

## Introduction of New Mail Product- Gyan Post

### 1) Overview & Purpose-

**Gyan Post will be a product under the** mail services offered by Department of Posts, which allows the sender to post certain books and study material through post office.

### 2) Salient features:

The salient features of the new product "Gyan Post" are as under:

- a) Track and trace your item using our online tracking service is
- b) Address specific facility
- c) Proof of posting as standard (Receipt of Posting) is given to the sender
- d) Proof of receipt, with a **signature on delivery** (on request)
- e) The packets booked under this category, shall be transmitted through surface mode.
- f) The minimum weight for booking packet under "Gyan Post" shall be 300 gms. and the maximum weight for which packet under this product may be booked, shall be 5 kg.
- g) The product is available for retail booking at the counter of the post office

### 3) Other important features available to sender:

- a) The sender of a postal item (hereinafter referred to as the sender) posted may have it withdrawn from the post, or have its address altered, so long as the item: -
  - (i) has not been invoiced for delivery to the addresses;
  - (ii) has not been seized by virtue of any law of the land.
- b) The sender of the item can also choose to recall the item by paying extra prescribed fees, provided the same has not been invoiced for delivery at the office of delivery.

## Standard Operating Procedure (SOP)

The Scope of the SOP are as follows:

- 1) Definition & Description
- 2) Rate of Postage
- 3) Value added services
- 4) Booking Procedure
- 5) Transmission Process
- 6) Delivery Process

### (1) Description-

A) **Items to be posted:** - Items that are to be posted under Gyan Post product shall be such as prescribed in syllabus for correspondence and regular courses for students by recognized boards of education, universities of the Government; containing the literature related with social, cultural and religious nature issued or published in accordance with relevant law of the land and text book used by aspirants of various competitive examinations. The posting of the said items shall be done under specified conditions in the subsequent paragraphs.

### B) **Conditions for transmission:**

A Book or packet containing the books shall be transmitted under the "Gyan Post" subject to the following:

(a) They shall not contain any publication, published at regular intervals;

**Illustration-** Magazines, journal or similar publication issued at a regular interval of time – weekly, fortnightly, monthly, bi-monthly, quarterly, half yearly and so- on

(b) Such packet containing the books shall bear on the outside the inscription "Gyan Post";

(c) Book(s) shall not contain any advertisements other than incidental announcements or list of books;

(d) Each book in such packet shall contain the name of the printer or publisher;

(e) No book of business or commercial in nature, shall be sent through this product;

(f) No book in such packet shall bear any character or inscription reproduced by any means other than printing or manuscript;

Provided that any such publication may contain in writing the name of the person to whom it is sent or presented, the date, the name and address of the sender or owner or initials of a complimentary nature or signifying presentation.

(g) No publication in such packet shall contain any price list or bills or orders for supply of the books.

Provided that the packet may contain an invoice or a bill or both pertaining to publication being sent in that packet.

(h) The said item must have a delivery address and the sender's return address and are subject to inspection by the post office officers and officials.

(i) Upon such inspection, matter not eligible for the processing under the Gyan Post product or in case of infringement of the conditions mentioned in (a) to (i) above, the packet sent under this product, shall be treated as an item posted through India Post Parcel - Retail product and charged on delivery with double the deficiency between the postage already paid for such packet and the postage payable for an India Post Parcel - Retail product item.

(j) No communication of the nature of a letter or having the character of a personal communication shall be enclosed in or written upon a Gyan Post item.

**C) Maximum & Minimum weight & dimensions-**

(a) The minimum weight for booking packet under "Gyan Post" shall be three hundred (300) gms. and the maximum weight for which packet under this product may be booked, shall be 5 kg.

(b) The dimensions of a Gyan post item shall be subject to the following maximum and minimum limits: -

**(i) Maximum.**

In roll form –

length

800 mm

Sum of length and twice diameter	1000 mm
In other than roll form	600x300x300 mm

**(ii) Minimum**

In roll form –

Single dimension 100 mm

Sum of length and twice diameter 170 mm

In other than roll form 140mm x 90mm

with tolerance of +/- 2 mm;

(c) Gyan post item shall be consigned in an unfastened envelope of the following sizes, provided its dimensions are not less than 140x 90 mm and not more than 353 x 250 mm; with tolerance of +/- 2 mm;

**(D) Packaging**

A Gyan post item shall be posted without a cover, or in an unfastened envelope, or in a cover under "Gyan Post", which can be easily removed for the purpose of examination without breaking any seal or tearing any paper or separating any adhering surfaces and a packet posted without a cover may not be fastened or otherwise treated so as to prevent easy examination.

(E) All items posted as Gyan post shall be transmitted as Parcel post.

**2. Rate of Postage –**

The rates of postage for the items posted under Gyan Post shall be as under:

<b>Weight</b>	<b>Proposed rate of Postage</b>
<b>Upto 300 grams</b>	20
<b>Between 301 to 500 gms</b>	25
<b>Between 501 to 1000 gms</b>	35
<b>Between 1001 to 2000 gms</b>	50
<b>Between 2001 to 3000 gms</b>	65
<b>Between 3001 to 4000 gms</b>	80
<b>Between 4001 to 5000 gms</b>	100

**3. Value added Services:-**The value-added service of registration, proof of delivery and insurance, may be availed by the sender on payment of applicable fees or charges.

#### 4. Booking procedure-

1) The Booking of Gyan Post item will be done in the following steps-

- (a) **Presentation of item.** - (i) An item intended for posting under Gyan Post shall be presented at the POS counter of the post office. The item shall contain receiver's name & address including PINCODE and sender's name & address including PINCODE mandatorily.
- (ii) When an item is presented at the post office for posting, it should be examined by counter PA to see that the item to be posted follow the packaging prescribed, items are one of the permitted items for posting and particulars to be filled in by the remitter are properly and clearly entered. The actual office of delivery with PIN code should be ascertained from the remitter, if not written in item, by the counter PA.
- (iii) Special care must be taken to see that the entries of the name and full address of the sender are legible.

**NOTE:** No such items shall be accepted for posted under Gyan Post, if it is so small or so covered with writing or sealing-wax on the address-side, or otherwise made up in such a manner, as to render it impracticable to affix to the item the official labels prescribed.

- (b) **Addresses written in Regional Language-**The particulars to be entered by the sender may be written either in English, Hindi or in regional language. When the entries are in Hindi or Regional Language, the counter PA should translate it and fill the entries in the system in English language.

#### (2) **Collection of amount:**

When the POS counter Assistant has satisfied himself that the particulars furnished by the sender are correct and complete, he/she may enter the weight in system and ascertained the amount of postage on the item, including any value-added service fee (if desired) and tell to the customer. After getting confirmation about the booking of the item from the customer, counter PA will fill the prescribed entries in the system. Before generating the receipt of booking of the item, counter PA should collect the money, including any value-added service fee (if desired), from the customer. After collecting the money, the receipt may be printed and given to the customer.

**Note:-** 1) The money should be taken for the value of the postage & including any value added service fee ( if desired) from the sender chargeable

either in cash or by direct debit or by demand draft by following the prescribed procedure in CSI.

2) The sender of the item may be persuaded to give the mobile number and e-Mail address of the sender/ addressee & it shall be entered in the system

**(3) Receipts to be given to remitter:**

(a) A receipt will be generated, which contains two parts, one (the sender's portion) should be given to sender while second (item portion) should be pasted on item.

(b) The booking receipt will show item number, IVR Number, receipt number, date of booking, office of booking, counter no. of booking office, receiver name & address including PINCODE, Name & address of sender, time of booking, name of post office of booking with PIN Code, weight, amount. The receipt should be handed to the person who presented the item.

(c) The booking receipts should be issued on the stationery used for booking of accountable postal items through computerized system using CSI software. The receipt shall invariably bear official logo of Department of Posts. Receipt issued in any other format shall not be recognized by the Department and shall amount to serious misconduct resulting in dismissal. If a receipt is spoiled, it shall also be cancelled in the detailed transaction report issue against the relevant entry and the spoiled receipt (both portion) should be made over to the Postmaster, who will deduct the amount of postage and any value-added service fee (if desired) for such receipt and correct the totals. Both portion of spoiled receipt are impressed with word "Spoiled" across in red ink under the signature of Postmaster/ sub Post Master/ Asstt. Post Master and the same is pasted in the Error Book with particulars in brief duly authenticated by the Postmaster (office –in charge). The spoiled receipt neither should be given to sender nor pasted on letter. The following are examples of the usual cases in which a receipt should be treated as spoiled:

- (i) When there is an error in any of the entries, which requires correction;
- (ii) When the receipt is mutilated or disfigured or illegible;
- (iii) When the receipt bears a wrong serial number, owing to a misprint.

**Note-:** In the case of Gyan Post item sent to a person in his official capacity whose name is not given, the designation of the receiver should be entered in the system so

that the booking receipt will be of sufficient fullness to identify him e.g. Collector, Postmaster, Secretary, etc.

(d) Proof of delivery - (1) If the sender of a Gyan post item pays at the time of positing the item a fee prescribed for proof of delivery in addition to the postage and any value-added service fee (if desired), there shall be sent to him on the delivery of the item a form of proof of delivery which shall be signed in ink by the recipient.

(2) No item for which an acknowledgment is required under sub-para (1) shall be accepted for posting under Gyan Post unless it bears the name and address of the sender and is accompanied by a prescribed form of proof of delivery duly filled in and securely fastened to such item, and unless the item bears the superscription proof of delivery due on the address side.

4) **Maintenance of Records required at Booking Office.**

- a) Detailed transaction report of items booked: A system generated list in form of a detailed transaction report will be printed in the format at the close of the day by counter PA
- b) Copy of the Bag Manifest of the items booked- The PA will generate the bag manifest
- c) The PA will sign on each document & put all the documents before the supervisor for verification.

5) **Role of Supervisor-**

The supervisor /Postmaster should carefully compare all the entries in Daily Transaction Report of Gyan Post items booked manifest of bag items booked and dispatched and ensure that all the items which are booked should be dispatched on the same date and also check the totals available in all the documents are correct. He/ she will put his initials on each document in lieu of checking the documents.

6) **Bar Code-**

The barcode as prescribed for registered items shall be used for booking of the Gyan Post items.

5. **Transmission process-**

The said items will be transmitted as Parcel Post.

**6. Delivery procedure at delivery office: -**

1) **Receipt of Gyan Post item Bag & items-** The receipt of Gyan post item bag will be carried out in two processes-

a. **Physical Process-**

- (i) The concerned PA will receive the physical bags from the Mails PA or from any other source (depending upon the arrangement). He/ she will check the sanctity of the bag. He/she will open the bag, take out the items and check the Gyan post item received in the bag physically with the list received inside the bag one by one.

**Note-** Any discrepancy noticed during the physical check will invariably be brought into the notice of the APM/ SPM/ Post Master by the concerned PA.

b. **Receiving of Gyan Post Bag & Gyan Post items in system through software-** The concerned PA will have to receive the Gyan Post Bag which comes from the sorting hub by following the prescribed procedure. After, scanning of the bag ID, PA will scan all the items received in that bag. After receipt of all the items.

2) **Issuance of items to the Postman-**After receipt of items in the system, the concerned PA will invoice all the Gyan post items postman beat-wise by following the prescribed procedure. After, invoicing the items of the beat, the PA will generate delivery manifest in the software and take its printout and stamp it with date stamp of the post office.

3) **Gyan Post items for delivery by postmen: -**

(a) The concerned PA will hand over the delivery manifest along with the items to the concern Postman of the beat. The Postman will check the items with the items mention in the delivery manifest and acknowledge the receipt of items to the concerned PA.

(b) The Delivery of Gyan Post shall ordinarily be made to the address of the addressee The postman will take signature of the recipient at the address, at the appropriate places in delivery manifest after handing over the item, in lieu of its delivery. In case of delivery of item through postman mobile phone, he/ she will take signature of the recipient at the address in digital form in lieu of its delivery.



4) **Delivery of Gyan Post Item at the window:**

Gyan Post Item will be delivered at the window of the post office on satisfactory proof of the identity of the claimant with the person named in the item. When the person claiming delivery of an item calls at the post office to receive the item it must be left to the postmaster to decide in each case whether the claimant has been satisfactorily identified or not.

5) **Return of undelivered items:** The item brought back undelivered, by the postmen should be made over immediately to the concerned PA who will acknowledge the receipt of the items in the postmen's books/ delivery manifest in words and figures. The items received from each postman will be entered against his beat number in the system.

6) **Disposal of addressee Proof of delivery:**

(a) The proof of delivery attached to the item should be impressed with the date stamp and placed before the postmaster who will satisfy himself that proof of delivery for the Gyan post item is signed clearly.

(b) If a proof of delivery is lost during transit and a copy is applied for by the sender, the postmaster of office of issue should furnish him free of charge, with a certificate of delivery in the prescribed form after satisfying himself (by making enquiries in the item database, if necessary) that the item has been actually delivered.

(7) **Updation of delivery manifest by the Postmen-**

(a) The postmen will take signature of the recipient in lieu of receipt of delivery of the item at the time of delivery and will also pass prescribed remarks of the department in the respective circumstances in the delivery manifest. The Postmen will also submit the return to the concerned PA clearly indicating total number of items delivered and not delivered along with the correct reason.

(b) Concerned PA will do needful for updating the delivery status of the item delivered through Post Man mobile app by following the prescribed procedure.

(c) Concerned Postal Assistant will immediately upload the particulars of delivered items daily with reference to delivery manifest of the items of the office.

(d) The Supervisor will be personally responsible to ensure that this is done by PA daily.

**(8) Gyan Post items in deposit:**

(a) Gyan Post items which cannot be delivered at once or are unclaimed or have been refused, or are to be redirected, should be placed in deposit or returned to sender or redirected respectively. The reason when each item is placed in deposit should be uploaded in the CSI by the concerned PA.

(b) An abstract should be generated every day from the system (CSI) at the close of the day's transactions and the total number of items in deposit should be noted, in words, in it, at the foot of the day's transactions. The postmaster should initial the entry after verifying it by counting the number of the items in deposit;

**Note** - When an item is not given out for delivery on the date of receipt, or having been given out, is returned undelivered and is re-issued for delivery, the same should be reissued, on the following day.

**(9) Disposal of items received misdirected:**

(a) If in the course of examination of items, the postmaster/ supervisor/ PA find an item which has erroneously been made received at his office or subordinate-offices in its account jurisdiction, he should treat it as a misdirected. In such cases, the name of the correct office of delivery should be communicated electronically to the office of issue through the system.

**(10) Undelivered or Refused items:**

In HOs/SOs, the concerned PA of the office of delivery is responsible that every endeavor is made to find the addressee before treating an item as undelivered or refused. As soon as it is found that an item cannot be delivered, it should be returned to the office of issue for return to the sender with an appropriate remark. A similar note with the date of the treating the item as undelivered should be uploaded in the system and entered on the delivery manifest of the items received.

**(11) Disposal of refused and undelivered items which cannot be delivered to the sender:**

If the sender of an undelivered or refused item cannot be found by the office of issue, or is dead, the prescribed remarks should be written across the item and, such items should be sent to RLO and a list in this respect should also be sent. The remarks indicating disposal of item should be uploaded in the software by HO / SO,

**(12) Maintenance of Records required at Delivery Office.**

- a) Gyan Post abstract
- b) Delivery Manifest
- c) Postman Performance Report
- d) Manifest of bags received-
- e) Generation of Manifest of list of items in a bag which is dispatched
- f) Schedules of bags dispatched

The PA will generate the above documents & sign on each document & put the all the documents before the supervisor for verification.

**(13) Role of Supervisor-**

The supervisor / Postmaster should carefully compare all the entries in all the documents that they are correct. He/ she will put his initials on each document in lieu of checking the documents. He / she is also be responsible for overall functioning of all his/ her subordinates in the branch and overall functioning of the delivery branch.