

Standard Operating Procedure

**PRINTING, BOOKING, TRANSMISSION AND DELIVERY OF
LETTERS CARRYING UNIQUE IDENTIFICATION NUMBER
OF THE RESIDENTS**

Business Development & Marketing Directorate

51-58/2010-BD&MD Dated 06.06.2011

1.1 Department of Posts (DoP) has signed a Memorandum of Understanding (MoU) with Unique Identification Authority of India (UIDAI) on 30 April, 2010 wherein the DoP agreed to offer postal and mail services to UIDAI on the various terms and conditions laid down in the MoU.

1.2 The primary remit of UIDAI is to assign a unique identification number to each and every resident of the country. Following activities are involved in this exercise:-

- (a) Collection of personal data(viz., name, address finger print impressions, iris capture, etc.) of the resident in digital format.
- (b) Generation of a unique identity number of the resident on the basis of his/her data captured.
- (c) Generation of a digital communication containing, inter-alia, the unique identity number of the resident as well as his/her photograph, addressed to the resident.
- (d) Printing of the above mentioned communication (to be called UID letter hereinafter).
- (e) Transmission of the UID letter to the address of the resident.
- (f) Delivery of the UID letter to the resident.

1.3 The activity mentioned in (a) above would be carried out by the enrollment agencies to be engaged for the purpose. The activities mentioned in (b) & (c) above would be carried out by UIDAI at their designated facility. The activities mentioned in (d), (e) & (f) above would be carried out by the DoP under the MoU referred above.

2. Following Standard Operating Procedure is hereby prescribed in this regard:-

Printing of the UID letter:

2.1 DoP has set up Print to Post (P to P) facilities at Kolkata and Delhi where DoP provides the facility of printing of mail items as well as pre mailing services to the customers in collaboration with the selected vendor of/for the purpose. At present, CMS Info Systems Pvt. Ltd. has partnered with DoP to provide print to post facilities at Kolkata and Delhi.

2.2 The digital communication carrying the resident's unique identity number alongwith his/her digital photograph and address etc. would be transferred in a digital format from UID Server to P to P Server on a regular and periodic basis.

2.3 Ample bandwidth would be available between UID Server and P to P Server so as to facilitate quick and uninterrupted transfer of data.

2.4 UIDAI would provide all the technical details related to printing of UID letters which would include:

- (a) Dimensions of the letter
- (b) Dimensions of the envelop
- (c) Paper quality of the envelop
- (d) Paper quality of the letter
- (e) Colors of printing
- (f) Quality of lamination
- (g) Any other printing requirement e.g. security features etc.

2.5 P to P vendor would ensure that the UID letters are printed exactly as per the technical specifications provided by UIDAI and agreed to by the vendor.

2.6 P to P vendor would make periodic checks on the quality of printing etc. and keep a record of the same to ensure consistency in the quality of production viz a viz agreed technical specifications.

2.7 P to P vendor after receiving the digital data of UID letters from UIDAI Server would:-

- (a) Sort the data Pincode wise (Branch Office/ Departmental Delivery Post Office wise)*
- (b) Print the letters (including cutting of printed document in case it carries more than one UID letter).
- (c) Lamination of UID letters
- (d) Printing of envelopes.
- (e) Insertion of UID letters in the envelopes.
- (f) Sealing of UID envelopes.

(*as modified vide BD&M Directorate Letter no. 51-58/2010-BD&MD dated 28.07.2011)

2.8 UID letters will be printed in the manner that all the letters to be delivered through a particular Departmental delivery post office or Gramin post office are printed stacked and bundled together thereby obviating the need of sorting.

3. Booking of UID letters:

3.1 The following Special bar code series starting with $\pm Uq$ would be utilized for booking of UID Letters, bags etc. in Speed Net:-*

(*as modified vide BD&M Directorate Letter no. 51-58/2010-BD&MD dated 28.07.2011)

Barcode series for UID Letters:-

Item	P2P Center Kolkata	P2P Center Delhi
UID Letters	UA	UB
BO Bags (for bags/ paper covers to be closed for BOs.) These bags/ paper covers are to be consigned in the TBs to be closed for their account office i.e. Departmental Delivery office . PIN Code wise, for dispatch. Speed net does not allow dispatch of bags to BOs	UL	UM
Delivery Office wise bags i.e. PIN Code wise Bags/ TBs (For bags to be closed for Departmental delivery offices i.e. PINCODE wise, for dispatch)	UP	UQ

3.2 Each UID letter would carry the 13 digit alpha numeric UID bar code as per the series assigned to the station. The bar code would be generated by the P to P Server and would be printed by P to P vendor on the UID envelopes (and also on bag manifest Ref. para 5.3).

3.3 Once the letters are enveloped, the barcode of each printed UID letter would be captured and booking of the letter would be done in Speed net for each UID letter by the P to P vendor.*

(* as modified vide BD&M Directorate Letter no. 51-58/2010-BD&MD dated 28.07.2011)

3.4 The booking information inter-alia would include:

- (a) Name of the resident.
- (b) Address of the resident.
- (c) Name of the village of the resident, if applicable
- (d) Name of the delivery post office(Departmental or Gramin)
- (e) Name of the District
- (f) Name of the State/UT
- (g) Pin Code

along with the corresponding UID bar code number.

4. **Sorting of UID letters:**

4.1 All the UID letters would be stacked and bundled delivery post office-wise either Departmental or Gramin:-

- (a) If the letter is to be delivered directly from a Departmental delivery post office it would be stacked and bundled pin code wise.
- (b) In respect of UID letters which are to be delivered from a particular Gramin delivery post office, the same would be stacked along with such letters to be delivered through that Gramin Post Office.
- (c) It implies that a pin code would generate a number of stacks of UID letters corresponding to Gramin delivery post offices attached with that pin code.

5. **Closing of Bags containing UID letters:**

5.1 Each stack of UID letters to be delivered through a particular Departmental Post Office or Gramin Post Office would be consigned to a bag/plastic cover/paper cover to be closed directly to reach the Departmental Post Office or Gramin Post Office concerned.

5.2 A bag would be closed if the number of UID letters for a destination post office are more than 100. In all other cases a plastic/paper cover, will be closed. (Any bag, paper cover or plastic cover will hereinafter be called a bag.)

5.3 The bar code of all UID bundles being consigned to a bag would be scanned while closing the bag in the Speednet.*

(* as modified vide BD&M Directorate Letter no. 51-58/2010-BD&MD dated 28.07.2011)

5.4 At the end of the shift, P to P facility would reconcile the UID letters booked in Speed Net (clause 3.3) with the UID letters consigned to bags (clause 5.3) so as to ensure that each and every UID letter booked in Speed Net is consigned in bags for dispatch.

5.5 In case of any discrepancy, the In-charge of P to P facility would reconcile the same. The software should not allow to end the shift of the P to P facility till the discrepancy, if any, is reconciled.

5.6 P to P vendor would generate a bag manifest for the bag as per the **format at Annex A** containing all the data of the UID letters that are consigned to that bag. (One copy would be consigned to a bag if it is closed for a Departmental Post Office and two copies would be consigned to a bag if it is closed for a Gramin Post Office.)

5.7 Each bag would be sealed and labeled.

5.8 P to P vendor would print the bar code bag labels as per the standard format.

6. Dispatch of UID letters:

6.1 The bag would be dispatched directly to the Departmental Delivery Post Office.

6.2 In respect of Gramin Delivery post office, the bag would be consigned to a Transit Bag (TB) addressed to the Account Post Office of that Gramin Delivery Post Office. All bags for various other Gramin Delivery Post Offices under that Account Post Office would also be consigned to that TB.

6.3 Two copies of Gramin Delivery Post Office Bag manifest (**Format at Annex A**) would be put inside the Gramin Delivery Post Office Bag. One copy of Gramin Delivery Post Office Bag manifest would be put inside the TB for record of Account Post office.

6.4 At the time of dispatch, P to P vendor would generate a mail list in standard format and would after scan of bar code of bag labels hand over the bags to the mail agency attached with the P to P facility for further transmission.

6.5 The mail agency would route the bags in manner prescribed so as to reach the destination delivery post office at the earliest.

7. Delivery of UID letters in Departmental Post Office:

7.1 All the UID letters received in Departmental delivery post office would be processed and delivered as per the following procedure:-

7.1.1 Delivery

- (a) Delivery of a UID letter is address specific i.e. a UID letter is to be delivered either to the addressee or any other person who takes delivery of the article at the address provided on the UID letter.
- (b) Signature and full name in block letters of the addressee or the person taking delivery of the UID letter is to be recorded in the Delivery Slip.
- (c) Time of the delivery shall be recorded on the delivery slip by the delivery official.

7.1.2 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 format of intimation as provided for delivery of Speed Post Articles vide BD&M Directorate O.M no. 57-01/2010-BD&MD dated 1st June 2010 would be adopted). 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 UID letter would be kept after the second delivery attempt.
- (iv) The date until when the UID letter 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) If the UID letter 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.

(F) The undeliverable UID letters would be returned **only to the “return address” mentioned on the UID letter. There will be no redirection of UID letters.**

7.1.3 Undeliverable Articles

(a) Following are the reasons due to which a UID letter would not be delivered:-

Reasons	Explanation	Action	Uploaded Info on Speed Net
(1)	(2)	(3)	(4)
Addressee not available at time of delivery	Door Locked/ addressee not available at the time of delivery for addressee specific articles	Intimation served	Intimation served
Addressee moved	Addressee has moved from the address and has left instructions as to the redirection of his communications.	Article NOT to be redirected but returned to the %Return+address as mentioned on the UID letter cover on the same day	Return to sender
Item refused by addressee	Addressee refused to accept the article.	Return to the %Return+ address as mentioned on the UID letter cover on the same day	Return to sender
Deceased	In case of addressee specific articles,		Return to sender

	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 NOT to be redirected but returned to the %Return+address as mentioned on the UID letter cover on the same day	Return to sender
Insufficient Address	Address given on the article is not complete . like name of street, house number, locality, etc. are not given	Article NOT to be redirected but returned to the %Return+address as mentioned on the UID letter cover on the same day	Return to sender
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.		Return to sender
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 %Return+ address as mentioned on the UID letter cover after the completion of period of retention (i.e. 7 days following the day of receipt) at the Post office	Return to sender
Missent	The address is correct but it falls in delivery area of another office.	Article to be redirected to the address as mentioned on the UID letter on the same day	

- (b) Whenever a UID letter 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 UID letter as well as on the delivery slip either in writing or by a stamped impression.
- (c) The reason recorded on the UID letters 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) All UID letters identified for return to sender as prescribed above would be treated as an accountable article on their return journey and their disposal information should be uploaded on the Speed Net.

7.2 Postmaster of the delivery Post office would be responsible to ensure that all the delivery instructions as detailed above are strictly adhered to and the information w.r.t. all the UID letters received for delivery in that Post Office is uploaded on the Speed Net on a daily basis.

7.3 Non-computerized delivery post office would also follow the same delivery procedure as mentioned in pre paras. However, as these post offices have no access to Speednet, the delivery information of UID letters would be communicated by such post offices to a nearby computerized delivery post office identified for the purpose by the circle, for uploading in the Speednet on a regular basis.

8. Delivery of UID letters in Gramin Post Offices:

8.1 All the UID letters received in Gramin Post Offices would be delivered following the same principles as prescribed in various sub-clauses of clause 7 above.

8.2 The bag manifest, in duplicate, received alongwith UID letters would be treated as %delivery slip+ by the Gramin Post Office. The delivery information as well as signature/thumb impression of the recipient would be obtained on both the copies of the manifest.

8.3 A period of seven working days following the day of receipt is provided to a Gramin Post Office for delivery of all the UID letters received with one manifest. After all the efforts have been made to deliver all the UID letters listed in one manifest, one copy of the manifest duly filled in would be dispatched to the Account Office of the Gramin Post Office along with the undelivered UID letters for return to sender on the eighth day of receipt of the manifest.

8.4 One copy of the manifest duly filled in would be kept in the Gramin Post Office for record.

8.5 The Account Office of the Gramin Post Office, on receipt of the delivery manifest, would scan the bar code of all the UID letters listed in the manifest and upload the delivery information (i.e. delivered on õ . (Date)/returned to sender) in the Speednet.

8.6 The UID letters received from Gramin Post Offices for return to sender would be processed accordingly.

9. Delivery Time Lines:

9.1 UID letters would be transmitted by the fastest transmission medium available in-route by Print to Post facility concerned. At present, Print to Post facilities at Kolkata and Delhi are printing and dispatching UID letters.

9.2 The time norms of transit of mail ranges from 2 working days between Metros to 4-6 working days across rest of the country. This would also apply to UID letters to be delivered from Departmental Post Offices.

9.3 In respect of UID letters to be delivered from Gramin Post Offices, the transit time between the Gramin Post Office and its Account Office would have to be accounted for. The maximum transit time between Accounts Office and its Gramin Post Offices is taken as 3 working days (except in some exceptional cases in remote areas).

9.4 A period of 7 working days is provided for delivery of UID letters in a Departmental Post Office or a Gramin Post Office (ref. Clause 7.1.2(d), 7.1.2(e) and 8.3).

9.5 As elaborated above, the outside limit of time to be taken for delivery of UID letters would be as under:-

UID letters to be delivered from a Departmental Post Office	UID letters to be delivered from a Branch Post Office
14 working days	17 working days

9.6 Delivery of UID letter would imply:-

- (i) Delivery of the article or return of the article, as the case may be.
- (ii) Delivery/return information uploaded in Speednet.

9.7 The above time lines are the outside limits of the transit time. In most of the cases, UID letters would be delivered in much less time period.+

10. Monitoring and Review:

10.1 Each Circle would set up a Monitoring and Review Committee headed by an Officer of JAG level or above to ensure proper implementation of this SOP. The activities of the Committee, inter-alia, would include:-

- (i) To ensure that UID letters being received in the Circle from Kolkata/Delhi do not clog Speed Post Hubs and are routed directly to the concerned delivery office.
- (ii) To ensure that there is no hold up of UID mail at various transit points in the Circle.
- (iii) To ensure that no UID letter is delivered as an ordinary letter.
- (iv) To ensure that delivery/disposal of each and every UID letter received in the Circle is recorded and uploaded in the Speednet.
- (v) To ensure that time lines as suggested in the SOP are adhered to.

BAG MANIFEST

(I) Format of manifest of the Bag closed for a Departmental Delivery Post Office

From:

To:

Name of P to P facility closing the bag:

Name of Destination Post Office:

Date of closing of bag:

Pin Code of destination Post Office:

Bar code of the bag:

District:

Bar code number of the bag:

Total number of UID letters:

State/UT:

Sl.No.	UID letter Bar Code	UID letter Bar Code no.	Name of the addressee	Address
1.	2.	3.	4.	5.

Signature of the person closing the bag

Stamp of P to P facility

(II) Format of manifest of the Bag closed for a Gramin Delivery Post Office (in duplicate)

From:

To:

Name of P to P facility closing the bag:

Name of Destination Gramin Post Office:

Bar code of the bag

Name of Account Post Office:

Bar code number of the bag:

Pin Code of Account post Office:

Total number of UID letters:

District:

State/UT:

Sl.No.	UID letter Bar Code	UID letter bar code no.	Name of the addressee	Address	Signature/ thumb impression of the person to whom the letter is delivered	Date of delivery	Remarks:- (a)In case the letter is to be returned, please write 'Return' as well as the reasons for the return.
1.	2.	3.	4.	5.	6.	7.	8.

Signature of the person closing the bag

Stamp of P to P facility

Signature of the Gramin Postmaster with date: