

No. 39-08/2021-D  
Government of India  
Ministry of Communications  
Department of Posts  
Mail Business (Operations & Development) Division

Dak Bhawan, New Delhi-110001

Date: 13 September, 2021

Office Memorandum

**Subject: Review of National Account Facility - regarding**

National Account Facility (NAF) was introduced vide BD Directorate letter number 10-01/2014-BD&MD dated 17.03.2015 to ensure ease of doing business in respect of Speed Post and Business Parcel by BNPL customers especially the e-Commerce companies, having operations at more than one location.

- As per the existing instructions, NAF is provided to a customer who is expected to give a business of Rs.1 crore per annum with potential to increase the business to Rs.10 crore in two years.
- Directorate has received suggestions from several Circles to review the existing eligibility conditions of providing NAF to BNPL customers. Circles have stated that many customers provide a business of Rs. 1 crore in a year which may not increase to Rs.10 crores in two years. Circles, have therefore, suggested to remove the condition of expected business of Rs.10 crores in two years as an eligibility condition to provide NAF to a customer.
- In view of the suggestions received from the Circles, the scheme of NAF has been reviewed and it has been decided that the customers providing a total business of Rs.1 crore under Speed Post or Business Parcel, separately, in a year from more than one location, will be eligible for NAF. Consolidation of revenue from Speed Post and Business Parcel for the purpose of calculation of business of Rs.1 crore will, however, not be allowed.
- The billing and payment of NAF customers will continue to be processed as per the existing guidelines issued vide OM number 10-23/2013-BD&ND dated 24.01.2017.
- This will come into the effect from the date of issue.

This issues with the approval of DG (Postal Services).

(Ajay Kumar Roy)

Deputy Director General (Mail Operations)

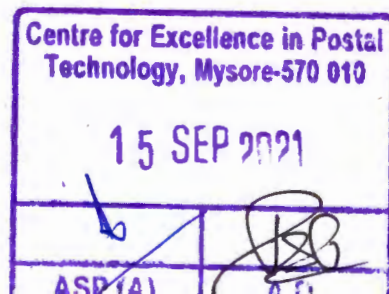
To

All Heads of Circles/Addl DG APS

All Heads of Regions

Copy to:

- Sr.PPS to Secretary (Posts)
- Sr./PPS to DG (Postal Services)
- Addl. DG (Coordination)



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4. All Members of the Postal Services Board
5. AS & FA, DoP
6. CGM BD/Parcel Dte./PLI Dte./ CEPT
7. Sr. DDG (Vigilance) / Sr. DDG (PAF)
8. Director, RAKNPA, Ghaziabad
9. All DDGs in the Postal Directorate
10. All General Managers in BD/PD/PLI/CEPT
11. Directors, All Postal Training Centres
12. General Manager, CEPT Mysuru for publishing on the Department's website
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