



भारतसरकार/Govt. of India  
भारतीय डाक विभाग/Department of Posts, India  
डाकअधीक्षककार्यालय/Office of the Supdt. of Post Offices  
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To  
All PMs/SPMs  
Under Dhenkanal Division

No:-G-1-10(SUB-I)

Dated at Dhenkanal the 12.03.2026

Sub: Delivery of Amazon articles and Improvement of Delivery Estimated Accuracy (DEA)

Ref: This Office letter of even No. dated 19.01.2026

This is in continuation to this office letter under reference. It has been observed that the delivery performance and updation of Amazon articles in APT 2.0 in certain offices is unsatisfactory. Amazon monitors delivery performance of the Department of Posts through the parameter known as Delivery Estimated Accuracy (DEA), which reflects whether an article has been delivered or at least attempted on or before the Promised Date of Delivery (PDD). Any delay in delivery or failure to record delivery/attempt scans in the system adversely affects the DEA performance of the Division, and reflects poorly on the efficiency of the Department as a logistics partner for major e-commerce customers.

In this connection, all the SPMs are directed to instruct and sensitize all the delivery staff at the SO handling Amazon parcels to ensure accurate and timely scanning, maximize first attempt delivery, and updation of delivery status in APT 2.0 without delay. Also, several articles dispatched to BOs are not being updated in APT 2.0 which reflects negligence of duty. Therefore, all BPMs must be sensitized and instructed accordingly and it is to ensure that the articles sent to BOs are updated by concerned BOs without fail. Any loss/discrepancy in the receipt of the articles must be brought to the notice of the undersigned.

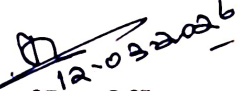
All PMs/SPMs must ensure strict adherence to the above instructions. Any deviation from the instructions will be viewed seriously and action as deemed proper will be taken against the defaulting official.

  
12-03-2026  
(J.Garnaik)

डाकअधीक्षक/ Supdt. of Post Offices  
देंकानालमंडल/ Dhenkanal Division  
देंकानाल/ Dhenkanal-759001

Copy to:-

1. All the SDHs under Dhenkanal Division. It is requested to check the performance of SOs/BOs in this regard during visit/inspection and to ensure that delivery of Amazon articles are made properly.

  
12-03-2026  
डाकअधीक्षक/ Supdt. of Post Offices  
देंकानालमंडल/ Dhenkanal Division  
देंकानाल/ Dhenkanal-759001