

**No. 17-01/2019-PD
Government of India
Ministry of Communication
Department of Posts
(Parcel Directorate)**

Dated: November 08, 2023

OFFICE MEMORANDUM

Subject: Time limits to treat a Speed Post Parcel and Business Parcel as 'lost', in the absence of final disposal of the Parcel, for the purpose of payment of compensation — regarding.

This is regarding fixing of time limit for treating a Speed Post Parcel and Business Parcel as 'lost' in the absence of final disposal of the parcel for the purpose of payment of compensation.

2. Vide this office's OM of even number dated 27.05.2019, it was circulated that the maximum period after which a Speed Post Parcel and 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 the complaint, whichever is later.

3. Under Parcel Network Optimization Project (PNOP), the process of handling of parcels has been streamlined and simplified. The new layout designs and operational equipment in Parcel Hubs and Nodal Delivery Centers (NDCs) have ensured that the parcels are handled efficiently and expeditiously at each stage of its processing. Moreover, with improvement in scanning percentage of parcels at all stages of handling and D+0 delivery of parcels, there is a perceptible improvement in parcel operations and delivery. In view of the situation as discussed above and in order to boost customer confidence in India Post Parcel Service, there is a case for revising the time limit within which a Parcel should be treated as lost for the purpose of payment of compensation.

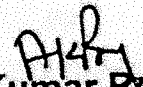
4. It has, therefore, been decided that the maximum period after which a Speed Post Parcel and Business Parcel will be treated as 'lost' for the

purpose of payment of compensation will be 30 days from the date of booking or from the date of receipt of the complaint, whichever is later.

5. For insured parcels, the timelines will be as per existing rules and regulations.

6. This supersedes the instructions contained in the OM dated 27.05.2019.

This issues with the approval of the Director General Postal Services.


(Ajay Kumar Roy)
Chief General Manager

To

1. All Heads of Circles/Addl. DG, APS
2. All Heads of Regions

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2. O/o DG(Posts)
3. All Members of the Postal Service Board
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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
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