

**File No.13-04/2019-PD**

Government of India  
Ministry of Communication  
Department of Posts  
Parcel Directorate

Dated: 09<sup>th</sup> May, 2019

**OFFICE MEMORANDUM**

**Subject: Declaration of contents on Parcels by the sender.**

Incidents have been reported by postal circles of COD items sent fraudulently with fake contents in parcels by some of the senders, specially smaller companies and groups selling products through internet or telephones (online), vis a vis the product ordered by the addressee. The circles have requested to prescribe mandatory declaration of contents of parcel/ shipment on the article at the time of booking at all locations and to provide for checking the contents inside parcels on random basis. The main reason put forth is to stop cheating by the sender in such cases and avoid disrepute attributed to the Department due to such incidents.

2. The matter has been examined taking into account the mandate of the Department, ruling position as well as the industry practices and it is observed that investigating the genuineness of the contents inside a parcel vis a vis the product ordered by the customer / addressee with the objective to detect any cheating by the e-commerce companies (senders) primarily does not fall in the domain of Department of Posts. There are genuine apprehensions across the e-commerce companies that declaration of actual contents on the parcel may increase the incidents of abstraction and theft of valuable contents, and therefore, should not be insisted upon.

3. Taking both the aspects into account and in light of Rule 43 of IPO Rules 1933 as mentioned above it has been decided with the approval of DG, Posts that:

(i). Bulk Customers shall provide generic declaration of contents on the parcel/ shipment itself at an appropriately visible place; and further item wise declaration of actual contents has to be provided with the invoice or list / statement submitted to the booking office at the time of booking.

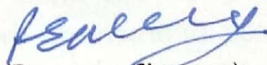
(ii). Retail Customers shall provide declaration of generic or actual content on the parcel / shipment itself at an appropriately visible place or in a separate statement.



4. A proforma for information to be provided while booking a parcel – 'Parcel Label' is prescribed as per Annexure-A. In case of Bulk Customers, providing data in soft /hard copy, to additional fields are added i.e. (a) actual contents, (b) value. The booking office shall maintain the relevant data along with booking data in physical / electronic form for a period as prescribed for these records.

5. It is also decided that the provisions on sending value payable articles dishonestly or fraudulently prescribed in Rule 109 (4) of Indian Post Office Rules 1933 will also apply to COD parcels mutatis mutandis (Copy attached as Annexure- B). This should be further read with Rule 221 and Rule 224 of IPO Rules 1933.

This has the approval of Director General (Posts).

  
(Prannoy Sharma)

General Manager (Sales & Marketing)

To,  
All Heads of Circles/Addl. DG APS  
All Heads of Regions

Copy to:

1. O/O Secretary (Posts)
2. O/O DG (Posts)
3. All Members Postal Service Board
4. AS&FA, DoP
5. CGM (BD&MD)/CGM (PLI)/Sr.DDG (Vigilance)
6. DDG (Tech) and GM CEPT- to ensure necessary modifications in the software within 10 days from the issue of this OM.
7. Director, Rafi Ahmed Kidwai National Postal Academy, Ghaziabad
8. All DDGs in Postal Directorate
9. All GMs in BD&MD and PLI Directorate/GM CEPT Mysuru
10. Directors, All Postal Training Centres
11. Director CEPT Mysuru for publishing on Department's website
12. Guard File
13. Office Copy

**ANNEXURE – A**

<b>EXPRESS / BUSINESS / SPEED POST/ REGISTERED PARCEL</b>	
Customer ID:	<b>Addressee Name:</b> .....
Contents:	.....
Value: Rs.	.....
<b>Sender / Return Address:</b>	State: ..... City: .....
Name: .....	Pin Code: .....
Address: .....	Contact No: .....
.....	E-mail id: .....
.....	
State: ..... City: .....	<b>Barcode No:</b>
Pin Code: .....	
Contact No: .....	<b>Signature of Sender/ Co. Stamp:</b>



**SCHEDULE OF FEES****SCHEDULE 1**

Amount specified for remittance to the sender.	Not exceeding Rs. 10	.....20 paise
	Exceeding Rs. 10 but not exceeding Rs. 25.	.....40 paise
	Exceeding Rs. 25	.....40 paise for each, complete sum of Rs. 25 & 40 paise for the remainder provided that the remainder does not exceed Rs. 10 the charge for it shall be only 20 paise.

**SCHEDULE II**

On any sum not exceeding	1	25 paise
For every additional sum of	1 or fraction thereof	20 paise

Note:- The conversion into Indian currency of the amount specified for remittance to the sender of a value - payable parcel posted in Iraq shall be effected at the rate of exchange for the issue of foreign sterling money orders in force on the date of receipt of the parcel in India.

- ✓ (4) If a complaint is made by the addressee immediately after the receipt of the value payable postal article that it was sent dishonestly or fraudulently, the Postmaster General may, if satisfied, that there are prima facie grounds for believing that the value payable was sent dishonestly or with the intention of defrauding the addressee, withhold the payment of the sender of money recovered from the addressee. If after making such enquiries, as may be necessary, he is fully satisfied that the value payable postal article was sent dishonestly or with fraudulent intention, he may order the return of article to the sender and refund to the addressee the sum of money recovered from him on delivery of value payable postal article.

**C. INDIVIDUAL FEATURES OF THE C.O.D SYSTEM.**