Parcel Directorate Order No. 3/2022

F. No.27-08/2021-PD
Government of India
Ministry of Communications
Department of Posts
(Parcel Directorate)
***

Malcha Marg Post Office Complex
Chanakyapuri, New Delhi-110021
Dated: 10th February, 2022

To

All Chief Postmasters General

Subject: - Parcel Packaging Policy

Quality of packaging is a key element in safe and secure transmission of parcels. Safety and security of parcels have to be ensured at two levels i.e at the level of each unit of parcel booked and transmission of parcel from origin to destination. With the introduction of All-India Postal Road Transport Network, safe and secure transmission of parcels has been ensured by the Department to a large extent. Safety and security of individual parcels, however, needs to be ensured to boost the confidence of customers in booking, transmission and delivery system of India Post. It is in this context that a Parcel Packaging Policy has been formulated taking into account the packaging standards being followed in the Courier, Express and Parcel market.

2. There are three main aspects of Parcel Packaging Policy as detailed below:

I. External packaging (Box, flyers, Bi-axially Oriented Polypropylene (BOPP) tape, stretch wrap plastic films & strapping rolls)

Small parcels should be placed inside tamper-evident plastic flyers & non-tearable paper bags of different sizes duly sealed. Fragile items requiring reasonable level of protection in the process of handling should be placed inside corrugated boxes. Bi-axially Oriented Polypropylene (BOPP) tapes are the packaging tape commonly used for securing & fastening medium and heavy-duty Parcel boxes. Stretch wrap plastic films & strapping rolls can be used for providing additional security during transport and storage. Specifications for plastic flyer bags & BOPP Tapes circulated vide this office letter no. 17-24/2019- PD dated 11.03.2020 have also been modified and subsumed in the revised Parcel Packaging Policy. (Detailed specifications are at Sl. I of Annexure)

II. Internal packaging (loose fill like Bubble wrap, airbags, cardboard fillers)

Bubble wrap, airbags & shredded carboard fillers are all commonly used as cost-effective & high-performance loose fill packing materials for keeping the consignments safe and secure during handling. The shock absorption properties of these materials provide a cushion to fragile items and prevent damage during transportation. (Detailed specifications are at Sl. II of Annexure)

III. Self-Adhesive Special Handling Label:

Proper use of handling instruction labels helps in ensuring proper and careful handling during storage, transportation and delivery. The dimensions of the handling instruction labels should be of appropriate size considering the size of the consignment. (Detailed specifications are at Sl. III of Annexure).

3. Discontinuation of the use of cloth material for Parcel Packaging:

(i) Presently, parcels wrapped in cloth packaging are accepted for booking and transmission by Post offices/ booking centres. It has been observed that pre-printed barcode labels do not adhere well to the cloth packaging during transmission. In view of this, a Gazette notification was issued on 28.03.2014 wherein following provision was inserted in IPO Rules, 1933 (5):

"A parcel wrapped with cloth should invariably either be packed in a carton or be covered with paper or plastic wrapper over the cloth wrapping so that the bar code sticker can be properly affixed on the parcel for track and trace purpose"

(ii) In view of the above, no Parcel should be accepted wrapped in cloth packaging with effect from **01.04.2022**. Parcels having packaging of cloth material can, however, be accepted if packed in corrugated boxes or flyer bags as specified in the packaging policy.

(iii) Circles may launch a massive publicity drive specially at the counters of Parcel Booking Centres to make the customers aware of the use of corrugated boxes of specified standards for booking of parcels.

(iv) Since the corrugated boxes/flyer bags of specified standards will enable the Department in safe, secured and smooth handling of parcels, these may be made available to the customers at the counter at cost price.

4. Use of BOPP tapes at the retail booking counters

(i) All parcels booked at the post office counters must invariably be secured with BOPP tapes having a printed array of "India Post Parcel" logo as an added security measure. For this purpose, all booking counters must be supplied with BOPP tapes by the Circles as a part of the packaging material.

(ii) BOPP tapes may also be used to secure the packaging of parcels damaged during transit, before delivery to the customer.

(iii) Bulk and contractual customers may use tamper evident BOPP tapes with their company logos.

5. Setting up of Parcel Packaging Units (PPUs) for retail customers

(i) The primary objective of setting up of PPUs is to ensure that parcels are handled and transported in a safe and secured manner. Circles may therefore, consider setting up of Parcel Packaging Units (PPUs) in major post offices having substantial retail bookings of parcels.

(ii) A prominent location should be identified in these post offices for setting up of PPUs and required packaging materials and equipment viz. Roll stretch wrapping machine and Parcel strapping machine, should be made available in the PPUs so that retail parcels can be properly packed.

(iii) Scheme funds provided for parcels under activity "Infrastructure Upgrade for Speed Post etc." can be used for purchase of Parcel Packaging equipment.

(iv) Packaging of parcels provided at PPUs will be a charged service. Circles may fix the charges for providing packaging services taking into account the cost of the packing material and a reasonable service charge not exceeding Rs. 10/- per parcel.

6. Sensitizing the Private Packaging Vendors of the revised packaging standards

It is generally observed that many private vendors provide Parcel Packaging Services outside major post offices across the Country. These vendors mostly use cloth packaging material or low quality of corrugated boxes. Circles should make these vendors aware of the new Packaging Standards of the Department wherein packaging in cloth material is to be avoided and corrugated boxes and paper/ plastic flyers of prescribed specifications should be used for packaging.

7. Supply of packaging materials through Circle PSDs

(i) Material Management Division of the Postal Directorate will take up the matter with GeM to ensure that the Parcel Packaging materials as specified in the Annexure are available on GeM Portal, so that Circles can purchase the packaging materials as per their requirement through their respective Postal Store Depots.

(ii) Circles may ensure adequate supply of the packaging materials to post offices/parcel booking hubs/ NDCs as the case may be.

8. The sale of the packing materials may be booked under 'Retail Post- Packaging Material'.

9. All bulk customers should be advised to adopt the new packaging standards of India Post and it should be incorporated in the MoU/agreement signed with bulk and contractual customers for Speed Post Parcel & Business Parcel. The format of the agreement has already been circulated by Business Development & Marketing Directorate vide letter No. 10-23/2013-BD&MD dated 24.01.2017

10. Circles may ensure availability of packaging materials at post offices/booking centres well before **01.04.2022** and put up display boards outside the Post offices/ booking centres about availability of packaging materials.

This issues with the approval of Director General Postal Services.

Encl: A/a

Ajay Kr. Roy

(Ajay Kumar Roy)
Chief General Manager

Copy for information to:

1. Sr. PPS to Secretary (Posts)
2. Sr. PPS to DG Postal Services
3. Member (Operations)
4. Director, RAKNPA
5. CGM (CEPT)- with request to get Sale of Packaging material configured under Retail Post
6. DDG (Estates & MM)- for necessary action as per para 7(i) above
7. GM (CEPT)- with request to arrange to upload the revised Parcel Packaging Policy on India Post website
8. DDG (PO) / DDG (IR&GB) / DDG (MO)- for information
9. Directors- All PTCs.

Parcel Packaging Standards

There are three aspects of parcel packaging as mentioned below:

I. External packaging (flyer, Boxes, Bi-axially Oriented Polypropylene (BOPP) tapes, stretch wrap plastic films & strapping rolls)
II. Internal packaging (loose fill like Bubble wrap, airbags & cardboard fillers)
III. Special Handling label- labels indicating handling instructions for fragile items

I. External packaging (flyers, BOPP tapes, Boxes)

A. Small parcels- Small parcels should be placed inside tamper-evident plastic flyers & non-tearable paper bags of different sizes duly sealed. Specifications for plastic flyer bags circulated vide this office letter no. 17-24/2019- PD dated 11.03.2020 have also been modified as below. Additional features to be included are sequential security numbering (to be printed at seam of the flyers)

(i) Plastic flyer/bag:

Features	Specifications
Usages	For securing parcels
Property	Recycle and Tamper proof/evident
Thickness	55-60 Microns
Material	LDPE/HDPE (Low/High Density Polyethylene) with water/moisture resistant feature
Tensile strength	400% elongation at break with MPa unit above 25
Pattern	Transparent Jacket/Pouch with (POD/Invoice)
Branding	Array of "India Post Parcel" logo across the length of envelope (preferable size - 2" x 2" inches)
Carrying Capacity	Less than 2 Kgs
Dimensions of the plastic flyer/Bags	12" x10" Inches pouch 16" x 12" Inches pouch (6" x 6") Inches pouch **Optional**- Bubble padding

Adhesive Strip glue & tamper evident feature	▪ Peel & Seal permanent adhesive flap closure (Glue strength is of highest quality)
Additional Features	▪ Easy to write on with a permanent marker/ pen

Tensile Strength- is the maximum stress that a material can withstand while being stretched or pulled before failing or breaking.

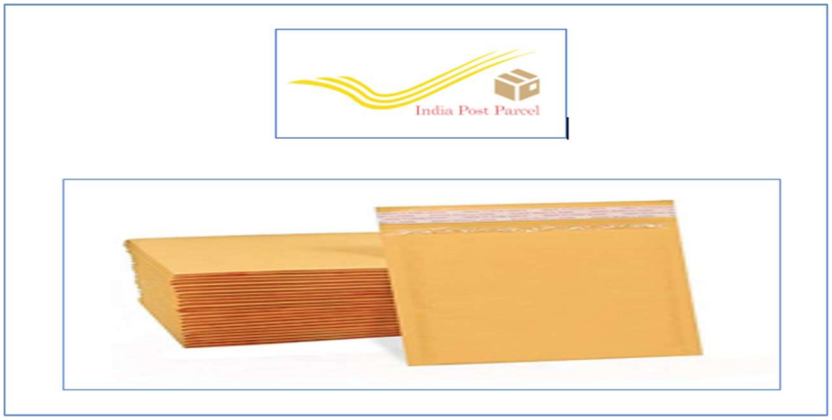


(ii) Paper flyer/Bag:

Features	Specifications
Usages	For securing parcels
Property	Recycle and Tamper proof/evident
Thickness	100-150 Microns
Material	Kraft paper with water/moisture resistant feature
Pattern	Transparent Jacket/Pouch with (POD/Invoice)
Branding	Array of "India Post Parcel" logo across the length of envelope (preferable size - 2" x 2" inches)
Carrying Capacity	Less than 2 Kgs

Parcel Packaging Standards

Dimensions of the paper flyer/ Bags	12" x10" Inches pouch 16" x 12" Inches pouch (6" x 6") Inches pouch **Optional**-bubble padding
Adhesive Strip glue& tamper evident feature	▪ Peel & Seal permanent adhesive flap closure (Glue strength is of highest quality)
Additional Features	▪ Easy to write on with a permanent marker/ pen



(iii) To be printed on flyer bags: ***(Note- all instructions at Table 1 & 2 in Bilingual (English/Hindi)***

Table 1 to be printed at top middle of flyer on both the sides

Please check for following before accepting the package

- Security numbering (123,456) is VISIBLE at the edges of bag and NOT DISTORTED
- Use of any tape is not allowed on the bag.

Table 1.

- **NO TAPE ALLOWED** (in **'bold'**-to be printed at centre on both the sides)
- ⚠ **PLEASE DO NOT ACCEPT TAMPERED PACKET** (in **'bold'**- To be printed vertically along the sides on both the sides of flyer)

Table 2



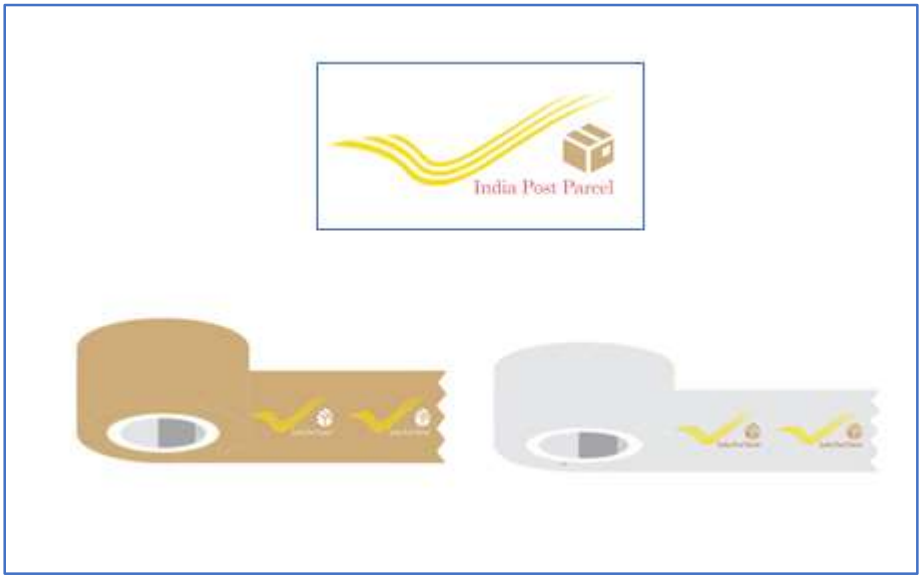
Illustration

B. BOPP tapes- Tamper evident Bi-axially Oriented Polypropylene (BOPP) tapes are the packaging tape commonly used for securing & fastening secondary packaging material (i.e. carton boxes, corrugated boxes etc.) for medium and heavy-duty parcel box. Specifications for these have already been circulated vide this office letter no. 17-24/2019- PD dated 11.03.2020 and are modified as under

Feature	Specifications
Width (inch)	Min:2"
Length (metre)	40 & above

Parcel Packaging Standards

Colour options	• Brown/Transparent • Array of "India Post Parcel" logo printed on entire roll
Thickness	• 40 microns
Additional desired features (List not exhaustive)	• Medium and heavy sealing (Hot melt Acrylic/ rubber) • Withstand multiple environments



Note: wrapping of tape to be done in such a manner that it does not obstruct/ overlap address labels, bar code etc.

C. Boxes- High quality six-sided corrugated cardboard box with flaps intact parcels. These boxes can be sealed with tamper proof BOPP tapes. Fragile items requiring reasonable level of protection in the process of handling should be placed inside corrugated boxes. Specifications for boxes with appropriate strength and durability for carrying the weight and size of the item with carrying capacity of 1 kg, 2kg, 5kg, 10kg, 15kg, 20 kg, 25 kg & 35 Kg are as below.

Parcel Packaging Standards





Dimensions & specifications for Boxes: (No joint/single joint)

(i) Dimensions:

Parcel Boxes	Dimension of boxes - minimum prescribed (in mm)	Weight (in Kg.)	Preferrable box type
Small	337 x 182 x 100	0 to 1 Kg	Single wall
Medium	336 x 320 x 52	Upto 2 Kgs	Single wall
Large (L1)	337 x 322 x 180	Upto 5 Kgs	Single wall
Large (L2)	337 x 322 x 345	Upto 10 Kgs	Single wall
Large (L3)	417 x 359 x 369	Upto 15 Kgs	Double wall
Large (L4)	481 x 404 x 389	Upto 20 Kgs	Double wall
Large (L5)	541 x 444 x 409	Upto 25 Kgs	Double wall
Large (L6)	800 x 600 x 600	Upto 35 Kgs	Double wall
Large (L7)	1600x500x500	Upto 35 Kgs	Double wall

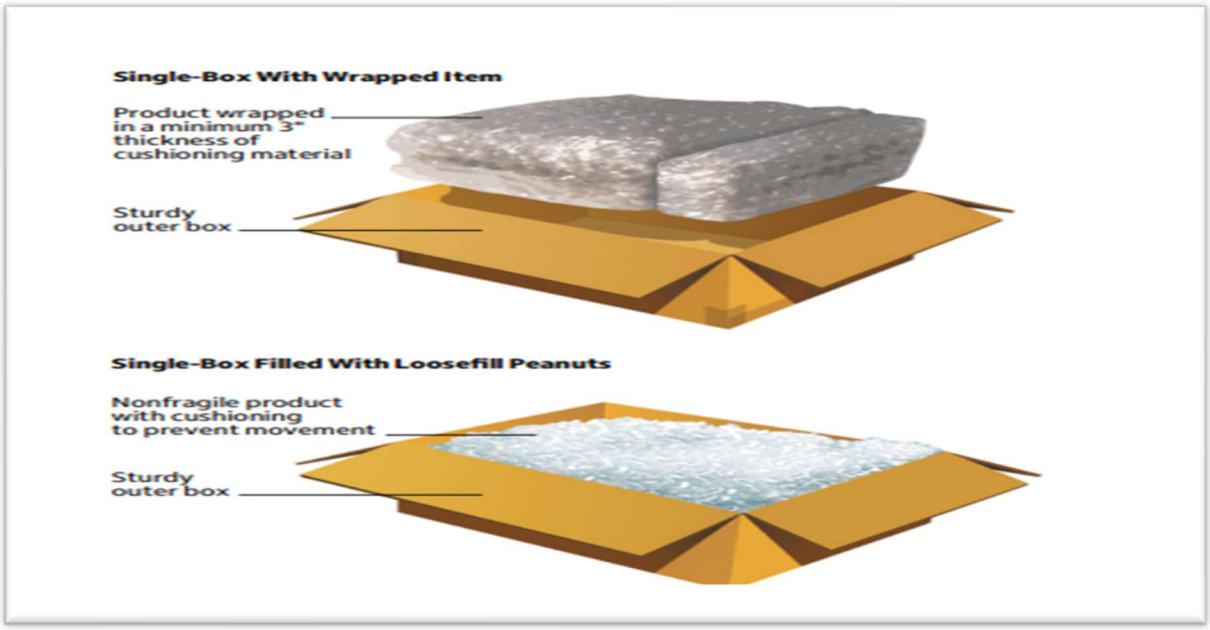
(ii) Boxes specifications:

Box type	Material Thickness	Material grade (GSM) in gms	Bursting test *(pounds per sq. inch)*	Edge crush test *(pounds per sq. inch)*
Single wall	3-5 mm	150 gm	160	34
Double wall	7-8 mm	250 gm	250-350	55

Burst-Test- is the force of pounds per square inch required to rupture or burst the side of a corrugated box. The result indicates the box's ability to withstand external or internal forces, and how the box will contain its contents during rough handling.

Edge-Crush-Test (ECT) - measures the stacking strength of corrugated cardboard boxes or fiberboard. Determining a finished box's compression-strength is defined by the amount of force that is needed to crush the cardboard by standing it on its edge.

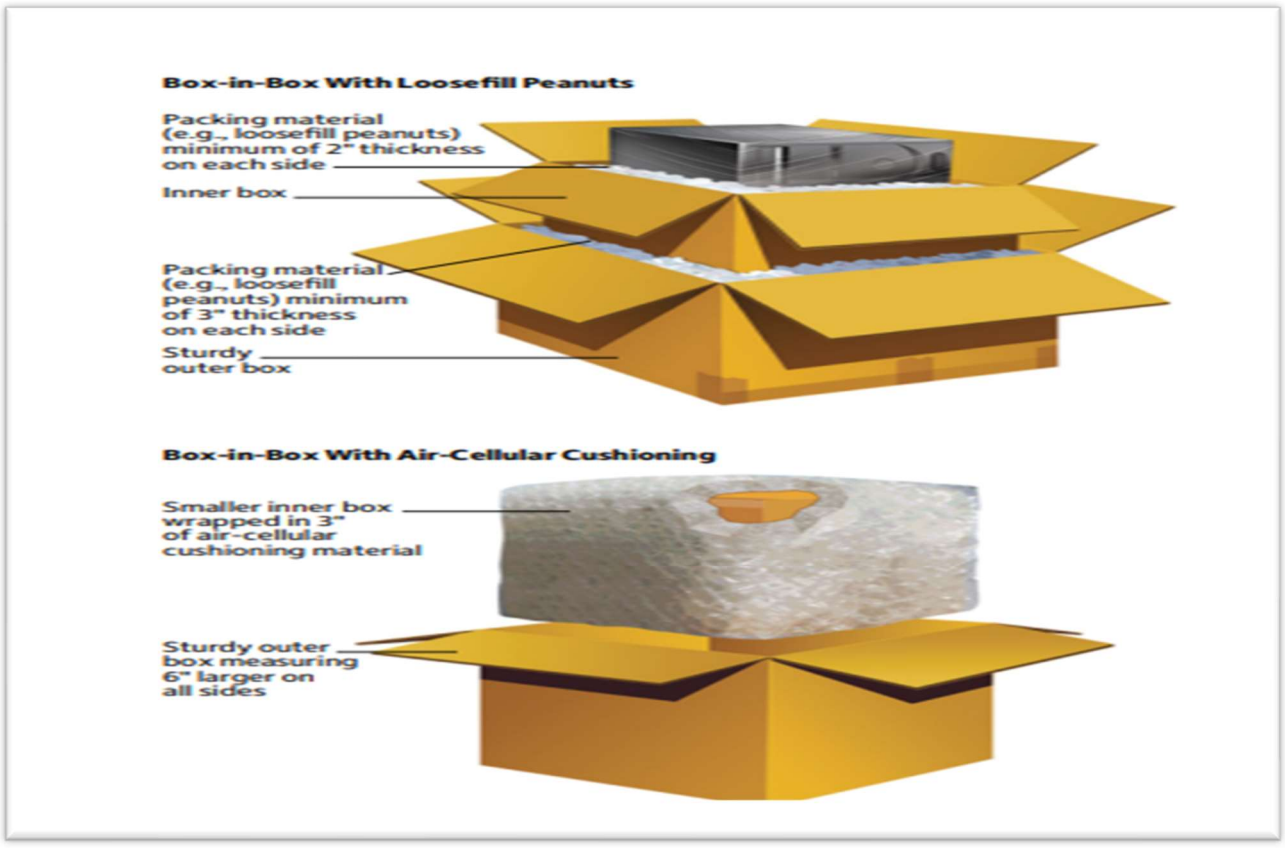
(iii) Boxing method can be of two kinds a. Single box method, b. Box-in-Box method



a. Single box packaging method

Basic packaging method

- Suitable for most non-fragile articles (e.g. printed matters, machinery parts, metal parts etc.)
- Items that may be affected by moisture and staining should be placed into a strong plastic bag or container for extra protection.
- Ensure items are placed centrally in the box with at least 6cm of separation from any of the external walls and corners.
- If shipping multiple items within a single box, ensure each one is wrapped individually and well separated from one another.
- Fill any void space to prevent items moving within the box during transport.



b. Box in box packaging method

The box-in-box method utilizes a second outer box to offer additional protection. It is useful for the transportation of more fragile items or where the inner box will be used for retail purposes.

- The outer box should be at least 10 cm larger in all dimensions than the inner box to provide sufficient overpack protection
- Restrict any movement of the inner box by filling void space by internal packing material or any suitable dunnage material on all sides before sealing the outer box ready for transportation.

(iv) Printing instructions

- ⚠ **PLEASE DO NOT ACCEPT TAMPERED PACKAGE** (in **'bold'**- To be printed at lower sides of box where visible in *Bilingual (Hindi/English)*)

'India Post Parcel' Branding: - India post parcel 'logo' to be printed in specified design and colour on lateral 4 walls of the corrugated box. Appropriate dimensions of India post parcel 'logo' should be kept as per the box size.

D. (i) Stretch wrap plastic films- Linear low-density polyethylene (LLDPE) wrapping films can be used for providing additional security during transport and storage. Roll stretch wrapping machine can be used for providing these services.





Illustration

(ii) Strapping rolls- PP strapping rolls can be used for providing additional security during transport and storage. Parcel strapping machine can be used for providing these services. An array of "India Post Parcel" logo shall be printed on entire roll





Illustration

Note: Wrapping to be done in such a manner that it does not obstruct/ overlap address labels, bar code etc.

II. Internal packaging (loose fill like Bubble wrap, airbags, cardboard fillers)

Bubble wrap, airbags & carboard fillers are all commonly used as packaging material. All have different qualities and it is important to use them appropriately. The shock absorption properties of these materials provide a cushion to fragile items and prevent damage during transportation. The table below at 'X' describes what material is suitable as per need.



(a) Bubble wrap



(b) airbags



(c) cardboard fillers

Packaging Function				
Type of material	Cushioning	Void fill	Protection	Divider
Bubble wrap	✓	✓	✓	
Air bags		✓		
Cardboard fillers		✓	✓	✓

Table 'X'

(i) Specifications:

a. Bubble Wrap

Feature	Specifications
Material	Low density polyethylene (LDPE)
Thickness of film	35-40 GSM
Bubble diameter (mm)	10

Percentage of sheet covered by bubbles	80%

b. Airbags- Durable & tamper proof nature air pillow bags to protect valuable or fragile item

c. Cardboard fillers- Good quality shredded carboard fillers

III. Self-Adhesive Special Handling Label:

Proper use of handling instruction labels in corrugated boxes will help in ensuring appropriate transport, handling and storage of shipment during transit. Dimensions to be kept as per box sizes.



(i) Specifications:

Feature	Specifications
Material	Glossy coated on top
Dimension	3"x3" 4"x4" 6"x6"
Adhesive quality	Glue strength is of highest quality
Other features	Waterproof and Oil-proof, Fade Resistant & Reliable

Note: Affixing of label to be done in such a manner that it does not obstruct/ overlap address labels, bar code etc.

Parcel Packaging Standards

India Post Parcel Logo:

Note- India post parcel 'logo' to be printed on all BOPP tapes, flyer bags and Corrugated Boxes

In case of Bulk Customers, non-branded tapes, flyer bags & corrugated boxes can also be used.

F. No.27-08/2021-PD
Government of India
Ministry of Communications
Department of Posts
(Parcel Directorate)
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Malcha Marg Post Office Complex
Chanakyapuri, New Delhi-110021
Dated: 29th June, 2022

To

All Chief Postmaster Generals
All Postmasters General

Subject:- Parcel Packaging Policy

This is in continuation to Parcel Directorate letter of even no dated 10.02.2022 vide which parcel packaging standards were issued for safe and secure transmission of parcel.

2. In addition to the already circulated specifications for corrugated boxes, a new size of box for packing parcel upto 500 gms weight has been formulated and is as under:

Dimensions & specifications for Box: (No joint/single joint)

Parcel Box	Dimension of boxes - minimum prescribed (in mm)	Weight (in Kg.)	Preferrable box type
Small (L 1)	300 x 150 x 100	0 to 500 gms	Single wall

3. Circles to ensure that packaging materials are procured as per the SOP issued vide letter No. U-18/2/2021-UPE-DOP dated 16.06.2022 *(copy enclosed)* and as per the specifications circulated by Parcel Directorate vide letter of even no. dated 10.02.2022.

Enclosure: As above

(Ajay Kumar Roy)
Chief General Manager

Copy for information to:

1. DDG (Estates and MM)
2. DDG (PO)/DDG (IR&GB)/DDG (MO)

No. U-18/2/2021-UPE-DOP
Government of India/ भारत सरकार
Ministry of Communications/ संचार मंत्रालय
Department of Posts/ डाक विभाग
(सामग्री प्रबंधन प्रभाग)
****

डाक भवन, नई दिल्ली
नई दिल्ली, 110001

Dated the 16th June, 2022

To:

The CPMsG (All Circles)

Subject: Standard Operating Procedure for Procurement and Sale of Parcel Packaging Material in Department of Posts.

Madam/Sir,

In pursuance of letter No. 27-08/2021-PD dated 10.02.2022 issued by Parcel Directorate, the Postal Circles are required to make available packaging materials in post offices having parcel traffic. All post offices in the Circles that have parcel traffic should be covered. In order to ensure availability of packaging material required for booking parcels at Post Office level, following guidelines are issued to be adhered at operational level.

A. **Assessment of requirement and placing of indents-**

(i) Divisional Head concerned would work out yearly requirement of each type of Parcel Packaging material for all post offices having parcel traffic under their jurisdiction, including requirement of bulk customers, as per last one year purchase of packaging materials and parcel booking data (retail/bulk parcels) as on 1st January of the year. Indent of six months requirement would be placed by post office with PSD through Divisional Head on six monthly basis after accounting for available stock. Initially, 2 kg and 5 kg parcel boxes may be procured. Indents may be placed by the post office concerned by first week of the February (not applicable for the year 2022) for the period of April to September and first week of August for the period of October to March. Supplementary indents may be placed in the event of packaging materials sold out before the six months period is over. The ancillary items to be indented shall be commensurate with indents placed for Parcel Boxes.

B. **Procurement-**

(I) After consolidation of indents received from Divisional Heads, the PSD shall procure Parcel Packaging Material as per General Financial Rules (GFR) 2017, Public Procurement (Preference to Make in India) Order 2017, Delegation of Financial Powers Rules

16/06/2022

(DFPR) and other directions issued and amended from time to time, as the case may be. The amount paid for such procurement shall be made from the allotted funds under the Head of Account 3201.02.101.01.01.21 "Supplies and Material" with GL Code 3020662100.

(ii) PSD concerned, before placing order for procurement of packaging material shall ascertain the stock position of various items from the Divisional Heads (not applicable while placing order for the first time) and take into account surplus stock of any item lying with any indenting unit for possible diversion from surplus to deficient post offices.

(iii) As per Para 8 of the Parcel Directorate letter No. 27-08/2021-PD dated 10.02.2022, the sale of the packaging material to the customers by the post offices may be booked under Head of Account 1201.00.800.01.01.00 'Retail Post' with GL Code 1800010100.

C. **Quality Control-**

(i) The specifications of various Packaging materials should be in compliance of directions conveyed to all Circles in the Annexure to Parcel Directorate's letter No. 27-08/2021-PD dated 10.02.2022. Quality control should be ensured by randomly checking the materials after receipt from Suppliers at PSD level.

D. **Storage and Inventory Management-**

(i) Account of the parcel packaging material shall be maintained as accountable article.

(ii) Item-wise packaging material should be configured in CSI Inventory and Point of Sale Modules under Retail Post.

(iii) The stock position of Parcel Packaging Material shall be reviewed by the Manager/ASP, PSD monthly and by the Superintendent, PSD quarterly, at their level. It may be ensured that they are kept properly without getting damaged in any manner.

(iv) The post office shall ensure safe storage and timely availability of the packaging material through timely indenting of the requirements to PSDs.

E. **Supply and Replenishment-**

(i) The post office would place indents on the PSD as per their requirement of the Parcel Packaging Material. The post office would ascertain the stock position of various items before placing indent to the PSD.

(ii) The PSD shall supply the concerned Parcel Packaging Material to the post offices under its jurisdiction as per the indents placed by the post office.

(iii) Proper accounting of supply and receipt should be maintained at PSD and post office level.

16/06/2022

F. **Marking up the sale price-**

(i) Parcel packaging material will be made available to customers at a price fixed by Parcel Directorate as stipulated in Para 3(iv) of Parcel Directorate's Parcel Packaging Policy letter No. 27-08/2021-PD dated 10.02.2022 and revised by the Parcel Directorate from time to time.

2. Circles may please ensure that the respective packaging material specifically, BOPP tapes are procured and made available as stationery items at all MPCM counters in post offices within a month of issue this letter, through Postal Store Depots.

3. This issues with the approval of the Competent Authority.

16/06/2022

(Ramesh Chand Meena)
ADG (MPP)

Copy to-

(i) CEPT Mysore, for configuration in CSI Inventory and Point of Sale Modules under Retail Post.
(ii) CGM, Parcel Directorate, for information and necessary action.