

No. 10-18/2013-BD & MD  
Government of India  
Ministry of Communications  
Department of Posts  
BD & Marketing Directorate  
New Delhi – 110 001

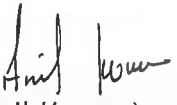
Dated: 05.02.2018

To  
All Heads of Circles/ Addl. DG, APS

**Sub: SOP for Outsourced Postal Agents**

This is in continuation to Planning Division OM no. 40-4/2016-Plg. Dated 11.07.2016 vide which instructions were issued for outsourcing of pick-up, booking and delivery of Speed Post, Registered Post (including Parcel) and Business & Express Parcel and this office OM of even number dated 08..08.2016 vide which detailed SOP for the scheme was circulated.

2. The scheme of Outsourced Postal Scheme was reviewed in the light of the references received from various stakeholders including Circle. Accordingly modified SOP and detailed guidelines for revised OPA scheme is attached for information and further necessary action.
3. The revised scheme shall come into effect from 01.04.2018 and shall be valid for a period of 6 months. Further extension of the scheme and its continuity will be subject to review outcome of the scheme.
4. Circles will take necessary action to regularize the existing OPAs in the light of revised instructions by obtaining necessary performance security/ security deposit etc.
5. With the implementation of this OPA scheme, scheme of OSA, introduced vide No. 2/17/96/BD dated 23.11.1998, will be merged into OPA scheme and shall operate on terms and conditions of OPA scheme only.

  
(Anil Kumar)

General Manager (P & L)

Copy to:

1. General Manager CEPT, Mysore – For information and necessary action to develop a module for OPAs and make necessary modifications in existing POS for Monitoring and Accounting within a fortnight on priority.

2. Sr. DDG (PAF) – With request to consider the revision in Head of Account of OPA payment from 3201.02.101.09.01.02 (wages) to 3201-101-4(6)- PPSS as in case of OSA scheme
3. CGM, PLI Directorate/ Director RAKNPA/
4. JS & FA/
5. General Manager (F)/ General Manager (BD), BD &M Directorate
6. All DDsG, in Postal Directorate
7. DDG (RB)
8. Directors in All PTC's
9. PPS to Secretary (Posts)/ PPS to DG (Posts)
10. PPS to Members of Postal Services Board

## Outsourced Postal Agents (OPAs) scheme

### 1. Introduction:

Department of Posts has been involved in delivery of various kinds of mail articles like letters, parcels etc. However, the existing delivery network of the Department is not suited and capable of meeting the requirement of growing eCommerce market and with the increasing penetration of e-commerce based shopping concept in India, there has been huge flow of parcels of varying sizes in the Department's network. In order to grab the business opportunities arising out of e-commerce penetration and considering the competition in the market due to rise of various delivery players, there is a need felt in the Department to design a suitable pickup and delivery system to effectively deliver the parcels of various sizes at door step and also extend pickup to Retail customers and vendors operating in Market Place of retail business. Further with the changing lifestyles in the country, there is a need for offering flexible delivery options to the customers.

### 2. Background:

- a. Department's delivery network is mainly designed to deliver the letters and documents and it becomes very difficult for the present delivery staff to make door delivery of the parcels which are of varying sizes considering the fact that most of the delivery beats are cycle and foot beat and parcels require a larger space for carriage and special aid for handling.
- b. By improving the delivery percentage and making on time deliveries, Department of Posts can easily increase its business and at the same time control aberrations in the RTS articles and compensation relating to it; thus making a huge saving. In order to improve the delivery performance and retain the business by increasing the customer satisfaction it is required to improve the delivery performance by exploring alternative means of delivery and also extending free pick up to those customers who are not being served by the Department at present so as to increase the customer base and delight the customer with service offerings.
- c. In order to handle the increasing volume of the eCommerce consignments, Department has started a 'Nodal Delivery System' and mechanizing the parcel delivery wherever feasible. However this system is again having some limitations including coverage area, financial viability of hiring the vehicles, erratic requirements, flexibility in delivery hours, handling of high weight consignments etc. Accordingly, there is a need to have a more flexible system of delivery, and the Department should have mixed delivery models.

- d. Free pick up being offered to eligible 'Bulk customers' also have limitation in terms of coverage areas. As new business areas are developing in the outskirts of the Cities where business units of the Department of Posts are not available, it becomes very difficult to serve these customers. By appointing OPAs in these areas, Department can have a channel to serve these customers also which will have a positive impact on the business. Additionally it will make a path to the Department to enter into new business models.

### 3. Engagement of OPAs:

- a. Individuals as well as Firms/ Proprietor agencies can be engaged to act as OPA in the Department. Same OPA can be authorized to undertake all activities viz. Pick Up, Booking and Delivery as per the requirement.
- b. OPAs who are authorized only for Pick up and Booking, can be engaged either by Divisional Heads or In-charge of the Booking Office, in case Booking Office in-charge is a Gazetted Officer.
- c. In case OPAs have to undertake delivery work also, in addition to Pick up and booking facility, same will be engaged by Head of a Postal division.
- d. In case an OPA, being a firm wants to function from multiple locations, same will be required to be approved by Regional or Circle Office as the case may be, if the serviceability areas are beyond the jurisdiction of Division or Region, as the case may be. Divisional Head can authorize an OPA to operate in multiple areas in his jurisdiction considering the capability of the OPA.
- e. OPAs will be normally engaged for a period of 3 years which can be further extended for 2 more years on annual basis. After expiry of engagement period, fresh engagement of OPAs has to be done. However, Department has right to terminate the engagement on an earlier occasion if performance of OPAs are not found satisfactory.
- f. Depending on the requirement for OPAs in a particular area Department may consider engagement of 2 or more, but limiting to maximum 5, OPAs in order to ensure proper and smooth operations through this system.
- g. Eligibility criterion for an individual to function as an OPAs will be as follows:
- i. He must have passed the higher secondary school examination and must be a computer literate.
  - ii. He must be having a valid driving license for two- wheelers. Owning or having access to moped, scooter, bike, car or van will be an additional qualification

- iii. He must furnish a performance security of Rs. 20,000/ - per location, in the form prescribed by Department, if he is authorized for Pick up, Booking and Delivery. In case OPA is not authorized to undertake delivery work, he may furnish a Performance Security of Rs. 10000/ - only per location.
  - iv. OPA must have a Smart Phone/ Laptop/ Computer with Internet connection to make the data exchange with the Department.
  - v. In case of OPA performing delivery, he should be able to deliver atleast 60 Parcels in a day or a minimum weight of 70 Kgs altogether
- h. Eligibility criterion for a firm to function as an OPAs will be as follows:
- i. Any Sole Proprietor/ Partnership firm or a company having a legal entity in India and registered under an Act of the Government of India can be engaged as OPA.
  - ii. Firm interested to work as OPA in the Department should have an establishment or registered in the jurisdiction where he is applying to act as OPA
  - iii. Firm, authorized as OPA for delivery, should have capacity to deliver atleast 80 Parcels in a day or a minimum weight of 100 Kgs altogether at each location
  - iv. Firm must furnish a security deposit - cum - performance security of Rs. 20,000/ - per location, in the form prescribed by Department, if firm is authorized for Pick up, Booking and Delivery. In case OPA is not authorized to undertake delivery work, he may furnish a Performance Security of Rs. 10000/ - only per location.
  - v. Firm must have facility to contact customers over phone before going for delivery and facility of computer, internet etc to make data exchanges with the Department.

#### 4. Role and Responsibilities of the OPAs:

4.1. OPAs will be authorized to pick up and book the following category of the articles in their respective jurisdiction:

- A. Speed Post – Only Domestic
- B. Express Parcel
- C. Business Parcel
- D. Registered Parcel – Domestic Only

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4.2. OPAs will be authorized to undertake delivery of the following class of the articles:

- A. **Speed Post articles weighing more than 500 grams;** whether Domestic or International, CoD or Non – CoD, with or without customs duty. In case of CoD articles, CoD value of individual article should not be more than Rs. 10,000/-.
- B. **Express Parcels –** Irrespective of weight, CoD and Non – CoD both, CoD value of individual article should not be more than Rs. 10,000/-.
- C. **Business Parcels –** irrespective of weight; CoD and Non – CoD both, CoD value of individual article should not be more than Rs. 10,000/-.
- D. Articles meant for bulk delivery will not be given to OPAs. If 10 or more articles have to be delivered to same addressee on a particular day, same will be treated as 'Bulk delivery'.
- E. RTS articles have to be delivered by Department only and will not be given to OPAs for delivery.

4.3. a. Pick up:

- i. OPAs authorized to provide Pick up facility only from the Retail and Bulk customers will collect the articles from their respective premises. Collection of the correct postage from the customers and depositing same with the concerned office on the same day, for the collections made before cut off time will be the responsibility of the Pickup Agent.
- ii. After handing over the consignments to the booking office, collection agent will collect receipt from the Booking Office in lieu of the consignments and amount given by him.
- iii. OPA shall be responsible for safety and security of the article and its contents during his custody.

b. Booking:

- i. *OPAs authorized to undertake booking shall provide a booking facility at the approved location. All the consignments collected by him or the received from the customers will be booked by him in the module provided by the Department. Correct realization of the postage as per service tariff and other parameters will be the responsibility of the OPA.*
- ii. *Booked consignments alongwith postage realized for same shall be handed over by the OPA at the identified location on the same day before cut off time.*

- iii. OPA shall also arrange for data exchange with the central server of the Department and ensure that data is uploaded before consignments are handed over at the identified locations.
- iv. OPA shall also generate and print the receipts in lieu of the articles booked by him and paste them on the article itself.
- v. OPA shall not avail any credit facility and the requisite postage shall be credited by the OPA while handing over the consignment on the day of receipt itself.
- vi. OPA can either book the articles against cash receipt or affixing the postage on them. Franked articles will not be accepted by the OPA. Further, OPA cannot have franking license to frank the articles.
- vii. OPA shall be responsible for safety and security of the article and its contents during his custody.

c. Delivery:

- i. OPAs authorized for delivery purpose, shall collect the articles for delivery from the identified office before the cut off time.
- ii. OPA shall make calls to the customers before attempting for the delivery and will arrange delivery of the articles as per customer convenience.
- iii. OPA shall deliver all the articles on the day of handing over of the article only. Any consignment which could not be delivered for any reason will be delivered by OPA on next day. If article is undelivered for two days, same will be returned to concerned PO with proper legible remarks. Supervisor of the delivery branch will verify the genuineness of the remarks before taking any further action.
- iv. OPA will upload the delivery data either through the mobile app or web as the case may be.
- v. OPA will also require remitting the CoD amount or any other fee to be collected from the addressee on the next day morning.
- vi. OPA shall be responsible for safety and security of the article and its contents during his custody

5. Commission to OPA:

- a. OPA shall be paid following commission:

Pick up charges in Rs		
Weight of Article	Retail customers	Bulk customers (min 10 articles) for every 10 articles or part

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		thereof
Upto 500 gm	12% of the postage, maximum Rs. 5/- per article	12% of the postage, maximum Rs 30/-
For every additional 500 gm or part thereof up to 35 Kg	Rs. 2 subject to maximum Rs. 60	Rs. 10 subject to maximum 500 per customer per day

Booking charges in Rs		
Weight of Article	Retail customers	Bulk customers (min 10 articles) for every 10 articles or part thereof
Upto 500 gm	7% of the postage, maximum Rs. 4 per article	7% of the postage, maximum Rs 25
For every additional 500 gm or part thereof up to 35 Kg	Rs. 1 subject to maximum Rs. 40	Rs. 5 per article subject to maximum 500 per customer per day

Delivery charges in Rs* (minimum weight for delivery 10 kg)		
Express and Business Parcel/ Registered Parcel / Speed Post beyond 500 gram		
Weight of Article	Delivery commission	
	If delivery jurisdiction is within 10 Kms from the point where article was handed over	If delivery jurisdiction is beyond 10 Kms from the point where article was handed over - maximum distance should not exceed 25 kms
Articles weighing between 500 grams to 2 Kg	Rs. 6 per Kg or part thereof for each article	
For every additional 500 gm or part thereof up to 35 Kg	Rs. 2 subject to maximum Rs. 60 per article	Rs. 1 per article per Km subject to maximum of Rs. 200 per day

*Full commission is payable if article is delivered on day of handing over only and data for same has been updated on the same day*

*In case article is delivered on next day, and data is uploaded by OPA, 80% amount of eligible charges only will be payable*

*In case of non-delivery of the article due to continuous absence of the addressee, refusal of the articles or redirection/ transfer of the article to any other PO, 75% charges will be paid (Supervisor has to verify the genuineness of the remarks)*

*OPA has to deliver atleast 85% of the articles on the day when it was handed over to him, otherwise only 90% of the eligible charges will be paid. Attempted delivery will be considered as delivery*

*In case delivery percentage is less than 60% on any particular day, only 50% charges*

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*will be paid for the articles delivered on the particular day*

- b. OPA can be paid his commission on daily basis.
- c. OPA shall accept the complaints also. In case it is found that there has been service level failure at the part of OPA for which complaint has been made, compensation payable by the Department shall be recovered from the OPA.

**6. Modalities for hiring Outsourced Postal Agents (OPAs):**

- a. **Notification of requirements:** Advertisement in local daily and Departmental Circular to all Post Offices and if requirement newspaper advertisements may also be given
- b. **Selection criteria:** Screening of Applicants for suitability for the Agents by Divisional Heads/ Sub Divisional Heads/ Postmasters. The Applicant needs to apply in a prescribed Proforma (Annexure-I). After selection of the Agents, competent authority will issue licence in a prescribed proforma (Annexure-II). In case of engagement of the firms, such a license will be issued to the firm which in turn can authorize his representative to undertake the activities.
- c. **Training:** Introduction to the objectives and basic procedures would be part of two day training which will include briefing on the work profile on the first day. On the second day, the training on other business perspective and technological input at WCTC may be imparted to the individuals. In case of Firms, authorized representatives will have to attend

**7. Accounting and Payment to the Outsourced Postal Agents :**

- a. Outsourced postal agents, will credit the amount collected, in the Link Post Office/Nodal Delivery centre.
- b. Payments to the OPAs may be made on daily basis to the individuals, however in case of firms, payments will be made on fortnightly basis by the Postmaster concerned.
- c. Payment to the outsourced postal agents will be met from the allotment in the Head of Account – 3201.02.101.09.01.02 (wages).

**8. Local Policy Decisions and Monitoring:**

- a. Under this scheme, the Circle/Regional Heads will be authorized to make finer details to operationalize as per local conditions and requirement.
- b. The monitoring of activities of the OPAs will be through the Business Development Vertical/structure working in the Circles, Regions and Postal/RMS Divisions which includes *interalia* reporting/monitoring of the OPAs to/by the

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ASPs/IPs/HSG-I/HSG-II (BD)/LSG in the Divisional office. Every Division will identify one such supervising staff for the purpose of monitoring and guiding the OPA. Similarly, every region will identify one APMG/AD along with IP/OA to monitor/liaison with Circle office and Divisional office.

9. **Review of the Scheme:** A review of the scheme will be undertaken after 6 months of its implementation.

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GOVERNMENT OF INDIA  
MINISTRY OF COMMUNICATIONS  
DEPARTMENT OF POSTS

Application No.

Application form for Outsourced Postal Agent (Individual)

(To be filled by the applicant)

1. Name of Applicant (in block letters):
2. Age (only for individual) : (18 years on the date of application):
3. Aadhar No./ Voter ID No/ any other ID proof:
4. Income Tax PAN (if available):
5. Present Address (with Telephone Number- Landline & Mobile/e-mail):
6. Permanent Address:
7. Please indicate previous experience, if any.
8. Computer knowledge:                      Literate/ Certificate ,if any
8. Please indicate the jurisdiction/ area in which the individual wants to act as OPA:

*And here*

9. Activities for which OPA engagement is proposed: Pickup/ Booking/ Delivery  
(Please tick on one or multiple activities)

10. Two references: (i) *(from people of the locality known to the Post office or in the form of Postal employees with complete addresses: contact details and e-mail)*

(ii)

**Declaration:**

I, \_\_\_\_\_ S/o/ D/o \_\_\_\_\_

declare and undertake that the above information is wholly true. I have read and understood the terms and conditions under the 'Outsourced Postal Agent Scheme' and instant rules of the Department dealing with Pick-up, booking and Delivery of accountable postal articles. I hereby agree to abide by them. I also agree to abide by any changes in them from time to time.

Dated:

Signature of the Applicant



GOVERNMENT OF INDIA  
MINISTRY OF COMMUNICATIONS  
DEPARTMENT OF POSTS

Application No.

Application form for Outsourced Postal Agent (Firms)

(To be filled by the applicant)

1. Name of Firm (in block letters):

2. Registered Office:

Local address of the office (with Telephone Number- Landline & Mobile/e-mail)::

3. Registrations Certificate/ Incorporation Certificate:

(Notary certificate is required in case of Sole Proprietor)

4. PAN:

5. GSTN (if available):

6. Total strength of the fleet & employees:

7. Please indicate the jurisdiction/ area in which firm want to act as OPA:

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8. Activities for which OPA engagement is proposed: Pickup/ Booking/ Delivery  
(Please tick on one or multiple activities)

**Declaration:**

I, \_\_\_\_\_ (authorized signatory of the firm) S/o/ D/o  
\_\_\_\_\_

declare and undertake that the above information is wholly true. I have read and understood the terms and conditions under the 'Outsourced Postal Agent Scheme' and instant rules of the Department dealing with Pick-up, booking and Delivery of postal articles. I hereby agree to abide by them. I also agree to abide by any changes in them from time to time.

Dated:

Signature of the Authorised Signatory

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Government of India  
Department of Posts  
.....

Memo No.

Dated:

To

**Subject: Award of Outsourced Postal Agency for pick-up/ booking/ delivery**

Ref: Your application dated .....

You are hereby awarded the licence for outsourced postal agency for pick-up/ booking/ delivery of Speed Post, Registered Parcel and Business & Express Parcel in the locality allotted to you. This is subject to the following terms and conditions:

- (i) Provide pick-up/ delivery facilities at the houses/ premises of the 'Customers';
  - (ii) Obtain signature of the customers in delivery list of articles with date & time as per Departmental norms;
  - (iii) Collect all articles and documents with the details in a Delivery List from Delivery Hub/ Office for delivery to customers.
  - (iv) Collect the complaints, if any, of the customers served and forward them to the Speed Post Centre/ Link Office for processing.
  - (v) Intimate the complaint response to the customers on receipt of the details from the Speed Post Centre/ Link Office.
  - (vi) Updation of delivery data on the server through the module provided
  - (vii) Laminated Photo Identity Card provided to the Agent must always be available with them during the business hours. The said identify card will be deposited with the Department as and when the licence is cancelled.
- 2 This Agency is awarded is for a period of 3 year from the date of issue of these orders. The agency is liable to be cancelled at any time if found violating the conditions laid down above.

APMG/AD/ Divisional Head/ Sub Divisional Head/ Postmaster

Copy to:

1. The Postmaster of the Linked Post Office/Speed Post Centre/ Incharge of the BPC/ RMS office

