

01<sup>st</sup> June 2010

## Office Memorandum

### **Subject: Procedure of delivery of Speed Post Articles.**

The issues related to procedure of delivery of Speed Post/EMS articles have been reviewed in Business Development & Marketing Directorate in order to streamline the delivery mechanism so as to ensure a uniform standard of service across the country.

It has now been decided that the following procedure would, henceforth, be adopted in respect of delivery of Speed Post articles as well as EMS articles received from abroad for delivery. The instructions issued on the subject from time to time stand modified to the extent mentioned in this communication.

#### **2. DELIVERY**

- (a) Delivery of a Speed Post article is address specific i.e. a Speed Post article is to be delivered either to the addressee or any other person who takes delivery of the article at the address.
- (b) Signature and full name in block letters of the addressee or the person taking delivery of the Speed Post article is to be recorded in the Delivery Slip.
- (c) Time of the delivery shall be recorded on the delivery slip by the delivery official.
- (d) Multiple Speed Post articles for a single addressee can be delivered with a single signature of the addressee or the person taking delivery, provided the delivery slip lists the Speed Post number of each of those Speed Post articles. The receiving person shall write the total number of articles received over his signature.

#### **3. ATTEMPTED DELIVERY**

- (a) In case of the address/ premises being locked, the delivery official shall leave an 'Intimation' during the first attempt of delivery itself. The purpose of serving the intimation is to make addressee aware that:
  - i. an attempt of delivery was made,
  - ii. when the next attempt would be made, and;

iii. how to obtain delivery of the article.

(b) The intimation to be left at the address would therefore include the following information:-

- (i) Date and time of the delivery attempted
- (ii) Date and time interval of the next scheduled attempt of delivery
- (iii) Address, telephone no. and hours of business of the post office where the Speed Post article would be kept after the second delivery attempt.
- (iv) The date until when the Speed Post article will be retained at that post office for collection by the addressee or his/her representative.
- (v) Name and signature of the delivery official

(c) The delivery official, in such cases, will record the time of leaving the intimation at the address along with his signature in the delivery slip.

(d) In respect of all such articles where the intimation is served during the first attempt of delivery, a second attempt of delivery of article shall be made on the next working day.

(e) An intimation has accordingly been designed and is enclosed for reference at **Annex-A**. The same shall be got printed in English or/and local language and be made available to all Speed Post delivery officials by the circles.

(f) If the Speed Post article could not be delivered even on the second attempt, the article would be retained in the post office for a period of seven days following the date of first attempt of delivery. For example, if the first attempt of delivery was made on January 25, 2010, the second attempt of delivery would be made on the next working day i.e. January 27, 2010 (January 26, 2010 being National Holiday). If still undelivered, the article would be kept in deposit at the Post Office till February 1, 2010 and would be returned by the Post office on February 2, 2010 as unclaimed.

(g) The undeliverable Speed Post article would be returned either to:-

- (i) the sender, or;
- (ii) to the "Return" address mentioned on the Speed Post article

#### 4. UNDELIVERABLE ARTICLES

(a) Following are the reasons due to which a Speed Post article would not be delivered:-

| Reasons<br>(1)                              | Explanation<br>(2)  | Action<br>(3)   |
|---|---|---|
| Addressee not available at time of delivery | Door Locked/ addressee not available at the time of delivery for addressee specific articles  | Intimation served   |
| Damage – item not delivered                 | Item was not delivered since it was in damaged condition  | Open Delivery of article from Post Office as prescribed under the rules   |
| Addressee moved                             | Addressee has moved from the address and has left instructions as to the redirection of his communications.   | Article to be redirected to the new address on the same day   |
| Item refused by addressee                   | Addressee refused to accept the article.  | Return to the sender or to the “Return” address as mentioned on the Speed Post article on the same day  |
| Deceased                                    | In case of addressee specific articles, if the addressee has deceased.  |   |
| Insufficient Address                        | The address given on the article is incorrect. However, the addressee can still be located and delivery can be made within the same office  | Article to be delivered after proper verification of the addressee  |
| Insufficient Address                        | Address given on the article is not complete – like name of street, house number, locality, etc. are not given  | Return to the sender or to the “Return” address as mentioned on the Speed Post article after the completion of period of retention (i.e. 7 days following the day of receipt) at the Post office after all enquiries to find the addressee have been proved unsuccessful. |
| Addressee cannot be located                 | There is no person of that name at the address or the addressee has gone away without leaving any instruction as to the disposal of correspondence and no reliable information is available about his/ her new address. |   |
| Unclaimed                                   | Intimation was served but the article was not taken delivery of by the addressee or his/ her representative till the date of retention of the article in the office.  | Return to the sender or to the “Return” address as mentioned on the Speed Post article after the completion of period of retention (i.e. 7 days following the day of receipt) at the Post office  |
| Missent                                     | <ul style="list-style-type: none"> <li>• The address is correct but it falls in delivery area of another office.</li> <li>• The address is correct except the pincode which is incorrect</li> </ul>                     | Article to be redirected to the new address on the same day   |

(b) Whenever a Speed Post article is not delivered due to the reasons mentioned above, the delivery official shall record the reason (Refer Col. 1 of the above table) for non-delivery on the Speed Post article as well as on the delivery slip either in writing or by a stamped impression.

(c) The reason recorded on the Speed Post articles for non-delivery must be one of the reasons mentioned in the Col. 1 of the above table. No other remarks would be allowed.

(d) International EMS articles which could not be delivered would be returned to the Office of Exchange concerned. The list of Office of Exchange for each Postal Circle is at **Annex B**.

## **5. ADDRESSEE SPECIFIC SPEED POST ARTICLES**

(a) In cases, where a customer requires addressee specific delivery of Speed Post articles (e.g. Speed Post articles containing passport, driving license etc.), BD&M Directorate or the concerned Head of Circle would be competent to allow addressee specific delivery of such Speed Post articles on receipt of such a request on a case to case basis.

(b) In all such cases, where the approval of competent authority is obtained, the legend "To be delivered to the addressee only" has to be printed on the Speed Post article cover by the customer.

(c) In respect of all such Speed Post articles, that carry the legend "To be delivered to the addressee only", the delivery would be made to the addressee or his/ her authorized representative only.

## **6. RETURN/ REDIRECTION**

(a) The Speed Post article would be returned or redirected through Speed Post service.

7. A Flow chart indicating the process of delivery is at **Annex C**.

8. This issues with the approval of competent authority.

**(Alok Sharma)**  
**General Manager**

To:-

1. All Heads of Circles/ Additional DG, APS
2. CGM (BD&MD)/ CGM (MBD)/ CGM (Indepex)/ CGM (PLI)/ Director (Postal Staff College)
3. All Regional PMsG
4. All DDsG in Postal Directorate/ JS&FA/ GM (Indepex)/ GM (Post Expo)
5. All Directors in Postal Directorate/ Postal Training Centers/ PLI Directorate/ E.A to Secy (P)
6. All Officers in Business Development & Marketing Directorate

Copy to:-

1. Sr. PPS to Secretary (Posts)
2. PPS to Members of the Board
3. Guard File



India Post

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**Intimation**

To  
Shri/Smt. \_\_\_\_\_  
\_\_\_\_\_

Sir/Madam,

I had brought a Speed Post article no. \_\_\_\_\_ today at \_\_\_\_\_ hours for delivery. However, as there was no one at your address to take delivery, the same could not be delivered. A second attempt of delivery of this Speed Post article would be made on \_\_\_\_\_(date) between \_\_\_\_\_(hours) to \_\_\_\_\_(hours).

2. In case the Speed Post article could not be delivered even on this second attempt, the article would remain in the following post office till \_\_\_\_\_(date). You may collect this Speed Post article from the Post Office. This Speed Post article, if not claimed, would, thereafter, be returned.

Name of the Post Office: \_\_\_\_\_  
Address of the Post Office: \_\_\_\_\_  
Telephone no.: \_\_\_\_\_  
Business hours of the Post Office: \_\_\_\_\_

**3. COLLECTION PROCEDURE:**

| <b>Ordinary Speed Post Article</b>  | <b>Addressee Specific Speed Post Article</b>   |
|---|--|
| You/ your representative may collect the article during the business hours of the Post office. You/ your representative may be asked to submit this slip/ copy of proof of your/ his/ her identity showing the residential address where the Speed Post article is to be delivered. | As the Speed Post article is addressee specific, You may collect the article during the business hours of the Post office:-<br>a) After proper identification from any of the postal official or<br>b) After submitting the copy of proof of your identity showing the residential address where the Speed Post article is to be delivered at the Post office.<br>In case you wish your representative to collect the article, he/she must submit an authorization letter along with a copy of proof of your as well as his/ her identity. |

***(The delivery official should strike out the column which is not applicable)***

Name of the Delivery official

Signature of the Delivery official

**Annex B to BD&M Dte. O.M No.  
57-01/2010-BD&MD dated 01.06.2010**

| <b>Postal Circle</b>   | <b>Office of Exchange</b>                      |
|--|--|
| <b>Gujarat<br/>Madhya Pradesh<br/>Chattisgarh<br/>Maharashtra</b>  | <b>Mumbai<br/>(through NSPC, Mumbai)</b>       |
| <b>Assam<br/>Bihar<br/>Jharkhand<br/>North-East<br/>Orissa<br/>West Bengal</b>   | <b>Kolkata<br/>(through NSPC, Kolkata)</b>     |
| <b>Andhra Pradesh<br/>Karnataka<br/>Tamilnadu</b>  | <b>Chennai<br/>(through NSPC, Chennai)</b>     |
| <b>Delhi<br/>Haryana<br/>Himachal Pradesh<br/>Jammu &amp; Kashmir<br/>Punjab<br/>Rajasthan<br/>Uttar Pradesh<br/>Uttaranchal</b> | <b>New Delhi<br/>(through NSPC, New Delhi)</b> |
| <b>Kerala</b>  | <b>Kochi<br/>(through NSPC, Kochi)</b>         |

