

No. 71-14/2022-CF-DoP
Government of India
Ministry of Communications
Department of Posts
IR & GB Division

Dak Bhawan, New Delhi-110001

Dated: 12.10.2026

OFFICE MEMORANDUM

Subject: Revision of Discount Structure for International Mail/Parcel Services – reg.

Department of Posts has reviewed the existing discount structure applicable to contractual customers (including aggregators) for International Mail/Parcel Services with a view to further promoting international business, strengthening customer retention, encouraging consolidation of business across international mail products and providing a competitive and simplified discount framework to customers.

2. After examination of the existing discount mechanism and considering the evolving market requirements, growth in international business and increasing business volumes of contractual customers, the Competent Authority has approved a revised consolidated volume discount structure for contractual customers of International Mail/Parcel Services. Under the revised structure, the eligible revenue of a contractual customer across the prescribed international mail products (ITPS, EMS, AIR PARCEL) shall be consolidated at the customer level for determination of the applicable discount slab, instead of determining the volume discount separately for individual products.

3. Consolidated Volume Discount Structure:

The revised consolidated volume discount structure for contractual customers shall be applicable as under:

Consolidated Monthly Revenue	Base Volume Discount	Additional DNK/Self-booking discount for contractual customers	Maximum Effective Discount
Up to ₹25,000	0%	2%	2%
₹25,001 – ₹1,00,000	4%	2%	6%
₹1,00,001 – ₹2,00,000	6%	2%	8%
₹2,00,001 – ₹5,00,000	9%	2%	11%
₹5,00,001 – ₹20,00,000	12%	2%	14%
₹20,00,001 – ₹50,00,000	14%	2%	16%
₹50,00,001 – ₹1,00,00,000	18%	2%	20%
₹1,00,00,001 – ₹2,00,00,000	21%	2%	23%
₹2,00,00,001 – ₹5,00,00,000	24%	2%	26%
Above ₹5,00,00,000	28%	2%	30%

Note: The Base Volume Discount shall be determined on the basis of the consolidated eligible monthly revenue of the contractual customer. The additional 2% discount for DNK/self-booking shall be admissible only on the eligible revenue booked through the DNK

Portal/self-booking mode. Accordingly, the percentage indicated under "Maximum Effective Discount" represents the maximum discount admissible on revenue eligible for both components.

4. For determination of the applicable volume-discount slab, the monthly eligible revenue generated by a contractual customer across International EMS/Speed Post, International Tracked Packet Service (ITPS) and International Air Parcel, as applicable, shall be consolidated at the Customer ID level. The applicable base volume discount shall accordingly be determined on the consolidated eligible monthly revenue of the customer.

5. The revised structure provides a unified customer-level approach whereby the overall international business contribution of a contractual customer is recognised irrespective of the mix of eligible international mail products availed by the customer. The customer may, therefore, avail different eligible international mail services while the applicable base discount slab shall be determined with reference to the consolidated eligible revenue of the customer.

Eligibility and Operational Guidelines:

6. The eligibility conditions for contractual customers, designated/approving authorities, modes of payment, credit facility, advance deposit facility, billing arrangements, security deposit, pick-up facility, National Account Facility and other operational provisions prescribed by the Department shall continue to be governed by the extant instructions, except to the extent specifically modified through this Office Memorandum.

7. The discount shall be calculated on the eligible revenue excluding applicable taxes. The applicable consolidated revenue slab shall be determined for each monthly billing cycle on the basis of eligible revenue recorded against the concerned Customer ID, subject to reconciliation and verification as prescribed by the Department.

8. The additional 2% DNK/self-booking discount shall be applicable only on the eligible revenue booked through DNK Portal/self-booking by contractual customers, including aggregators. Revenue booked through other modes shall be eligible for the applicable base volume discount but shall not qualify for the additional DNK/self-booking discount.

9. In the case of customers having booking arrangements at multiple locations under the National Account Facility (NAF), eligible revenue across such locations shall be consolidated against the identified Customer ID/customer account for determination of the applicable base volume discount slab, subject to prescribed system and accounting arrangements.

10. The concerned Circles shall ensure that existing contractual/bulk customers are appropriately mapped with their respective Customer IDs and that the booking offices correctly capture customer and contractual details so that eligible revenue is accurately consolidated for determination of the applicable discount.

11. In case of the retail customers booking through DNK/Self-booking portal, the existing discount structure of 2% for ITPS and 1% for EMS shall continue as present in force.

Supersession and Effective Date

12. This revised consolidated discount structure shall come into effect from 1st November, 2026 or from the date of completion of required technical developments by CEPT and shall be in supersession of the existing volume discount structure for International Mail Services issued by the Office Memorandum of even number dated 3 September 2024. The date of effect may be communicated separately, if required, based on completion of required technical development.

13. The other terms and conditions, non-contractual DNK portal booking discount, operational guidelines, eligibility criteria and administrative provisions contained in the existing instructions shall continue to remain applicable unless specifically modified or superseded by this Office Memorandum or by subsequent instructions issued by the Department.

14. Necessary technical changes for implementation of the revised consolidated discount structure, including consolidation of customer revenue at Customer ID level, determination and application of the applicable base volume discount and application of additional DNK/self-booking discount, shall be carried out in the relevant IT systems.

15. Circles are requested to take immediate necessary action for implementation of the revised structure and for informing existing contractual customers suitably.

16. This issues with the approval of the Director General (Postal Services).



(Himanshu Chaudhary)
Assistant Director General (IR)

To:

1. All Heads of Circles/Addl. DG, APS
2. CGM(BD&M)/CGM(PLI)/CGM/GM (Parcel Directorate)/Director (RAKNPA)/AS&FA
3. GM(CEPT), Mysore – with a request to make necessary changes in the system and upload the OM on India Post website
4. All DDGs in Postal Directorate/Secretary (PSB)
5. All Directors of Postal Training Centres
6. All Offices of Exchange

Copy to:

1. Sr. PPS to Secretary (Posts)
2. Sr. PPS to DG (Posts)
3. PPS to Members of the Postal Services Board and Addl. DG