

17-24-2019-PD
Government of India
Ministry of Communications
Department of Posts
Parcel Directorate

Malcha Marg Post Office Complex
Chanakyapuri, New Delhi-110021
Date: 12.09.2025

To

All Chief Postmasters General
All Postmasters General

Subject: - Guidelines for Booking and Handling Parcels Containing Liquids

Sir / Madam

With reference to the administrative instructions issued by the Parcel Directorate, specific packaging guidelines have been prescribed for certain types of parcels, particularly those containing liquids or substances that liquefy easily. These instructions emphasize the need for safe handling during transit and prescribe that liquids should be dispatched in a double receptacle. The first receptacle, such as a bottle or flask, is placed inside a second container, which may be a metal box, a strong wooden box, or a corrugated box. The space between the two receptacles should be filled with soft material, such as sawdust, bran, or another suitable absorbing substance, in sufficient quantity to contain the liquid in the event of breakage.

2. In line with these guidelines, the booking of parcels containing liquids for M/s Digi Grover Pvt Ltd and M/s Harrison Agro has commenced from the BPC Ch. Sambhajinagar Head Post Office w.e.f. 15.04.2025. The parcels booked by these customers are packed carefully to prevent any leakage during transit. The liquid items being transmitted are non-hazardous and non-toxic. According to the customers, the liquid is intended for agricultural use, specifically to control the entry of animals into fields.

2.1 As a result of this commendable initiative undertaken by the CS Nagar Region and CS Nagar Division teams, a total of 7,960 parcels generating revenue of ₹10,74,445 by M/s Digi Grover Private Limited, and 1,382 parcels generating revenue of ₹1,04,049 by M/s Harrison Agro have been booked by these two customers."

3. As per the prescribed guidelines, the packaging process involves wrapping the liquid-containing bottles in poly wraps, followed by placing them inside

corrugated boxes. These boxes are further cushioned with wooden powder or other absorbing materials to ensure the bottles remain safe during transportation. A sample corrugated box, specifically designed to protect the liquid bottles, has been annexed for reference. Additionally, a sample video demonstrating the packaging process carried out by the customer is available to serve as a practical guide. Link for accessing the video is placed below for reference: -

<https://drive.google.com/file/d/1HgY6x8hJOUpyM2x2K7J2JIAr5UWFggAz/view?usp=sharing>

4. It is requested that this information be disseminated among all booking offices, BNPLs, and BPCs through the Mail Monitoring Units in the Circles, Regions, and Divisions. Proper adherence to these packaging guidelines will ensure the safe transit of such parcels and enable the Department to tap into this type of business effectively. Booking offices are advised to follow these instructions diligently, verify that parcels are packed appropriately, and facilitate the acceptance and transmission of such parcels in a safe and professional manner.

4.1 This initiative has demonstrated that misconceptions regarding the transmission of liquids through post should be dispelled with the fact that liquids can indeed be transmitted safely when packed appropriately. Furthermore, the Parcel Directorate is in the process of entering into an agreement with IIP Mumbai, which will advise the department on the proper packaging of liquids to ensure they can be transmitted safely by air.

5. Further, any similar initiatives undertaken by other Circles or Regions in handling such specialized parcels may also be shared for wider dissemination. This will help in learning from best practices and improving the overall quality and efficiency of parcel services across the country.

Annexure: - As Above



Annu Paul
Additional General Manager
Parcel Directorate

