Government of India

India Post

For Document

DELIVERY TIMELINE (in Days)

24 SPEEDPOST

Local	Metro to Metro
1 day	1 day

48 SPEEDPOST

Metro to Metro
2 days

SPEEDPOST

Local	Metro to Metro	State Capital to State Capital	Same State	Rest of country
2 days	3 days	3-4 days	3-4 days	4-5 days

*One additional day for delivery/Booking through Branch Office.



6 Metro Cities

Delhi | Mumbai | Kolkata | Chennai | Bengaluru | Hyderabad

Government of India

India Post

For International Services

DELIVERY TIMELINE (in Days)

Service Available

EMS SpeedPost	Parcel	Registered	International Tracked Packet Service
10-12 days	15-18 days	12-14 days	12-14 days

*Delivery timelines exclude the time taken for customs clearance or examination by other law- enforcement agencies



Government of India

India Post

For Parcels

DELIVERY TIMELINE (in Days)

24 SPEEDPOST

Local	Metro to Metro
1 day	1 day

SPEEDPOST

Local	Metro to Metro	State Capital to State Capital	Same State	Rest of country
1-2 days	1-3 days	1-4 days	1-4 days	4-5 days

*One additional day for delivery/Booking through Branch Office.

Parcel End to End

Local	Metro to Metro	State Capital to State Capital	Same State	Rest of country
1-3 days	4-5 days	4-6 days	3-6 days	7-8 days

*One additional day for delivery/Booking through Branch Office.



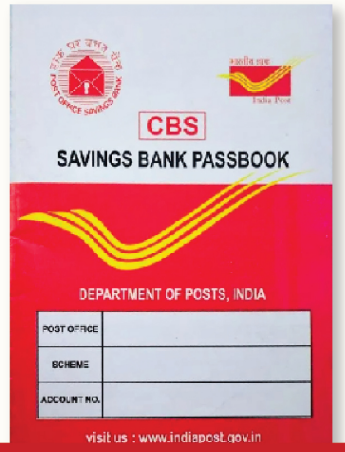
6 Metro Cities

Delhi | Mumbai | Kolkata | Chennai | Bengaluru | Hyderabad

FINANCIAL SERVICES

Service / Request	Business Days *
Transfer of account	
Presented at HO	1
Presented at SO	1*
Presented at BO	1*
Deceased claims with nomination	1*
Deceased claims without nomination	
Within powers of HO or SO	1
Beyond powers of HO/SO (Divisional head)	7*
Issue of duplicate passbook	
When presented at HO	1
When presented at any SO/BO	1*

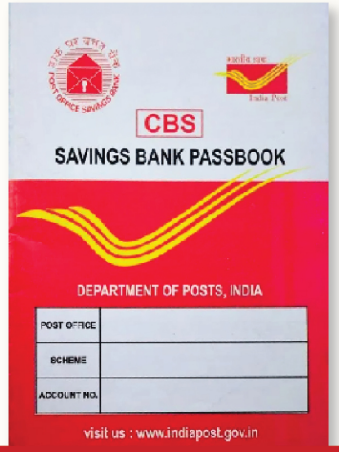
*Plus Transit Time Between Branch Post Office to Sub Post Office/Head Post Office



FINANCIAL SERVICES

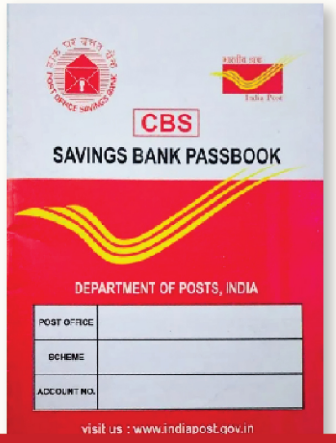
Service / Request	Business Days *
Interest Posting	**10 minutes**
Discharge of Savings Certificates (other office)	
Payment request at HO	**15 Minutes**
Payment request at SO (Cash/Transfer)	**15 Minutes**
Payment request at SO (By Cheque)	**1**
Transfer of certificates	
Presented at HO	**1**
Presented at SO	**1***
Presented at BO	**1***
Issue of duplicate certificates	
Certificate issued before 01.07.16	**7**
Certificate issued after 01.07.16 (HO)	**1**
Certificate issued after 01.07.16 (SO/BO)	**1***

*Plus Transit Time Between Branch Post Office to Sub Post Office/Head Post Office



FINANCIAL SERVICES

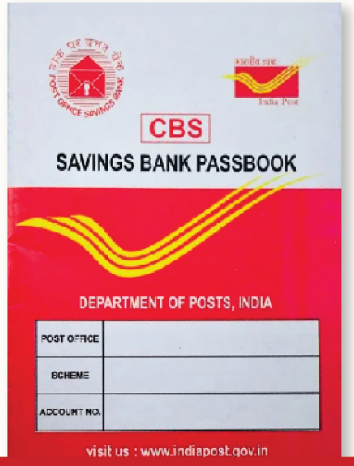
Service / Request	Business Days *
Transfer of account	
Presented at HO	1
Presented at SO	1*
Presented at BO	1*
Deceased claims with nomination	1*
Deceased claims without nomination	
Within powers of HO or SO	1
Beyond powers of HO/SO (Divisional head)	7*
Issue of duplicate passbook	
When presented at HO	1
When presented at any SO/BO	1*



*Plus Transit Time Between Branch Post Office to Sub Post Office/Head Post Office

FINANCIAL SERVICES

Service / Request	Business Days *
POSB Deposit & Withdrawal at BO (within the power of BPM)	10 minutes
Change of Nomination (the facility also available through internet banking)	1*
Release of certificate/account	1*
Unfreezing of account	1*
Issue of Interest Certificate	15 Minutes
Issue of Account Statement	15 Minutes
Issuance of Cheque Book	1*
Issuance of Personalised Cheque Book	7
Revival of silent Account	1*



*Plus Transit Time Between Branch Post Office to Sub Post Office/Head Post Office

CITIZENS CENTRIC SERVICES
(AADHAAR & PASSPORT SEWA)

Service	Estimated time per resident /unit
Biometric Updation	15 minutes
Demographic Updation	12 minutes
Aadhaar Generation for 0–5 Year	18 minutes
Aadhaar Generation above 5 Year	15 minutes
Passport application/renewal	20 minutes
Police Clearance Certificate (PCC)	15 minutes



*Plus Transit Time Between Branch Post Office to Sub Post Office/Head Post Office

RPLI
ग्रामीण डाक जीवन बीमा
Rural Postal Life Insurance

PLI
डाक जीवन बीमा
POSTAL LIFE INSURANCE
SINCE 1884

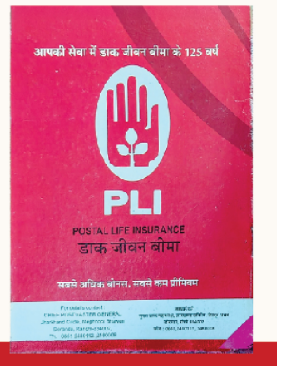
Government of India

भारतीय डाक
India Post

INSURANCE SERVICES

Service Request Category	SLA (Number of days from the date of Indexing of the service request)
Issue of New Policy (Issue of acceptance letter and policy bond)	<= 15 Days
Maturity claim / Paid-up value/ Survival benefit value	<= 15 Days
Death Claims (Death after 3 Years of Policy Issue)	<= 30 Days
Death Claims (Death within 3 Years of Policy Issue)	<= 90 Days
Revival/Conversion of Policy	<= 15 Days
Loan against Policy	<= 10 Days
Change of address	<= 5 Days
Change of nomination	<= 10 Days
Assignment of policy	<= 10 Days
Issue of duplicate policy bond	<= 10 Days

*Plus Transit Time Between Branch Post Office to Sub Post Office/Head Post Office



PARCEL PACKAGING POLICY

Safe Packaging • Secure Delivery • Happy Customer

WE ACCEPT YOUR PACKAGING

- **STRUCTURAL INTEGRITY** — Box/bag must be strong, with no tears, holes, crushing or open seams.
- **SEALED PROPERLY** — All openings must be firmly sealed.
- **LABELLING SPACE** — Enough flat space for barcode/address label.
- **WEIGHT SUITABILITY** — Packaging must be suitable for the weight of the parcel.
- **NO CLOTH PACKAGING** — Cloth or fabric cannot be used as the outermost layer.
- **STRONG ADHESIVE TAPE (Repairable Damage)** — If the parcel has minor and repairable packaging damage, BOPP tape will be used to secure it.

If your packaging is good, we will accept it!

OUR STANDARD PACKAGING OPTIONS

PARCEL BOX

SMALL BOX (S)
300 x 200 x 100 mm



Upto 3 Kgs

MEDIUM BOX (M)
410 x 330 x 270 mm



Upto 12 Kgs

LARGE BOX
480 x 430 x 340 mm



Upto 25 Kgs

FLYER BAGS (With Bubble Padding)

SMALL FLYER
200 x 165 mm



< 500 gms
Documents, Small Accessories

MEDIUM FLYER
400 x 304 mm



< 1 Kg
Apparel, Books, Soft Goods

LARGE FLYER
457 x 355 mm



< 2 Kg
Bulk Apparel, Textiles

EXPECTED DELIVERY TIMEFRAMES (From Booking to Delivery)

SPEEDPOST PARCEL

Destination Category	Average Delivery Time
Local	1–2 Days
Metro–Metro	1–3 Days
State Capital to State Capital	1–4 Days
Same State	1–4 Days
Rest of Country	4–5 Days

INDIA POST PARCEL

Destination Category	Average Delivery Time
Local	Within 3 Days
Metro–Metro	4-5 Days
State Capital to State Capital	4-6 Days
Same State	3-6 Days
Rest of Country	7-8 Days

24 SPEEDPOST PARCEL (PREMIUM EXPRESS OPTION)

- Guaranteed Next Day Delivery in 6 Metros

Packaging Time
5–10 Minutes

Booking Time
2–3 Minutes

PACKAGING AT NOMINAL RATES

We can pack your parcel at nominal charges.

NOTE : Delivery in Branch Post Offices may take one additional day.

SAFE PACKAGING | **SECURE HANDLING** | **ON-TIME DELIVERY** | **HAPPY CUSTOMER**