

No. 27-02/2024-PO
Government of India
Ministry of Communications
Department of Posts
(PO Division)

Dated: 16 July, 2024

OFFICE MEMORANDUM

Subject: Operational guidelines for Bulk customers of registered articles.

The Department of Posts has taken various steps/ initiatives for facilitation of its customers and providing ease of doing business through its vast network, from time to time. Taking this forward, the Department of Posts has decided to re-define the bulk customer, introduce the advance deposit facility of postage and generation of bulk invoice in respect of registered postal articles for the customers, keeping in view, the requirements put forth by the customers and field units after implementation of the direct taxation in the registered postal articles in the recent past.

2. Operational guidelines:

A Bulk customer in respect of Registered articles shall be any person or an entity who provides Rs. 10,000/- Rs. ten thousand only (exclusive of applicable taxes) worth of business of Registered article in a calendar month at a single booking office.

Service	Registered articles
Minimum monthly revenue for eligibility as Bulk customer (at a single).	Rs. 10,000/- Based on business requirement/competition, CPMG/PMG are empowered to revise limit on case-to-case basis.
Place of booking	At identified booking office (at a single office)
Modes of payment	Advance deposit/ At the time of booking
Approving authority	Director of GPO/Divisional Head/Chief Postmaster/ Senior Postmaster/ Manager/In-charge of Business Processing Centre (BPC) (Group "B" or higher)

3. Customer Registration:

3.1 The customer has to apply to the designated authority in the format prescribed at **Annexure A** for registering as a Bulk customer with Department of Posts to avail the service, along with the documents viz. Identity proof, address proof, GST number, PAN Card or TAN Number etc.

3.2 The bulk customer would identify the Booking Office from where he/she would render the registered articles for booking.

3.3 The designated authority of Office of Posting will receive the duly filled application form along with the necessary documents from the applicant. The designated authority

shall, after due verification, acknowledge the application and would forward two copies of the application, along with relevant documents, to the approving authority with his/her recommendation.

Designated Authority:

3.4 The Designated authorities will be as follows:

Office of Posting	Designated Authority
Sub Office	Officer in Charge
HO/ MDG (upto HSG – I)	Officer in Charge
HO/ GPO (Group 'B' & above)	Supervisor (APM/DPM) of Counter
RMS units/ MBC	HSA

3.5 The approving authority shall examine the application and would approve/ reject the application and send one copy of the application duly approved/ rejected to the designated authority. The second copy of the application would be retained by the approving authority. The office of 'Approving Authority' would maintain the record of disposal of all such cases received along with copies of application sent by the designated authority. A register will be maintained at approving authority in the format given at **Annexure D**.

3.6 The approving authority shall be Director of GPO/Divisional Head/Chief Postmaster/ Senior Postmaster/ Manager/In-charge of Business Processing Centre (BPC) (Group "B" or higher).

3.7 The approving authority will allot customer code and send a copy to designated authority concerned and the customer.

3.8 The Approving Authority will arrange to create Customer ID by logging in CRM (Customer Relationship Management) portal using his/her credentials. The Customer ID should be communicated to the respective Designated Authority/booking office and customer along with the excel file format prescribed for bulk booking.

3.9 The Designated Authority shall enter Recharge Date, Customer ID, Payment Mode, Amount to recharge through System software. A receipt shall be generated and will be given to customer against payment received from him.

3.10 The Approving Authority will, after review the business of these customers, will arrange to delete the Customer IDs which have not provided any business for more than 3 (three) months. Approving Authority will arrange to make necessary entry in relevant column in the format given at **Annexure D**.

3.11 Credit facility and discount will not be available for the Bulk customers who avail the service.

3.12 Advance deposit customer will have to open a deposit account with minimum amount of Rs. 1,000/-.