F. No. 27-08/2021-PD(Part1)
Government of India
Ministry of Communication
Department of Posts
Parcel Directorate
*****

Malcha Marg Post Office Complex,
Chanakyapuri, New Delhi-110021
Dated: 25.05.2026

To,
All Chief Postmasters General
All Postmasters General

Subject: Parcel Packaging Policy – Updated Standards and Guidelines for Field Units

Reference is invited to this Directorate's letter of even number dated 10.02.2022, vide which the Parcel Packaging Policy and associated standards were prescribed for ensuring safe, secure and transmission-worthy handling of parcels across the postal network. Detailed specifications relating to packaging materials, operational procedures and procurement mechanisms were also communicated subsequently from time to time for implementation by Circles and field units. However, based on operational feedback and field observations, it has been noticed that uniform implementation of the prescribed standards and packaging practices has not yet been achieved across all parcel-booking post offices and Parcel Packaging Units (PPUs).

2. The parcel business landscape has undergone significant transformation in recent years on account of increasing e-commerce traffic, rising customer expectations and evolving logistics handling requirements. In view of the above, and with a view to ensuring greater uniformity in implementation, strengthening transmission-worthiness standards and aligning departmental practices with contemporary logistics and e-commerce packaging standards, the Parcel Packaging Policy has been comprehensively reviewed. Accordingly, the following revised instructions, standards and operational guidelines are issued for necessary compliance and implementation by all concerned units.

PART A – REVISED PACKAGING STANDARDS

2. External Packaging

2.1 Corrugated Boxes – Revised Size Matrix

Three broad categories of corrugated boxes are prescribed for mandatory stocking, as detailed hereunder:

Category	Code	Dimensions (L×W×H) mm	Carrying Capacity	Wall Type	Ply	Procurement
SMALL	S	300 × 200 × 130	Upto 3 kgs	Single Wall	3 PLY	Mandatory

MEDIUM	M	410 × 330 × 270	Upto 12 Kgs	Double Wall	5 PLY	Mandatory
LARGE	L	480 × 430 × 340	Upto 25 Kgs	Double Wall	5 PLY	As per demand

Extra-large box of 550 × 450 × 400 mm (Triple wall/7 Ply) can be used where parcel weight is upto 35 kgs

2.2 Plastic/Kraft paper Flyer Bags

Three standard sizes of plastic flyer bags with bubble padding (LDPE/HDPE, 100 microns+) are prescribed for stocking and use at post offices, as follows:

Size	Dimensions	Max Weight	Recommended Use
Small Flyer	200 × 165 mm	< 500 gms	Documents, small accessories
Medium Flyer	400 × 304 mm	< 1 Kg	Apparel, books, soft goods
Large Flyer	457 × 355 mm	< 2 Kgs	Bulky apparel, textiles

2.3 BOPP Tapes

All parcels booked at post office counters shall be secured with BOPP tapes conforming to the following minimum specifications: minimum 50 wide, 40 metres length, 40 microns thick, bearing the 'India Post Parcel' logo array. Tapes shall not be applied over address labels or barcodes.

3. Internal Packaging (Cushioning and Void Fill)

The following materials are approved for use as internal packaging. Selection of appropriate material shall be governed by the nature and fragility of the consignment:

Material	Cushioning	Void Fill	Divider	Recommended For
Bubble Wrap (LDPE, 35-40 GSM, 10mm)	✓	✓	–	Electronics, fragile, fashion accessories
Foam Sheets	✓	✓	–	Electronics, appliances, flat items
Airbags / Air Pillows	–	✓	–	Lightweight void fill in large boxes
Cardboard / Corrugated Fillers/	–	✓	✓	Multi-item shipments, dividers
Shredded / Crumpled Paper (NEW)	–	✓	–	Eco-friendly void fill, general purpose
Honeycomb Paper wraps	✓	✓		Glassware, ceramics, bottles, premium eco-friendly packaging, fragile parcels

PART B – CUSTOMER PACKAGING POLICY

5. Customer's Own Packaging – Acceptability Criteria

5.1 Customer-supplied packaging shall be accepted at the time of booking, provided it meets the minimum transmission-worthiness criteria prescribed hereunder. Post offices shall not compel customers to re-pack if the packaging is structurally adequate. *Packaging assistance*

should be offered proactively, and shall not be made a mandatory precondition for acceptance of booking

5.2 The minimum criteria for acceptance of customer packaging are as under:

S.No	Parameter	Minimum Requirement
1	Structural Integrity	Box/bag shall show no tears, holes, crushing or open seams (BOPP tape may be used by the counter staff for sealing or repairing torn parcel packaging, wherever the damage is minor and repairable)
2	Sealing	All openings shall be firmly sealed; no loose flaps permissible
3	Labelling Space	Sufficient flat surface available for barcode/address label without obstruction
4	Weight Capacity	Packaging visibly adequate for weight being sent; no bulging or sagging
5	Cloth Packaging	Not acceptable as outermost layer; must be placed inside corrugated box or sealed flyer

6. Re-packing / Packaging Assistance at Post Office

Where the customer's packaging is found inadequate, the post office may provide packaging assistance using materials available at the Parcel Packaging Unit (PPU) or counter, at prescribed charges. Circles shall fix the applicable service charge, not exceeding ₹10 per parcel (over and above material cost), in terms of Para 3(iv) of this Directorate's Packaging Policy letter dated 10.02.2022.

PART C – PARCEL PACKAGING UNITS (PPUs)

7. PPU Setup – Rationalisation of Locations

7.1 With a view to rationalising the network of PPUs and ensuring that such units are set up at locations warranting the same, PPUs shall henceforth be established only at post offices meeting one or more of the following criteria:

- A minimum daily average of 100 retail parcels (computed over the preceding three months); or
- Post offices with confirmed bulk or contractual customers generating significant and recurring packaging requirements.

7.2 All Circles shall identify eligible PPU locations and communicate the same to this Directorate within 60 days of the issue of this letter.

7.3 Equipment to be provided at each PPU shall, as a minimum, include: (a) Roll Stretch Wrapping Machine; and (b) Parcel Strapping Machine.

Note: *Post offices not qualifying for PPU status shall nonetheless maintain a counter stock of BOPP tapes for use at the time of booking. This is* ***mandatory for all parcel-booking post offices****, irrespective of PPU status.*

8. Display of Packaging Materials & Signages

All PPUs and parcel-booking post offices shall prominently display packaging materials, standard packaging sizes, packaging charges and customer advisory signages at conspicuous locations near booking counters. Visual packaging guides and instructional boards in bilingual form shall also be displayed for customer facilitation and awareness regarding acceptable packaging standards and packaging assistance services.

9. PPU Franchisee Model

9.1 The pilot franchisee model implemented in Assam Circle has demonstrated encouraging results, evidenced by improving efficiency ratios. This model not only facilitates a single-window solution for customers but also streamlines operations, reduces dependency on departmental manpower, and generates additional revenue. By integrating the PPU as an enhanced feature of the parcel service, post offices can offer standardized packaging solutions, thereby improving customer satisfaction and strengthening the overall Parcel product. Circles are requested to identify post offices demonstrating high potential for parcel packaging services and take necessary action to initiate the franchise-based model at these locations. Selected franchisees should be trained and monitored to ensure compliance with the Department's standards for service and quality. Copy attached

9.2 Circles may define their own minimum parcel volume thresholds for franchisee viability and rationalise locations accordingly. The objective is to render the PPU a self-sustaining, quality-enhancing feature of the Parcel product portfolio.

PART D – PACKAGING GUIDELINES BY PRODUCT CATEGORY

10. Drawing from India Post's operational experience and best practices prevalent in the e-commerce logistics sector, the following category-specific packaging guidelines are prescribed for PPU operations:

Category	Examples	Outer Packaging	Cushioning
Electronics	Mobile phones, laptops, tablets etc	3-ply box + Padded flyer	Bubble wrap (1-2 layers)
Electricals	Appliances, power tools etc	3/5-ply box, H-taping	Foam + cardboard edge angles
Fragile Items	Glassware, crockery, home décor etc	Double-box method; 5-ply for > 5 Kgs	3-4 layers bubble wrap; 30-50 mm gap
Apparel	Clothing, textiles etc	Padded flyer / corrugated box	None required
Fashion Accessories	Jewellery, watches etc	3-ply box inside padded flyer	Bubble wrap around product box

Liquid Items	Cosmetics, medicines, etc	3-ply corrugated box	Bubble wrap
Books & Stationery	Books, printed materials etc	3-ply corrugated box	Bubble wrap (1 layer)

PART E – IMPLEMENTATION DIRECTIVES

11. Implementation timelines

S.No.	Action Required	Responsibility	Timeline
1	Ensure availability of three box sizes, three flyer sizes and BOPP tapes at all parcel-booking post offices	Circle / Divisional Head / PSD	Within 30 days of issue of this letter
2	Identify and notify PPU locations based on revised criteria (min. 200 retail parcels/day)	Circle	Within 60 days of issue of this letter
3	Explore PPU franchisee model	Circle	Within 90 days of issue of this letter
4	Train all Counter PAs and Postmasters on revised packaging standards, customer advisory and acceptance criteria	PTC Vadodara	Within 60 days of issue of this letter
5	Display packaging standards chart at all parcel booking counters in English and regional language	Divisional Head	Within 45 days of issue of this letter
6.	Incorporate revised standards in all MoUs/agreements with bulk and contractual customers	BD Wing / Circle	At next renewal; immediately for new agreements
7	Ensure procurement of packaging materials through GeM Portal via PSD as per SOP vide letter No. U-18/2/2021-UPE-DOP dated 16.06.2022	PSD / Divisional Head	Ongoing
8	Report PPU efficiency ratio and franchisee model status to this Directorate	Circle	Monthly, from the 60th day of issue

12. An SOP on step by step packaging has been prepared and attached with this letter to assist counter staff in decision making.

13. In order to facilitate uniform implementation of packaging services across all parcel-booking post offices, CEPT shall make necessary system modifications in APT to enable provisioning, indenting, inventory management and sale/accounting of packaging materials at post office level. Necessary functionalities for recording packaging material usage, sale of packaging materials and packaging service charges shall also be incorporated. CEPT shall further prepare and circulate a detailed step-by-step user guide/SOP covering operational workflow, inventory handling, accounting process and counter-level procedures for use by field units.

14. PTC Vadodara, in coordination with Parcel Directorate and CEPT wherever required, shall develop comprehensive training and capacity-building material on revised packaging standards, packaging assistance procedures, customer advisory practices and usage of packaging materials. The training material shall include instructional videos, presentations, visual SOPs, counter operation demonstrations and practical handling guidance for field functionaries. PTC Vadodara shall also organise virtual and physical workshops/webinars for Counter PAs, Postmasters, PPU staff and concerned supervisory officers to ensure uniform understanding and implementation of the revised Parcel Packaging Policy across Circles.

15. The Postal Stores Depot (PSD) shall carry out random quality checks of packaging materials received from suppliers against the specifications laid down in the Parcel Packaging Standards Annexure. Non-conforming materials shall not be accepted or distributed under any circumstances. Circles shall maintain item-wise inventory of packaging materials until system-based inventory management is made available in APT 2.0.

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

Encl: As above

Additional General Manager
Parcel Directorate

Copy to:

i. Sr. PPS to Secretary (Posts)
ii. Sr. PPS to DG Postal Services
iii. Sr. PPS to Member (Operations)
iv. Director, RAKNPA
v. GM (CEPT)
vi. DDG (PO) / DDG (IR&GB) / DDG (MO)/DDG (Marketing) – for information
vii. Directors, All PTCs

STANDARD OPERATING PROCEDURE

Parcel Packaging at Post Offices/PPUs

7 Steps	Box & Flyer Guide	Sealing Methods	Final Checklist

STEP 1 OF 7 — ASSESS THE CONSIGNMENT

Before selecting packaging, the Counter PA / PPU Franchisee shall assess the following four dimensions of the consignment:

Weight & Size	Fragility	Physical State
Determines box/flyer size and Single vs. Double Wall requirement	Single Box vs. Box-in-Box method; cushioning layers	Liquid items: leak-proofing mandatory before external packaging

Note: Customer's own packaging shall be accepted if structurally adequate. Post offices shall not compel re-packing. Cloth outer packaging is NOT acceptable as the outermost layer and must be placed inside a corrugated box or sealed flyer.

STEP 2 OF 7 — SELECT OUTER PACKAGING

2A. Corrugated Box – Size Matrix

Category	Code	Dimensions (L×W×H) mm	Carrying Capacity	Wall Type	Ply	Procurement
SMALL	S	300 × 200 × 130	Upto 3 kgs	Single Wall	3 PLY	Mandatory
MEDIUM	M	410 × 330 × 270	Upto 12 Kgs	Double Wall	5 PLY	Mandatory
LARGE	L	480 × 430 × 340	Upto 25 Kgs	Double Wall	5 PLY	As per demand

Extra large box of 550 × 450 × 400 mm (Triple wall/7 Ply) can be used where parcel weight is upto 35 kgs

2B. Plastic / Paper Kraft Flyer Bags

Size	Dimensions	Max Weight	Recommended Use
Small Flyer	200 × 165 mm	< 500 gms	Documents, small accessories
Medium Flyer	400 × 304 mm	< 1 Kg	Apparel, books, soft goods
Large Flyer	457 × 355 mm	< 2 Kgs	Bulky apparel, textiles

2C. Decision Guide: Box vs. Flyer

USE CORRUGATED BOX	USE FLYER BAG	DO NOT ACCEPT
• Fragile or rigid-shaped items • Weight exceeds 2 Kgs • Electronic / electrical items • Liquids in hard containers • Items requiring cushioning space	• Soft / flexible items (apparel) • Items < 2 Kgs, non-fragile • Documents, printed materials • Books (with bubble wrap inside)	✗ Cloth as outermost wrapping ✗ Torn or damaged packaging ✗ Unsealed openings ✗ No space for barcode label ✗ Bulging or overweight packaging

BOPP tape may be used by the counter staff for sealing or repairing torn parcel packaging, wherever the damage is minor and repairable

STEP 3 OF 7 — INTERNAL PACKAGING / CUSHIONING

Standard Box Method (Non-Fragile Items)	Box-in-Box Method (Fragile / High-Value Items)
1. Line box bottom with bubble wrap or foam 2. Place item centrally (min. 6 cm from all walls) 3. Fill all voids with approved cushioning material 4. Gently shake — no rattling sound = correct fill 5. Close and seal	1. Wrap item in 3–4 layers of bubble wrap 2. Place in inner box; foam on all sides (min. 6 cm) 3. Outer box min. to be larger than inner box to fill foam (all dimensions) 4. Fill gap between boxes with cushioning material 5. H-tape the outer box

Cushioning Materials

Material	Cushioning	Void Fill	Divider	Recommended For
Bubble Wrap (LDPE, 35-40 GSM, 10mm)	✓	✓	–	Electronics, fragile, fashion accessories
Foam Sheets	✓	✓	–	Electronics, appliances, flat items
Airbags / Air Pillows	–	✓	–	Lightweight void fill in large boxes
Cardboard / Corrugated Fillers/	–	✓	✓	Multi-item shipments, dividers
Shredded / Crumpled Paper (NEW)	–	✓	–	Eco-friendly void fill, general purpose

Material	Cushioning	Void Fill	Divider	Recommended For
Honeycomb Paper wraps	✓	✓		Glassware, ceramics, bottles, premium eco-friendly packaging, fragile parcels

STEP 4 OF 7 — SEALING

STANDARD TAPE (< 5 Kgs)	H-TAPING (Heavy / Fragile / Liquid)	FLYER BAG SEALING
1. Seal centre seam of box top 2. Seal centre seam of box bottom 3. Tape shall not cover barcode 4. Tape shall not cover address label	1. Seal centre seam (top + bottom) 2. Also seal both edge seams 3. Creates H-pattern on box face 4. MANDATORY for parcels > 5 Kgs, liquids and fragile items	1. Use Peel & Seal adhesive strip only 2. No tape permissible on flyer bag

STEP 5 OF 7 — LABELLING

CORRECT LABEL PLACEMENT	INCORRECT
✔On seamless flat face of box or flyer ✔Away from edges and seams ✔Barcode fully visible and scannable ✔Label flat and not crumpled or wrinkled ✔Pocket sealed in flyer to prevent loss ✔Thermal printed labels preferred ✔Remove all old labels before applying new	✗ Label pasted over seam (barcode damaged) ✗ Label placed on edge or corner of box ✗ Torn or crumpled label ✗ Label without barcode (unprocessable) ✗ Multiple old labels causing confusion ✗ Flyer label pocket left unsealed

STEP 6 OF 7 — SPECIAL HANDLING LABELS

Self-adhesive special handling labels (glossy, waterproof, fade-resistant; sizes 3"×3", 4"×4", 6"×6") shall be affixed wherever required. Labels shall not obstruct barcodes or address information.

FRAGILE	THIS WAY UP	KEEP DRY	PERISHABLE	DANGEROUS GOODS
Glassware, electronics, crockery, home decor	Elongated / asymmetric items; specific orientation required	Liquid items, food products, medicines	Food products; note in remarks at booking	Batteries, chemicals (refer restricted items list)

STEP 7 OF 7 — FINAL CHECKLIST BEFORE PACKAGING and BOOKING

All items below must be verified before the parcel is booked using packaging materials by PPU.

Sl No	Check Item	Action if Failed
1	Box is sturdy, undamaged and not bulging	Re-box in correct size
2	No rattling sound when gently shaken	Add void fill material
3	No wetness or staining on box exterior	Re-pack; use leak-proof inner pouch
4	All seams sealed; no open flaps	Re-seal with BOPP tape
5	Special handling labels affixed where required	Affix applicable labels