

No. 17-01/2019-PD
Government of India
Ministry of Communication
Department of Posts
Postal Directorate

Dated : May 27th, 2019

OFFICE MEMORANDUM

Sub: Time limits to treat a parcel as 'lost', in absence of final disposal of parcel, for the purpose of payment of compensation – Speed Post Parcel, Express Parcel and Business Parcel -reg.

The matter of fixing of time limit to treat a parcel as 'lost' in absence of final disposal of the parcel for the purpose of payment of compensation has been engaging the attention of department for some time.

2. The process of handling of parcels has been streamlined and simplified under Parcel Network Optimization Project (PNOP). The new layout designs and operational equipments in Parcel Hubs and Nodal Delivery Centres (NDCs) have ensured that the parcels are handled securely and efficiently at each stage of its processing. With CSI being rolled out, visibility of parcels in its entire journey has improved. The benefits of improvement in operations and technology need to be passed on to the customers.

3. It is, therefore, decided that the maximum period after which a Speed Post Parcel, Express Parcel, Business Parcel will be treated as 'lost' for the purpose of payment of compensation will be 60 days from the date of booking or 30 days from the date of receipt of complaint whichever is later. However, in case of an insured parcel, the existing provisions of investigation, fixing responsibility before sanction of compensation, will continue to apply. The compensation to the sender of the parcel so declared 'lost' has to be paid thereafter within a period of 10 days.

4. The process of investigation to ascertain the cause of loss/abstraction/pilferage in case of parcel, fixing of responsibility and recovery thereon is an integral part of the whole process but is completely internal exercise of the Department and hence need not be linked to the payment of compensation to the customers. This process must be completed as per the defined timelines and need to be carried out as per the provisions mentioned in the Postal Manual Volume V.

5. These instructions will be applicable to the parcels booked since 01.04.2019 onwards. The due diligence has to be carried out within the timelines mentioned above to find out the disposal of the parcel. Due diligence will, inter alia, include cross checking with Delivery Office,

RTS Office and Payment Office as applicable and will be carried out by the Booking Office. Delivery Office shall ensure cross-checking of delivery in online as well as manual records and update the status thereafter.

6. An undertaking shall be obtained from the customer that he/she has neither received the parcel back nor received any payment/compensation for the parcel against which the claim has been made; and that in case any multiple payment against a parcel, or both payment and return of parcel to sender, comes to notice at a later stage, the excess amount shall be refunded by the customer to the Department or the same will be adjusted against any payment due in favour of the customer.

7. Further, the provisions prescribed for registered articles in Clause 81(2) of Post Office Manual Vol. VIII regarding recovery of whole or part of the contents will also be applicable in case of Speed Post Parcel, Express Parcel and Business Parcel.

8. The action to declare an article 'lost' whose final disposal is not known shall be initiated only on receipt of complaints with proof of booking. In other words, only the sender of a parcel has the right to seek compensation prescribed under rules on submission of proper proof of booking.

This issues with approval of the competent authority.


(Prannoy Sharma)
General Manager

All Heads of Circles/Addl. DG, APS
All Heads of Regions
Copy to :

1. O/of Secretary(Posts)
2. O/o DG(Posts)
3. All Members of Postal Service Board
4. AS&FA, DoP
5. CGM(BD&MD)/CGM(PLI)/Sr. DDG(Vigilance)
6. Director, Rafi Ahmed Kidwai National Postal Academy, Ghaziabad
7. All DDGs in Postal Directorate
8. All GMs in BD&MD and PLI Directorate/GM, CEPT Mysuru
9. Directors, All Postal Training Centres
10. Director CEPT Mysuru for publishing on Department's Website
11. Rajbhasha Anubhag for Hindi translation
12. Guard File
13. Office Copy