

**Government of India
Ministry of Communication & IT
Department of Posts
Mail Business Division
Dak Bhawan, Sansad Marg, New Delhi-110001**

No. 13-45/2008-D

Dated: 26.11.2014

OFFICE MEMORANDUM

Sub: Revised Delivery Norms for various categories of mail (other than Speed Post)

Reference is invited to the Directorate O.M. of even no. dated 10.12.2013 (and Addendum dated 21.01.2014 and 03.06.2014), vide which revised delivery norms for Speed Post were communicated. Since then, the revised norms have also been hosted on India Post website in a PDF as well as in the shape of an interactive 'MS Excel' tool.

2. The matter relating to revision of delivery norms for various categories of mail (other than Speed Post) was under consideration at this Directorate. Accordingly, the delivery norms for mail and parcels have been revised as under:

(a) For Registered (First Class) Mail:

- (i) Local (within Municipal City Limits): 2 days
- (ii) Between Metro cities (Delhi, Mumbai, Chennai, Bangalore, Kolkata and Hyderabad): 2 to 3 days
- (ii) Same state: 3 to 4 days
- (iii) Neighbouring state: 3 to 4 days
- (iv) Rest of the country (for cities not covered in the category of "same state" and "neighbouring state"): 5 to 6 days

(b) For First Class (Unregistered) Mail:

- (i) Local (within Municipal City Limits): 2 days
- (ii) Between Metro cities (Delhi, Mumbai, Chennai, Bangalore, Kolkata and Hyderabad): 2 to 3 days
- (ii) Same state: 3 to 4 days
- (iii) Neighbouring state: 3 to 4 days
- (iv) Rest of the country (for cities not covered in the category of "same state" and "neighbouring state"): 5 to 6 days



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(c) **For Express Parcel:**

- (i) For 84 cities: Specific norms on city-to-city basis (being communicated by e-mail)
- (ii) Local (for cities other than the 84 cities covered under revised norms for city-to-city norms and covering only Municipal limits): 2 days
- (iii) Same state (for cities other than the 84 cities and local mail covered under revised norms): 3 to 4 days
- (iv) Neighbouring state (for cities other than the 84 cities covered under revised norms): 3 to 4 days
- (v) Rest of the country (for cities other than the 84 cities covered under revised norms and not covered in "same state" and "neighbouring state"): 5 to 6 days

(d) **For Business Parcel:**

- (i) Local (within Municipal City Limits): 2 to 3 days
- (ii) Between Metro cities (Delhi, Mumbai, Chennai, Bangalore, Kolkata and Hyderabad): 3 to 4 days
- (ii) Same state: 4 days
- (iii) Neighbouring state: 4 days
- (iv) Rest of the country (for cities not covered in the category of "same state" and "neighbouring state"): 5 to 7 days

(e) **For Second Class Mail:**

- (i) Local (within Municipal City Limits): 3 days
- (ii) Between Metro cities (Delhi, Mumbai, Chennai, Bangalore, Kolkata and Hyderabad): 4 days
- (ii) Same state: 4 days
- (iii) Neighbouring state: 4 days
- (iv) Rest of the country (for cities not covered in the category of "same state" and "neighbouring state"): 5 to 7 days

3. The new delivery norms for Express Parcels on a city-to-city basis for 84 cities, which are being communicated by e-mail, are also limited to the local municipal limit of the cities concerned. Further, the new delivery norms for various categories of mail referred to above would be subject to the conditions that:

- (i) They do not apply to the articles booked after the cut off time on a day (normally taken as 3 or 4 pm for booking counters at post offices or as decided by the Circle concerned) and an extra day may be added in such cases,

- (ii) The delivery norms do not include Sundays and holidays,
- (iii) Delay occurring due to curfew, bandh or strike in a particular city may adversely affect delivery norms,
- (iv) Delay occurring due to cancellation of flight/trains/buses/other means of transport for carriage of mail or off-loading /non-carriage of mail by the carriers due any reason is beyond the control of the Department, and therefore, the same may adversely affect delivery norms.

4. Circles may give wide publicity to the new norms among the public and display the norms in the shape of a matrix of prominent/frequently-used destinations at the post offices as display of entire matrix perhaps may not be possible.

5. The new delivery norms would also be hosted on India Post website in a user-friendly format so that a user could easily find delivery/transit norms. In the interim, a PDF version of the document will be uploaded by CEPT on the Department's website.

6. This O.M. supercedes all previous instructions on delivery norms for mail and Parcels (other than Speed Post) issued by this Directorate/Business Development and Marketing Directorate.



(Rishikesh Singh)
Director (Mail Management)

All Heads of Circles
All Postmaster(s) General
Addl. DG APS, APS Directorate

Copy:-

1. PS to Member (O)/Member (Tech)/Member (Planning)/Member (P)/Member (HRD)/Member (PLI)
2. CGM (BD)/CGM (PLI)/JS&FA/Director RAKNPA, Ghaziabad
3. All DDGs/GM (Parcel & Logistics) GM (BD)
4. All Postal Training Centres
5. OSD to Secretary (Posts)
6. GM, CEPT Mysore: The PDF version of the revised norms may be uploaded on the website, followed by the interactive excel tool as in case of Speed Post delivery norms.
7. Secretary Generals of recognized Federations
8. SO Guard File