

**Government of India  
Ministry of Communications  
Department of Posts  
Mail Operations Division  
Dak Bhawan, New Delhi- 110 001**

No: 16-02/2024-D

Dated: 25.10.2024

To

All Heads of Circle

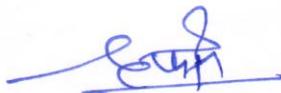
**Subject: Policy guidelines on delivery of Postal articles by Delivery staff through their own two-wheeler vehicle – reg.**

Over the past few years, delivery of postal articles has undergone a transformational change over the years. More and more delivery staff are presently using their own 2-wheeler vehicles i.e. bike/scooter for delivery of postal articles. Parcel Directorate has also issued guidelines for payment of fuel reimbursement charges to delivery staff engaged at NDCs/Delivery Post offices (containing Parcel Delivery beats) using their personal 2-wheeler vehicles for Parcel delivery vide OM dated 6<sup>th</sup> May, 2022 **(Copy enclosed)**. Besides, private courier players operating in the country are also effecting delivery of the booked articles including documents through the 2-wheeler vehicle owned by the delivery staff.

2. Department has recently enter into a tie-up with Ministry of Micro, Small & Medium Enterprises (M/o MSME) for delivery of toolkits under the PM Vishwakarma Scheme. The toolkits weighing between 15 kg. to 40 kg. are to be delivered to the beneficiaries (artisans, craftsman, etc.) under the Scheme. The toolkits are being delivered Pan-India and includes areas covered under Nodal Delivery Centres, delivery POs other than NDCs as well as delivery areas covered under delivery jurisdiction of Branch Post Offices. It is expected that delivery POs in small towns and Branch Post offices will receive 1-2 toolkits in a week for delivery to the beneficiaries. This low volume may not justify delivery of such toolkits through 4-wheeler vehicles, however delivery of such heavy articles also cannot be effected through foot/cycle beat. Delivery of such type of articles can easily be performed through the 2-wheeler vehicles as is the practice in the private courier industry.

3. However, Department at present has no policy for encouraging the delivery staff to use their 2-wheeler vehicles for delivering the postal articles (Speed Post, Registered, ordinary articles) other than Parcels. Though Department has also made provision in Recruitment Rules for Postman for hiring a person with valid 2-wheeler driving license to become postman. At present, Departmental guidelines only deals with the delivery of postal articles through bicycle for which Delivery staff receives Bicycle Allowance at the rate of Rs. 180/- per month as has been provided vide Deptt. of Expenditure OM dated 14/7/2022.

4. Delivery through bike/scooter not only provides for expedited delivery of the postal articles but has also been necessitated by the present trends in the courier and express market. Besides, mechanized delivery also improves productivity of delivery staff by enabling delivery of increased number of postal articles by a delivery staff by reducing



the travel time travelled in a delivery beat. Mechanized delivery is also beneficial to the delivery staff as mechanized beat involved less physical exhaustion in comparison to foot or cycle beat. It is also to be noted that at present major courier players in the country are using 2-wheeler vehicles for delivery of postal articles. Mechanized delivery of articles in association with the setting up of centralized delivery of articles will help the Department in bringing its delivery practices at par with the other delivery players operating in the country such as morning & evening delivery beats, improved efficiency in delivery, etc.

5. Accordingly, policy guidelines to provide for the delivery of all kind of postal articles by the delivery staff by using their own 2-wheeler vehicle i.e. bikes/scooter and payment of fuel reimbursement charges to such delivery staff are being issued. The Policy Guidelines have been broadly framed on the line of Guidelines issued by the Parcel Directorate. Besides, formula for calculation of fuel reimbursement charges to the delivery staff have been kept same as has been issued by the Parcel Directorate. A copy of the Policy guidelines is attached.

6. Following are the major features of the guidelines for delivery of all kind of postal articles including documents by the delivery staff by using their own bikes/scooter:

(a) Following types of **delivery staff engaged in Departmental Post offices** including NDCs will be covered under the guidelines:

- i. Regular Postman staff
- ii. Grameen Dak Sewaks (GDS) including GDS Mail Carrier (MC)\*
- iii. Other Departmental staff being engaged for delivery work
- iv. Outsourced delivery staff

\*Including GDS Mail Carrier engaged in Branch Post Offices

(b) **Ad-hoc revised Postman Establishment norms** will be applicable for the delivery staff when the delivery is being made through 2-wheeler vehicles. Accordingly, following entry related to delivery of postal articles through 2-wheeler vehicles will be added in the "Sl. No. 16" of the Postman Establishment norms issued vide letter no. 9-1/2005-W.S./PE.I dated 5/2/2010 (Page 3-6/C) as is indicated below:

Sl. No.	Items	Congested areas in minutes	Non-Congested areas in minutes	Remarks
16.	Distance travelled			
	By Foot	19 Mts/km	12 Mts/km	
	By bicycle	10 Mts/km	06 Mts/km	
	By 2-wheeler vehicle	5 Mts/km	3 Mts/km	Ad-hoc norms

Note: Postman Establishment Norms for delivery of postal articles through 2-wheeler vehicles are ad-hoc norms and will be applicable till the delivery norms for delivery through 2-wheeler vehicle are issued by the Postal Directorate.

(c) Delivery staff can be paid reimbursement charges for delivering postal article through their own 2-wheeler vehicle at the rate as has been prescribed for delivery of Parcels by the Parcel Directorate vide OM dated 6th May, 2022 and same formula also included in the attached Policy Guidelines.



(d) Payment of reimbursement charges to the delivery staff will be made on the monthly basis.

7. The Policy will be applicable for two years from the date of implementation after that the Policy will be reviewed by the Department for further continuation on the basis of cost-benefit analysis.

8. Circles are requested to implement the Policy guidelines in the Post offices for delivery of all kind of postal articles including documents by the delivery staff with effect from 15<sup>th</sup> November, 2024.

This issues with the approval of Secretary (Posts).

Encl. A/a



(Dushyant Mudgal)  
DDG (Mail Operations)

**Policy Guidelines on Delivery of Accountable Postal articles including Speed Post, Registered, Parcel and Ordinary articles by Delivery staff through their own two-wheeler vehicle**

Delivery of postal articles have undergone a transformational change over the years. More and more delivery staff are presently using their own 2-wheeler vehicles i.e. bike/scooter for delivery of postal articles. Department, at present, has no policy guidelines for encouraging the delivery staff to use their 2-wheeler vehicles for delivering the postal articles except Parcels. However, Department has made provision in Recruitment Rules for hiring a person with valid 2-wheeler driving license to become postman or GDS. At present, Departmental guidelines only deal with the delivery of postal articles through foot or bicycle. Besides, Department has issued guidelines vide Parcel Directorate letter no. 18-02/2022-PD dated 6<sup>th</sup> May 2022 for reimbursement to delivery staff who are delivering parcels through their own bikes. However, there is no clear guidelines for reimbursement to delivery staff who are using their 2-wheeler vehicle for delivery of Speed Post, Registered or Ordinary articles.

2. Delivery through 2-wheeler vehicle i.e. bike/scooter not only provides for expedited delivery of the postal articles but also necessitated by the present trends in the courier and express market. Besides, mechanized delivery also improved productivity of delivery staff by enabling delivery of a greater number of postal articles by a delivery staff by reducing the travel time travelled in a delivery beat. Besides, mechanized delivery is also beneficial to the delivery staff as mechanized beat involved less physical exhaustion in comparison to foot or cycle beat. Accordingly, these policy guidelines are being issued to provide for the delivery of all kind of postal articles by the delivery staff including Postman, GDS, outsourced manpower, etc. by using their own bikes/scooter and reimbursement charges to be paid to such delivery staff.

3. **Applicability of Guidelines:** The guidelines for reimbursement of mileage charges will be applicable to following category of delivery staff engaged in Departmental Post offices and are delivering postal articles through their own 2-wheeler vehicle:

- i. Regular Postman staff
- ii. Grameen Dak Sewaks (GDS) including GDS Mail Carrier (MC)\*
- iii. Other Departmental staff i.e. MTS being engaged for delivery work
- iv. Outsourced delivery staff

\*Including GDS Mail Carried engaged in Branch Post Offices

3.1 The guidelines, however, will not be applicable to delivery of postal articles by Franchisee if they are authorized or any similar such arrangements as they are already being paid consolidated delivery charges.

3.2 The guidelines will also not be applicable to GDS staff engaged in delivery of postal articles at Branch Post Offices.

3.3 It is also clarified that in such cases, where fuel charges are being reimbursed to delivery staff, coolie charges would not be paid to delivery staff.

4. **Delivery Norms for Delivery through Two-wheeler:** Revised Postman Establishment norms will be applicable for the delivery staff when the delivery is being made through 2-wheeler vehicles. Following entry related to delivery of postal articles through 2-wheeler vehicles will be added in the "Sl. No. 16" of the Postman Establishment norms issued vide letter no. 9-1/2005-W.S./PE.I dated 5/2/2010 as is indicated below:

Sl. No.	Items	Congested areas in minutes	Non-Congested areas in minutes	Remarks
16.	Distance travelled			
	By Foot	19 Mts/km	12 Mts/km	
	By bicycle	10 Mts/km	06 Mts/km	
	By 2-wheeler vehicle	5 Mts/km	3 Mts/km	Ad-hoc norms#

#Note: Postman Establishment Norms for delivery of postal articles through 2-wheeler vehicles are ad-hoc norms and will be applicable till the delivery norms for delivery through 2-wheeler vehicle are issued by the Postal Directorate.

5. **Modalities for allowing reimbursement for fuel charges:**

5.1 **Documents to be Checked:**

Following documents are to be checked by APM (Delivery)/Postmaster or any other official supervising the delivery work and kept in guard file to be maintained in Delivery Post Office before allowing the reimbursement of vehicle mileage charges to the delivery staff:

- i. Valid 2-wheeler driving license in the name of the person doing delivery,
- ii. Copy of the Registration certificate of the 2-wheeler vehicle,
- iii. Copy of insurance certificate of the two-wheeler vehicle,
- iv. Vehicle should be owned by the delivery staff or owned by the immediate family members of the delivery staff. In case the vehicle is owned by the immediate family

member of the delivery staff, a declaration to this effect from the delivery staff should be obtained and placed in guard file at Delivery Post Office.

- v. In case the vehicle is not owned by delivery staff or immediate family member, then an authorization letter from vehicle owner, in the name of delivery staff be obtained and kept in record.

5.2 In charge of the Post Office will forward a proposal for allowing the reimbursement of fuel charges in a delivery beat to the Division Head in the **Annexure I**. Divisional Head will examine the proposal and will either allow or disallow the proposal within 7 days of receipt of the proposal. An intimation of decision on each proposal will be sent to the Post office concerned.

6. **Rate of reimbursement of Fuel charges to delivery staff:** Delivery staff will be paid reimbursement of fuel charges as arrived at from the following formula as has been prescribed vide Parcel Directorate letter no. 18-02/2022-PD dated 6<sup>th</sup> May 2022 (**copy enclosed**):

<b>Total fuel reimbursement charges paid to delivery staff per km</b>	<b>Average expenditure on periodic maintenance per km. (Rs. 0.98) + Average fuel charges per km*</b>
*Average Fuel Charges per km (i.e. Fuel price in the respective state/Average mileage of the bike i.e. 40 Km/Litre)	

6.1 Payment of reimbursement charges to the delivery staff for usage of their own 2-wheeler vehicle will be linked with the delivery performance of accountable articles as indicated below:

Sl. No.	Delivery Performance	Reimbursement Charges
1.	If delivery performance is 95% or more than 95%	100% payment of calculated charges
2.	If delivery performance is between 90% to 94.9%	80% payment of calculated charges

6.2 Para 6, 6.1, 6.2 and 6.3 of the Parcel Directorate letter no. 18-02/2022-PD dated 6<sup>th</sup> May 2022 (**Appendix 1**) may be referred for the calculation of fuel reimbursement charges to the delivery staff.

6.3 Circles will notify the rates for reimbursement of fuel charges to be paid to delivery staff for delivery of documents in their circles for this financial year 2024-25 by **31<sup>st</sup> October, 2024** with

intimation to Mail Operations Division, Postal Directorate. Petrol prices for calculating fuel charges per Km. would be taken into account as has been taken for calculation of fuel reimbursement charges for delivery of Parcels for this year and 15th of March for upcoming financial years. The revised mileage rates for this financial year (2024-25) would be applicable **w. e. f. 1<sup>st</sup> November, 2024**. For subsequent years it would be applicable from 1st of April of each financial year.

6.4 The Policy will be applicable to petrol 2-wheeler vehicles as well as electric 2-wheeler vehicle i.e. eBike/eScooter. Rate of fuel reimbursement charges prescribed for petrol 2-wheeler vehicles will be applicable for eBike/eScooter. Besides, Department will promote the purchase of such environment friendly eBike/eScooter by the delivery staff through suitable financial incentive scheme. Details of such financial incentive scheme for purchase of eBike/eScooter will be issued separately.

7. Guidelines will not be applicable for delivery of postal articles through Branch Post Offices. However, considering the increased efficiency and productivity brought in by the use of 2-wheeler vehicles, Circle/Region may expand the delivery jurisdiction of the Departmental Post Offices by including the delivery areas of Branch Post offices either due to non-availability of ABPM entrusted with delivery work or in single-handed BOs where there is justification for ABPM but post cannot be redeployed due to unavailability of any surplus post.

7.1 Circles can explore the possibility of mechanized delivery of Accountable postal articles **in delivery areas of** Branch Post Offices from Departmental Post offices if beats are being rationalized and separate beat for delivery of accountable postal articles are being provided. This will allow reduction in transit time in delivery of mail/parcel and also ensure updation of delivery status on the day of receipt in delivery post offices **and will helps in improving** the visibility of accountable mails.

7.2 Circles can also explore the possibility of expanding of duties of GDS Mail Carrier (MC) who are presently carrying BO bag from Account office to BO & vice-versa wherein GDS MC can also deliver the Accountable articles directly to the addressee under Branch Post Offices as identified. Under the revised arrangement, GDS MC can carry the accountable articles from Account Office/Delivery Post office to the addressee along with the BO bag and can be paid fuel reimbursement charges for the total distance travelled i.e. distance travelled from Account Office to BO & vice versa for carrying BO bag as well as distance travelled for delivery of accountable articles to the addressees.

7.2.1 While allowing the fuel re-imbusement charges to the GDS MC, Circles must also rationalize the number of GDS MC required for carrying the BO bag to the Branch Post offices considering the saving of time due to mechanization.

**8. Calculation of Average distance travelled in beat:** Daily reimbursement charges to be paid to the delivery staff will be based on the average km travelled by the delivery staff during the “**observation period**” as detailed below.

**Observation Period:** Average of the distance travelled by the Delivery Staff during 6 working days. The distance travelled through 2-wheeler vehicle by delivery staff during observation period will be checked daily by the APM (Delivery)/Postmaster or any other official supervising the delivery work. Besides, meter reading of the 2-wheeler vehicle before the delivery staff departs for the delivery and return from the delivery will also be noted down in a Register (**Annexure-II**).

8.1 Any complete week of 6 working days can be selected by the Postal Divisions for the ‘Observation Period’. This exercise may preferably be carried out during April month of each year.

9. Payment of reimbursement charges to the delivery staff for usage of their own 2-wheeler vehicle will be linked with the usage of Postman Mobile App. In order to eligible for the fuel reimbursement charges, at least 95% of the accountable articles during the period (for which claim pertains) should be processed through PMA.

**10. Manner of submission of Fuel Reimbursement claim form by the delivery staff:** The delivery staff will submit a Fuel Reimbursement claim form for reimbursement of fuel charges in the prescribed format (**Annexure-III**) on the 1st working day of month for the previous month with details of number of Accountable articles delivered on each date, delivery efficiency of accountable articles, % of articles handled in PMA and average distance per day in the month for which fuel reimbursement charges are being claimed.

**11. Action by APM Mails/ Post office In-Charge:** APM (Delivery)/Postmaster or any other official supervising the delivery work at Post office will randomly check the genuineness of the delivery of Accountable articles at the door step of addressee in respect of at least 5 Accountable articles from the delivery manifest through the "PMA-Beat Delivery Report" available on CEPT MIS portal on a daily-basis.

**12. Accounting and Payment of Fuel Reimbursement Charges:** After checking the entries made by the delivery staff in the Fuel Reimbursement Form (**Annexure-III**) by the delivery staff, the APM (Delivery)/Postmaster will ensure to submit the bills to the Divisional Office for sanctioning the same by 5<sup>th</sup> of each month. Concerned Divisional Heads will sanction the bills of Fuel Reimbursement charges by 10<sup>th</sup> of each month. Payment of reimbursement of fuel charges to the delivery staff would be done on monthly basis by 15<sup>th</sup> of each month after following due codal formalities by concerned Post masters / In-charge Nodal Delivery Centers. Payment of fuel reimbursement charges to delivery staff would be met from the allotment made to the Circle under the Head of "Office Expenses (OE)".

**13. Documentation at HO/SO:** A Payment Register for payment of reimbursement charges to the delivery staff will be kept by the APM (Delivery)/Postmaster or any other official supervising the delivery work in the format as attached at **Annexure IV**. Divisional / Sub Divisional Heads will check the Payment Register during their visits.

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File No.

**Ministry of Communications  
Department of Posts**

Name of Post Office

To,

The SSPOs/SPOs

-----Postal Division

City

**Subject: Proposal for allowing reimbursement of Fuel charges in the Delivery Beat**

Following delivery staff has proposed to utilize their own two-wheeler vehicles for the delivery of the Postal articles.

Sl. No.	Name and designation of Delivery Staff	Employee CSI ID/ Identity Card no.	Delivery Beat Number	Farthest Delivery Point in the delivery beat	Remarks

2. Proposal is forwarded to allowing reimbursement of fuel charges in the delivery beats as mentioned in Para 1 above.

Date: -

Name & Signature of Postmaster

Proposal Approved/Disapproved

Date: -

Name & Signature of Divisional Head

**Ministry of Communications  
Department of Posts**

**Register for Average Distance Travelled by Delivery Staff in Delivery Beat**

Sl. No.	Name of Delivery Staff	Designation (Postman/ GDS/GDS MC Outsourced staff/ any other)	Beat No.	Vehicle no.	Day Number	Date	Distance Travelled on the day in the beat for delivery of Articles	Meter Reading	
								Opening	Closing
					Day 1				
					Day 2				
					Day 3				
					Day 4				
					Day 5				
					Day 6				
<b>Total Distance Travelled in 6 days</b>									

**Average Distance Travelled by Delivery Staff in Delivery Beat = Total Distance Travelled in 6 days / 6 (Rounded off to next higher)**

**Date: -**

**Name & Signature of APM Mails/  
Postmaster**

**Ministry of Communications  
Department of Posts**

**Fuel Reimbursement Claim Form**

Name of Post Office:

Name of Delivery Staff:

Employee ID/ Identity Card Number:

Beat No.:

Month \_\_\_\_\_ FY \_\_\_\_\_

Sl. No.	Date	Total no. of Accountable Articles invoiced to Delivery staff			Total	% of articles handled in PMA	Total
		SP	Reg.	Others			
1							
3							
4							
<b>Total</b>							

**Total Distance travelled in the month** = Calculated average distance per day X No. of days vehicle used for delivery

**Total amount claimed** = Rates per KM (To be Notified by Circles) \* Total Distance travelled in the month (Round off in Whole Rupees)

Declaration: - It is certified that all the delivery of Accountable Articles has taken place at the doorstep of the addressee and delivery information has also been updated with correct details of addressee in PMA App in respect of all the Accountable Articles delivered / undelivered in dates mentioned above.

Date:-

Name & Signature of Delivery Staff

Checked and found genuine & Forwarded to Division Office for sanction

Date: -

Name & Signature of APM Mails/  
Postmaster

Sanctioned By

Date: -

Name & Signature of Divisional Head

Register for Payment of re-imbusement charges to the delivery staff

Sl. No.	Month	Name of Delivery Staff	Designation (Postman/ GDS MC Outsourced staff any other)	Vehicle no.	Total Km for which Claim sanctioned	Rate Per Km	Total of Articles to Staff	number of Accountable Invoiced Delivery	No. of Accountable PMA by delivery staff	% of Accountable Articles through PMA	% Delivery Performance during the month	Total amount reimbursed	Signature of APM (Mails) Postmaster	Remarks