11 different KPIs (Transit time, scan compliance, delivery office performance, use of PIN code, mis-sorts, etc.)
2. No human intervention in data extraction and no scope for manipulation of the system

3. 24×7 Online availability of data with user credentials at all levels

4. Enables field units to find out weak elements in the chain and take effective remedial action

5. Performance monitoring through video conference every fortnight chaired by Secretary.

Achievements under the Scheme:

1.Reduced transit time (time from booking to delivery of an article) and improved delivery performance for Speed Post across the country (more than 60% of articles get delivered across the country within two days of booking)

2. Improved visibility for Speed Post articles on the tracking system of India Post website (www.indiapost.gov.in) (end-to-end status of Speed Post articles is available online for about 89% Speed Post articles)

3. Standardized processes at Speed Post operations have led to streamlined operations, better monitoring, and enhanced productivity

4. The introduction of new tools and equipment in operations has led to better working conditions for the employees.

5. Improved sorting process:

- Volume-based Sorting logic was introduced.
- A sorting diagram was designed to suit this logic.
- A new sorting case was designed.
- Adequate equipment and infrastructure: New roller containers, trays, trolleys, and bag cutters were used.
- Computers, scanners, printers, and internet connectivity were provided.

6. The online KPI tool has provided an effective mechanism for performance measurement for the management at different levels

7. The complaint handling system has become very effective and responsive.

MODERNISE THE LOOK AND FEEL of Mail Offices through MNOP

- MNOP has provided for improving the ambiance of Mail Offices i.e., improved Look and Feel of Mail Offices and to be more trustworthy and reliable by upgrading the processing facilities.

Award for the MNOP Concept:

- National E-Governance Award 2012-13 under the category **"Outstanding performance in citizen-centric service delivery"** by **Department of Administrative Reforms and Public**

Grievance (DARPG), Government of India was awarded for MNOP Initiative to Department of Posts.

Policy Guidelines on Delivery of Postal articles by Delivery Staff through their Own Two-Wheeler Vehicle

Following types of delivery staff engaged in Departmental post offices including NDCs will be covered under the guidelines:

(i) Regular Postman staff
(ii) Gramin Dak Sewaks (GDS)/ABPM including GDS Mail Carrier (MC)
(iii) Other Departmental staff being engaged for delivery work
(iv) Outsourced delivery staff

Postman Ad-hoc Establishment Norms for 2-wheeler beats (Mechanized Delivery Beat)

S.No.	Items	Congested area in minutes	Non- Congested area in minutes	Remak
1	Distance travelled by Foot	19 Minutes/KM	12 Minutes/KM	Adhoc norms
2	By Bicycle	10 Minutes/KM	06 Minutes/KM	
3	By 2-wheeler vehicle	5 Minutes/KM	03 Minutes/KM	

Modalities for allowing reimbursement for fuel charges

Documents to be Checked:

Following documents are to be checked by APM (Delivery)/postmaster or any other official supervising the delivery work and kept in guard file to be maintained in Delivery post Office before allowing the reimbursement of vehicle mileage charges to the delivery staff:

- Valid 2-wheeler driving license in the name of the person doing delivery,
- Copy of the Registration certificate of the 2-wheeler vehicle,
- Copy of insurance certificate of the two-wheeler vehicle, vehicle should be owned by the delivery staff or owned by the immediate family members of the delivery staff. In case the vehicle is owned by the immediate family member of the delivery staff, a declaration to this effect from the delivery staff should be obtained and placed in guard file at Delivery Post Office.
- In case the vehicle is not owned by delivery staff or immediate family member then an authorization letter from vehicle owner, in the name of delivery staff be obtained and kept in record.

- While allowing the fuel re-imbursement charges to the GDS MC, Circles must also rationalize the number of GDS MC required for carrying the BO bag to the Branch Post offices considering the saving of time due to mechanization.

- **Calculation of Average distance travelled in beat:** Daily reimbursement charges to be paid to the delivery staff will be based on the average km travelled by the delivery staff during the "observation period" as detailed below.
- **Observation Period:** Average of the distance travelled by the Delivery Staff during 6 working days. The distance travelled through 2-wheeler vehicle by delivery staff during observation period will be checked daily by the APM (Delivery)/Postmaster or any other official supervising the delivery work. Besides, meter reading of the 2-wheeler vehicle before the delivery staff departs for the delivery and return from the delivery will also be noted down in a Register.
- Any complete week of 6 working days can be selected by the Postal Divisions for the 'Observation Period'. This exercise may preferably be carried out during April month of each year.
- Payment of reimbursement charges to the delivery staff for usage of their own 2-wheeler vehicle will be linked with the usage of Postman Mobile App. In order to eligible for the fuel reimbursement charges, at least 95% of the accountable articles during the period (for which claim pertains) should be processed through IMA.

- **Manner of submission of Fuel Reimbursement claim form by the delivery staff :** The delivery staff will submit a Fuel Reimbursement claim form for reimbursement of fuel charges in the prescribed format on the 1st working day of month for the previous month with details of number of Accountable articles delivered on each date, delivery efficiency of accountable articles, % of articles handled in IMA and average distance per day in the month for which fuel reimbursement charges are being claimed.
  - Rate of reimbursement of fuel charges to delivery staff: -
  - Average expenditure on periodic maintenance per K.M. (Rs.0.98) +Average fuel charges per K.M.
  - Average Fuel charge per K.M. = Fuel Price in the respective stage/Average mileage of the bike i.e., 40 K.M./Litre
  - Ex. – 0.98 + 108/40 = Rs.3.68 per K.M.

Payment of reimbursement charges to the delivery staff for usage of their own 2-wheeler vehicle will be linked with the delivery performance of accountable articles as indicated below:

S.No.	Delivery Performance (Process of Article)	Reimbursement Charges
1	If delivery performance is 95% or more than 95%	100% payment of calculated charges
2	If delivery performance is between 90% to 94.9%	80% payment of calculated charges

- **Action by APM Mails/ Post office ln-charge:** APM (Delivery)/Postmaster or any other official supervising the delivery work at Post office will randomly check the genuineness of the delivery of Accountable articles at the door step of addressee in respect of at least 5 Accountable articles from the delivery manifest through the "IMA-Beat Delivery Report" available on CEPT MIS portal on a daily-basis.

- **Accounting and Payment of Fuel Reimbursement charges**: - After checking the entries made by the delivery staff in the Fuel Reimbursement Form by the delivery staff, the APM (Delivery Postmaster will ensure to submit the bills to the Divisional Office for sanctioning the same by 5th of each month. Concerned Divisional Heads will sanction the bills of Fuel Reimbursement charges by 10th of each month. Payment of reimbursement of fuel charges to the delivery staff would be done on monthly basis by 15th of each month after following due codal formalities by concerned Post masters / ln-charge Nodal Delivery centres. payment of fuel reimbursement charges to delivery staff would be met from the allotment made to the Circle under the Head of office Expenses (OE)".

Parcel Network Optimization Project (PNOP)

- A new and separate network consisting of **189** Parcel Hubs, including 79 NPH/Level-1 (L1) and **110** PH/Level-2 (L2) hubs for the handling parcels has been approved. (As on 01.04.25)
- Speed Post Parcel and India Post Parcel are being processed in Parcel Hubs.
- In order to process all types of Parcels in Parcel Hubs following bags pattern is followed at present: -

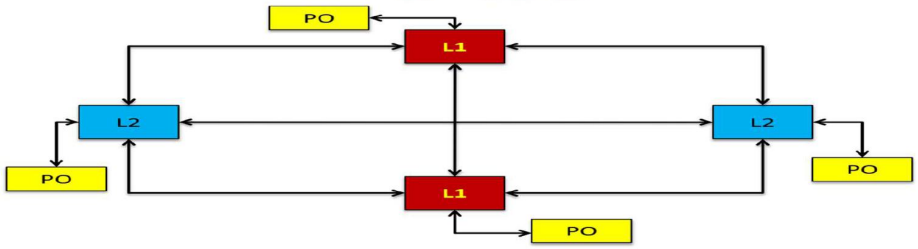
A. India Post Parcel -

1) Post Office to mapped Parcel Hub – Separate TD & NTD Parcel Bags
2) Parcel Hub to Parcel Hub – Parcel Bag
3) Parcel Hub to mapped delivery Post Office/NDC – Parcel Bag

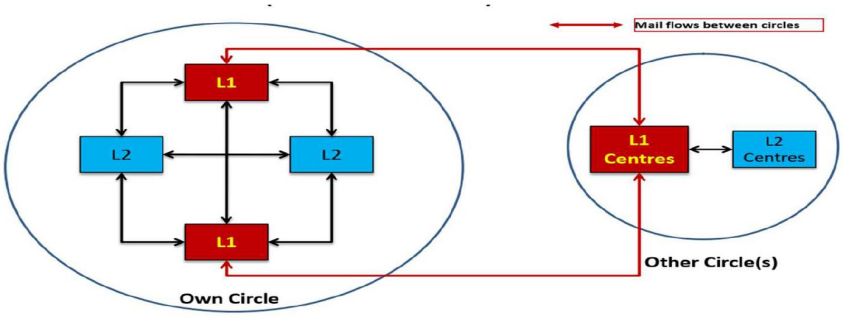
B. Speed Post Parcel

1) Post Office to mapped Parcel Hub – Separate TD and NTD Speed Post Bag
2) Parcel Hub to Parcel Hub – Speed Post Bag
3) Parcel Hub to mapped delivery Post Office/NDC – Speed Post Bag

- **Mail Flow within Circle**



- **Mail Flow between Circles**



- The parcel bag label will be in two colour, Yellow for Air connectivity (For Speed Post Parcel) and Blue for Surface connectivity (For India Post Parcel)

Setup of Nodal Delivery Centre (NDC): -

- ❖ Metros and all other cities/town where Parcel density exceeds **1 Parcel per Sq K.M.**
- ❖ The standard area of an ideal layout for Nodal Delivery Centre is **1595 Sq Ft**
- ❖ The following norms has been fixed for Postman delivery bags:
  - Dimension – 45cm x 35cm x 56cm
  - Weight of bag – 2Kg
  - Carrying capacity – 30 KG

Delivery Norms for Nodal Delivery Centres are:

- ❖ Delivery norms for delivery through two wheelers: - 50-60 parcels in two trips i.e 30-35 parcel in first trip and remaining parcels in the second trip.
- ❖ Four-wheeler would be used to deliver bigger parcel (typically>2 Kg) (70-80 such parcel per four-wheeler)

Speed Post articles will qualify for as a parcel provided any one of the following conditions are met:

(i) The weight of the Speed Post article is **exceeding 500 grams.**

(ii) The Dimensions of Speed Post article is beyond **38cms X 27cms X 2cms.**

(iii) The Customer declares the contents of the Speed Post article as merchandise.

Bring Your Own Device (BYOD) Scheme: -

- ➢ Delivery staff (Postmen/GDS/Outsource) will bring their own device for running apps of DoP & IPPB.
- ➢ **Total remuneration – Fixed incentive of Rs.300/- per smartphone per month and Rs.200/- per month for SIM/Data/SMS charges. (w.e.f. 25.06.2025)**
- ➢ Mobile Device Management software will be installed by IPPB for providing necessary security for running of IPPB application.

Calculation of BYOD remuneration in special cases:

- ➢ If an employee registered for BYOD scheme do not use the mobile phone due to absence, mobile phone service/repair etc., the remunerations for BYOD shall be given as per the following:

Mobile phone

- 300 x No. of working days for which mobile phone was used / No. of working days in a month

Similarly, mobile tariff remuneration shall be calculated as:

- 200 (or the present tariff allowance rates) x No. of working days for which mobile phone was used / No. of working days in a month.
- However, in the following exceptional cases full remuneration for a particular month is proposed:
  - (a) If an employee delivers articles using IMA for at least once a month provided the employee processed minimum 90% articles and proceed on leave duly sanctioned by the competent authority.
  - (b) If the delivery through IMA could not done due to technical issues in mobile phone and is repaired by the delivery staff within 2 working days. A copy of bill for mobile phone service/repair may be produced by the delivery staff for this purpose.
- If a mobile phone of outsourced staff is used for delivery through IMA in absence of departmental staff, outsourced staff may be remunerated for that period in the similar manner as mentioned in calculation.

➢ **Timeline for processing of reimbursement under BYOD**

S.No.	Activity	Details	Timeline on or before
1	Verification of BYOD Criteria	Supervisor/APM/PM shall verify that the criteria of handling (not delivery) of 90% of article through IMA is either by DPMS or IMA beat delivery report on daily	3rd Working Day of every month
2	Forwarding the reimbursement claim	The claim reimbursement of eligible delivery staff will then be forwarded to concerned PM/CPM/Div. Head etc.	5th Working Day of every month
3.	Processing of Claim	Sanctioning authority shall inspect the records and ensure that reimbursement is processed timely subject to availability of funds.	15th Working Day of every month

Parcel Packaging Policy: -

➢ There are three aspects of parcel packaging as mentioned below:

(1)External packaging (flyer, Boxes, Bi-axially Oriented Polypropylene (BOPP) tapes, stretch wrap plastic films & strapping rolls)

(2)Internal packaging (loose fill like Bubble wrap, airbags & cardboard fillers)

(3)Special Handling label- labels indicating handling instructions for fragile items

Type	Usage	Thickness	Carrying Capacity
Plastic Flyer/bag	For securing parcels	55-60 microns	Less than 2 Kg
Paper Flyer/bag	,,	100-150 microns	‘’
BOPP Tap	Securing & fastening	40 microns	
Boxes	Protect parcel during transit		**Single Wall** - 1kg, 2Kg, 5kg, 10kg, **Double Wall** - 15kg, 25kg, & 35Kg

What is PNOP Dashboard?

- PNOP Dashboard is a dashboard set up by CEPT, Mysore for better monitoring of the PNOP project activities by the Parcel & Citizen Centric Services Directorate. Monitoring the Civil works, procurement of standardized equipment, operationalization of Parcel Hubs, Nodal Delivery Centres (NDC) is the very purpose of the PNOP Dashboard. The Dashboard is updated by the Circles regularly on day to day basis, and the Directorate monitors it.

PNOP DASHBOARD

- The said PNOP project Dashboard for PNOP IndiaPost works in Sify as well as broadband by using user ID and password shared to the Circles/Regions. Parcel Hubs need to update periodically data regarding: -

1. **Layout Design** – Its preparation, submission and approval
2. **Standard Equipment** – Assessment and procurement of standard equipment (Opening tables, Roller container, Package Trolley, bag stand, sorting case)
3. **IT Equipment** – computer & peripherals, barcode scanner, weighing machine including SWS/DWS
4. **Civil and Electric Work** – Site Preparation
5. **Layout implementation** – Actual implementation of approved layout with floor making.

- Further, PNOP Dashboard has the option to update RTN (Road Transport Network) movements. The Directorate will be monitoring the stage-wise movements of RTNs, whether they are adhering to the time, schedule, etc.

Required Operational area for a Parcel Hub as per PNOP India Post: -

(1) Very-Small Category Parcel Hub:

The operational area of this category of PH is **575 Sq ft**

Parcels processed in Parcel Hub is up to **500 parcel** per eight hours shift.

Throughput – **Less than equal to 120 parcels** per hour

Sort Destinations – Sorting for **140 destinations**

(2) Small Category Parcel Hub:

The operational area of this category of PH is **1200 Sq ft**

Parcels processed in Parcel Hub is up to **1500 parcel** per eight hours shift.

Throughput – **121 to 250 parcels** per hour

Sort Destinations – Sorting for **144 destinations**

(3) Medium Category Parcel Hub:

The operational area of this category of PH is **2840 Sq ft**

Parcels processed in Parcel Hub is up to **3000 parcel** per eight hours shift.

Throughput – **251 to 500 parcels** per hour

Sort Destinations – Sorting for **180 destinations**

(4) Large Category Parcel Hub:

The operational area of this category of PH is **8456 Sq ft**

Parcels processed in Parcel Hub is up to **8400 parcel** per eight hours shift.

Throughput – **501 to 1400 parcels** per hour

Sort Destinations – Sorting for **192 destinations**

Static Weight System (SWS) under PNOP: -

Parameter	Specification
Weight measurement Unit	Grams (gms)
Dimension measurement Unit	Millimetre (mm)
Maximum weight capacity	35 Kg
Least count for weight measurement	20 gms
Least count for dimension	10 mm or better
Minimum object size for measurement (LxBxH)	100 mm x 50 mm x 20 mm
Maximum object size for measurement (LxBxH)	600 mm x 600 mm x 600 mm

Data capture	Equipment should have the functionality to be connected to a PC and article weight and dimension measured by the equipment should be automatically transferred to the computer with a direction of 1 second into a pre-specified format by the Department.
Measurement time	Maximum 3 Second
Equipment platform size requirements for integration with conveyor system	Length or breath of the equipment platform should be at least 2 feet but should not exceed 2 feet 6 inch.
Warranty	One-year comprehensive warranty. Vendor should be willing to take up comprehensive AMC and calibration after the warranty period.

Parcel sorting case: -

- It has been prepared with 15 (5x3) pigeon holes. Based upon the local requirements, it can also be prepared for 12 (4x3) and 9 (3x3) number of pigeon holes.

Presumptive loss

- If a bag/parcel is not traced within **5 days**, presumptive loss would need to be recovered from the officials at fault.
- The amount of presumptive loss will be calculated as follows: -
  - If any parcel has been lost or abstracted, then the amount of maximum compensation which the department may have to pay to the customer for their parcel
  - If a bag has been lost, then the amount of maximum compensation which the department may have to pay to the customers for all the parcels which are invoiced in the bag.

Dealing with Inward Errors

(a) When an office receives an error report regarding any kind of irregularity committed by that office or any of the sets controlled by it, office incharge will try to resolve it based upon the work papers available.

(b) **RMS Office:** If it is not resolved, record officer will notify the incharge of the Set (MA in case of TMO) against which the error report has been made within 2 days from the date of receipt of error. If incharge/MA of the defaulting Set fails to give satisfactory reply within **3 days,** the HRO/SRO will initiate the process of recovery of presumptive loss, if not already recovered.

(c) **Post Office:** If it is not resolved, Office incharge will initiate the process of recovery of presumptive loss within 5 days of receipt of error.

Action at Divisional Office

(a) Divisional office will closely monitor the errors issued/received by/against the offices under its control and ensure that effective actions are being taken to reduce such instances.

(b) Once a report is received in the Divisional Office regarding the non-recovery of the identified presumptive loss, then the Divisional office will initiate appropriate action for recovery of the presumptive loss from the identified erring officials in a time bound manner (recovery to be made within a period of 45 days from the day of discrepancy).

(c) Divisional Office will maintain a register for monitoring recovery of the presumptive loss suffered by the Department as a result of the negligence of the staff.

S.No	Form No.	Forms to be Prepared at	
1	1A (Receipt of Bag)	Mail Agency/ TMO	Post Office/NDC
2	1B (Despatch of Bag)	Mail Agency/ TMO	Post Office/NDC
3	1C (TB Dispatch)	Mail Agency/ TMO	Post Office/NDC
4	1D (TB Summery)	Mail Agency/ TMO	Post Office/NDC
5	1E (Bag Abstract)	Mail Agency/ TMO	Post Office/NDC
6	1F (Bag Abstract) Where PH and MA work separately	Parcel Hub	X
7	2A (Receipt of Article)	Parcel Hub	Post Office/NDC
8	2B (Despatch of Article)	Parcel Hub	Post Office/NDC
9	2C (Receipt & Despatch Summary)	Parcel Hub	X
10	2D (Parcel Abstract)	Parcel Hub	Post Office/NDC
11	3A (Inward Error Register)	Record Office	Post Office
12	3B (Outward Error Register)	Record Office	Post Office
13	3C (Inward Error Register)	Record Office	Post Office
14	3D (Outward Error Register)	Record Office	Post Office
15	3E (Inward Error Register)	Division Office	Post Office
16	3F (Outward Error Register)	Division Office	Post Office

KPI to review Booking, Despatch, and Delivery performance of Speed Post, & India Post Parcel: -

- There is total 33 KPIs to monitor Booking, Despatch, and Delivery performance of Speed Post & India Post Parcel developed by CEPT/CSI.

Trans-Shipment Centre under PNOP: -

- Guwahati (Assam), Sagar (Madhya Pradesh), Chennai (Tamil Nadu), Siliguri (West Bengal), Bengaluru (Karnataka), Nabadiganta (West Bengal), Golconda (Hyderabad), Nagpur (Maharastra), Ludhiana (Punjab) – Total 9
- These centres would be utilized for the purpose of transportation of parcels/mails through the Road Transport Network.
- Capacity – Movement of 5 trucks, storage of 1000 bags (50 roller containers), 2 goods lifts and vertical extension of 2 more floors

Joint Parcel Product (JPP): - Express Cargo Service

- A collaborative of parcel product of India Post and Indian Railways.
- This project is covered under **PM Gati Shakti - National Master Plan for Multi-modal Connectivity.**
- The first run under PoC was successfully conducted from Surat to Varanasi on 31/03/2022 with 08 tons load in Tapti Ganga Express (19045).
- Parcel Product in the Weight Category of 35 Kg to 100 Kg from B2C & B2B with focus on MSMEs.
- India Post to provide **First Mile** – Collection and Booking and **Last Mile** – Delivery.
- Indian Railways will provide the **Middle Mile** – Transportations from Origin to Destination.
- Booking of the Parcels on PMS (Railways) at Aggregation Centre.
- The booked parcel shall be put inside the boxes/Containers (specially designed by Railway) which shall be locked and sealed by Department of Posts in the presence of Railway representative.
- Third Party insurance to provide End to End protection.
- Flexibility of opting out First or Last Mile and getting relative discount in the rate.
- The first PoC (Proof of Concept) was being carried out from Surat to Varanasi with dedicated Parcel van attached to Tapti Ganga Express.
- As per Directorate Letter No. 25-01/2022-D dated 28.10.2022, it is clarified that now Customer will have an option to opt for **First Mile** and **last Mile** services as per customer's requirements and the charges will be levied as indicated below:

Activity	Amount inclusive GST (in Rs.) per Kg
Only First Mile (Pick up, Booking & Handing over to Railways at origin)	4
Only Last Mile (Booking, Handing over to Railways at Origin and Delivery by Destination Centre)	4
First Mile and Last Mile both (All above Activities)	6
*Insurance Charges @ 0.03 % of Content Value + GST @18% will be levied in Addition to Above tariff Through M/s Bajaj Allianz General Insurance Company Ltd (BAGIC)	

- **Middle Mile Charges of Railway: -**
  - 10% over the scale applicable for that particular train, during the PoC, charging for trains running at "R" Scale shall be at R+10%
  - For trains running at "P" Scale shall be at P+10%
- **Present Rate structure for Tapti Ganga Express (19045) from Surat to Varanasi is as under:**

Sr. No.	Train Name	Destination	Distance	Railway Charges (With GST)	India Post Handling Charges (FM + LM) (With GST)	Total charges* Per KG
1	(19045) Tapti Ganga Express	Varanasi	1402 KMs	6.60	6.00	12.60

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Parcel Hub & NDC Design Manual

Parcel Hub: -

Parcel hub can be categorised based on level of automation adopted within the facility

- **Manual parcel hub facility:** A facility where the primary as well as secondary sorting of the parcels is done manually
- **Semi-automated parcel hub facility:** A facility where the primary sorting of parcel is done by an automated sorter. E.g. arm sorter, cross-belt sorter, tilt-tray sorter, pop-up sorter etc.
- **Automated parcel hub facility:** A facility where the primary sorting of parcel is done by an automated sorter as described above and the secondary sorting is done automatically or is assisted by a Put-To-Light (PTL) system

Operational areas in a parcel hub facility: -

(1)**Bag Receipt Area:** Area where closed parcel bags are unloaded from vehicles or equipment (in the case of facilities located at railway stations) and received by the facility.

(2)**Pre-Sort Staging Area:** Area where the received parcel bags are stored/staged before they are taken for further processing.

(3)**Bag Opening Area :** Area where the received parcel bags are opened, the parcels contained in the bags are taken out and received, and the received parcels are thereafter segregated based on the type such as forward parcel (the parcels which are on its onward journey for delivery to the recipient),return parcel (the parcels that remain undelivered to the recipient and need to be returned to the shipper/sender) or parcel that cannot be processed due to lack of data also called reject parcels.

(4)**Primary Sorting Area:** Area where the first level sorting (preliminary sorting) of the parcels is undertaken. A primary sorting area can contain single or multiple secondary sorting stations for carrying out detailed sorting. In certain cases, the activity of primary sorting may be clubbed with the bag opening activity in the bag opening area itself depending upon the parcel volume to be handled by the facility. The criteria for combining primary sorting activity with the bag opening activity is further explained in subsequent sections.

(5)**Secondary Sorting Area :** Area within the facility where second level sorting (detailed sorting) of parcels is undertaken to sort them to their respective destinations. A secondary sorting area can contain single or multiple secondary sorting stations for carrying out detailed sorting. The additional activities that are undertaken at this step include closing the parcels into bags including printing of manifest, putting the manifest inside the bag containing the parcels for the particular destination and closing the bag in the system as well as physically using a plastic seal. Weighing of bags closed at secondary sorting stations is another activity which can be undertaken in this area by provisioning an IP enabled weighing scale. Alternatively, IP enabled weighing scale for weighing of bags can also be provisioned at post-sort staging area depending on the space availability.

(6)**Returns Processing Area :** Area within the facility where the parcels that are marked to be returned to shipper/sender are processed before sending them for primary sorting or sending them directly to the shipper/sender that are mapped for consolidated returns in the case of a large sender.

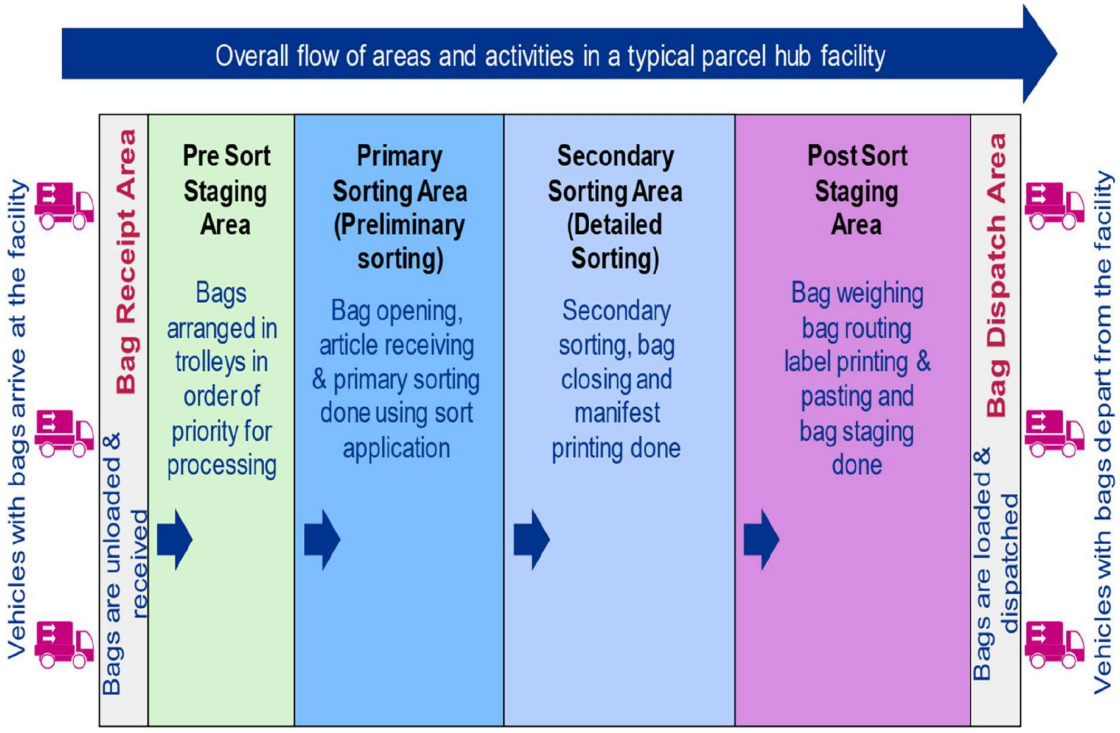
(7)**Large Parcel Processing Area:** A separate area within the facility where processing of large parcels or packages (defined as parcels large enough to fill a single bag) is undertaken.

(8)**Post Sort Staging Area:** Area within the facility where the closed parcel bags from the secondary sorting area, returns processing area or large parcel processing area are taken to wherein they are sorted and staged/stored as per their respective destinations before they are dispatched through respective schedules.

(9)**Bag Dispatch Area:** Area within the facility where closed parcel bags are loaded onto vehicles or equipment (in the case of facilities located at railway stations) and dispatched by the facility.

(10) **Data Admin & Booking Area:** Area within the facility where any data entry related work such as data validation or correction or fresh data entry into the system for any of the parcel is undertaken. Any booking related activities like uploading xml files received from bulk customers etc. is also typically undertaken here.

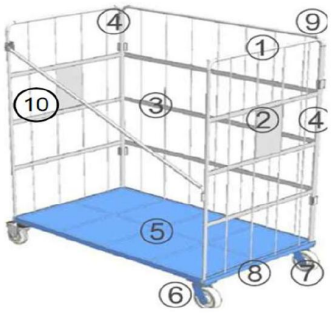
Flow of operational activities in the facility



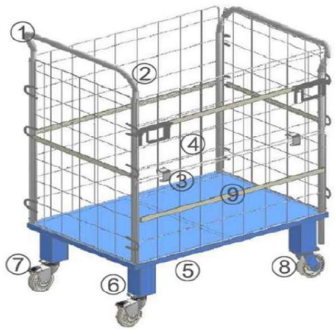
Key operational equipment in the facility: -

Key Equipment Name	Primary Purpose	Handling Capacity	Floor Footprint (Dimension i.e. Length x Breadth and Area Footprint) *
Roller Container	To be used for moving closed bags (containing parcels) or large parcels in the facility	— Can hold up to 20 closed parcel bags with each bag containing 10 parcels. This is equal to 200 parcel holding capacity per roller container. (700 Kgs)	— Dimension: 5 ft. x 3 ft. — Area footprint: 15 sq. ft.
Package Trolley	To be used for moving parcels within the facility	— Can hold up to 50 parcels (300 Kgs)	— Dimension: 3 ft. x 2 ft. — Area footprint: 6 sq. ft.
Bag Opening Table	To be used for opening closed bags and receiving the parcels contained therein	— Can easily process 250 or 350 parcels per hour depending on whether primary sorting activity is undertaken at bag opening table or not respectively (300 Kgs)	— Dimension: 4 ft. x 2.5 ft. — Area footprint: 10 sq. ft.
Bag Stand	To be used for secondary sorting of parcels for high volume destinations directly into empty bags held into position in the bag stand	— Each bag holding position of a bag stand can hold 1 bag — One Bag Stand can hold 6, 8 or 10 bags in position based on the size of the bag stand used	— Bag stand with 6 bag holding positions ○ Dimension : 4 ft. 10 inch. x 3 ft. 3 inch. ○ Area footprint : ~15.7 sq. ft. — Bag stand with 8 bag holding positions ○ Dimension : 6 ft. 5 inch. x 3 ft. 3 inch. ○ Area footprint : ~20.9 sq. ft. — Bag stand with 10 bag holding positions ○ Dimension :

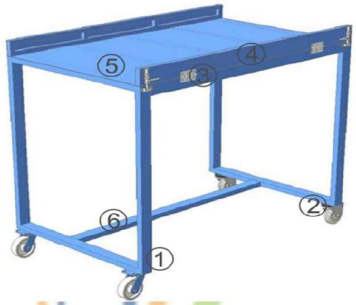
			8 ft. x 3 ft. 3 inch. ○ Area footprint :26 sq. ft.
Sorting Case	To be used for secondary sorting of parcels for low volume destinations	— Each pigeon hole of sorting case can hold up to 16 parcels — One Sorting Case can have 9, 12 or 15 pigeon holes based on the size of the sorting case used	— Sorting Case with 9 pigeon holes ○ Dimension : 5.ft. 2.8 inch. x 1 ft. 6.4 inch. ○ Area footprint :8 sq. ft. — Sorting Case with 12 pigeon holes ○ Dimension : 5.ft. 11.1 inch. x 1 ft. 6.4 inch. ○ Area footprint :~10.6 sq. ft. — Sorting Case with 15 pigeon holes ○ Dimension : 8 ft. 7.5 inch x 1 ft. 6.4 inch. ○ Area footprint :13.2sq. ft.



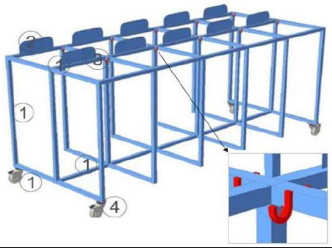
Roller Container



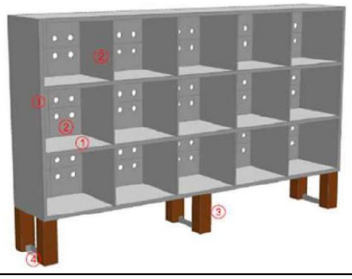
Package Trolley



Bag Opening Table



Bag Stand



Sorting Case

List of other major equipment required in a facility and their details

Key Equipment Name	Primary Purpose	Handling Capacity	Floor Footprint (Dimension i.e. Length x Breadth and Area Footprint) *
Computers (along with related peripherals like mouse, keyboard, barcode scanner, printer, thermal printer etc. depending on the requirement)	To be used for processing of the parcels in the system	— Not applicable	— If installed using computer stands then Dimension of stand is 2 ft. x 2 ft. and Area footprint: 4 sq. ft. — If installed on the wall or ceiling, dimension and area footprint not relevant. — If kept on the table, then dimension and area footprint is equal to the size of the table.
Thermal Printers	To be used for printing of bag labels or return parcel routing labels	— Not applicable	— Not applicable as the peripheral to be installed with the computer.
Printers	To be used for printing of bag manifest, delivery bill or as per the requirement in the facility	— Not applicable	— Not applicable as the peripheral to be installed with the computer.
IP Enabled weighing scale	To be used for weighing closed bags	— Can easily handle/weigh 120 small parcel bags per hour — Can easily handle/weigh 150 large parcel bags per hour	— Dimension: 3 ft. x 3 ft. — Area footprint: 9 sq. ft.

Static weighing system (SWS)	To be used for measuring weight and dimensions of the parcels received for booking by the facility	— Can easily handle 360 parcels per hour	— Dimension: 3 ft. x 3 ft. — Area footprint: 9 sq. ft.
Table (for Data Admin & Booking stations, Returns processing station)	To facilitate the processing of parcels at the mentioned area including placement of computer system and thermal printer at the table	— Not applicable	— Dimension: 4 ft. x 2 ft. — Area footprint: 8 sq. ft.

Key aspects of facility design specifications: -

Design Specification	Explanation
Volume	• Number of parcels that are required to be processed by the sorting facility in different shifts. • This information is required to ensure that the facility is designed such that it can handle the identified parcel volume by identifying adequate number of equipment for processing of so many parcels, adequate space for storing the closed parcel bags etc. • E.g. 3000 articles to be processed in the facility in a shift.
Operational Hours	• Total time in hours in a shift during which all the operational activities happen simultaneously • This information is required to identify the duration within which the parcel processing needs to be completed. • e.g. Duration of single shift being 8 hours wherein 6 hours as actual operational hours when all the parcel operations happen simultaneously.

Throughput	• Maximum number of parcels that would need to be processed per hour by the sorting facility. • This information is required to be able to identify the speed at which the parcels need to be processed in the facility. This helps in designing the facility by allocating adequate number of equipment and space across different activities in the facility such that all the parcels that need to be processed within the operational hours of a shift are completely processed. • e.g. 500 articles to be processed in the facility per hour. This will allow processing of 3000 parcels in 6 hours of operations.
Sort Destinations	• Number of destinations for which the facility must sort the parcels. • e.g. 160 destinations including TD and NTD destinations for which the articles would need to be sorted in the facility

Floor Marking Color: -

Floor Marking Color	Guidelines for use
Blue Color	Blue Color to be used to mark different processing areas in the facility. E.g. Pre-sort and Post-sort staging area, Bag Opening Area, Primary/Secondary Sorting area, Data admin area, Large parcel processing area, Booking area, Returns processing area, Bag receipt area, Bag dispatch area, Beat sorting area, Secure parcel storage area, Stationery area etc.
Green Color	Green Color to be used to mark equipment and workstations position / placement in the facility like roller containers, bag opening table, package trolleys, bag stands, sorting case, sequencing tables, computer stands, SWS, weighing scale, computer table, angle racks etc.
Yellow Color	Yellow Color to be used to mark aisles in the facility (common passage / walking pathways / equipment movement pathways) etc.

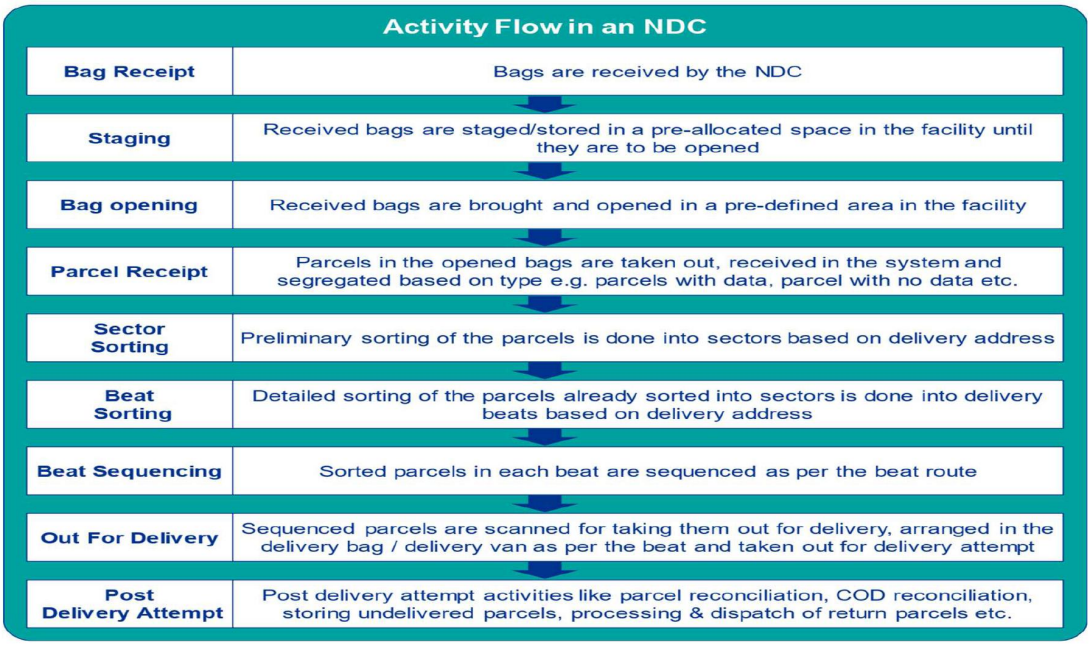
Guideline to identify the areas that may be combined and areas that may be separate e to identify the areas that may be combined and areas that may be separate		
Facility Throughput	**Areas that may be separate**	**Areas that may be combined**
Category 1 Less than equal to 120 parcels per hour	— Secondary Sorting area	— Bag receipt area and bag dispatch area may be combined to a common bag receipt and dispatch area.* — Pre-sort staging area and post-sort staging area can be combined into a common staging area.* — *In cases where the facility has a TMO, the bag receipt and dispatch area and the staging area may be allocated at the TMO itself rather than in the parcel processing area. This will reduce the space requirement for parcel hub facility. — Bag opening area, Primary sorting area, Data Admin & Booking area, Returns Processing Area and Large parcel processing area may all be combined into the Bag opening area.
Category 2 121 parcels per hour to 250 parcels per hour	— Secondary sorting area	— Bag receipt area and bag dispatch area may be combined to a common bag receipt and dispatch area.** — Pre-sort staging area and post-sort staging area can be combined into a common staging area.** — **In cases where the facility has a TMO, the bag receipt and dispatch area and the staging area may be allocated at the TMO itself rather than in the parcel processing area. This will reduce the space requirement for parcel hub facility. — Bag opening area and Primary sorting area may be combined into a common Bag opening and primary sorting area. — Data Admin & Booking area, Returns Processing Area and Large parcel processing area may all be combined into a common area.
Category 3 251 parcels per hour to 500 parcels per hour	— Pre-sort staging area — Secondary Sorting area — Large parcel processing area	— Bag receipt area and bag dispatch area may be combined to a common bag receipt and dispatch area. — Bag opening area and Primary sorting area may be combined into a common Bag opening and primary sorting area.

	— Post-sort staging area	— Data Admin & Booking area and Returns Processing Area may all be combined into a common area.
Category 4 501 parcels per hour to 1400 parcels per hour	— Dedicated separate space for all the listed areas	— None

Nodal Delivery Centre

A Nodal Delivery Centre (NDC) is a place where the parcels are received, then sorted as per their deltivery address, taken out for delivery as per address and storing/processing undelivered parcels. Total 233 NDC are covering 1600+ Pincode area. There are located in 145 cities. Geographical locations of NDC are as under –

Type of City	No. of NDCs
Tier – I	73
Tier – II	103
Tier – III	57



Operational areas in an NDC: -

The key operational areas in a typical NDC are identified based on the activities to be undertaken in those areas. This is described below:

(1)**Receipt & dispatch Area:** Area where closed bags are unloaded from vehicle and received by the facility and also from where the closed bags containing undelivered parcels to be returned to the origin are dispatched and loaded onto the vehicles.

(2)**Staging Area:** Area where the received parcel bags are stored/staged before they are taken for processing. Also, the bags to be dispatched containing the return parcels are stored/stage here before they are dispatched and loaded onto a vehicle.

(3)**Bag Opening & Sector Sorting Area:** Area where the received parcel bags are opened, the parcels contained in the bags are taken out and received, and the received parcels are thereafter segregated into different sectors if the parcel data is available in the system for further processing or identified as parcels for which data is not available in the system also called reject parcels due to which it cannot be further processed.

(4)**Beat Sorting Area:** Area within the facility where the parcels already sorted into sectors are further sorted into beats by the delivery persons based on the parcel address followed by beat sequencing i.e. sequencing the parcels as per the delivery beat and out for delivery activities that includes scanning the sequenced parcels one by one with "Out for delivery" scan, putting the parcels in the delivery bag / delivery van (to be used in case of large sized parcels) in the Last-In-First-Out (LIFO) manner (i.e. the parcel kept last in the delivery bag or delivery van is the one taken out first from the delivery bag / delivery vehicle respectively and attempted for delivery), printing delivery slip once all the parcels are scanned and kept in the bag, taking all the necessary stationery required for the delivery attempts on the beat and thereafter checking out from the NDC. Each beat sorting area will typically have one station allocated within the overall area for processing of large sized parcels which cannot be delivery using delivered bags and need to be delivered using delivery vans.

(5)**Secure Parcel Storage Area:** Area within the facility where undelivered parcels are kept and secured until they are either to be reattempted for delivery or returned to the origin.

(6)**Data Admin Area:** Area within the facility where any data entry related work such as data validation or correction or fresh data entry into the system for any of the parcel is undertaken. Any reconciliation activities like COD amount reconciliation, undelivered parcel reconciliation, processing of parcels to be returned to origin etc. is undertaken here. The treasury function as well as the overall data administration related activities for the facility is also typically undertaken from here.

(7)**Stationery Area:** Area within the facility where the stationery required for processing parcels in the facility or attempting delivery in the delivery beat are kept.

Name of the operational area	Key activities undertaken in the area
Receipt & Dispatch Area	• Bag Receipt and Bag Dispatch activities undertaken here
Staging Area	• Staging/storing of received bags until they are to be processed
Bag Opening & Sector Sorting Area	• Opening of received bags, receiving of the parcels and sorting of received parcels as per the identified sectors
Beat Sorting Area	• Sorting of sector sorted parcels as per the beats, sequencing of parcels sorted as per beat, out for delivery scanning, putting scanned parcels into the delivery bag and delivery list printing
Secure Parcel Storage Area	• Storage of undelivered parcels until they are to be reattempted for delivery or processed to be returned to the origin
Data Admin Area	• Handling of parcels and bags for which data is not available, COD reconciliation, undelivered parcel reconciliation, return processing, exception handling, overall data administration for facility
Stationery Area	• Storage of any stationery item required by the facility

Key operational equipment in the NDC: -

Key Equipment Name	Primary Purpose	Handling Capacity	Floor Footprint (Dimension i.e. Length x Breadth and Area Footprint)
Sequencing Table*	To be used for sequencing the parcels already sorted as per the beat	— Can be easily used to sequence 60 parcels at a time (300 Kgs)	— Dimension: 6 ft. x 2 ft. — Area footprint: 12 sq. ft.
Angle racks	To be used for storing undelivered parcels (until re-attempt or return as the case maybe) to be secured inside a cage that can be locked	— Should be able to hold undelivered parcels for over a period of 7 days	— Not applicable as the size of the equipment depends on the total storage space required — First layer of the angle rack should be 1 ft. from ground with a width of 1 ft. 6 inch. and total length will depend on facility size. It should have three layers with each layer of 1 ft. 6 inch. height. The top layer is open and could be used for the storage of bigger parcels of unconventional sizes.

Sequencing Table

Angle racks

Key aspects of facility design specifications: -

Design Specification	Explanation
Volume	• Number of parcels that are required to be processed by the NDC in different shifts and the total volume to be handled by the NDC across the shifts. • This information is required to ensure that the NDC is designed such that it can handle the identified parcel volume by identifying adequate number of equipment for processing of so many parcels. • E.g. 1000 articles to be processed in the NDC in a shift.

Operational Hours	• Total time in hours in a shift during which the parcel processing happens in the NDC at the bag opening table which includes bag opening, parcel receipt and sector sorting activities only before they are handed over to the delivery persons for beat sorting. • This information is required to identify the duration within which the parcel processing needs to be completed. Further, based on this duration, the delivery person arrival in the facility needs to be planned such that they arrive just a few minutes prior to completion of the parcel processing activity at the NDC to start the beat sorting, sequencing and further processing the parcels before going out for delivery attempts. The delivery person should leave the facility within 1 hour of arrival into the facility. This enables to maximize the time they have for delivering parcels on their respective beats. The remaining processes like check-in postdelivery attempt, reconciliation etc. to happen once the delivery persons return. • e.g. In a shift, the parcel processing in facility including bag opening, parcel receipt and sector sorting may happen only for 2 hours. The delivery persons arrive at the NDC a few minutes before the completion of sector sorting activity. The delivery persons initiate the beat sorting, sequencing and process the parcels before going out for delivery attempts. The remaining processes like check-in post-delivery attempt, reconciliation etc. to happen once the delivery persons return. Hence, the operational hours for the facility is 2 hours.
Throughput	• Maximum number of parcels that need to be processed per hour by the NDC at the bag opening table which includes bag opening, parcel receipt and sector sorting activities. • This information is required to be able to identify the speed at which the parcels need to be processed in the NDC. This helps in designing the NDC by allocating adequate number of equipment and space across different activities such that all the parcels that need to be processed within the identified time are completely processed. • e.g. 500 articles to be processed in the facility per hour. This will allow processing of 1000 parcels in 2 hours of operations.
Beats	• Number of bike delivery beats and delivery van beats for which the facility must sort the parcels. • e.g. 10 bike delivery beats for which the articles would need to be sorted in the NDC before taking them out for delivery attempts and one delivery van beat for attempting delivery of large parcels covering all the bike delivery beats.

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Parcel Operation Manual

The manual seeks to provide clear instructions and guidelines on how to handle parcel products at each stage of processing from booking to delivery.

1. First Mile – Booking processes
2. Middle Mile - Parcel Sorting Centre process
3. Last Mile– Delivery Office processes

1. First Mile – Booking

Ad hoc Norms

- Norm for booking parcels is **48 parcels per hour**
- Norm for bagging is **60 Seconds per bag**.
- Norm for parcel bag dispatch scan is **4 bags per minute**.
- Norm for parcel facility in-scan is **720 parcels/ hour.**

2.Middle Mile – Parcel Sorting Centre:-

Manual Parcel Processing Centre:-

Pre-sort staging area should be organised in such a way that FIFO (First-in-First-out) can be maintained while feeding bags to bag opening or primary sort station, whichever is applicable

Ad Hoc Norm

- Norm for parcel bag facility in-scan is **4 bags/ minute (15 seconds/ bag).**
- Norm for bag opening is **350 parcels/ hour** when only bag opening & parcel receipt scan activity is done at the bag opening table.
- Norm for bag opening is **250 parcels/ hour** when bag opening, parcel receipt scan and primary sorting activity is done at the bag opening table.
- Norm for parcel SWS weighment is **6 parcels/ minute**

Ad Hoc Norms

- Norm for primary sorting of parcels is **700 parcels/ hour**.
- Norm for secondary sorting of parcels and bagging (sorting directly into the bags) is **250 parcels/ hour**.
- Norm for sorting of bags for post-sort staging is **360 bags per hour**

Ad Hoc Norms

- Norm for sorting and bagging at mixed station (sorting parcels into pigeon hole and then put them into bags) is **150 parcels per hour**

- Norm for parcel bag dispatch scan is **4 bags/ minute (15 seconds per bag)**

Semi-Automated Parcel Processing Centre: -

Ad Hoc Norms

- Norm for parcel feeding on automated sorter is 1200 parcels/ hour.
- Norm for primary sorting of parcels is as per designed capacity of automatic sorter

3.Last Mile – Delivery Office

- Delivery bag or delivery vehicle in LIFO (Last-In-First-Out) concept while loading individual parcels i.e. the last parcel that is loaded into the bag or vehicle is the first one to be attempted for delivery.
- Large Parcels for the purpose of delivery are those Parcels which are above 2Kg in weight (physical or volumetric)

Ad Hoc Norms

- Norm for bag opening, parcel scanning and sector sorting is **250 parcels/ hour**

Parcel Sales Manual

- Parcel Network Optimization Project (PNOP) was undertaken by the Department to streamline parcel operations with the vision to capture at least 15% of the CEP (The Courier, Express & Parcel) market share by 2026.
- Parcel business in today's definition in India Post primarily focuses on accountable parcel articles namely **Speed Post Parcel, India Post Parcel and commission earned from COD parcels** in different categories**.**
- **Ordinary parcel** is **not** an accountable article and has not provided any value-added service and traceability in the existing system and therefore is out of the mandate of the Parcel & Citizen Centric Services Directorate presently. Now this product has been discontinued after in force of PO Regulation 2024

Sales Activity: -

- Sales activities are designed to engage potential customers with the objective of customer acquisition and achievement of pre-defined sales target. Sales activities are defined in three types

1. Sales Target
2. Sales Process
3. Sales Monitoring

1.Sales Target: -

Sales Target Allocation

- Sales Target Allocation is an exercise of allocating targets to subordinate units. The annual sales target for the Department for parcel business is decided by the Parcel & Citizen Centric Services Directorate and allotted to Circles from where it is assigned to Regions and Divisions in each Circle. The Division further allocates bulk sales target to Marketing Executives and retail sales target to subordinate post offices.
- Focus of sales target is **only on Bulk Sales**, i.e., corporate customers only and not retail customers. Presently, business transacted at Post Office Multi-Purpose-Counter Missions (MPCM) counters in other terms non-contractual customer's business are treated as retail business.
- In Department's parlance bulk refers to those customers who give a business of INR 10,000 and above per month and avail the contractual services of the Department.

Who can be an ME?

- Postal Assistant, Sorting Assistant, PRIs may be designated as Marketing Executive by the Division.
- Some Circles use the nomenclature of Area Manager or Relationship Manager instead of ME to highlight operational focus through the designation.
- There is no specific qualification for ME, but selection should be based on the calibre and competence of the official depending on the evalution of the Selection Committee/ Divisional Head.
- The MEs should preferably be full time

What is the Good Target for a ME?

- Close two sales in one week which means 100 new bulk customers in a year.

Timeline for Allocation of Annual Sales Target

1	Allocation of yearly sales target to Circles by Parcel & Citizen Centric Services Directorate	Before 5th April
2	Allocation of monthly sales target to Regions by Circles	Before 10th April
3	Allocation of monthly sales target to Divisions by Regions (Circles in case the Division comes directly under a Circle)	Before 15th April
4	Allocation of monthly sales target to MEs by Divisions	Before 25th April

Review & Feedback

- The review of sales target achievement is an important input for future policy decisions on the business. Therefore, it is important that every administrative unit should share its analysis and learnings from the review exercise undertaken with the higher authority on a quarterly/ half yearly/ annual basis.
- This exercise should preferably be done in December, so that inputs can be considered for decisions taken for the next financial year.

2.Sales Process: -

- The sales process is divided into six stages namely prospecting, preparation, presentation, managing queries, closing and follow-up.

Activity flow for Prospecting: -

Identify Leads (Potential Clients/ Customers)

(i) MEs shall identify industries and service sector companies/ businesses/ entities that have the potential to become DOP client in the assigned geography/ area.

(ii) Collect basic information (as detailed in the box below) on leads using secondary research methods as under:

a. **Cold Canvassing** – It is a traditional method to generate information on leads. Cold Canvassing means contacting (generally through phone call) leads across a territory with the

primary goal of marketing products and collecting information for updating information on the dashboard. The following sources may be used to obtain information through Cold Canvassing:

- Telephone directory
- Publications of Local Market Associations, RWAs, etc.
- Other local sources

b. **Referrals** – Another method of generating leads is to ask for referrals from current customers, local contacts/ network, other leads etc. The chances of converting lead based on referrals into qualified lead are high because of accurate targeting and trust factor. Referrals can also be asked from unqualified leads or customers not willing to use India Post services. Referrals can also materialise from online queries, Department website query, phonic query from staff and from call centre queries.

c. **Local Field Offices** – Many times a bulk customer approaches the local post office to gather information on products and services. It is essential that the ME should regularly contact local postal staff in their area to gather details of such bulk customers/ queries. Postman, PRIs, recently retired or transferred serving staff can be good sources of exhaustive information. Internal lead generation can be from postman, based on delivery information, use of service data and pickup request. External leads can come from other Government offices and their sources. Subsequently, ME can take up discussion with these leads.

d. **Web Based Research** – The ME should undertake online research to generate basic information on specific entities present in the assigned area. They are potential customers available on these websites. The website itself shows the sellers nearby (near you) and these customers must be trusting private players for services while the DOP being a government entity and available throughout India including remote villages can prove to be a better option. Some search engines have been listed below for reference:

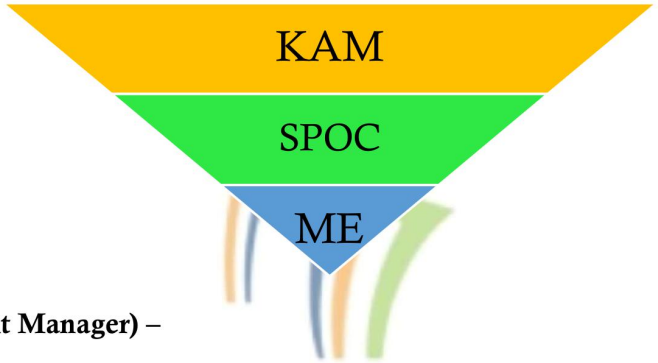
- ✓ Google- www.google.com
- ✓ Justdial- www.justdial.com
- ✓ Udaan- www.udaan.com
- ✓ Yellow Pages- www.yellowpages.in
- ✓ India Mart- www.indiamart.com
- ✓ Trade India- www.tradeindia.com
- ✓ Quickr- www.quickr.com
- ✓ OLX- www.olx.in
- ✓ Sulekha- www.sulekha.com
- ✓ Yellowbot- www.yellowbot.com
- ✓ Facebook- Market place
- ✓ Instagram/ Whatsapp

e. **Web and Variable Data Printers/Publishing Houses-** All printing and publishing houses are potential customers in an area. All Banks and Insurance companies normally print their stationeries at a single location and the same is dispatched to their respective branches across the country. This job is given to their vendor for printing and the vendors are authorised to dispatch their stationery through any available courier agencies.

3.Sales Monitoring: -

- The online dashboard has been created by CEPT, which will give ready access to all administrative units, about the status of sales activity and therefore help in monitoring and review. The online dashboard can be accessed through http://apps.cept.gov.in.

Sales Team Members



KAM (Key Account Manager) –

(a) KAM to be appointed by the Division Office to provide support for each of the bulk customer acquired by the Department.
(b) His job is also to supervise the work of the Operation SPOC and other requirements of the customers like billing, value adds etc.
(c) The KAM should preferably be of ASP/ ASRM/ Dy. Supdt. level only as it he has to supervise the work of ME and SPOC to the satisfaction of the customer.

SPOC (Single Point of Contact) –

- The Operations SPOC shall be appointed by the Division Office to provide operations support to the existing bulk customers as well as to new customers.
- He should be empowered to make necessary arrangements like equipment, manpower, pick up, booking at customer's premises during bulk booking etc., so that he can quickly oversee the operational arrangements.
- The operations SPOC can be of PA/SA/ IPO/ IRM/ ASRM level, depending upon the facility/ office where the operations are being performed and the business of the customer.

ME (Marketing Executive) –

- The work of the ME primarily is to identify the potential leads, prepare before approaching them, make a presentation, manage their queries and finally close the deal. Closing of the deal will result in final enrolment of the lead as a customer.

➢ Each of the levels viz. Parcel & Citizen Centric Services Directorate, Circle, Region and Division shall be responsible for monitoring the progress made by the units against the sales targets and take necessary action in meeting the targets as and when required.

- In case a sales opportunity of value **less than or equal to Rs. 5 lacs per month, or less than or equal to 60 lacs annually**, is identified, then the ME shall lead the sales process and try to acquire the customer.
- In case a sales opportunity of value **more than Rs. 5 lacs per month but less than or equal to Rs. 8 lacs per month, or of value greater than Rs. 60 lacs but less than or equal to 1 crore** annually is identified, then the Divisional Head shall be directly involved in the sales process along with the ME and will try to acquire the customer.
- If the sales opportunity is of value **more than Rs. 8 lacs per month i.e. greater than 1 crore annually,** then the Regional Head shall be directly involved in the sales process along with the ME and Divisional Head (if required) for customer acquisition.

What is a good target for lead generation?

- Each ME should at least identify basic information on two leads daily which means 50 (2*25) leads per month i.e. 600 leads in a year. Out of which preferably at least 50% should be qualified.
- The ME shall pursue qualified leads identified by the system from their entries in the dashboard. The criteria for a lead to be a qualified is on the basis of monthly business i.e., if the monthly business projected for a lead is Rs. 10,000 and above it will be categorized as a qualified lead.

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Approximate monthly demand value	Level of official to make presentation
Less than or equal to 5 lacs per month, i.e. less than or equal to 60 lacs per annum	Marketing Executive
Greater than INR 5 lacs per month and less than equal to INR 8 lacs per month, i.e. greater than INR 60 lacs per annum and less than equal to INR 1 crore per annum	Divisional Head
Greater than INR 8 lacs per month, i.e. greater than INR 1 crore per annum	Regional Head

Tips for Presentation: -

- Remember the 10-20-30 Rule for the slideshow - it should contain no more than 10 slides, lasting not more than 20 minutes, and use a font size of not less than 30 points.

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